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Dispatchers Week

■ Once again, the Club takes advantage of National Dispatchers Week to get up early, stay up late and highlight the City's 911 dispatchers.

Story by Arlene Herrero, Club Counselor. Photos by Arlene Herrero, Robert Larios, Club Operations Director, and Angel Gomez, Member Services Manager

POLICE DEPT. — Happy National Dispatchers Week 2005!

In mid-April, the Club helped celebrate National Dispatchers Week by visiting with as many of the City's dispatchers as we could manage.

The voices of the people on the other end of the 911 calls belong to the Police Service Representatives (PSRs) of the LAPD. And all these fine folks were the focus of the local observance of National Dispatchers Week at the Metropolitan Dispatch Center and the Valley Dispatch Center, which opened last year.

The LAPD Communications Division has approximately more than 650 PSRs. The Metropolitan and Valley centers are the busiest in California. In 2003, the PSRs answered more than 3.3 million calls for service, and the average operator can take anywhere from 150 to 250 calls per shift. They do it without glory or fanfare. But National Dispatchers Week changes that.



From left: Councilman Dennis P. Zine, District 3; Captain Andrew J. Smith, Commanding Officer, Central Community Police Station, Club Member; LAPD Chief William J. Bratton; Peter Di Carlo, Assistant Commanding Officer, Information and Communications Services Bureau; Assistant Chief Sharon Papa, Club Member; Councilman Greig Smith, District 12, Club Member; and Captain Sharyn Buck, Commanding Officer, Communications Division. Capt. Smith was thanked by his colleagues for his dedication as Commanding Officer for Communications Division from 2002 to 2005.



From left: Liza Ornelas, Secretary to Captain Buck, Club Member; Ruby Bravo, Sr. Clerk Typist; Yvette Bentley, Sr. PSR, 17 years, Club Member; and Lt. Mealey.



From left: Ardon Manuel, PSR III Instructor, 13 years, Club Member; and Tami Sotomayor, PSR Trainee, 5 months, Club Member.



From left: Councilman Dennis P. Zine, District 3; LAPD Chief William J. Bratton; Councilman Greig Smith, District 12, Club Member; Assistant Chief Sharon Papa, Club Member; Captain Sharyn Buck, Commanding Officer, Communications Division; Councilman Tom LaBonge, District 4, Club Member. Front: Michelle Willis, PSR, Club Member.



Karen Koukal, PSR III Instructor, 11 years.



Shenita Easter, PSR III Instructor, 8 years, Club Member.



From left: LAPD Chief William J. Bratton; and Megan Peer, PSR, Club Member. Megan also was awarded the Dispatcher of the Year 2005 Award by the California Public Safety Radio Association (CPRA).



From left: Dorian Erby, PSR II, 4 years; Celia McGregor, PSR II, 3.5 years; and Latrice Jones, PSR II, 3 years, Club Member. The Club thanks Dorian, Celia and Latrice for giving us such a great tour of the Metro facility.

Metro Division, 7 a.m.



From left: Dorine Thomas, Sr. PSR I, 20 years, Club Member; Laura Cruz, PSR III Instructor, 10 years; and Margaret Peters, Sr. PSR I, 16 years, Club Member.



A candid moment shared by Anita Whited and LAPD Chief William J. Bratton as they listed the many accomplishments of MVP Anita Whited.



From left: Donna Millender, PSR III Instructor, 20 years, Club Member; and Betty Clark-Cryer, PSR II, 36 years, Club Member.



Dina Ramirez, PSR III, 6 years, Club Member.



From left: Councilman Dennis P. Zine, District 3; LAPD Chief William J. Bratton; Councilman Greig Smith, District 12, Club Member; Assistant Chief Sharon Papa, Club Member; Peter Di Carlo, Assistant Commanding Officer, Information and Communications Services Bureau; Captain Sharyn Buck, Commanding Officer, Communications Division. Front: Anita Whited, Sr. PSR, Club Member.



D'Arcy Schroeder, PSR II, 2 years, Club Member.



From left: Rosa Mendoza, PSR III, 11 years; Jill Woo, Sr. PSR I, 16 years, Club Member; Anthony Moreno, PSR III, 20 years; Tashanda Fredrick, PSR III, 10 years, Club Member; and Melody Cardenas, PSR III, 12 years.



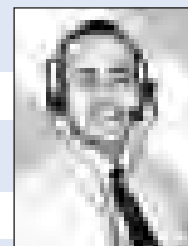
Christina Solis, PSR II, 2 years.



The PSR MVPs for 2005. Back, from left: Councilman Dennis P. Zine, District 3; Councilman Tom LaBonge, District 4, Club Member; and Councilman Greig Smith, District 12, Club Member. Front: Anita Whited, Sr. PSR, Club Member; Maria Quintero, PSR, Club Member; Michelle Willis, PSR, Club Member; Megan Peer, PSR, Club Member; Daphne Howard, PSR, Club Member.



From left: Jennifer Chavis, PSR I, 2 years; Gloria Goode, PSR II, 21 years, Club Member; and Monika Scott, PSR II, 8 years, Club Member.



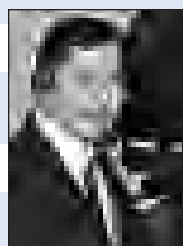
Adam Pivec, PSR II, 2 years.



Latrice Earl, PSR III Instructor, 17 years, Club Member.



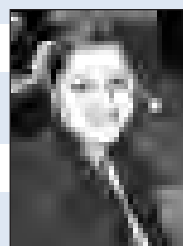
Keisha Brooks, PSR II, 3 years.



Dan Basiglio, PSR III, 9 years, Club Member.



Stephanie Gilder, PSR II, 31 years, Club Member.



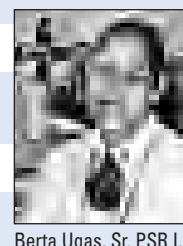
Caroline Graf Von Lang Kammerer, PSR III, 8 years, Club Member.



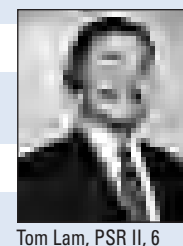
Cynthia Lutzenberger, PSR II, 3 years, Club Member.



Sophia Ponce de Leon, PSR III Instructor, 19 years.



Berta Ugas, Sr. PSR I, 15 years.



Tom Lam, PSR II, 6 years, Club Member.



Kim Antol, Sr. PSR I, 19.5 years.

9-1-1 EMERGENCY

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

Metro Division, 7 a.m.



From left: Councilman Dennis P. Zine, District 3; LAPD Chief William J. Bratton, Councilman Greig Smith, District 12, Club Member; Assistant Chief Sharon Papa, Club Member; and Peter Di Carlo, Assistant Commanding Officer, Information and Communications Services Bureau. Front: Daphne Howard, PSR MVP.



From left: Councilman Dennis P. Zine, District 3; LAPD Chief William J. Bratton, Councilman Greig Smith, District 12, Club Member; Assistant Chief Sharon Papa, Club Member; Peter Di Carlo, Assistant Commanding Officer, Information and Communications Services Bureau; Captain Sharyn Buck, Commanding Officer, Communications Division. Front: Maria Quintero, PSR, Club Member.

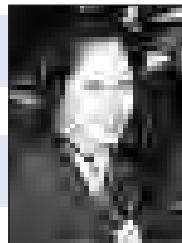
9-1-1 EMERGENCY



From left: Brandi Holley, PSR Trainee, 5 months, Club Member; Sylvia Robinson, PSR III Instructor, 10 years, Club Member.



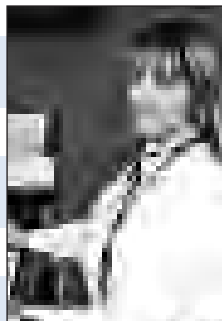
Chiwanda Foster, PSR III Instructor, 7 years, Club Member.



Seanean Durden, PSR III Instructor, 15 years, Club Member.



From left: Norma Montano, PSR II, 5 years, Club Member; and Teresa Kachirisky, PSR II, 6 years, Club Member.



Lydia Aceves, PSR II, 14 years.



Torrie Perkins, PSR III Instructor, 16 years.



Past and present Captains smile for *Alive!* The Club wishes both Captains well in their next command. From left: Captain Andrew J. Smith, Commanding Officer, Central Community Police Station, Club Member; and Captain Sharyn Buck, Commanding Officer, Communications Division.



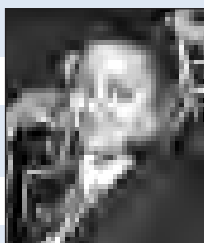
Celia Barrios, PSR I, 19 months.



From left: Yvette Salazar, PSR III Instructor, 10.5 years, Club Member; Elizabeth Naraindas, PSR Trainee, 5 months.



Debbie Chaney, PSR II, 10 years.



Charlene Johnson, PSR Instructor, 11 years.



From left: Diane Boose, PSR III Instructor, 15 years; Kim Seals, PSR I, Trainee, 1 year, Club Member.

Five Receive Commendations as Part of National Dispatchers Week

During the week, five PSRs were singled out as Most Valuable PSRs. They were: Megan Peer, Anita Whited, Maria Quintero, Michelle Willis and Daphne Howard. Here are excerpts from their commendations:

Anita Whited

Anita Whited has been employed by the LAPD since January 1990. In March 1999 she was promoted to Senior Police Service Representative.

Anita has demonstrated the knowledge of policies and procedures of Communications Division. Anita has repeatedly demonstrated that divisional rules and policies can be applied professionally, courteously and politely. During her roll call trainings, her vivacious, upbeat personality makes every such session entertaining as well as enlightening.

Anita also has led the Division's Baker-to-Vegas running team. She continually facilitates training events within and outside the Division.

Anita always seeks information to advance her capacity and effectiveness as a supervisor. She engages sources outside the Department to better herself as an employee, as a supervisor, and as a person.

The Los Angeles City Council joins the friends, family and Communications Division, LAPD, to recognize Anita Whited as Senior MVP.

events, Hollywood Area Station Liaison Program, Area Command Coordinator for Southwest and 77th Area Stations, Communications Division Shots Fired Task Force on New Years Eve, the Democratic National Convention Command Post, and Baker to Vegas.

Her humanitarian efforts include donating blood to individuals stricken with grave illnesses. For the last seven years during her sister's illness, Michelle has had full legal custody of three nephews, ages 11, 13 and 14. Also, she collected women's clothing for the Odyssey House Shelter.

The Los Angeles City Council joins the friends, family and the PM Watch of Communications Division, LAPD, to recognize Michelle Willis as one of their Most Valuable PSRs.

A PSR Thank You

*What we do here on each & every day
Is provide an excellent service
To each call that comes our way
Some PR's may be thankless
Of the job we do
But we send them the police
Because that's what we're paid to do.
We smile when the phone rings &
Sometimes grumble when we're done
But depending on the PR
We're glad we were the one.
The one to answer the call
To help someone get the police
Or assist that cranky PR
Who wants the Chief of Police.
Never losing sight of that PR with the Bait
Making every effort to avoid a 128.
There has to be something
That feels good inside of you
Because why else,
Would you do what you do.
It's not all about the money
It's the service you provide
That gives you
That warm feeling deep inside
So because you're good at what it is you do
And sometimes a Thank You
Is what helps to get you through
I say Thank You on behalf of that PR
Because while helping others
Our blessings will go far.
THANK YOU!*

— By PSR Glenda Richardson

Daphne Howard

Daphne Howard has worked for the City for 21 years. She began her career as a Station Officer at Jail Division. In 1994 Daphne was appointed to Police Service Representative. Through traumatic events she routinely demonstrated professionalism and dedication to citizens and sworn officer in the field.

In July 2002, Daphne was appointed PSR Instructor. She has received numerous commendations for her exemplary service and was commended for her dedication while dispatching a 911 call that resulted in a felony arrest warrant.

Daphne enjoys traveling and reading. She is a part-time student and a mother of three. Daphne's most rewarding part of being a PSR is the ability to help citizens and co-workers in their time of need.

The Los Angeles City Council joins the friends, family and the AM Watch of Communications Division, LAPD, to recognize Daphne Howard as one of their Most Valuable PSRs.

Megan Peer

Megan Peer has worked for the City for 14 years. She has been a Police Service Representative with the LAPD during her entire City career. As an RTOTO she helped with the monitoring

and assessing of new trainees.

Her yearly rating reflects 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.

She is certified by the LAFD in the City Employee Emergency Response Team. CERT training prepares her to help neighbors and coworkers during a catastrophic disaster.

She has been married for 14 years and has a daughter, Cabrina, 5. Off duty, Megan enjoys sailing and spending time with her family.

Megan was selected as Dispatcher of the Year for 2005 by the California Public Safety Radio Association (CPRA). She was also honored April 14 at the 17th annual Telecommunications Awards Banquet as Dispatcher of the Year.

Maria Quintero

Maria Quintero has been employed by the City since February 1996. She has been a Police Service Representative (PSR) with the LAPD during her entire City career. As an RTOTO she has helped with the monitoring and assessing of new trainees.

Maria demonstrates her flexibility and willingness to work any assignment. She has received several commendations for professionalism. In June 2000, Lakers fans were celebrating outside the Staples Center, and violence erupted. Maria was commended for her teamwork, dedication to duty and contribution to the LAPD officers handling the unusual occurrence. She has also received a commendation for not using any sick time in 2004.

She has completed a 26.2-mile run in the Los Angeles Marathon and has run on the Communications Division Baker to Vegas running team. She has been married for 15 years and has two children, Alyssa Marie, 14, and Anthony, 12.

She consistently provides feedback and support to trainees and other instructors in all areas of the job. Her calm demeanor and positive impact on her co-workers have gained her the respect she deserves at the dispatch centers.

The Los Angeles City Council joins the friends, family and the Day Watch of Communications Division, LAPD, to recognize Maria Quintero as one of their Most Valuable PSRs.

Michelle Willis

Michelle Willis began her career with the City in February 1986, as a Clerk Typist with the DWP. In February 1987, she was promoted to Police Service Representative with the LAPD, Communications Division. Her assignments include, but are not limited to, Bureau Communications Coordinator as of 1990, a member of the Time Keeping Audit Cadre since 1996 and an instructor for entry level PSRs.

Michelle has participated in the following activities: Communications Division Community Relations Unit

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Back, from left: Debbie Willits, Sr. PSR, 24 years, Club Member; and Marie Mardesich, Sr. PSR II, 23 years, Club Member. Seated: April Hof, Sr. PSR, 9 years.



Robert Lopez, PSR, 1.3 years.



Dori Adler, PSR III, 16 years.



Eleitino Tuiasosopo, PSR, 7 years.



Lynette Pitts, PSR III, 5.8 years, Club Member.



Mellonease Wharton, PSR, 26 years.

Valley Dispatch Center, 12:30 a.m.



Brandon Simpson, PSR, 2 years.



Kim Calloway, PSR II, 2 years, Club Member.



Nicole Campbell, PSR II, 2.5 years, Club Member



Andrea Esquivel, PSR I, 1.5 years, Club Member.



Mikal Yusuf, PSR I, 18 months.



From left: Araceli Ayala, PSR III Instructor, 6 years; and Gloria Martinez, PSR Trainee, 3 months.



Robert Giesser, PSR III, 5 years, Club Member.



Laronda Humphrey, PSR I, 18 months.

DISPATCH



Thanks, Krishunda, for being our tour guide. From left: Krishunda Wallace, PSR II, 10 years, Club Member; and Angel Gomez, Club Member Service Supervisor.



From left: Sandra Pollard, Sr. PSR I, 26 years, Club Member; Lisa Smock, Sr. PSR I, 14.5 years; Annie Auzenne, Sr. PSR II, 28 years; and Yul Johnson, Sr. PSR I, 16.3 years. (Check out the time behind them; the Club really was there early!)



Celeste Iles, PSR II, 11 years, Club Member.



Andrew Montenegro, son, with Yvette Ponde de Leon, PSR III, 9 years. What a trouper for Andrew to stay with his mom during her shift.



Cheryl Chillis, PSR, 15 years.

Metro Dispatch Center, 12:30 a.m.



Back: Julia Cesena, PSR III, 8 years, Club Member. Seated: Riza Bailey, PSR II, 2 years.



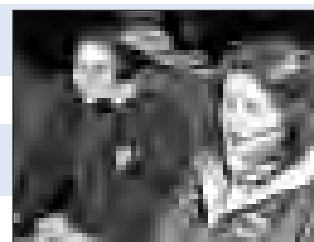
Daphne Howard, PSR III, 22 years, Club Member.



Valerie Mokricky, PSR II, 10 years.



Phyllis Lewis, PSR II, 22 years, Club Member.



From left: Angel Gomez, Club Member Services Manager, listens in on calls with PSR Julia Cesena.



Sharon Dormitorio, PSR I, 20 months.



Norma Nichols, PSR II, 8 years.



Linda Sandefur, PSR III, 18 years.



Verlene Triplett, PSR II, 15 years, Club Member.



Yesenia Medina, PSR II, 5 years, Club Member.



The Department Command Post. Back, from left: Officer Kim, 10 years; Officer Dirksen, 9 years; PSR II Oliver, 6 years; and Sgt. Windham, 18 years. Front: Tonya Davis, PSR III, 15 years, Club Member.

9-1-1 EMERGENCY

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Eric Askew, PSR III, 14 years.



Karen Brents, PSR III, 16 years, Club Member.



Shuntee Nathan, PSR III, 9 years, Club Member.



Felix Rodriguez, PSR III, 17 years, Club Member.



Freneisha Clark, PSR II, 13 years, Club Member.

Valley Dispatch Center, 12:30 a.m.



Gricelda Aceves, PSR II, 3 years, Club Member.



Cynthia Lam, PSR III Instructor, 6 years, Club Member.



Paulette Stanton, PSR III, 17 years, Club Member.



Robert Beaucage, PSR III, 6 years.



Carmen Shannon, PSR III, 24 years, Club Member.



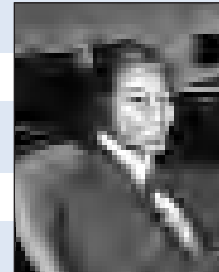
Monica Delatorre, PSR III, 9 years.



Dawne Ross, PSR I, 6 months.



Naomi Alexander, PSR III, 20 years, Club Member.



Sandra McDowell, PSR II, 2 years.



Anthony Rivers, PSR III, 9 years.

Metro Dispatch Center, 8 p.m.



From left: Terry Price, PSR II, 4 years, with Deborah Edgar, Sergeant, 18 years.



From left: Renee Anderson, PSR III, 9 years; Lee Masters, Sr. PSR, 16 years; and Carol Shott, Sr. PSR, 16 years.



From left: Stefanie Roberson, PSR III, 8 years, with Marsha Myers, PSR III, 11 years.



From left: Georgina Griego, PSR III, 9 years; Renee Anderson, PSR III, 9 years, and Eleonor Medina, PSR III, 8 years.



From left: Toni Mc Donald-Tabor, PSR III, 20 years; and Lee Masters, Sr. PSR, 16 years.



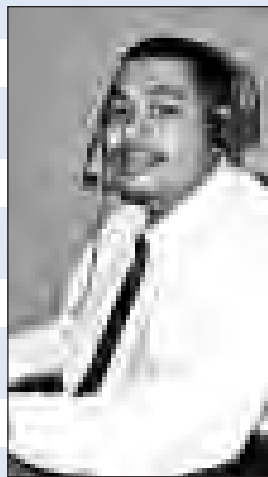
Dawn Ross, PSR I, 1 year.



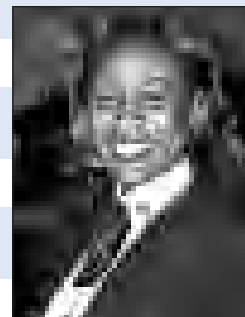
Mike McGowen, PSR II, 2 years (and second generation PSR).



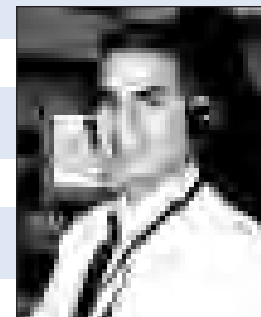
Valerie Cobington, PSR III, 15 years.



Shawn Tinson, PSR II, 2 years.



Randi Miller, PSR III, 8 years.



Oscar Berumen, PSR II, 4 years, a Spanish-speaking PSR.



Dulce Lope, PSR II, 2 years.

9-1-1 EMERGENCY



Terry Price, PSR II, 4 years.



Debbie Barrios, PSR II, 2 years.



Adam Timm, PSR II, 2 years.

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Valley Dispatch Center, 10 a.m.



Lidia Marcial, PSR II, 3 years.



Sandra Rennie, Sr. PSR I, 17 years, Club Member.



Sylvia Mills, PSR II, 21 months.



From left: Marco Mendoza, PSR II, Community Relations, 4 years; Kim Gallardo, PSR II, 4.5 years, Club Member; Pat Liskee, PSR II, 4 years; Ann Medina, PSR II, 11 years; and Theresa Bui, PSR II, 3 years, Club Member.



From Left: Sgt. Dempsey, 15 years; and Desiree Tobin, PSR III, 7 years.



Rachelle Williamson, PSR I, 1.5 years.



Dana Bowden, PSR III, 8 years, Club Member.



Deanna Avery, PSR II, 3.5 years.



Judy Ruiz, PSR III, 31 years, Club Member.



Claudia Montes, PSR II, 5 years.



From left: Lt. Stan Ludwig, Club Member; and Wanda Williams, PSR II, 19 years.



Erika Delgadillo, PSR II, 3 years, at a standing console.



From left: Iris Sanchez, PSR; and Mary Fishkin, Police & Fire Financial, Club Partner. The Club thanks Iris for giving Mary a tour of the Metro Facility, and gives special thanks to our Police & Fire Club Partner for providing Stonefire Grill gift certificates for National Dispatcher's Week.



Steve Mc Keehan, PSR I, 18 months.



Jessica Okuma, PSR II, 5 years.



Caressa Andreas, PSR I, 1.5 years.



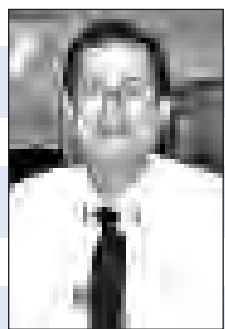
From left: Jim Fortney; Sid Sarfanty; Theresa Bui, PSR II, 3 years, Club Member; Maryellen Wicks; and Bob Wicks. Front: Fran Sarfanty, whose daughter-in-law is a PSR. Theresa Bui was the tour guide.



Kelli Whitaker, PSR I, 1.5 years.



Lourdes Varas, PSR II, 10.5 years, Club Member.



Steven Kuhan, Sr. PSR I, 20 years.



Maria Moreno, PSR I, 1.5 years.



From left: Ann Medina, PSR II, 11 yrs; and Sgt. Bill Justice, Valley Traffic, 31 years.



Michelle Hollinshead, PSR II, 10 years.



From Left: Sgt. Dempsey, 15 years; and Desiree Tobin, PSR III, 7 years.



Lori Powell, PSR III, 7 years.



Ruth Chaney, Sr. Clerk Typist, 5 years, Club Member.



From left: Cheryl Fair, PSR III, Instructor, 20 years; and Gari Magistrado, PSR I Trainee, 5.5 months, Club Member.



Lisa Hadsell, PSR II, 3.5 years, Club Member.

9-1-1 EMERGENCY