

**National Dispatchers Week 9-1-1 9-1-1 9-1-1 9-1-1 9-1-1 9-1-1 9-1-1 9-1-1 9-1-1**

## Five Receive Commendations as Part of National Dispatchers Week

Five members of the LAPD's Communications Division received special commendations for excellence in the line of duty, as part of National Dispatchers' Week April 12 through 16.

The Club congratulates the following LAPD Communications employees for a job well done. 🏆

**Here are their commendations:**

### Megan Peer



**From left: Captain Andrew J. Smith, LAPD Communications; Councilman Dennis Zine; Megan Peer's husband, daughter and Megan; LAPD Chief William Bratton, LAPD; and Peter Di Carlo, ICSB.**

Club Member Megan Peer has worked for the City for 13 years. She has been a Police Service Representative with the Los Angeles Police Department during her entire City career. Megan has worked in many capacities, such as RTO, EBO, ATO and BCC. As an RTOTO, she has helped with the monitoring and assessing of new trainees and has been an instructor for 10 years.

Megan always gives 100 percent. Her yearly rating reflects the qualities that all employees should strive for: Professional demeanor, courteous attitude and commitment to leadership. Megan has received numerous commendations for professionalism. During the Democratic National Convention, Megan was instrumental in assisting the Director of Emergency Operations in collecting, monitoring and eventually deploying the resources of the LAPD to problem spots throughout the City.

Megan understands the need for emergency preparedness. In the event of a natural disaster, she is certified by the LAFD in the City Employee Emergency Response Team. CERT training prepares her to help neighbors and coworkers in the event of a catastrophic disaster until emergency personnel arrive.

She has been married for 13 years and has a daughter, Cabrina, who is four. Off duty, Megan enjoys sailing and spending time with her family.

The Day Watch of Communications Division, LAPD, is proud to recognize Police Service Representative Megan Peer as one of its most valuable PSRs.

### Andres Mendoza



**From left: Councilman Martin Ludlow; Councilwoman Wendy Greuel; LAPD Chief William Bratton, LAPD; Peter Di Carlo, ICSB; Andres Mendoza, PSR; Sharon Papa, LAPD Deputy Chief; and an unidentified person.**

Andres Mendoza has worked for the City since October 1994. He has been a Police Service Representative with the LAPD during his entire City career. Andres always puts forth a 100-percent effort in all positions. He is being commended for routinely going above and beyond the call of duty to help Communications Division attain its goals.

Andres has excelled as a PSR. He possesses a calm demeanor that readily allows him to exercise his leadership skills toward a successful completion of his duties. He consistently provides a positive feedback and support to trainees and other instructors in all areas of the job.

In August 2002, Andres became an instructor. Andres continues to surpass his duties as an instructor, demonstrating his knowledge, compassion and patience to new PSR trainees. Andres has been honored twice as "Employee of the Quarter" in the Communications Division. Even more impressive, he has received numerous commendations for his outstanding performance during urgent field situations.

Andres' personal achievements include an Associate of Arts degree in both criminal justice and business administration. He is married and has three children, a son 10 years old and two daughters, ages 5 and 2. Off duty, Andres enjoys softball, fishing and camping. He is very active within the community, volunteering as a coach for Little League and his church baseball team. Andres also referees for a children's basketball team at a local park.

Andres has stated that the most rewarding aspect of his job is helping his peers. It comes as no surprise that his co-workers did not hesitate to name PSR Andres Mendoza the Communications Division National Dispatchers Week Most Valuable PSR for AM Watch.

### Krishunda Wallace



**Krishunda Wallace, 9 years. She also received a commendation.**

Since early 2002 the City of Los Angeles embarked on a program to expand the ranks of its Police Service Representatives (PSR). This effort required Communications Division to have a concerted and meaningful program in place to facilitate the successful transition and retention of trainees. Consequently, each watch was required to have in place a team consisting of qualified instructors, Radio Telephone Operators Training Officer (RTOTO) Emergency Board Operator Training Officer (EBOTO) and Training Coordinator (TCO).

In February 2001, PSR Krishunda Wallace was selected from a pool of viable candidates to be AM Watch's RTOTO. Given her willing enthusiasm and desire to make a positive contribution, her selection was essentially a no-brainer. Krishunda immediately immersed herself in the program and made it a

point to be a valuable link between trainees and TCOs. Additionally, she artfully maintained a supporting role for her instructor peers while being sensitive and respectful of their spheres of responsibility. It became readily evident that Krishunda took great pride in ensuring that the training program functioned efficiently and also anticipated glitches to the extend possible. This was reflected in the extremely minimal kickbacks from the Division's Training Unit, primarily owing to Krishunda's attention to detail.

PSR Krishunda Wallace concluded her highly successful assignment as AM Watch's RTOTO in early April. Krishunda is recognized for her attention to duty; commitment to excellence; superior interpersonal skills; and leadership skills she demonstrated as AM Watch's RTOTO.

### Kristina Montenegro



**From left: Captain Andrew J. Smith, LAPD Communications Captain; Councilman Dennis Zine; Kristina Montenegro's fiancé; Kristina Montenegro; mother Loretta Montenegro, also a PSR; LAPD Chief William Bratton, LAPD; and Peter Di Carlo, ICSB.**

Kristina Montenegro has been employed by the City since May 2000. She readily adapted to the fast-paced environment of the Communications Division.

Supervisors have come to respect Kristina for her flexibility and willingness to work any assignment. She truly is a team player and an unselfish individual. She not only has a positive impact on her coworkers, but she also leaves a positive impact on the members of the community she serves as a 911 and non-emergency board operator.

Kristina has received many commendations for her outstanding work performance and from members of the community she serves daily. In October 2003, she assisted at the Command Post for the Simi Valley fires that burned 95,000 acres. She has participated in various fundraisers and her positive attitude raises the morale of those around her.

Away from work, Kristina enjoys hiking in the hills near the Sierra Madres. Her mother is also a PSR.

Kristina's favorite aspect of being a PSR is helping the public get the help it needs. Kristina is a valuable PSR and worthy of her honor of PM Watch MVP.

### Lee Masters

Senior PSR Lee Masters has been selected as the "Most Valuable Supervisor" for National Dispatchers Week 2004. Citing his professionalism and supportiveness, employees agreed that Sr. PSR Masters is a "supreme leader."

He began his career with the City 15 years ago as an accounting clerk at the L.A. Zoo. He accepted the position of PSR in January 1990. He excelled in his new position and within three years was



**Lee Masters, Senior PSR and Most Valuable PSR award winner.**

appointed instructor. Masters became involved in the Communications Division, seeking assignments in various areas such as Transit Operations and Training Unit Simulator. His expertise and knowledge made him an outstanding candidate in all areas. Lee has been the recipient of numerous commendations citing his dedication to the Department.

He was appointed supervisor in September 2001. His genial demeanor and sincere concern for employees made him an often sought-after supervisor and co-worker. Lee worked several facets in the Communications Division with a willingness to share his expertise with others in an exemplary manner. Lee is an annual supporter of the LAPD Celebrity Golf Tournament.

Off duty, he enjoys sailing and all forms of motor sports both as a spectator and amateur participant. His love for jazz and the blues helped establish the Los Angeles Blues Festival. Lee has taken an individual task of raising funds for Lupus International. He also assisted in organizing a run-walk team within the Communications Division for the annual Lupus Race for Life.

His dedication to the division often goes beyond his duties as a supervisor. He stated that he has always enjoyed being able to help his peers and subordinates through his many years of experience.

Being selected as the MVP Supervisor is an honor he truly deserves.