

Deanna Mendoza

While Communications Training Officers are the primary training contact for new employees, from time to time a Communications Technician II will step up and volunteer to be of assistance. This allows the training program to run smoothly in the absence of an assigned trainer. When the Communications Bureau welcomed five new probationary dispatchers to the TPD family, the first four weeks of on-the-job training began on the midnight shift. Ms. Deanna Mendoza assisted the training program by volunteering to educate probationary employees and complete Daily Observation Reports a number of times. Her skills as an instructor were frequently tested since the majority of assignments were when the trainee was assigned to the radio channels.

Ms. Mendoza began her employment with the bureau in October 2009. Since that time her consistently positive attitude and overall willingness to assist when and where needed, is rivaled only by her quest for more knowledge about her chosen profession. Communications Technicians are trained to constantly be ready to adjust and step into chaotic events at a moment's notice; these skills are expected of seasoned dispatcher. Although Deanna has only been with TPD for two years, this is where she shines. She maintains a sense of awareness to calls and radio traffic city-wide that may be of any importance to co-workers and will jump in to assist whenever needed. Along with assisting in training, Deanna continuously looks for additional responsibility. She has the desire to help, the midnight shift has come to expect these qualities from her, and the bureau as a whole benefits from her actions.

A further case in point of Ms. Mendoza's overwhelming pride in her work is displayed in her willingness to volunteer for community service projects. She exemplified the objectives of the police department by skillfully delivering information to a variety of audiences at Alexander Elementary School. While at Alexander, she worked in concert with TPD's Hispanic Liaison, Officer Irene Thomas, using the 9-1-1 simulator to teach close to 500 elementary school students the proper use of 9-1-1 and emergency communication.

For her supportive assistance with the training program, her relentless thirst for knowledge in the communications field, and her positive representation of the department, Deanna Mendoza is recognized as the Communications Bureau Employee of the Month for November 2011.

*Communications Bureau
Employee of the Month
November 2011*