

2019 Supervisory Leadership Award Nominations

Laurie Nachand - San Diego Police Department

In the past year, Laurie has taken on a significant amount of responsibility. Despite the amount of work Laurie does, she constantly makes herself available to everyone on the floor – superiors, peers and dispatchers alike. She is always welcoming, will take the time to listen to people, to help others problem-solve – all the while never acting put out, too busy, stressed, etc. It truly takes a strong leader to accomplish all Laurie does in a 10-hour day and remain present to everyone else. Laurie demonstrates the ability to be diplomatic, empathetic, passionate about her work, focused, and lead with heart, every single day. Laurie's primary job is that of Quality Control Supervisor; she is the first in this position. She is responsible for monitoring every dispatch employee, making it her goal to get/keep all dispatchers on the right path to success. When it comes to providing employees with feedback, which is not always positive, Laurie consistently handles this with the utmost of professionalism and tact. She is always respectful, very well spoken, and thoughtful about what she says and how she says it. Her job knowledge is incredible, so when she is coaching employees, she is unbiased and can speak to policy and explain policy in a way that enables dispatchers to make better decisions and leaves employees feeling empowered, not defeated. She is able to approach issues from different perspectives and give dispatchers the "big picture" effect of their decisions, which is most helpful. Above and beyond monitoring employees and giving them feedback, Laurie has brought consistency throughout the Division by taking the lead in communicating expectations and developing Division-wide training for dispatchers as she discovers trends in performance that need addressing. When our divisional CAD Liaison resigned, Laurie didn't hesitate to step up and rise to the challenge of taking on this highly technical and time-consuming collateral duty. Even in this position, Laurie works with the mindset of how she can make the job of dispatchers as easy and efficient as possible. Laurie's other collateral duties include those of: • Training Supervisor • Lead Dispatcher Coordinator • Mentor • Peer Support Backup Coordinator • Labor Management Committee (LMC) Member On top of all of the duties Laurie has, her unwavering dedication and commitment to all employees was most evident when she prepared and presented a proposal for a Special Salary Adjustment (SSA) for the City's Police Dispatcher series. The proposal was denied, so Laurie created a 5-minute presentation with the LMC, other supervisors and our Captain, to present to the Civil Service Commission. Her presentation was professional, effective, and resulted in the Civil Service Commission recommending approval for a SSA to the City for a 20%

increase in pay for our dispatchers. Laurie is the epitome of what it means to be a leader and a team player. She is very passionate about making Communications Division a better place to work. She genuinely wants what's best for each individual employee as well as the Division as a whole. She is a class act.

Arlene Fletcher - San Diego Sheriff's Department

The San Diego Sheriff's Communications Center would like to nominate Supervising Emergency Services Dispatcher (SESD) Arlene Fletcher for the SDAPSD Supervisory Leadership Award. Arlene was hired as a dispatcher 18 years ago. After five years of dispatching she was promoted to the SESD position she currently holds. Arlene is very knowledgeable in dispatch operations and takes every opportunity to impart her knowledge to others. She desires to continually learn on a daily basis. If she does not immediately have an answer or a resolution, she will research and use her resources to obtain the answer. Arlene is extremely personable and well-liked by all those who work with her. The watch commanders find her a pleasure to work with because of her professionalism and willingness to help. She is a role model who inspires and motivates her employees because she leads by example. Arlene never expects her staff to do something that she isn't willing to do herself. Even on long days when she is tired, she is smiling and makes everyone feel comfortable. Anyone who has had the pleasure of speaking to Arlene when calling the Sheriff's Communications Center can hear the smile in her voice when she speaks. Arlene is consistently supportive. She takes it upon herself to provide exceptional support to new employees, mentoring and coaching them to achieve success. She also provides support and assistance to her subordinates and peers at every opportunity. Arlene goes above and beyond for her staff and gives everyone a voice. She is a great listener and does not judge which inspires others to trust her. Arlene is one that looks and finds the positive in every situation. She is extremely perceptive and puts her employees' mental and emotional health as her main priority. She regularly checks in with those that are having issues and provides them with the guidance and resources they need to overcome obstacles and succeed. Arlene has the utmost faith in her staff and ensures that she gives commendations for a job well done. She strives for the job to be done correctly and is eager to help the staff attain that goal. In addition to performing her job at an exemplary level, Arlene demonstrates an extraordinary commitment to everyone she works with. She is always willing to pitch in for the good of the Communications Center, often working overtime to fill vacant positions. Arlene exemplifies the mission of the San Diego Sheriff's Department by providing the highest quality public safety services to those we serve. Her skills, knowledge, willingness to help others, and dedication make her an excellent nominee for the SDAPSD Supervisory Leadership Award.

Nancy Fidel - Escondido Police & Fire

Nancy began her career as a dispatcher with our department in 2009 and was promoted to Shift Supervisor in 2018. Nancy holds a Bachelor's Degree in Psychology, the POST Advanced Dispatcher certificate, and is a certified Emergency Medical Dispatcher as well as a part of our QA/QI team for the program. Nancy was also a part of our Communications Training Officer program. Although Nancy is a new supervisor, she has done a fantastic job at leading her crew and being an asset to our communications center. Nancy goes above and beyond to master the information for all three disciplines that we dispatch for. As such she is looked to as a subject matter expert and the go to supervisor for the dispatchers. Nancy is passionate about training and shares that passion with the dispatchers. Although she is no longer a direct CTO she does help manage the program sharing her passion and expertise with our current CTO group and trainees. Earlier last year Nancy took it upon herself to edit and update our equipment failure book, which we rely upon during times of equipment crises. Nancy also helps with our centers social media and makes sure to include our Spanish speaking community in changes or posts that she makes. Nancy has maintained the delicate balance within the dispatch environment of working side by side with her staff while also supervising them and handling any issues as they occur. Nancy is a forward thinker and typically brings items forth before they can even become issues. Throughout the year as critical and stressful calls or events are worked Nancy makes sure to take care of her dispatchers and see to their needs. Nancy is always willing to take on tasks or projects that need done while also handling the necessary day-to-day business. Nancy and her team work very well together and a lot of that is due to Nancy's leadership skills. Nancy leads by example and that helps her to effectively manage and develop her team. On a consistent basis, Nancy displays a positive attitude and encourages others to do so. In summary, Nancy is growing and thriving in her current role as shift supervisor; she has a strong drive and work ethic. Nancy values her team and shows them on a consistent basis through her words and actions. Nancy is ready to step in at a moment's notice to help with anything that comes her way. Nancy is the epitome of leadership in all its facets.

Nieves Suarez - Palomar College Police Department

Nieves Suarez is the heart and soul of the Palomar College Police Department's Dispatch Center. The campus police department serves a population of over 30,000 students, 24/7/365. As the coordinator, she also served as the only full time dispatcher until two new hires in the Fall of 2019. She is a dispatcher on the floor, filling in for our part time staff on a moment's notice. By coming in for a graveyard, swing or holiday shift she keeps the dispatch center operational. She coordinated all the purchasing for our dispatch center which opened in Fall of 2019. For nearly a year, she operated with her staff in another building away from the new police department while awaiting internet connectivity. Beyond selecting and overseeing the purchase and selection of all

equipment, Nieves also serves as the primary contact to the IT department overseeing 200 CCTV cameras to help protect all four of our campuses. She provided pertinent information to the chain of command, justifying the hiring of the first two full time dispatchers in the Department's 20 year history. She served on the selection committee to hire the two dispatchers, then was their primary trainer. She oversees the 24 hour operation as if it was her own family. She supervises up to 12 dispatchers, all but 10 are part time employees. She works with their personal schedule, school and secondary work requests. She holds monthly team meetings arranging for supplemental scheduling so all of her team can attend. This usually results in a 12-14 hour day for herself. She coordinated a CLETS audit which was successful. She also drafted policy to continue compliance with outside vendors. Nieves is a vital member of the Department's leadership team providing input and support to her sworn and non-sworn peers. Nieves best and saddest days is when one of her folks leaves our agency to accept full time work as a dispatcher. Nieves has mentored, developed and encouraged her direct reports to seek opportunities with other agencies. She is proud to count former members with Oceanside, Escondido, Chula Vista, Coronado Police Departments as well as SDSO. In addition to her coordinator efforts, she also provided training to our current and former records supervisor and assists with the preparation of the Annual Security Report for the Department of Education. Beyond assisting the Department and developing our dispatchers, she also seeks continuous improvement. She was selected for a three week leadership school sponsored by the San Diego District Attorney's Office. She is embedded in the extra reading and networking. This only adds to her role as a college student, mother of a teen age daughter and fiancé. Nieves is a unique person who can explain and delegate tasks, while still mastering the daily stressful work as a public safety dispatcher. As a retired member of the Phoenix Police Department with nearly 300 dispatchers, I realize Nieves serves as five people in our 60 person agency. Our Department truly could not run without her and she is one of the greatest people I have ever met!