



COUNTY OF SANTA BARBARA CALIFORNIA

RESOLUTION FOR COMMENDATION FOR JOE AYALA AND NICK LUGO EMPLOYEES OF THE MONTH, JULY 2018

WHEREAS, the Computer Aided Dispatch (CAD) system utilized within the Santa Barbara County Public Safety Dispatch Center is a crucial tool used by our Dispatchers in handling emergency and non-emergency calls for service occurring throughout the county; and

WHEREAS, historically, performing system upgrades or Windows Operating System updates within the CAD system utilized within the Public Safety Dispatch Center required a complete shutdown of the CAD system for hours at a time; and

WHEREAS, in mid-2015, Sheriff's Systems & Technology EDP-OAS II Nick Lugo became aware of a technology solution that would dramatically improve our CAD system's redundancy and availability. However, the application of this technology within the CAD environment was uncharted and would require extensive research, integration and testing. After receiving appropriate approvals, Nick Lugo and Sheriff's Communications Dispatch Supervisor Joe Ayala teamed up and worked tirelessly over the next two years to implement this new technology in the first quarter of 2018, and did so while juggling many other projects; and

WHEREAS, as a result of Nick and Joe's extraordinary work, updates and system maintenance to our CAD system can now be performed "off-line" and without interruption to the critical work the Dispatchers are performing. The CAD vendor now has multiple customers demanding the redundant capabilities pioneered right here in the Santa Barbara County Public Safety Dispatch Center by Joe and Nick, and both are actively assisting the CAD vendor in identifying and solving implementation problems that will ultimately benefit Public Safety Dispatch Centers everywhere.

NOW THEREFORE BE IT HEREBY ORDERED AND RESOLVED that this Board of Supervisors recognizes Joe Ayala and Nick Lugo as employees of the month.

PASSED AND ADOPTED by this Board of Supervisors of the County of Santa Barbara, State of California, this 3rd day of July, 2018, by unanimous vote of the members present.



ATTEST:

Monica Regasato
Clerk of the Board

[Signature]
Supervisor - 1st District

[Signature]
Supervisor - 2nd District

[Signature]
Supervisor - 3rd District

[Signature]
Supervisor - 4th District

[Signature]
Supervisor - 5th District