

## Some of City's Best Are Recognized For Their Excellence in Civil Service



From left: Councilmember Dennis Zine; Councilmember Janice Hahn; Award Recipient John Dwyer, Port Pilots Division, Harbor Dept.; Award Recipient Lawrence Holmes, Port Pilots Division, Harbor Dept.; Award Recipient Ronald Rogers, Port Pilots Division, Harbor Dept.; Margaret Whelan, General Manager, Personnel; and Noel Cunningham, Director of Operations and Emergency Management, Harbor Dept.

### Annual Career Service Award event shines light on great service and longevity, demonstrating the excellence the City provides.

Friday morning, May 9, in the John Ferraro City Council Chambers, Councilman Dennis Zine represented the City of Los Angeles in the annual Career Service Awards, recognizing City employees for the tremendous gifts they have given back to their bosses:

the citizens of Los Angeles.

"It gives me great pleasure to once again participate in the Career Service Awards Ceremony," Zine said. "This year, we are honoring one of the largest numbers of City employees for their exemplary service to the City of Los Angeles."

Joining him at the podium was Margaret Whelan, general manager, Personnel Dept.

The event was held in conjunction with Public Service Recognition Month.

*Alive!* and the City Employees Club of Los Angeles congratulate all the awardees for their tremendous service.

The awardees and their accomplishments (text courtesy the Personnel Dept.):

### 2004 Career Service Award winners:

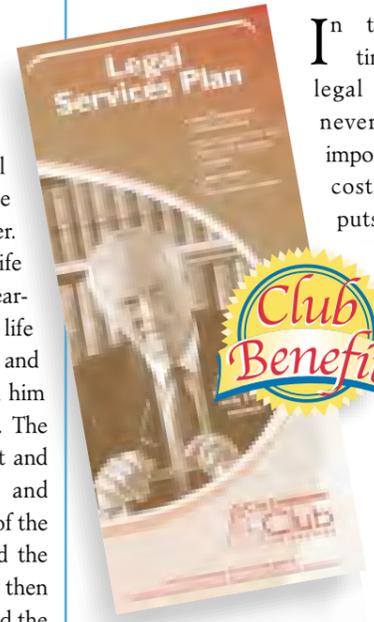
★ William Davenport, Deck Hand; John Dwyer, Port Pilot; Lawrence Holmes, Port Pilot; and Ronald Rogers, Port Pilot, Port Pilots Division, Harbor Dept.

On Aug. 10, 2002, while inbound from sea in the fog to San Pedro, the Stephen White Pilot Boat collided with a small recreational boat. The small vessel was immediately swamped and its three occupants were thrown into the water. Captain Holmes immediately threw life rings to the victims. Seeing a victim appearing to struggle in the water to reach the life ring, Captain Dwyer dove into the water and swam a life ring to the victim and swam him approximately 30 feet back to the boat. The other two victims swam to the pilot boat and were recovered by Captains Rogers and Holmes, who pulled the two victims out of the water while William Davenport operated the recovery platform winch. These awardees then began to administer first aid and stabilized the victims, awaiting the arrival of the LAFD rescue vessel. The awardees placed themselves in danger without regard to their personal safety to assist victims in distress.

*See Service Awards, Page 6*

## New Benefit Means Legal Service Access

Need legal services but scared off by high costs? With our new Club partner, you get access to your own local attorney for only \$11 a month.



In these modern times, access to legal services has never been more important. But the costs of lawyers puts that service out of reach for most hard-working City employees.

Not anymore. The Club has joined forces with United LegalNet, to offer Club

members prepaid access to real local lawyers and legal services at an affordable price. The plan offers competent legal advice and assistance and guarantees competent, courteous and effective advice to Club members' inquiries, through their own in-house attorneys. The plan further provides a network of experienced and qualified attorneys to handle matters outside the basic membership services.

"The Club works hard to provide its members with things they really need," says John Hawkins, Club COO. "People have been asking for this kind of legal service, with local attorneys. So we went out and found an excellent partner in LegalNet."

"Imagine your own attorney for only \$11 a month. It's an excellent benefit."

"We're excited about being part of the Club family," says Paul Newman of United

*See Legal Services Plan, Page 16*

## Mayor Emphasizes Priorities in His Annual State of the City Address



Flanked by police officers and firefighters, Mayor Jim Hahn delivered his third State of the City address at Fire Station 88 in Sherman Oaks April 19. Mayor Hahn discussed his efforts to focus on the City's priorities of increasing public safety, improving the delivery of services to neighborhoods and growing the economy by creating more housing and jobs.

Mayor Hahn also announced that his budget for next year contains funding to put

*See State of the City, Page 23*



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# Some of Best Employees Shine in Spotlight



From left: Councilmember Dennis Zine; Councilmember Janice Hahn; Award Recipient Clayton Hoppes, Maintenance and Construction Helpers, Harbor Dept.; Award Recipient Albert Galloway, Maintenance and Construction Helpers, Harbor Dept.; Noel Cunningham, Director of Operations and Emergency Management, Harbor Dept.; and Margaret Whelan, General Manager, Personnel.



From left: Councilmember Dennis Zine; Award Recipient Alonzo Clark, Personnel Director III, Human Resources Division; and Margaret Whelan, General Manager, Personnel.



From left: Councilmember Dennis Zine; James M. Okazaki, Assistant General Manager, DOT; Award Recipient, John Fong, Supervising Transportation Planner II, DOT; Wayne Tanda, General Manager, DOT; and Margaret Whelan, General Manager, Personnel.



From left: Councilmember Dennis Zine; Award Recipient Jacqueline I. Landtiser, Police Officer III, LAPD Foothill Division, with her family; and Margaret Whelan, General Manager, Personnel.



Councilmember Dennis Zine; Award Recipient Carmen Steward, Executive Secretary II, Emergency Preparedness Department, and her family; Ellis M. Stanley, General Manager, Emergency Preparedness Dept.; and Margaret Whelan, General Manager, Personnel.

## Service Awards

*Continued from Page 1*

### ★ Albert Galloway and Clayton Hoppes, Maintenance and Construction Helpers, Construction and Maintenance Division, Harbor Dept.

On Aug. 21, 2003, Maintenance and Construction Helpers Galloway and Hoppes observed a female jump into the harbor waters at Berth 84. The female was thrashing and flailing in the water attempting to reach the public landing when Galloway and Hoppes realized the female needed help. They quickly reached out from the public landing and pulled the female out of the water, saving her life.

### ★ Los Angeles Port Police, Port Dive Operations Group, Harbor Dept.; and the Los Angeles Police Dept.

The Los Angeles Port Police and the Los Angeles Police Dept., both having underwater dive units in their respective departments, recognized that no single dive unit has the resources to effectively ensure the safety of ships calling on the Port of Los Angeles, which is the third largest port in the world. The security concerns following the attacks of Sept. 11, 2001, made it apparent that barriers needed to be torn down and the dive units from both departments would need to work together as a single team.

This new team would be known as the Port Dive Operations Group, and its primary function is to ensure that high-risk vessels can call on the Port of Los Angeles with the knowledge that the ships and docks are free from explosive devices.

With completed training conducted by the Department of Homeland Defense, they have expanded their knowledge of various explosive devices and mines. Their service is voluntary and collateral to their assigned duties, and is performed under harsh and hazardous conditions.

In 2003, they conducted more than 30 dive operations. Several of these dive operations have uncovered other illegal activities including drug smuggling and homicide victims.

The men and women of the Port Dive Operations Group should be commended for its timeless efforts in providing this invaluable service. It continues to project the image of true professionals and sets an example for public safety divers nationwide.

### ★ Alonzo Clark, Departmental Personnel Director III, Library Dept., Human Resources Division.

Clark's career spans more than 25 years, starting in the Personnel Dept. He has been the personnel director for the Library since 1992. He has effectively advised the general manager and two assistant general managers, and provided for the human resource needs of the department's 1,300 employees. He has played a vital leadership role in expanding staff during the last ten years in response to a dramatic increase in service hours and the expansion of the library system.

His career includes successfully negotiated complex labor-management contracts; with the closure of dozens of libraries after the 1992 riots and the 1994 earthquake, Clark developed and implemented criteria for reassigning entire work units and hundreds of employees. Clark aggressively recruited top talent into the library profession by developing creative and innovative recruitment displays, materials and other recruitment tools that presented the Los Angeles Public Library as a first choice for potential candidates. These recruitment methods are now being used by many library systems across the country. Clark's experience and interpersonal skills, along with his training programs, make him a valuable and effective mentor. His professionalism, expertise and dedication to duty plays a significant role in the Library Department's success.

### ★ John Fong, Supervising Transportation Planner II, Bureau of Transit Programs, Transportation Dept.

With nearly 30 years of service, John Fong has dedicated the last 20 years with the Los Angeles Department of Transportation. Fong is known as the "father" of the Cityride program, which provides subsidized transportation services for the elderly and persons with disabilities. He was involved in the development and implementation of Cityride. More than 120,000 City residents are registered with Cityride, making it the largest program of its kind in the nation. The program has an estimated 14 million passenger trips per year. His leadership, dedication and excellent work in the area of public transportation has contributed to enhancing the quality of life for all City residents and visitors.

### ★ Robert Blackmer, Signal Systems Supervisor II, Dept. of Transportation.

Robert Blackmer has engaged in an inspiring 38-year career with the City of Los Angeles. He was selected to be a key team member to help guide the implementation of a new pilot project known as the Automated Traffic Surveillance and Control System (ATSAC.) He has played a pivotal role in the development of the state-of-the-art traffic control (ATSAC) systems now in place throughout the City, and continues to be and leading edge of technology as a key member of the Department of Transportation Bureau of Field Operations. He supported the ATSAC system by leading the field implementation staff during the construction of a number of additional ATSAC control areas of note the Santa Monica Freeway Smart Corridor project.

He has been a key team member in making the Department of Transportation a nationally recognized leader in applying advanced technology to improve traffic safety and reduce congestion.

It can truly be said that the state-of-the-art traffic management capabilities of the City of Los Angeles Department of Transportation are in great part due to the dedication, creative ingenuity and technical ability of Mr. Blackmer during his meritorious 38 year of service.

### ★ Jim Holdaway, Graphics Supervisor I, Harbor Dept., Communications Service Division.

For more than 19 years, Jim Holdaway has earned the reputation as the person to go to when something has to be done, no matter what it is, no matter how short the time frame. His expertise as a videographer and photographer has come into play at many critical points, including putting himself on the line to get that perfect one-time-only shot. His professionalism and creativity are an enormous benefit to the entire department. Equally important is the image portrayed to the local communities and Jim has produced numerous publications, presentations and other communications pieces that reach this audience with the right image.

### ★ David Keim, Deputy Superintendent, Code Enforcement Bureau, Department of Building and Safety

David Keim began his career with Building and Safety as an assistant inspector. Throughout his 25-plus years of service, he has invaluable knowledge and experience that has enabled him to rise through the ranks to an assistant general manager position. His diligence, commitment and outstanding leadership and management skills have assisted in vastly improving the morale of staff and generally improving the efficiencies and responsiveness in delivering code enforcement services to the public. Throughout his career, he has served as an outstanding example of what a civil servant should be by demonstrating a caring and "can-do" attitude and the highest level of professionalism and dedication to duty.

### ★ Jacqueline Landtiser, Police Officer III, LAPD Foothill Division

After the 2002 kidnapping and subsequent murder of five-year-old Samantha Runyon in Orange County, Foothill Area Community Relations Officer Jacqueline Landtiser sought answers to what she could do to help deter future kidnappings of young children. With the assistance of her daughter Jamie Lynn Landtiser as well as volunteers and other Foothill officers, and during her off-duty hours, she created a skit that acted out how children could help themselves from being a potential victim of a kidnap suspect, and it included warnings of what they should do if a stranger approaches them. The skit was videotaped and was



From left: Councilman Dennis Zine; Award Recipient Sam Tanaka, Principal Civil Engineer/Programmer, Public Works – Bureau of Engineering; Gary Lee Moore, City Engineer, Public Works; Bradley M. Smith, Chief Deputy City Engineer, Public Works; and Margaret Whelan, General Manager, Personnel.



From left: Councilmember Dennis Zine; Award Recipient Jim Holdaway, Graphics Supervisor 1, Harbor Department, with his family; and Margaret Whelan, General Manager, Personnel.



Los Angeles Port Police Port Dive Operations Group receives recognition.



The Employee Development Division of the Personnel Department receives recognition.

given the name "Stranger Danger" and is continuously being used by the entire LAPD as a prevention-based tape. The videotaped skit has also been approved for use in several fundraising activities by the Children's Assault Treatment Services (CATS) from the Northridge Hospital Sherman Way campus. Officer Landtiser is to be commended for her caring, compassion, thoroughness, and the countless hours she dedicated to making this video.

★ **Gloria Pinon, Senior Clerk Typist, City Clerk, Council and Public Service**

As a staff member assigned to the Council and Public Service Division's Public Counter, Gloria has several challenging duties, including preparation and timely publication of official/public notices in newspapers throughout Los Angeles. She has consistently demonstrated firm leadership by improving existing processes, building an improved and expanded publication program, and training co-workers in new procedures. She has also saved substantial monies by examining costs and working closely with vendors to obtain the lowest publication rates, and has also identified instances where the City was overcharged and has successfully disputed the charges, leading to reimbursement. The Department's continued success is in part due to her dedication and ever-present friendly and professional assistance she provides at the Public Counter.

★ **Carmen Steward, Executive Secretary II, Administrative Division, Emergency Preparedness Department**

Carmen Steward joined the Emergency Preparedness Department in 1997 and has shown maturity, motivation, enthusiasm and professional growth during her entire tenure. As an executive secretary for the general manager, she continues to demonstrate skills far beyond her classification and departmental expectations. She conducts interviews with general managers and elected officials, as well as representatives from the public. She collects information to publish a quarterly departmental newsletter, "Synergy," which has received recognition from emergency management agencies across the country. In every situation, Carmen represents the City and department in an exemplary way.

★ **Sam Tanaka, Principal Civil Engineer/Programmer, Library and Proposition Q Bonds Programs, Public Works Department**

With a career spanning more than 30 years beginning with the City's DWP, Sam Tanaka currently works as a principal civil engineer/programmer in the Bureau of Engineering, and is responsible for approximately \$1 billion of City's current capital improvement projects. These projects include construction, renovation and expansion of 33 libraries, 20 police stations, as well as a new joint-use Emergency Operations/Police Operations/Fire Dispatch Center, and the construction of a new police headquarters facility. He has worked with a kind of diligence and integrity uncommon to most. Of particular note is his work on the library bond program, which received overwhelming voter support.

City staff and departments that have had the opportunity to interact with him respect his leadership and ability to foster an environment for his staff that enables professional growth while being able to deliver and follow-through on the projects he manages.

★ **Employee Development Section, EEO/ Employment Development Division, Personnel Department**

With an average of 25 years of City service, members of the Employee Development Section, Personnel Department, form a team of dedicated training professionals. In fiscal year 2003-03, with the complete elimination of the contractual training budget, the Employee Development Section committed itself not only to quickly salvage the Citywide Training and Development Program, but also, through its efforts, enhanced the program through the development of new and replacement courses. The section employed creative and innovative ways to expand training opportunities, as well as enhance their own classroom training skills. Some of the innovative and creative ways staff expanded the Citywide training program include: provided training sessions solely to departments with large training backlogs; refocused the Training World Newsletter into a vital training tool for City employees featuring staff-written training articles; offered Brown Bag Lunchtime Seminars focused on improving City employees' quality of life; created Cityquiz, a computer-based interactive "game" designed to test employees' knowledge of the City; expanded the Personnel Department's intranet site by providing written summaries of selected in-house training courses, and added a new document resource directory. Ninety-four percent of the City's operating departments participated in the 15 training programs conducted by the Section, resulting in 5,626 City employees being trained. It is for these reasons that the entire Employee Development Section was commended for its commitment and dedication to duty. 🌟



Award Recipient David R. Keim, Deputy Superintendent, Department of Building and Safety.



From left: Councilman Dennis Zine; John E. Fisher, Assistant General Manager, DOT; Award Recipient Robert Blackmer, DOT; Anson Nordby, Principal Transportation Engineer, DOT; Wayne Tanda, General Manager, DOT; and Margaret Whelan, General Manager, Personnel.



From left: Councilmember Dennis Zine; Award Recipient Gloria Pinon, and family, Senior Clerk Typist, Office of the City Clerk, with her family; J. Michael Carey, City Clerk; and Margaret Whelan, G.M., Personnel.

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