

Supervisory Leadership Award

Antonia "Tammy" McGuire – California Highway Patrol

This nominee exemplifies characteristics of a great leader including passion, commitment, positivity, collaboration, and creativity, just to name a few. She began her career at small police department in Imperial County before accepting a job as a Public Safety Dispatcher with California Highway Patrol. She promoted through the ranks and has been serving as a Communications Manager since January 2010.

As a POST-certified Associate Instructor, she provides annual continuing education training to subordinate staff. She has assisted with tactical operation plans for large-scale events requiring freeway/road closures; Protective Service Details for dignitary visits; and public protests. She listens to ideas and is always open to suggestions for improving working conditions. She takes the time to meet with staff to discuss their ideas or explain any unpopular procedural changes when they are implemented. Her own innovative ideas and follow-through resulted in the streamlining of procedures for providing communications records to the California courts and judicial officials, as well as for Public Records Act requests.

She works closely with the communications center Commander and supervisory staff to improve relationships between employees at all levels. She truly cares about the well-being of all employees and has done things such as initiating meal delivery for an employee on extended leave for postoperative care for her child; assisted cleaning the apartment of a deceased employee who had no local family members; and on more than one occasion has paid out of pocket to purchase food for those working during extremely busy shifts or when operational needs required that lunch breaks be cancelled. She has maintained her call-taking skills and helps answer 9-1-1 calls herself when necessary.

One of her significant recent accomplishments was conceptualizing and assisting in the creation of a database entitled SOARS (Scheduling Overtime Automated Reporting System) in an effort to meet the NENA recommendation of answering 95% of 9-1-1 calls within 15 seconds. This database imports statistical call volume information from ECATS to predict staffing needs for each hour of the day which is then used to create schedules with maximum staffing during projected peak call volume. Additional features of the database are the tracking of overtime, sick leave, performance evaluations, progressive discipline, and training, and includes the ability to search and create reports/statistics on all data. The success of this database resulted in it being implemented at several other CHP communications centers, at their request. She traveled to these other centers for installation and to provide training on the system, spending many hours doing so on personal time. Her efforts were recognized with a Certificate of Commendation from the Commissioner of the California Highway Patrol.

She is an outstanding mentor to supervisory staff, leading by example, and her commitment and genuine desire to provide service to the public and support to her staff has never wavered. For these reasons and many others, Antonia "Tammy" McGuire is worthy of the 2019 Supervisory Leadership Award.

Laurie Nachand – San Diego Police Dept.

Laurie has been a supervisor for only three years. However she possesses the job knowledge and technical skill, demonstrates the outstanding performance, leadership qualities and abilities, and exudes the high level of dedication and commitment to her job of a much more tenured supervisor. She has earned the trust and respect of everyone she works with, through her selfless, servant leadership, her fresh ideas and follow-through, her approachability and her brilliance.

Laurie can be relied upon to oversee daily operations of the Communications center, and she can also fill in at a Phone, Radio or Lead position. She's the main scheduling supervisor responsible for staffing, and is the go-to when staffing is needed for large-scale special details. Administration often seeks her staffing expertise when it comes to staffing major holidays, etc., as she always has very thoughtful, reasonable input and can approach an issue from multiple angles.

Laurie is a Lead Advisor, and Mentor. She coaches and mentors employees to help them reach their full potential, while still holding employees accountable when necessary. No matter the capacity in which Laurie works, she always gives her all. She has a passion for doing what is right, making the jobs of her employees, peers and superiors easier, making operations more efficient, and making supervision as a whole work as one cohesive team. Laurie does not take a back seat to anything and is constantly coming up with new ideas, accompanied with a plan of action. Some examples: creating staffing matrices, developing helpful cheat sheets, writing a proposal for a Quality Control Supervisor which has since been implemented; anything Laurie comes up with is in the name of consistency, efficiency and making things easier for everyone.

Laurie is a prime example of a "dream employee". From a subordinate's standpoint, Laurie is sought out for being fair, approachable, knowledgeable, trustworthy, a strong leader and an advocate for the dispatchers, all while being fun and making the workplace a happier place to work. From a peer standpoint, Laurie embraces the "team" concept and goes out of her way to help her peers in any way she can. She never tries to be a standout, and she always makes a conscious effort to equitably share the workload of managing the dispatch floor. From a management standpoint, Laurie is the ideal person to have within the supervision team. She follows the Chain of Command very well, makes her boss's priority her priority, and when she brings a problem forward she also brings very well thought-out and reasonable solutions. She's mission-driven and thoroughly understands the goals, objectives and mission of the Division and does whatever she can to move these forward. She has an extremely high work ethic and is the first to hold herself accountable and to a high standard.

Laurie possesses many characteristics of a great leader, most of which cannot be taught. She always strives to learn and grow, has made positive changes to our organization, and has made a difference in many ways.

Arlene Fletcher – San Diego Sheriff's Dept.

Arlene always has a smile on her face and exudes a positive attitude. She maintains this positivity whether she is working with a longtime colleague, brand new employee, or manager.

She is approachable and provides advice, guidance, or assistance when needed. Arlene has a knack for communicating with others in a way that always leaves them better than when she found them. Her positivity transcends into the advice she gives which always leads with compassion. She is respectful and quick to recognize a job well done.