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National Dispatchers Week

...to be continued in July

■ Once again, the *Alive!* crew takes you deep into the City's communications centers to celebrate the service of the dispatchers.

Story by Arlene Herrero, Club Counselor
 Photos by *Alive!* staff: Robert Larios, Michelle Moreno, John Hawkins, Angel Gomez and Arlene Herrero

POLICE DEPT., FIRE DEPT., AIRPORTS, GEN. SERVICES — As part of National Dispatchers Week April 9-15, the Club once again honors some of the City's most important employees – the emergency dispatchers.

This is the first year to honor General Services' Public Safety dispatchers, as it's the first year for that division.

The Club says thanks to all the dispatchers and thanks Capt. Sharyn Buck, Marisol Vielma, Natrese Thomas and all the Watch Commanders who allowed us to come out and take pictures at all hours of the night and day.



From left: Sara Wieck, PSR II, 3 years, Club Member, and Penny Guzman, PSR II, 2.5 years.

Police Dept. Dispatchers

The Los Angeles Police Department was proud and excited to celebrate its very own dispatchers during "National Dispatchers' Week." The department honored the Police Service Representatives (911 Dispatchers) for their commitment to service and dedication to public safety.

The City of Los Angeles is also proud of its two high tech, state-of-the-art Communication Dispatch Centers: The Metropolitan Communications Dispatch Center and The Valley Communications Dispatch Center. Under normal conditions, both centers operate concurrently with identical functional capabilities, each processing a geographically defined portion for the City's call-taking workload. The buildings can function independently for a 72-hour period.

In the event of a disaster, one site can offset the other.

The centers are home to the largest division of the Los Angeles Police Department, with nearly 700 employees, consisting of both civilian and sworn personnel. Last year, the LAPD received approximately 1.7 million 9-1-1 calls, 1.4 million non-emergency calls and 316,624 calls on its Spanish line. Also, in 2005 91.38 percent of 9-1-1 calls were answered within 10 seconds. The division has four Spanish-speaking operators working at all times and has the ability to connect with the AT&T language line, which can translate any language in the world. All of our consoles are equipped with TTY machines for the hearing- and speech-impaired.



Time-Keeping Unit, from left: Alesia Bealey, PSR III, Club Member; Gloria Tigolo, Clerk Typist, Club Member; Gabriela Zarate, Sr. Clerk Typist, Club Member; Camisha Mitchell, Sr. Clerk Typist, Club Member; and Elvera Luna, Principal Clerk Police 2.



Joe Smith, PSR III receives a Certificate of Appreciation. From left: John W. Mack, President, Police Commission; Capt. Sharyn Buck, Commanding Officer of Communications Division; Joe Smith, PSR III; Councilman Dennis Zine; Asst. Chief Sharon Papa, Office of Support Services Director, Club Member; Peter Di Carlo, Assistant Commanding Officer of Information and Communications Services Bureau; Capt. Andrew Smith, Area Commanding Officer of Central Community Police Station, Club Member; and Lt. Mealey.



From left: Kim McGuire, SR, PSR I, Club Member; and Lt. Diljeet Singh; Donna Millender, PSR III, Club Member.



From left: CT Feng, PSR III, Club Member, and Randi Miller, PSR III.



Coordinators of National Dispatcher's Week, from left: Marco Mendoza, PSR II; Marisol Vielma, PSR II, Club Member; Lt. Mealey; and Natrese Thomas, PSR II, Club Member.



Mary Newton, PSR II, was awarded Employee of the Year.



Todd Austin, Sr. PSR I, was awarded Supervisor of the Year.



Rosalind Matthews Sr., PSR, receives a Certificate of Appreciation.



From left: Capt. Andrew Smith, Area Commanding Officer of Central Community Police Station, Club Member; and Matt Gershman, Intern with City Attorney's Office.



Back, from left: Dina Ramirez, PSR III, Club Member, and Lydia Aceves, PSR II. Seated: Karen Koukal, PSR III; Anthony Rivers, PSR III.



Supervisor of the Year Award Recipient, from left: Kevin Maiberger, PSR II; Oscar Berumen, PSR II; and Todd Austin, Sr. PSR I.



Transition Team, from left: Tracy Page, Sr. PSR I, Club Member; Maria Ramos, PSR III; Maggie Guerrero, PSR III; and Leslie Smith, PSR III, Club Member.



Back: Leslie Allen, PSR III, Club Member. Seated: Diane Boose, PSR III, Club Member.



From left: Iris Sanchez, PSR II, and Shawn Tinson, PSR II.



From left: Anthony Moreno, PSR III; and Dan Basilgo, PSR III, Club Member.

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

**Police Dept.
(continued)**



From left: Ken Yasaki, PSR III, Club Member; Jeannie Gharive, PSR I Trainee.



LAPD Communications Training Unit pictured with Councilman Dennis Zine, Councilwoman Jan Perry, Club Member; and Capt. Sharyn Buck, Commanding Officer of Communications Division.



Project Unit, back, from left: Jimmy Love, PSR II; and John Harowicz, PSR II, Club Member. Front: Damon Farfan, Sr. PSR II; Maria Lujan, PSR II, Club Member; Mary Newton, PSR II; Diana Martin, Sr. Clerk Typist, Club Member; Bianca Brown-Green, Clerk Typist, Club Member; and Jessi Ybarra, PSR, Club Member.



From left: Marisa Lujan, PSR III, Club Member; Sylvia Esqueda, PSR I Trainee



From left: Pamela South-Mayfield, Sr. Clerk Typist, Club Member; Yvette Bentley, Sr. PSR I, Club Member; and Sharon Lee, Management Analyst.



From left: Charlotte Greenwood, DCBID; Dana Kano, PSR III, Club Member; and Yvonne Taylor, DCBID.



From left: Elia Regalado, PSR II; Henri McKail, PSR II; and Irene Di Giorgio, PSR II, Club Member.



From left: Lisset Aviles, P2, Hollenbeck; Johanna Ramirez, PSR III; and Frank Lopez, P2, Hollenbeck.



From left: Valerie Covington, PSR III, Club Member; and Felix Rodriguez, PSR III, Club Member.

9-1-1 EMERGENCY

**9-1-1 Dispatchers:
Employees of the Year**

**Cecelia Smith,
Police Service Representative
of the Year 2005**

PSR Smith began her career with the Los Angeles Police Department as a Police Service Representative in April 1986, assigned to Communications Division. In this position Smith exhibited leadership skills, a willingness to assist others, and the ability to resolve new situations. Smith is recognized as an experienced, reliable and resourceful PSR. She is admired by her peers and well respected by her supervisors. She has consistently displayed a strong work ethic, dedication to duty, exceptional interpersonal skills and a ready willingness to handle all responsibilities respectfully and cheerfully. She has a modest personality and has consistently demonstrated an intelligent and rational approach to issues at hand.

Smith has maintained a positive attitude throughout her tenure and has successfully provided invaluable assistance to her peers and coworkers. Being a "can-do" person she takes on all tasks and exercises extreme due diligence in their execution. Smith's temperate approach to training has made a positive impact on newly appointed PSRs who look forward to her guidance and influence.

In recognition of the contribution of PSR III Cecelia Smith to the Division, as well as the Department, Communications Division takes great pride in selecting PSR III Cecelia Smith as the 2005 Police Service Representative of the year.

**Mary Newton,
Administrative Employee
of the Year 2005**

PSR Newton has completed 19 years of dedicated service in the Division. During this time, PSR Newton has worked all aspects of the Communications Division's Dispatch Center and has demonstrated exceptional job knowledge and expertise with exemplary performance as: Radio Telephone Operator (RTO), Emergency Board Operator (EBO), Bureau Communications Coordinator (BCC), Watch Commander's Aide, and Area Command Center (ACC). It was this knowledge and experience, coupled with her commitment to duty, for which PSR Newton was selected as Communications Division's Deployment Coordinator.

As Deployment Coordinator, PSR Newton has been a conscientious and reli-

able employee. Ensuring that the deployment, vacation, seniority, and work assignment is accurate for the 640 plus employees within Communications Division is a monumental task, yet PSR Newton consistently provides a quality product. In addition, PSR Newton generously lends her time, patience, and respected acumen to other work assignments not associated with Deployment. These include: special projects, advisory meetings, training, subpoena control, retrieving and maintaining statistical data, distribution rosters, and interpreting policy and procedures for departmental and non-departmental personnel.

In recognition of PSR Newton's dedication and service to the Division, as well as the Department, it is with great pride that Communications Division names PSR II Mary Newton as Administrative Employee of the year, 2005.

**Todd Austin,
Supervisor of the Year 2005**

Senior PSR I Austin began his career with the Los Angeles Police Department in June 1999 and was promoted to Senior PSR I in September 2003. From the beginning of his career, he has consistently displayed the same positive attitude, as well as an aptitude to succeed at Communications Division.

While assigned to the floor, he was recognized as an astute learner, demonstrating quick thinking and decision-making skills for the job. His knowledge concerning policy and procedure, as well as his ability to anticipate problems resulted in several commendations.

Whereas, Austin has also served as an instructor and has used that background, combined with his experience, to be a peer counselor and mentor to other employees.

Whereas, the manner in which Austin has conducted himself, and has made a positive impact on the attitude and productivity of Communications Division employees, which in turn has led to a higher level of service to the Citizens of Los Angeles.

Whereas, the City of Los Angeles congratulates Senior PSR Todd Austin on being recognized as Communications Division's Supervisor of the year. His truly the epitome of what every supervisor should strive to be; positive, supportive, knowledgeable and innovative. He exemplifies leadership and has a spirit of service that reflects proudly on everyone within the Los Angeles Police Department.

DISPATCH

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 9-1-1 9-1-1 9-1-1

Fire Department Dispatchers

DISPATCH



Front row, from left: Paramedic Flores, 17 years; Firefighter Melissa Kelley, 5 years; and Firefighter Carlos Mejia, 17 years. Back: Firefighter Fitzgerald, 25 years; Firefighter Cecil Manresa, 19 years; Firefighter Fernando Pattison, 6 years; Firefighter Art Skubik, 31 years; Paramedic Jim Mihalka, 26 years; Capt. Urquilla, 25 years; and Firefighter Diana Igawa, 20 years



Firefighter John Ferrer, 23 years.

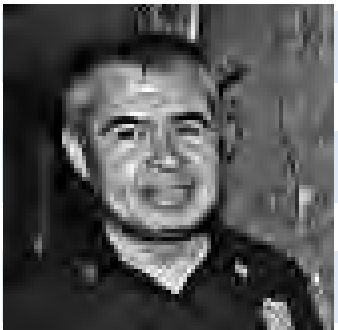


Firefighter Pilato, 13 years.

9-1-1 EMERGENCY



Firefighter Ducat, 21 years.



Capt. Urquilla, 25 years.



Firefighter Molina, 6 years.



Firefighter Castillón, 6 years.



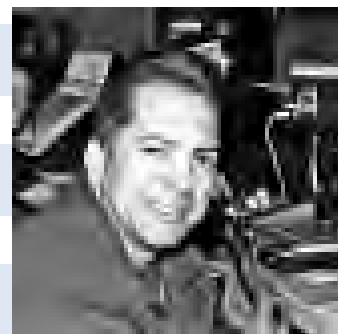
Firefighter Ed Mena, 22 years.



Firefighter Crawford, 16 years.



Firefighter Gillenwater, 23 years.



Firefighter Julio Garza, 19 years.



Firefighter Godfrey, 19 years.



Firefighter Heritier, 15 years.



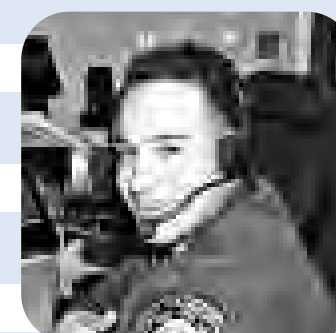
Firefighter Torres, 29 years.



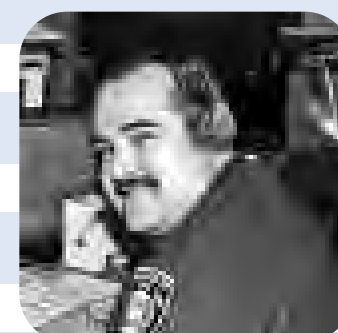
Firefighter Paramedic Joe Mendoza, 5 years.



Firefighter Eckenhauer, 32 years.



Firefighter Vargas, 5 years.



Firefighter Ortiz, 5 years.



Firefighter Brass, 20 years.



Front row, from left: Firefighter Bloch, 23 years; Firefighter Vargas, 12.5 years; Firefighter Johnson, 19 years; and Capt. Sparky, 35 years. Back: Capt. Somers, 25 years; Firefighter/ Paramedic Flores, 18 years; Firefighter Mena, 23 years; Paramedic Angelillo, 26 years; Firefighter Torrez, 16 years; Firefighter Wold, 12 years; and Capt. Sammartano, 24 years.

DISPATCH



Firefighter/Paramedic Gilchrist, 21 years.



Capt. Somers, 25 years.

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

Office of Public Safety, General Services Dispatchers

The new Office of Public Safety celebrated its first National Dispatchers Week since the rollout of the office within the last year. The majority of the Public Safety Dispatchers came from Rec and Parks, with one dispatcher from LA Zoo.

Staff and Command Staff came to celebrate National Dispatcher's Week with pizza, cake and homemade chocolate covered pretzels, thanks to Sr. Communications Operator 2 Margie Kimble.

According to Margie Kimble, the office consists of:

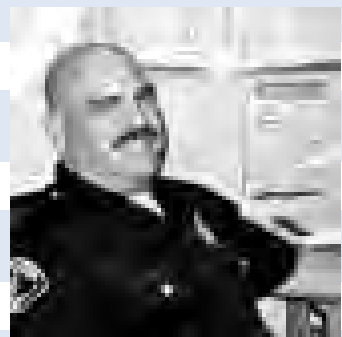
- Nine Communication dispatchers, and
- Two Senior Communication Supervisors

The office is a 24-hour communications center that provides law enforcement and security services to City entities and all City parks. It handles communications to officers in the field via medical emergencies, fires in the City facilities and Regional Parks and fire and burglar alarms. The office dispatches officers at the Los Angeles Zoo, Library and Convention Center.

Thanks to Capt. Gerry Perez and Margie Kimble!



Back, from left: Capt. Gerry Perez, Club Member; and Margie Kimble, Sr. Communications Operator II. Front: Mary Jaco, Public Safety Officer, Club Member; Chief Gary Newton; Carmen Tolliver, Communications Operator III, Club Member; Gracie Madrid, Sr. Communications Operator II, Club Member; and Capt. Richard Musquiz.



Joseph King, Public Safety Officer.



Lorena De La Torre, Communications Operator III, Club Member.



Margie Kimble, Sr. Communications Operator II.

9-1-1 EMERGENCY



Emilia Cota, Communications Operator III, Club Member.



Carmen Tolliver, Communications Operator III, Club Member.

9-1-1 EMERGENCY



Capt. Gerry Perez shares his words of appreciation to the Office of Public Safety's Dispatchers who attended the reception.



From left: Margie Kimble, Sr. Communications Operator II, presents Kidd Wong, Clerk Typist, with an appreciation gift.



Gracie Madrid, Sr. Communications Operator II, Club Member.

DISPATCH



Back, from left: Lorena De La Torre, Communications Operator III, Club Member; Chief Gary Newton, Office of Public Safety; Rosana Montoya, Communications Operator III, Club Member; and Gloria Harrell, Communications Operator III, Club Member. Seated: Didi Quiles, Communications Operator III, Club Member.



Rosana Montoya, Communications Operator III, Club Member.



Didi Quiles, Communications Operator III, Club Member.



Talitha Mitchell, Communications Operator III.



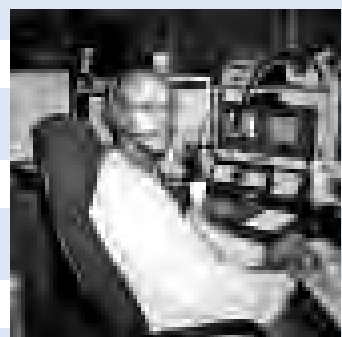
Gloria Harrell, Communications Operator III, Club Member.



Georgina Rodriguez, Communications Operator III.

LAX Dispatchers

9-1-1 EMERGENCY



Bruce Minton, Communications Information Rep., 7 years.



Brian Yoder, Communications Information Rep., 3 months.



From left: April Douglass-Lawson, Communications Information Rep., 2 years; and Annika Telles, Communications Information Rep., 2.5 years.



From left: Sabrina Tasker, Communications Information Rep., 8 years; and Bonita Lott, Communications Operator, 17 years.



Maranda Lucas, Communications Information Rep., 17 years.



From left: Sabrina Tasker, Communications Information Rep., 8 years; and Keyshala Waggoner, Communications Information Rep., 5 years.

DISPATCH