



"Creating Raving Fans by Delivering World Class Service"

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AUG 06 2010

HUMAN RESOURCES  
CITY OF GRAND PRAIRIE

EMPLOYEE OF THE MONTH  
Nomination Form

Employee Nominated: OFFICER LENA AGUAYO

Department: Police-Field Operations

Reason for Nomination: Employee of the Month

Brief description of job duties:

Protect the safety of the citizens of Grand Prairie; assist in traffic control; assist when needed by the Fire Department

Has nominee been a city employee for at least 12 months?  Yes  No

On July 6, 2010, Officer Lena Aguayo and Officer Wes Filson responded to a call in North Grand Prairie of a 15-year female who had locked herself in her room with a large knife. Upon arrival, Officer Aguayo spoke to the Mother in Spanish who told the responding Officers that the juvenile had taken a large knife into the room with her and she was afraid that she would hurt herself. The mother also relayed to Officer Aguayo that the teenager had cut all of her hair off earlier in the day. When questioned further, the mother told them that the teenager had been recently diagnosed with cancer. Officer Aguayo, without hesitation, took charge of the situation and communicated to me that she would provide lethal cover and Officer Filson would employee with Taser only if necessary for the safety of Officers and the individual. Officers went to the bedroom door and Officer Aguayo began to negotiate with the individual to open the door. (Continued on next page, please and thank you!)

Nominated by: Sharan Barrett Supported by: Ken Bell John

Sharan Barrett

(Dept. Director sign. required)

(Deputy City Manager sign required)

FOR RECOGNITION COMMITTEE USE ONLY

Months in Pool: Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Selected EOM for the month of July, 2009

Not selected for EOM during 3-month period

Copy of Nomination sent to Employee

Copy of Nomination placed in Employee File

When it came to an impasse, Officer Filson forced the door open exposing the juvenile who was holding a butcher knife approximately 9" in length. She began swinging the knife towards the Officers; however, she was on the ground and not in a position to reach Officer Aguayo. Officer Aguayo remained calm, assessed the situation appropriately, chose not to fire and stepped further down the hall to remove herself from the need to use deadly force. Officer Aguayo showed great restraint in taking this action. Officer Filson took a step back so they she couldn't reach him from her current position, and then he pointed the Taser giving commands to drop the knife. The juvenile didn't comply, so before the juvenile could close the gap between Officer Aguayo and Officer Filson, Officer Filson discharged his Taser striking the juvenile in the back.

Officer MacDonald assisted in getting the knife from the juvenile while Officer Aguayo continued to provide cover for both Officers. Officer Aguayo then returned to speaking to the Mother to let her know that the juvenile was fine and she would be taking to the hospital for observation. Although Officer Aguayo could be commended for her actions taken up to this point, this was only the beginning.

Officer Aguayo began to show great concern and compassion for this teenager who was now in a difficult position in her life. Officer Filson stated he was able to witness first hand Officer Aguayo's empathy in getting the juvenile to the hospital in Dallas and then remained with her for over 5 hours in the emergency room. While Officer Filson was there, he witnessed Officer Aguayo talk to this frightened young teenager, sharing her struggles while growing up in Dallas, becoming a Police Officer, and then being the only female officer on the SWAT team. Officer Aguayo continued to encourage the girl to go back to school, pursue her dreams, and become an inspiration to others. Officer Aguayo also suggested to the young teenager that she should start writing down her experiences through her cancer treatment so that she could be an encouragement to others one day when she beats her disease.

On July 15, 2010, Officer Filson overheard Officer Aguayo mark out at the same apartment that she had initially responded to on July 6<sup>th</sup>. Officer Filson contacted Officer Aguayo to see if she was going to check on the young teenager and her welfare. During her visit, Officer Aguayo gave the young teenager a diary to start writing down her thoughts and one day to have them published. She also gave her colored pens and more words of encouragement. The young teenager was now wearing make-up and was looking like she had a new inspiration. Officer Aguayo later told Officer Filson that the young teenager's eye lit up when she found out that the Officer had stopped just to check on her.

According to Officer Filson, "Officer Aguayo's personal initiative and unwavering devotion to duty reflected great credit unto her and were in keeping with the ideals of Commitment, Pride, and Respect of the Grand Prairie Police Department.