

LAPD

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Joe Smith, PSR III, Club Member.



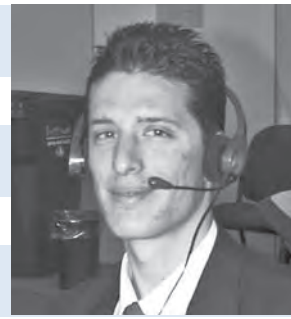
Charlotte Williams, PSR II, Club Member.



Steven Choi, PSR II, Club Member.



Emily Zavala, PSR II, Club Member.



Rick Lopez, PSR II, Club Member.



Charlene Johnson, PSR III, Club Member.



Christina Oliva, PSR II.



Pam Liske, PSR II.



Stephanie Forest, PSR II, Club Member.



Nicole Campbell, PSR II, Club Member.



Maricela Price, PSR II, Club Member.



Ricci Cureton, PSR III, Club Member.



Kathy Kravitz, PSR II, Club Member, with James Sumbi, PSR II, Club Member, the "House Manager of the Year."

National Dispatchers Week

Attention is given, and employees are honored at this annual event dedicated to the City's 911 emergency dispatchers.

Story and photos by Arlene Herrero, Club Counselor; Bios courtesy Norma Espinoza-Cato, LAPD Communications

The Police Department's Communication Division celebrated National Dispatchers' Week April 12 through 18 at the Metro and Valley Communications Centers.

Three dispatchers were honored for their excellence over the past year.

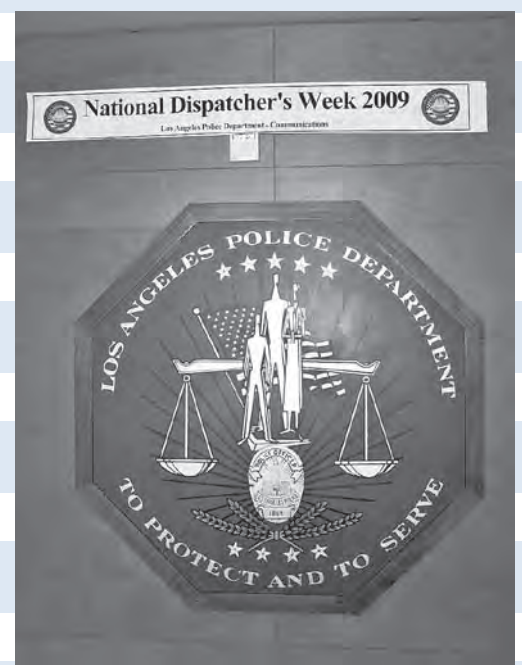
The annual event, established in 1992 by President George H. Bush, honors dispatchers nationwide for providing vital emergency services in their respective communities.

LAPD dispatchers, known as Police Service Representatives (PSRs), are an integral part of

the public safety net in Los Angeles. They fulfill dual roles as police dispatchers and 911 operators. Last year, PSRs provided all dispatching services for LAPD officers and answered 3.8 million calls for police service from the public.

Both dispatch centers offered guided tours for officers, City employees, members of the media and the general public. Tours were conducted all day, and refreshments were provided. The Club provided several prizes for the week-long event and attended open houses at both centers. Chief William Bratton also visited both centers.

The Club thanks Angela Rodriguez, PSR II, and Norma Espinoza-Cato, Secretary, for their assistance in producing this article.



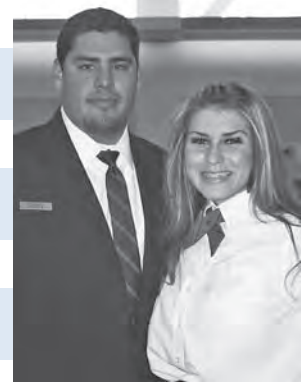
Welcome!



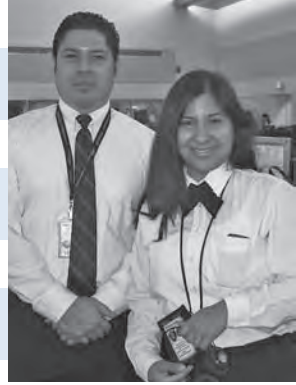
From left: Jean Sarfaty, PSR II, Club Member, and Michelle Willis, PSR III, Club Member.



From left: Rosalynne Cavanaugh, PSR I, and Caroline Graf Von Langkrammerer, PSR III, Club Member.



From left: Robert Lopez, PSR II, Club Member, and Autumn Kohoutek, PSR II.



From left: JC Vizcarra, PSR II; and Fabiola Lomeli, PSR II.



Michael Schmidt, PSR II, Club Member, and Deby Herdrich, PSR II, Club Member.



From left: Berta Ugas, Sr. PSR 1, Club Member; son, Dallas; Sgt. II Delaney Jones, WELD Division; and daughter, Tiffany.

MONIKA QUEEN

2008 Supervisor of the Year

Monika's role of a high-quality, first-level supervisor cannot be overstated. She has been observed fulfilling her supervisor's duties to ensure that the goals of the Department and Communications Division are accomplished. The complex goals of the Department and Communications Division, coupled with the need for teamwork, has made Monika's position as a supervisor an extremely demanding one. Monika has taken an overt interest in the success of Communications Division by providing leadership to all Police Service Representatives with the professional tools needed to perform their duties and responsibilities as professionally trained PSRs.

Monika does not strive for popularity or build false hopes; she holds her subordinates to be accountable and provide service. She has a unique way of instructing and supervising PSRs to a level that takes the PSR beyond their expectations to complete their assigned duties. Monika possesses the three basic skills (technical, interpersonal and analytical) that every seasoned and knowledgeable supervisor should utilize to be effective and competent in



their duties and responsibilities.

Jan. 6, 2008, the Department suffered a devastating loss when LAPD Special Weapons and Tactics (SWAT) Officer Randal Simmons was killed in the line of duty, and his partner, Officer James Veenstra, was seriously injured. Monika was assigned as a supervisor for a.m. watch, monitoring all "calls and cars" to ensure that resources were sufficient for the numerous requests for additional units, specialized units, additional tactical frequencies and various continued request during this very tragic event. Monika's outstanding leadership during and after this incident was yet another example of her supervisory leadership, dedication and attention to duty.

Monika has been involved and has shown support for every Divisional activity; her dedication to improving the morale and positive atmosphere of the Division is evident. Monika has been recognized for her excellence, loyalty and dedication along with her valuable and varied contributions to the Division, the Department and the citizens of Los Angeles.



Harold Ross, PSR 1.



Nicole Salls-Carr, PSR II, Club Member.



Mary Montes, PSR 1.



Robert Gieser, PSR III, Club Member.



From left: Maribel Madariaga, PSR III, Club Member; Georgina Griego, PSR III, Club Member; and Louie Cuevas, PSR III.



Lori Powell, 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

SOPHIA THOMAS

2008 Police Service Representative of the Year

Police Service Representative Thomas has been an esteemed member of the Department for nearly seven years. She maintains a high level of expertise in all facets of the arduous duties of a PSR. She is well versed in policy and procedure and has a keen sense of intuition that lends itself to exemplary performance. She is a no-nonsense yet empathetic operator whose work product is consistently above par.



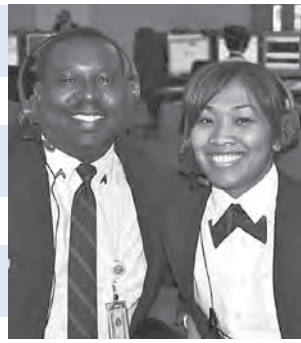
response was called for, moving from task to task transparently.

Police Service Representative Thomas has the respect and admiration of her peers and supervisors alike. Not only is she affable, approachable and consistently pleasant, she sets a lofty example for her co-workers concerning attendance. Police Service Representative

Thomas has not called in sick in several years and routinely reports to work as scheduled.

Police Service Representative Thomas is the quintessential PSR. There is no assignment within the division in which she is not proficient. Her trustworthiness and professional demeanor make her a valued asset as the Watch Commander's Aide. Sophia is truly an asset to the watch and the division.

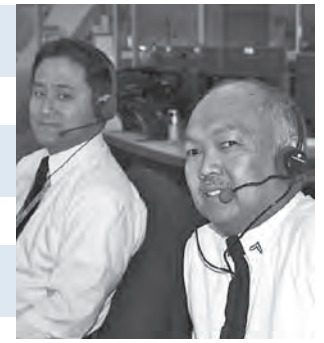
During the catastrophic firestorms last October, PSR Thomas showed her flexibility and willingness to assume whatever assignment was requested of her. She not only worked as a directly affected Valley division radio operator, but she also assisted supervisors in making notifications when a Citywide



From left: Eric Askew, PSR III; and Sinvon Von, PSR II, Club Member.



From left: Olga Rivera, PSR II, Club Member; and Lidia Marcial, PSR II, Club Member.



From left: Scott Bae, PSR I; and Buddy Ramiro, PSR III.



Meg McKeever, PSR III.



Terry Price, PSR II.



Anthony Civitate, PSR III.



Mike Sanchez, PSR I.



From left: Cathi Pearson, Sr. PSR I, Club Member; and DeAnne Avery, PSR II, Club Member.



From left: Cynthia Lam, PSR III, Club Member; and Karen Brents, PSR III, Club Member.



Jennifer Lindstrom, PSR III, Club Member; and Natalie Osling, PSR I.



From left: Gloria Martinez, PSR II, Club Member; and Gabriela Castro, PSR II.



From left: Cheryl Chillis, PSR III; and Heidi Keesey, PSR II, Club Member.



From left: Donelle Nubia, PSR II; and Naima Tobias, PSR II, Club Member.



From left: Mellissa Merrin, PSR II, Club Member; and Kimberlee Gallardo, PSR II, Club Member.



From left: Spenser's mom, PSR III, Club Member; and Yvette Binns, PSR III.



The "A" Team, from left: John Phillips, Sr. PSR II, Club Member; Marie Mardesich, Sr. PSR II, Club Member; April Hoff, Sr. PSR I, Club Member; Larry Cardinas, Sr. PSR I, Club Member.



From left: Sunita Pidech, PSR II, Club Member; and Cheryl Garcia, PSR II, Club Member.



From left: John Phillips, Sr. PSR II, Club Member; and Marty Ford, PSR III, Club Member.



From left: PSR III Farell, Club Member; and PSR II Civitate, Club Member.



Standing, from left: Marlene Swancy, Sr. PSR I, Club Member; and Hope Wright, PSR II, Club Member. Seated: Lt. Penna



From left: Sue LePre, PSR III, Club Member; and Amelia Ocon, PSR I, Club Member.

SANDRA MARTIN

2008 Administrative Employee of the Year

Sandra Martin began her career with Communications Division in January 1999. She quickly demonstrated an exceptional aptitude for the duties required of a PSR and was appointed as an instructor within four years of being hired. Consequently, she was selected as a Training Unit Instructor less than a year later. She has continually demonstrated knowledge, teamwork, initiative, leadership, flexibility and approachability, and has provided a positive learning environment to new employees as well as to tenured employees with expertise and poise.



instructors teach the EBO class in progress. She not only created and taught the assimilation class, but she divided her time to teach the ongoing EBO class. She taught every class with the same amount of high-level enthusiasm and energy, incorporating her creativity and sense of humor.

In addition to her duties, Martin was asked to coordinate a five-day assimilation course for new Training Unit instructors. She developed an agenda to cross-train the selected instructors in all phases of the unit: simulation, administrative and P.O.S.T. She interviewed several of her peers and developed easy-to-follow lesson plans. Furthermore, she developed a training guide and handouts and exemplars for each instructor and created a schedule that incorporated having the new

The best simulator instructors demonstrate outstanding leadership, a keen sense of teamwork, confidence and initiative. Because of Martin's knowledge, discretion and leadership abilities, she has become the "go-to" person as the most tenured simulator staff member. On top of her usual instructor duties, Martin has also been assigned numerous projects and performed as a quasi-supervisor in the simulator office in the absence of supervision. Martin is, without question, one of the best this Division has to offer.

Ms. Martin does all of this while consistently remaining cheerful and positive. Her pleasant willingness to take on any task required of her make her a highly valued employee and a delight to supervise.



Standing, from left: Marlene Swancy, Sr. PSR I, Club Member; Shaton Brown, Sr. PSR I, Club Member; and Carol Schott, Sr. PSR II, Club Member. Seated: Robyn Frazier, Sr. PSR I, Club Member; and Margaret Peters, Sr. PSR I, Club Member.

DISPATCH

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