



**City of Coral Gables
CITY COMMISSION MEETING
August 24, 2021**

ITEM TITLE:

Congratulations to Supervisor Monica Moreno, recipient of the City of Coral Gables “Operator of the Second Quarter Award,” for the months of April through June 2021.

BRIEF HISTORY:

I respectfully request to nominate Supervisor Moreno for the Communications Operator of the 2nd Quarter in 2021.

Monica has always been a dedicated employee who truly cares about the well-being and success of her co-workers and of the section overall. However, most recently, I have seen Monica step up in a way that is not only impacting her co-workers, but also her superiors, including myself.

With the increasing amount of stress affecting law enforcement in the country, as well as Communications Operators, Monica has gone out of her way to look up articles and webinars that operators can view to help de-stress and cope with any struggles as well as improve their overall wellbeing and mental health. Monica understands and sees how difficult it can be to manage work, home life and now additional stressors due to the pandemic, and she wants to make a difference in helping her co-workers find the aid they may need. In addition to that, Monica reached out to Fire Department administration and is organizing a guest speaker for her next shift meeting to speak about critical incident stress debriefing as well as a peer support system. She has expressed great interest in making this program available to Communications Operators and has done extensive research on the topic. Furthermore, during Police Appreciation Week, Monica collaborated with other operators in creating over 263 goodie bags for CGPD and UMPD officers as a small token of appreciation and to let them know that they are supported. Monica and her co-workers visited roll calls and different sections within the Police Department and personally delivered these gifts.

Monica is incredibly thoughtful and kindhearted. She is always offering a kind word of support for her peers whenever she notices that someone is having a difficult day. From a brief chat to see how they are doing, to buying a small unexpected gift, Monica always finds a way to touch people and let them know that they are cared for. She mentors new employees as well as those who are being challenged with new tasks. Most recently, she took initiative and has taken a newly appointed acting supervisor under her wing and is preparing her to be able to run a shift on her own. Monica also shows great support for her superiors and the administration. She has reached out to me personally as she sees the struggles of management recently and offered her support in any way she can. Monica has gone out of her way to promote positivity and clarify misconceptions that operators may have about new procedures or implementations. This is especially appreciated as morale in the Communications Center is critical to ensuring a healthy and productive work environment.

As if her kindness was not enough, Monica is also a productive and innovative employee. As a Communications Supervisor, she is required to run shift meetings every bid. Monica went above and beyond expectations by tirelessly preparing an informative and detailed power point presentation as well as

a training session on newly implemented procedures for her operators. In addition, Monica was recently approached by the TSD Major to put together a quick sample schedule for potential agency interns. Monica went above and beyond and researched several topics and options for training these interns. While other sections returned a brief schedule, she quickly came up with a very detailed curriculum and is currently working on expanding it. As if that was not enough, Monica created a brief roll call training for officers regarding Teletype officer safety and alert code concerns. She realized that many new officers did not have an understanding of these terms, and being concerned for their welfare, she made it a point to research information and create this training opportunity for them. It should be noted that as a Communications Supervisor of the busiest shift, Monica has a heavy workload as it is, however, she has not hesitated to volunteer to assist or manage extra projects.

I could continue on about the many reasons why Monica Moreno deserves to be the Operator of the 2nd Quarter. As her immediate supervisor I am incredibly proud of the job she has been doing and how she has stepped up to make our center the best it can be. She possesses all the qualities of what an exemplary employee should be and I believe the Department would be proud to name her the Operator of the 2nd Quarter.

ATTACHMENT(S):
Nomination memo