

SAN MATEO COUNTY
Inter-Departmental Correspondence

DATE: March 26, 2001

TO: Honorable Board of Supervisors

FROM: John Maltbie, County Manager

SUBJECT: Employees of the Month for April 2001

RECOMMENDATION

Honor Don Maynard, Ron Cherry, and Terrie Cardoza Employees of the Month for April 2001 and authorize the President of the Board to sign the commendation.

Background

In September 1984, you approved a resolution establishing an Employee of the Month program and in December 1984, you honored the first San Mateo County Employee of the Month.

The Selection Committee has reviewed the nominations and recommends that Don Maynard, Ron Cherry, and Terrie Cardoza, Communications Dispatcher IIs, in the Public Safety Communications Division of Employee and Public Services be the Employees of the Month.

Discussion

With the approval of Model B, Public Safety Communications has gone through tremendous change. The Communications Center received approval to increase staff by thirteen employees to accommodate the workload of eleven new fire departments. There have been ongoing recruitments to fill the positions and in-house training academies to train new employees. Three employees in particular were instrumental in the training process: Don Maynard, Terrie Cardoza, and Ron Cherry. These Communications Dispatcher II's-Fire/EMS Specialists have dedicated many personal hours to curriculum development as well as rearranging their schedules to instruct in the classroom. All three have great technical ability as well as the ability to share that knowledge as instructors to new hires.

Don Maynard is responsible for developing the curriculum for the fire portion of the academy. Don is a Communication Dispatcher II who has committed himself to being a Fire/EMS Dispatcher Specialist. He is a true expert in the field of Fire/EMS Communications. A number of operational policies and procedures have been created because of Don's in-depth analysis of our Center's function and its relation to the fire service operations in the County. As a working dispatcher, Don took on this assignment voluntarily and worked on much of this project on his days off. As a result of the commitment Don is our primary Fire instructor in the Fire/EMS Academy.

Terrie Cardoza also committed herself to being a Fire/EMS Dispatcher Specialist and she has taken a particular interest in the EMS function. Terrie is a well-respected and caring dispatcher who handles the EMS instruction for our in-house academy. She has a very down to earth approach and is patient with her students when they are trying to learn some confusing concepts. As with Don, Terrie is a working dispatcher and voluntarily worked on much of this project on her days off.

Ron Cherry is also a Fire/EMS Dispatcher Specialist and requested to get involved with the program. Since Ron had not trained before, he paired up with Terrie to instruct the five-week Per-Diem Dispatch Academy. Because the five per-diem Dispatchers work for other agencies full-time, their academy was two-days a week for five weeks. Both Ron and Terrie gave up two of their days off each week to facilitate the process. As a result, four firefighters and one paramedic have been trained as EMD call-takers. As a first time instructor, Ron did a great job and has now gained valuable experience as a trainer which will be utilized in our future academies.

Without the dedication and hard work of employees like these, the Public Safety Communications Division would not be as strong as it is. Don, Terrie, and Ron deserve special recognition for going above and beyond to assist the new employees in becoming qualified dispatchers.

Our County is fortunate to have Don Maynard, Ron Cherry, and Terrie Cardoza among its outstanding employees.