



**Date of occurrence:** November 24, 2014

**Employee Name:** Tameka Burnell

**Unit/Division:** Communications Unit

**Award/Commendation type and recommendations:** Letter of Commendation

**Narrative:**

Communications Operator Tameka Burnell is recognized for their exceptional effort on November 24, 2014. That afternoon a water main burst on 96 Street causing two lanes of traffic to be closed. One eastbound lane had to be converted into a westbound lane to allow traffic to move in both directions. A fire was next reported at the closed hotel at 87 Street shutting down three lanes of traffic on Collins Avenue. All northbound traffic had to be diverted southbound onto Harding Avenue. Traffic was also gridlocked at 95 Street and Byron and Abbott Avenues. Communications Operator Burnell handled continuous angry phone calls from drivers and residents caught in the traffic as well as dispatching calls for service including an in-progress crime that resulted in two arrests. Congratulations and outstanding job!