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Welcome to National Dispatchers' Week Open House.



Thank you, Club star!



The Club's CFO, Brian G. Trent, listens in to the calls of C.T. Feng, PSR III, Club Member.



From left: Natrese Thomas, PSR II, Club Member, takes the Club's CFO, Brian G. Trent, for a tour of the 911 Metro facility.



From left: Gloria Corona, PSR III, 16.5 years; and Shaton Brown, PSR III, 23 years.



Lt. Mealey (far right) joins in on a tour, sharing additional information.



From left: Eleonor Medina, PSR III, and Kenya McCaskill, PSR III.



From left: Stephany Williams, PSR III, Club Member; and Leslie Smith, Sr. PSR, Club Member.



From left: Sarah Farell, PSR III, Club Member; and Andrea Rayburn, PSR III.



From left: Stephanie Burkhart, PSR III, Club Member; and Ashley Mikell, PSR Trainee.



From left: Robin Nash, PSR II, Club Member; and Kelli Whitaker, PSR II.



From left: Howard Tien, Sr. PSR I, Club Member; and Natrese Thomas, PSR II, Club Member.



Marisol Vielma, PSR II, Club Member, shakes up the bag of names while the Club's CFO, Brian G. Trent, retrieves the name of the winner.



From left: Marisa Lujan, Club Member, along with Club's CFO, Brian G. Trent. Marisa won the grand prize donated by the City Employees Club of Los Angeles.

National Dispatchers' Week

■ The City celebrates the annual week that thanks our 9-1-1 operators. Three are especially honored.

Story by Arlene Herrero, Club Counselor; Photos by Arlene Herrero; Angel Gomez, Member Services Manager; and PSR II Marisol Vielma, Club Member

POLICE DEPT. — The LAPD's two state-of-the-art dispatch centers – Metro and Valley – offered guided open-house tours for officers, City employees, members of the media and the general public as part of National Dispatchers' Week, April 8-15.

The Club provided several prizes for the weeklong event and attended both centers.

Chief William Bratton also made a point to visit both centers.

The Club's very own CFO, Brian G. Trent, visited the Metro Dispatch Center, toured the facility and even listened in on some 911 calls. He also had the honor to draw the grand-prize winners for the items donated by City Employees Club of Los Angeles.

President George H. Bush established National Dispatchers' Week to honor police dispatchers for providing vital emergency services to their community nationwide. In 2005, Los Angeles Police Dispatchers, known as Police Service Representatives (PSRs), provided dispatching services for police officers and answered 3.5 million calls for service from the public.

During the week, the City also recognized three dispatchers for excellent work. Here are their profiles:

Supervisor of the Year (2006): Lt. II Charles "Chuck" Mealey



From left: Sandra Mealey with her dad, Lt. Chuck Mealey; and guest, Matthew Maron.

The Communications Division is proud to announce the selection of Lt. II Charles "Chuck" Mealey as its Supervisor of the Year for 2006. Through his 35 years of dedicated service to the Department and the City of Los Angeles, including the last seven years at Communications Division, Lt. Mealey has continued to be the make-it-happen, "go-to" person of the division each and every day. He demonstrates that great things can be accomplished through relationships; a warm, caring personality; and integrity.

During 2006, Lt. Mealey's dedication to Communications Division manifested in many ways. He set a positive example for peers and subordinates by accomplishing perfect attendance and always displaying his positive, upbeat demeanor. Lt. Mealey's interaction with people does not change whether speaking with command staff, supervisors or the division's newest employees. His primary role includes assisting the commanding officer with the day-to-day operations of the division. Lt. Mealey is closely involved with administrative projects, personnel issues, contract vendors, fundraising and divisional strategic planning efforts. A typical day for him often includes meetings with divisional support units, a review of audits, personnel complaints and other correspondence, contacts with outside agencies, and leading tour groups through the Metropolitan Communications Dispatch Center. No matter how many times he has given the tour, he always manages to make each person or group feel as though they have received the VIP treatment. He truly is the ambassador for Communications Division!

From people to progress, Lt. Mealey has continued to learn and keep pace with technological advances. He was a pivotal player as Communications Division and ECCCS spearheaded the Department's transition to cellular

9-1-1 calls. Similarly, as Communications Division prepares for the transition to PREMIER CAD, Lt. Mealey has remained involved as he continued an ongoing dialogue with the Transition Team, the Training Unit and the product vendors, all of whom are contributing to the goal of a June 5, 2007, changeover.

Despite the many "hats" worn by this veteran, Lt. Mealey always takes the time to listen to employees' concerns and suggestions and discuss how they are doing, while offering his experience and advice to those who need it. His smiling face has become the "face of the division." He frequently works behind the scenes to help employees through difficult times, authors a note of concern, condolence or well wishes, and always coordinates an effort to help make a tough situation better.

Lt. Mealey has been a rock-solid partner and a wealth of knowledge to the many commanding officers that he has worked alongside. None of them could have succeeded without him as their assistant commanding officer.

For 35 years Lt. Mealey has been a gifted, dedicated and caring supervisor. During the December 2006 Communications Division Holiday Party, he walked on stage and immediately received a standing ovation. Though a touching moment, it represented but a small "down payment" on the debt of gratitude this division owes this "gray-haired" veteran.

In April, Lt. Mealey retired from the Los Angeles Police Department and began to author a new chapter in his life. Undoubtedly, Lt. Mealey will leave with wonderful memories and certainly a wealth of institutional knowledge about Communications Division. It is therefore with great pride that Communications Division selects Lt. II Charles "Chuck" Mealey as its Supervisor of the Year for 2006.

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



Gilbert Najjar, PSR II.



Georgina Griego, PSR III.



Taneshia Guillory, PSR II.



Tashanda Fredrick, PSR II Training Unit I, Club Member, and "Spencer's Mom."



Laura Santoyo, PSR II.



Elia Regaldo, PSR II.



Janice Williams, PSR II.



Robert Lopez, PSR II, Club Member.



Back, from left: Ida Graham, Sr. PSR I; Anita Ali, Sr. PSR I; and Annie Auzenne, Sr. PSR II. Front: Anita Whited, Sr. PSR I, Club Member; and Berta Ugas, Sr. PSR I, Club Member.



From left: Kiyoko Clemons, PSR I, Club Member; and Angelique Allah, PSR II, Club Member.



From left: Todd Austin, Sr. PSR I; Cathy Sotos, Sr. PSR I, Club Member; and John Phillips, Sr. PSR II, Club Member.



From left: Stephany Williams, PSR III, Club Member; Adrian Smith, PSR II; and Janine Perry, PSR II.



From left: Marisol Vielma, PSR II, Club Member; Miguel Estrada, PSR I, Club Member; and Natrese Thomas, PSR II, Club Member.



From left: Jill Woo, Sr. PSR I; and Louie Cuevas, PSR III, Club Member.



From left: Lt. Stan Ludwig, Club Member; Jacque Drebien, PSR II, Club Member; and John Phillips, Sr. PSR II, Club Member.

Administrative Employee of the Year (2006): Virginia Arujo

Communications Division is pleased to name Virginia Arujo as the Administrative Employee of the year 2006.

Virginia Arujo began her career with the City Oct. 17, 1994, as a Police Service Representative. She was trained under the guidance of our Senior Police Service Representative Training Officers and quickly learned the operating procedures necessary to perform her duties in a professional and outstanding manner.

As a Police Service Representative, she utilized outstanding interview skills to obtain vital information from the public. When creating calls for service, she was quick, clear and concise. Due to her professional and proficient job performance, she was selected and assigned to the Projects Unit Tape section.

On July 2, 2001, she began her duties in the tape section of the Projects Unit. Within a short time she became the most knowledgeable person who worked in this section. As such she became the lead Police Service Representative for the City's contract with two private companies doing upgrading with new software and hardware for the Communications Division Tape Section. Ms. Arujo attended every construction meeting and brought a wealth of questions for all of the IIA, ITD and ECCCS Division project members. The issues that she brought up dealt with the installation of technological equipment in an outstanding manner. She set the benchmarks to which the final test for this new software will be compared. She oversaw the testing of new software programs and had continual dialog with all of the concerned personnel throughout the testing period. Virginia Arujo has played a key role in upgrading the Tape Section into a more efficient and productive workplace.

During this time, the Projects Unit was



From left: Capt. Sharyn Buck; Vicky Arujo, PSR Custodian of Records, Administrative Employee of the Year Recipient, Club Member; and Lt. Stan Ludwig, Club Member.

assigned a new Officer-in-Charge. Virginia Arujo demonstrated that she is a team leader as she provided training, guidance and instruction to this supervisor. This supervisor, ultimately responsible for the success of the various Projects Unit upgrades, publicly proclaimed that Virginia Arujo was his most valued employee and found her to be an invaluable asset and assistant to him in his quest to improve the Projects Unit.

Virginia's strong work ethic and ability to go beyond the call of duty have brought her this much-deserved recognition. Consequently, Communications Division is pleased to announce that Virginia Arujo is the Administrative Employee of the Year for 2006.



From left: Margaret Herrera, PSR, and Laura Cruz, PSR III.



From left: Lisa Hadsell, PSR II, Club Member; and Pam Liske, PSR II.

Police Service Representative of the Year (2006): Irene DiGiorgio

Communications Division is pleased to name Police Service Representative (PSR) Irene DiGiorgio as the 2006 Police Service Representative of the Year.

PSR DiGiorgio joined the Los Angeles Police Department as a PSR in December 1991, after a 20-year career with a telephone company. Upon being assigned to floor duties at Communications Division, she regularly demonstrated exemplary skills in the area of customer service and "modeled the way" for her peers. DiGiorgio's bilingual ability also allowed her to provide the same exceptional level of customer service to the Spanish-speaking segment of Los Angeles' population.

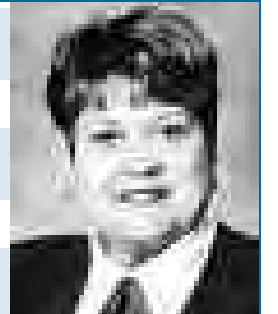
Besides being recognized as a peer group leader, DiGiorgio willingly volunteers to provide roll-call training and has done so on a regular basis. Her leadership in this arena coupled with her willingness to assist her peers in all areas of floor operations has made her a highly respected member of the watch. Her life experiences and maturity have also enabled DiGiorgio to provide insight on life-altering issues, upon the request of her peers. In fact, many of DiGiorgio's peers fondly refer to her as "mom" in recognition of her compassionate and astute skill sets that she uses to assist them.

DiGiorgio is also a major prime mover in organizing fundraisers and events that promote

morale and camaraderie on the watch. She has a unique magnetism and personality that causes her peers to support any venture she rallies them around. In 2006, she personally raised more than \$1,400 by selling Celebrity Golf Tournament tickets to her peers. Irene has also been instrumental in putting on the "Wellness Moments" roll call sessions that received enthusiastic support from her peers and supervisors alike. Additionally, DiGiorgio has been formally commended on more than 20 occasions for her exemplary leadership, competence, willingness to assist and overall contributions to the Department's mission.

Therefore, in recognition of her valuable and varied contributions to the Division, as well as the Department, Communications Division takes great pride in selecting PSR II Irene DiGiorgio as the 2006 Police Service Representative of the Year.

The Club thanks PSR II Natrese Thomas, Club Member, for assisting us to produce this article.



Irene DiGiorgio