

PERSONNEL

Career Service Awards

Personnel hands out its annual Civilian Career Service Awards.

Text and photos courtesy Personnel

On May 16, in City Council Chambers, Councilmember Dennis P. Zine, assisted by Personnel Department Assistant General Manager Gloria Sosa, honored the 2007 Civilian Career Service Award recipients. The 26 recipients, representing various City Departments, were honored for their outstanding public service under the categories of "Exceptional Customer Service," "Outstanding Work Contribution or Dedication to Duty," "Incredible Acts of Heroism" and "Special Recognition from a City Department or Other Governmental Agencies for Extraordinary Services." Many family members, friends and co-workers packed the Council Chambers to witness this momentous occasion.

Since its inception in 1971, the Civilian Career Service Award Program has been recognizing City employees for their important contributions and dedicated service to the City of Los Angeles. This annual employee recognition event sponsored by the Mayor and City Council, and coordinated by the Personnel Department, is timed to coincide with the Mayor's proclamation of the month of May as Public Service Recognition Month.

"Public Service Recognition Month" provides the City with a wonderful opportunity to educate the public about the broad variety of services provided to the community, and to recognize City employees for outstanding performance and notable achievements.



Dennis P. Zine (left of center), assisted by Personnel Department Assistant General Manager Gloria Sosa (third from left), honored the 2007 Civilian Career Service Award recipients.

HONORED FOR PROVIDING EXCEPTIONAL CUSTOMER SERVICE:

DELIA L. HERNANDEZ

*Chief Clerk, Service Retirement Unit
Los Angeles City Employees Retirement System*

Ms. Hernandez is a supervisor and counselor of the Service Retirement Unit at LACERS. She is that rare employee who not only subscribes to the idea of providing superior customer service but also embodies it and transforms it into something truly exceptional. Through her energy, positive attitude and selfless efforts, she takes ownership of LACERS' mission statement and core values. She possesses integrity, a dedication to services, and a level of compassion that challenges all employees to achieve a comparable standard. She has made it her job to know the clientele she serves and to be the type of counselor who not only provides retirement information but does so while maintaining a sensitivity and human compassion toward all she serves. When asked why she takes such pride in her work, Ms. Hernandez responded, "Members are a part of my extended family, and you always want to treat your family with care and consideration."



Delia L. Hernandez

PAUL B. MAHONY

*Automotive Supervisor, Fleet Services Division
General Services*

Mr. Mahony, acting on his own initiative, embarked on a project of improving shop efficiencies. This he did with stellar results! He consolidated the various databases and using e-mail as the notification method, and developed and implemented a Vehicle Automated Preventive Maintenance Notification system, being used in Fleet Services Shops citywide.

This system reduced several hours of work to just a few minutes per week, and costly backlogs no longer exist, reducing vehicle turnaround time with significant improvement in overall efficiency. Also, overdue weekly Preventive Maintenance percentages have dropped from a high of 12 percent to an average of 2.5 percent. Due to the resounding success of this system, not only has inherent past inefficiencies been resolved, it has contributed significantly to the General Services' primary mission of providing the best possible service to its customers.



Paul B. Mahony

EARNEST NAM

*Systems Analyst II, Council, CLA and Mayor Support
ITA*

Mr. Nam's professionalism, dedication and selfless service have made him the role model for all ITA employees. He is always looking for ways to improve system performance and integrity from a technical perspective, to provide a more reliable and productive working environment for ITA customers. He has earned numerous commendations and high praise from the Mayor and Council members in recognition of his impeccable service and skill set. On urgent matters, he makes himself available to work after-office hours and weekends. No matter how difficult the task, Mr. Nam accepts the challenge and delivers! His relentless pursuit of excellent customer service contributes greatly to ITA's mission of keeping its clients happy.



Earnest Nam

FRANK A. NAVARRO

*Former Principal Librarian I, Information Technologies and Collections Division
Library*

Mr. Navarro, recently retired, consistently provided exemplary customer service in his 32 years of service to the Los Angeles Public Library. He served communities in Los Angeles in a variety of capacities including Children and Youth Librarian; Senior Librarian of Multilingual Services and Adult Services Coordinator. In each assignment he has been a shining example of professionalism and dedication to public service. Some of the most notable examples of Mr. Navarro's "looking out for the customer" approach has been the countless number of young people that he has motivated to read, enabling them to perceive a world beyond their communities; the development of a Spanish-language collection in all 71 branch libraries; and substantially increasing the cultural and education programs for adults throughout the City.



Frank A. Navarro

HONORED FOR THEIR INCREDIBLE ACTS OF HEROISM:

GREG ELVERT

*Carpenter
DWP*

On Aug. 3, while fishing, a man fell into the cooling water inlet channel for the DWP Haynes Generating Station in Long Beach. The current was so strong that the individual never had a chance to pull himself out of the water and traveled more than two miles before being spotted by Mr. Elvert and a fellow colleague. By that time, the man was considerably weakened by the water flow. Without thinking of his own wellbeing, Mr. Elvert pulled the man to safety. If not for his heroic feat, the man would have most certainly been sucked up against the intake screens of the cooling pumps, likely resulting in his death.



Greg Elvert

ROBERT BUENROSTRO

*Park Maintenance Supervisor
Public Works/Sanitation*



Robert Buenrostro

CAROL F. MCDERMOTT

*Senior Gardener
Public Works/Sanitation*

On Oct. 31, 2007, Mr. Buenrostro and Ms. McDermott were performing a brush growth inspection of City-owned properties along the Lopez Canyon landfill, when they witnessed the stabbing of a woman outside her home. They went to the aid of the victim, causing the assailant to flee. They immediately called 911, and provided information on the victim's condition and the suspect's direction of flight. This act of bravery and quick action prevented further injuries to the victim (that could have ended in a potential loss of the victim's life). Also, based on the information provided by these two brave individuals, the assailant was apprehended.



Carol F. McDermott

RALPH MENDOZA

*Maintenance and Construction Helper
Public Works/Street Services*



Ralph Mendoza

FRANCIS TUBAL

*Street Services Worker I
Public Works/Street Services*

On April 20, 2007, Messrs. Mendoza and Tubal en route to their next destination were stopped for a red light at Washington Boulevard and San Pedro Street, when they noticed a man trying to get a shopping cart over the railroad tracks. The cart was wedged on the tracks and as the man bent down to free it, he passed out. Realizing that a train was approaching, Mr. Mendoza jumped out of the truck and ran to assist the unconscious man, dragging him to safety, while Mr. Tubal radioed the yard to call for 911 assistance. Their heroic actions that day saved a man's life.



Francis Tubal

MAURICE DONALD

*Electrical Mechanic Supervisor
Integrated Support Services Division, DWP*



Maurice Donald

ADAM FONTI

*Electrical Mechanic
Integrated Support Services Division, DWP*



Adam Fonti

RUDY RAMIREZ

*Electrical Mechanic
Integrated Support Services Division, DWP*



Rudy Ramirez

JOHN STRAUCH

*Electrical Mechanic
Integrated Support Services Division, DWP*



John Strauch

GARY FULLER

*Senior Electrical Mechanic
Integrated Support Services Division, DWP*

On Nov. 2, 2007, a DWP electrical mechanic suffered a heart attack. Messrs. Donald, Fonti, Ramirez, Strauch and Fuller performed life-saving actions on their stricken colleague, from calling and relaying information to the 911 operator, to checking for a pulse (there was none), to applying CPR and the Automatic External Defibrillator device, among other things. Their quick thinking and on-the-spot actions resulted in the revival of their colleague and we are happy to announce he is back at work.



Gary Fuller

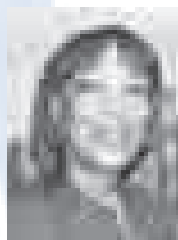
Career Service Awards

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**HONORED FOR SPECIAL RECOGNITION FROM A CITY DEPARTMENT
OR
OTHER GOVERNMENTAL AGENCIES FOR EXTRAORDINARY SERVICES:**
LAURINE BRAITHWAITE

*Legislative Assistant II
City Clerk*

Ms. Braithwaite is exceedingly knowledgeable of the inner workings and nuances of every Council committee. In particular, she has handled one of the most challenging and stressful Committees, Budget and Finance. She handled this difficult Committee with confidence and diligence, even with a significant increase in workload. For her outstanding contributions, Ms. Braithwaite has been publicly praised by Councilmember Bernard Parks and has received a Divisional commendation. She is also a trainer in the Legislative Assistant training cadre program and is a key player in promoting new efficiencies at the Division level.



Lauraine Braithwaite

**HONORED FOR THEIR OUTSTANDING WORK
CONTRIBUTION / DEDICATION TO DUTY:**
GREGORY R. ALLISON

*Former Director of Systems
City Clerk*

During his tenure with the Office of the City Clerk, Mr. Allison consistently demonstrated outstanding dedication to duty and leadership in his capacity as Director of Systems. With his outstanding technical knowledge and superb supervisory and technical skills, the efficiency and quality of the Systems Division's operation increased greatly. Some of his accomplishments included: the Online Ordinance Search System, Council meeting video conferencing, the Council video streaming project, and the transition to online access to County property ownership records. He has made major contributions to the City, and is thus considered as one of the most valued and respected managers in the City.



Gregory R. Allison

ALVIN Y. BLAIN

*Former General Manager
General Services*

Mr. Blain recently retired from the City of Los Angeles after enjoying a distinguished 34-year career. Early in his career, he recognized the importance of reducing the City's dependence on fossil fuel and thus protecting the environment. As General Manager of General Services, he continued this pursuit and through many strategic decisions helped to position Los Angeles as one of the greenest cities in the United States. His legacy will continue as the General Services Department moves forward to find more innovative ways to make government more efficient, while protecting the environment. Mr. Blain, a true visionary leader, will be missed.



Alvin Y. Blain

ROBERT FREEMAN

*Emergency Preparedness Coordinator II
Emergency Management*

Mr. Freeman chaired the 2007 Annual Emergency Management Workshop with terrific results. He brought together various county, state and federal agencies, for one single purpose: the development and preparedness of the City's Executive Disaster Management Team. The overwhelming benefit of the Workshop was the exposure to the response and recovery efforts of jurisdictions directly impacted by Hurricanes Katrina and Rita. The City has taken lessons learned and has begun to realign several of its planning tools, exercise initiatives and overall emergency operations strategies. These efforts may not have been recognized without the insight of this Workshop, which came about as a result of Mr. Freeman's commitment and dedication to the project.



Robert Freeman

MICHAEL KIRLEY

*Librarian III
Library*

Mr. Kirley has been with the Central Library's Genealogy Department for 38 years and has shown extraordinary dedication to duty by practically single-handedly developing the Genealogy collection into one of the foremost collections in the United States. He is recognized as a leader in genealogy research and is sought after by patrons and genealogical researchers alike. He has represented the Los Angeles Public Library and its collections on a national level. He has been instrumental in the digitization of finding aids and library resources making them available to users on the Library's website. Due to Mr. Kirley's efforts, the Los Angeles Public Library's genealogy collection is considered to be a must visit research collection for family historians throughout California.



Michael Kirley

JUNE LAGMAY

*Mayoral Aide VIII
Office of the Mayor*

Ms. Lagmay is an invaluable resource not only for the Mayor's Legislative and Intergovernmental Relations team but for all teams in the Mayor's Office. Her value to the Mayor's Office and the City as a whole is her ability to make things work! She is the resource that everyone turns to – the "person with the answers." It doesn't matter what the subject matter or policy issue, June is able and ready to help. She is always thinking miles ahead of everyone, as there is no problem that cannot be solved. She is truly the rock that everyone can and does lean on.



June Lagmay

RAYMOND LAMPKIN

*Parking Enforcement Manager II (retired)
Transportation*

Mr. Lampkin recently retired from a distinguished 37-year career in City Service. Formerly a Parking Enforcement Manager in Transportation, Mr. Lampkin was known as the epitome of "dedication to duty." He managed the Support Services Division, the City's School Crossing Guard program, and the Special Events Unit. He was instrumental in the planning, development, and implementation of various other enforcement programs. He was involved in the Democratic National Convention in 2000, and part of the management team that negotiated and established the Memorandum of Agreement with the Pasadena Police Department.



Raymond Lampkin

LENA MAUN-DESANTIS

*Marine Environmental Supervisor
Harbor*

Ms. Maun-Desantis is being recognized for the work she performed on the TraPac Terminal Expansion Project, the first major capital improvement project in the San Pedro Bay Port in seven years. Her focus, organization and attention to details were invaluable to the project, addressing for the first time ever, the health risks associated with a terminal expansion project and ways to significantly reduce pollutants – all while addressing increased trade, adding a rail yard and creating hundreds of jobs at TraPac. Ms. Maun-Desantis' work on the TraPac project will serve as an example to lead the Port of Los Angeles in its mission to "grow green" by placing a high priority on responsible and sustainable growth.



Lena Maun-Desantis

JULIA T. NAGANO

*Director of Corporate Communications
Harbor*

Ms. Nagano is a 37-year City employee, with 28 years in the Port's Public Affairs Division. She was tasked with spearheading the Port of Los Angeles' Centennial celebration in 2007. With a year-long itinerary of special events and programs, she led this multifaceted effort which included the historical Port coffee table book, Rail Festival, "Stepping Back in Time" historical tour of Wilmington and San Pedro and the Port's entry in the 2008 Rose Parade. The Port's celebratory year was a huge success, heightening the awareness of the Port to residents of Southern California and beyond. Ms. Nagano is commended for her career of dedicated service to the City of Los Angeles.



Julia T. Nagano

BERNICE ORPHE

*Senior Clerk Typist (retired)
Rec and Parks*

Ms. Orphe, a recently retired 30-year City employee, was recognized for her outstanding dedication to duty. She distinguished herself early in her City career, evident by the numerous commendations and letters of appreciation she received from both internal and external customers for going above and beyond the call of duty throughout the years. It is a testament to her exceptional work ethic and dedication to duty, whether it was working diligently to meet department deadlines or working nights and weekends under stressful conditions to successfully complete the task on hand. This is further exemplified by her steadfast attendance record. Ms. Orphe, whose kind and good-natured personality is only matched by her modesty, was commended for a job well done.



Bernice Orphe

CHUCK RUBIN

*Senior Management Analyst II
General Services*

In June 2007, the City was faced with an important decision under its current lease to exercise "right of first refusal" to purchase Figueroa Plaza. Mr. Rubin gathered all key City personnel from the CAO, CLA, City Attorney, Mayor, Bureau of Engineering and General Services to develop a master plan in the purchase, review and analysis of the property. In successfully ensuring the collaborative efforts of the various City departments, he was instrumental in developing a strategy to address this multi-million-dollar property acquisition. According to the Mayor and City Council, the document produced due to Mr. Rubin's efforts is the best ever developed for such an acquisition.



Chuck Rubin

DOMINGO SAUCEDA

*Director of Enforcement Operations
Housing*

With 30 years of experience in building inspection and code enforcement, Mr. Saucedá's leadership over the Systematic Code Enforcement Program has helped to establish an organizational culture of accountability, commitment and respect for residents and landlords. His imprint is very much felt with regards to the habitability and critical life-safety issues facing City residents in rental housing. Under Mr. Saucedá's guidance for the last ten years, the enforcement program has had a major impact, inspecting 780,000 residential rental units and thus serving more than million residents. It is estimated that the program has resulted in the reinvestment of more than \$1.7 billion into the City's housing stock, for building repairs due to cited code violations.



Domingo Saucedá