



**City of Coral Gables
COMMISSION MEETING
December 14, 2010**

ITEM TITLE:

Congratulations to Patricia Arocha, Automotive Department, recipient of the City of Coral Gables Employee of the Month Award, for the month of January 2011.

BRIEF HISTORY:

The nomination was submitted by Steven Riley, Automotive Department, which provided the following:

“Mrs. Arocha has distinguished herself by tirelessly (and without hesitation) taking-on a very large workload that more than doubled her daily duties. The recent and short notice departure of our Service Writer left the Automotive Department with a huge void in our ability to provide accurate and timely service request and work order processing. For several weeks, Patty selflessly (and without prodding) took the initiative and brought home large amounts of work orders to be processed into our fleet information management system. She coordinated with the IT Department so she could gain remote access to the fleet system while at home. She worked tirelessly into the late evenings to make sure the department’s fleet information system was kept up-to-date. It should also be noted that much of this work was done while she was on bereavement leave due to the passing of her father. Throughout this ordeal she maintained a positive attitude while consistently and flawlessly performed the myriad of her other duties.

Patty has also been instrumental in the planning and implementation of new initiative designed to measure the productivity and efficiency of the Automotive Department. Through her efforts we have dramatically improved the methods we use to track specific repair completion times and equipment availability rates. Upon full implementation these benchmarks will be used to compare our maintenance processes against industry standards.

She remains committed to public service excellence by regularly attending the Florida Women in Government Conferences to which she is the District Director for the Southeast Florida Region. This region includes the following counties: Palm Beach, Broward, and Miami-Dade. She is also the chairperson for the scholarship committee.

Patty has been a well-respected part of the Coral Gables family for over twenty two years. Her commitment to the City and the Automotive Department is in keeping with the highest traditions of professionalism and employee dedication. It is for those reasons that I proudly nominate Mrs. Patricia Arocha for employee of the month award.”

ATTACHMENT(S):

Employee of the Month Notification Letter