



## Legislation Text

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Congratulations to Communications Operator Linda Maestre, recipient of the City of Coral Gables "Operator of the Quarter Award," for the Fourth Quarter 2019.

I respectfully nominate Communications Operator Maestre # 7885 for Communication Operator of the Quarter award.

On December 5, 2019, Operator Maestre was filling in as a trainer on Dispatch. At approximately 4:17 PM., Operator Maestre was taking a break when she overheard a "shots fired" distress call from the Security Guard at City Hall via the radio channel. Operator Maestre immediately ran back to the Dispatch terminal and upon sitting down, her 19 year career as a Coral Gables Dispatcher shined through. Operator Maestre relayed pertinent fleeing offender information, while making sure responding units advised of any potential victims. As she was dispatching, Operator Maestre made sure the arriving Officers had the air and more resources.

As units were being pulled from their off duties, Operator Maestre was updating BOLO information while dispatching other calls she felt could possibly be related due to the proximity to the scene and the possible intention of the offenders -such as a hit & run with injuries on Douglas Rd, which turned out to not be related.

At approximately 4:36PM., Operator Maestre observed a stolen vehicle call for service and after reading the notes realized this call was related to the armed robbery call for service. Operator Maestre immediately alerted the units of the severity of the call which turned out to be a carjacking/abduction. Operator Maestre while providing crucial BOLO information also raised INTERCITY to request MDPD Aviation in order to help track the stolen vehicle. As the stolen vehicle fled through different jurisdictions and in another county, Operator Maestre provided updates to the Coral Gables Officers.

While on scene of these critical incidents, I overheard several Officers say how calm and direct the dispatcher was. Even though most Officers only know dispatchers by their voice, during these critical incidents it was Operator Maestre's voice that provided information which kept the Officers fully informed. Even though Operator Maestre has been a dispatcher in Coral Gables for 19 years, she also worked as a dispatcher for the Homestead Police Department. Operator Maestre's tenure was evident on December 5th, her cool demeanor and knowledge definitely assisted on the coordination of all three scenes and this is why she is deserving of the Communication Operator of the Quarter award.