



*Ellen Moore*  
*2008 Communications Bureau*  
*Employee of the Year*

For more than 35 years, Ms. Ellen Moore has been one of the dedicated voices of Communications. She has seen countless changes, be it personnel, technology or growth in city geography. As a Communications Training Officer for over 20 years, Ms. Moore has passed her knowledge on to countless employees just beginning careers in the Tampa Police Communications Bureau. With the advancements in CAD, radio, and RMS technologies, she always stays abreast of changes to remain informed and up-to-date. She has the ability to prioritize activities in a logical and practical manner.

In February of 2008, Ms. Ellen was recognized as the Communications Bureau Employee of the Month. While training on Frequency 6, Ms. Ellen received a call with remarks of "Garage bays just blew up." Ms. Ellen immediately dispatched officers, alerted Communications and Patrol supervisors and verified Tampa Fire Rescue was enroute. As information became available, she updated the event as responding officers informed her "someone possibly still inside" and "everyone be advised, this business is a gas station." Then, a radio transmission of "10-33! I see the subject still inside! I need a fire extinguisher!" Ms. Ellen relayed the request and her experienced ears understood the overwhelming radio transmissions that may have been incomprehensible to a less seasoned employee. She remained the voice of reason on the radio throughout the entire situation. Ms. Ellen used the situation as a training tool, explaining the importance of every step that she took - from alerting the appropriate personnel to setting up a perimeter for the safety of the civilians.

Dependability is a trademark of Ms. Ellen. She is always on time for work and never late or absent on short notice. She is extremely successful in working with others. Invariably professional and polite, she is a role model for providing positive customer service. She remains calm and courteous even during stressful events, displaying empathy and professionalism throughout every call. When a shooting call was received from the Sonic at 4411 West Gandy Boulevard, Ms. Ellen was the dispatcher. Minutes after the original call, victims were found shot and injured at Gandy and Dale Mabry and still others at Gandy and West Shore. As details and related calls continued to pour in, they were routed to Ms. Moore for dispatching and updating of responding units. The suspect was thought to have been at his house at 4221 La Palma Court. Additionally, several shooting calls went out in the area of San Juan, Esperanza and San Obispo. This entire ordeal was very confusing, especially as officers on the scene were inundated with rapidly developing and constantly changing information. The radio traffic was constant for over two hours, with numerous urgent messages and calls from officers requiring Ms. Moore's immediate attention and timely relay. Ms. Moore ensured officers were quickly advised of updated information as she projected the composed voice amid controlled chaos.

Of Ms. Moore's performance during this event, Sgt Caravella stated: "She was exceptionally patient and attentive during the entire process. Her experience, calm and professional demeanor allowed officers and supervisors to order numerous requests of her - all of which were promptly fulfilled. She kept track of four crime scenes and an ongoing tracking of the suspect. I was very impressed with her ability to be a voice of professionalism and reason amid the abundance of tragedy during that series of calls". For her role in this event, she was named Tampa Police Department Employee of the Month in September 2008.

Ms. Moore is not one to look for recognition for outstanding performance. For her, doing her job means doing it well everyday. With tenure longer than the lifetime of some of her peers, Ms. Moore still has the dedication, energy and determination of the newest recruits. For her professionalism, dedication and ability, Ms. Ellen Moore is recognized as the Tampa Police Department Communications Bureau 2008 Employee of the Year.