

LAFD

Civilian Employees: You're the Best!

Fire Dept. honors its top civilian employees.

Story and photos courtesy Lorraine Kwiatkowski, LAFD

On May 27, the LAFD honored three civilian employees and one group, and gave certificates of recognition to five others as part of its 18th annual Civilian Employee Recognition Luncheon.

The event was held at the Empress Pavilion Restaurant downtown.

Honored were:

- Michael Prendergast, Prof./Special Skills
- Rosa Mercado, Clerical
- Lou Hua, Shop Maintenance, and
- The Accounts Receivable Unit, which received the Fire Chief's Group Award of Excellence.

Certificates of Special Recognition were given to John Alvarez, Eva Bencomo, Adolfo Rodriguez, Leslie Vontoure and Anita White.

Principal speakers were Fire Chief Douglas Barry and Civilian Employee Recognition Committee Chair Mary Reuschel.

The Club congratulates all those who were honored for their excellence.



Fire Chief's Group Award of Excellence
ACCOUNTS RECEIVABLE UNIT
Nelson Magtibay, Polly Wong, Emma Pangilinan, Erlanda Macatula, Liberty Maglunog, Silvia Pena, Laura Kakita, Sammy Wong, Roberto Garcia and Maricel Martin.



The Accounts Receivable Unit was one of the busiest units in the City, processing more than \$137 million in revenue for fiscal year 2008. The unit handles a high volume of billing and collection transactions daily.

Despite staffing issues, the unit was able to process accounts in a timely manner and in accordance with the City's policies and guidelines.

Each member of the unit takes pride in their work, and they work well together, especially during times of high volume.

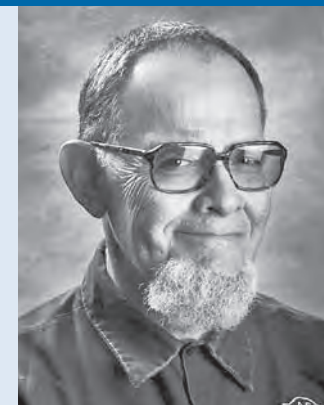
The LAFD maintained high marks in cash

receipt categories of the Controller's Certification and Fiscal Monitoring Program due to the staff's extensive knowledge and experience in all aspects of accounting systems and procedures. The Accounts Receivable Unit was rated as the most efficient and knowledgeable among all City departments in the last internal control audit, conducted by the Controller's Office.

For these reasons, the Accounts Receivable Unit receives the Fire Chief's Group Award of Excellence.

Certificates of Special Recognition

- JOHN ALVAREZ**
- EVA BENCOMO**
- ADOLFO RODRIGUEZ**
- LESLIE VONTOURE**
- ANITA WHITE**



John Alvarez



Eva Bencomo



Adolfo Rodriguez



Leslie Vontoure



Anita White

Clerical Category

ROSA MERCADO

*Sr. Clerk Typist
Arson/Counterterrorism Section*



Rosa began her City career Sept. 11, 2000, as a Clerk Typist in Public Works/Street Lighting. The following year, she was promoted to Sr. Clerk Typist, Finance, where she was assigned to the public counter of the tax and permits unit. Her sunny disposition earned her loyal customers who would patiently wait for her, even though other clerks were readily available.

In January 2005, she transferred to the Fire Dept.'s Arson/Counterterrorism Section, where she tends to the public counter. She is responsible for multiple phone lines, prepares letters to insurance companies, and collects fees for requested fire reports.

Rosa has established an excellent rapport with the investigators as well as the customers who routinely do business with the department.

But her true passion lies in being a dedicated wife and mother. She has been married for ten years to her high school sweetheart, Enrique, of the LAFD's Supply and Maintenance Division. She is also the proud mother of three beautiful girls -- Alicia, Andrea and Amanda.

For her years of dedication and exemplary service to the Fire Department, she is recognized for her hard work and accomplishments.

Professional/Specialized Skills Category

MICHAEL PRENDERGAST

*Senior Management
Analyst I*



Michael began his career with the City in 1989 as a Worker's Compensation Analyst, Personnel. He was promoted to the LAPD as a Management Analyst I, and then to the Police Commission. While there, he was promoted to Sr. Personnel Analyst I.

In 2003, Michael was promoted to the LAFD's Emergency Services Bureau. In that capacity, he responds to the needs of both civilian and sworn members of the department.

His duties now include responding to incidents as a Deputy Finance Chief, and he is the Bureau's Budget Coordinator. He is also the Bureau's Travel Coordinator.

Michael has touched the lives of many sworn personnel in ways that many do not know about. Although there is no official "funeral coordinator" in the department, Michael has been entrusted with working with the unions to coordinate the financial assistance and negotiate funeral expenses on behalf of the families of deceased members. He demonstrates sensitivity to families regarding funeral arrangements.

Michael, who was born in England, and his wife, Karen, have been married for 23 years. They have a daughter, Lauren.

Michael's hard work, dedication and can-do philosophy in the Emergency Services Bureau have set him apart, and his daily efforts are appreciated as Employee of the Year.

Shop Maintenance Category

LOU HUA

*Warehouse and Tool Room Worker II
Supply and Maintenance*



Lou began his City career May 13, 1985, with the LAPD as a Warehouse and Tool Room Worker. Soon, he was promoted to the LAFD as a Warehouse and Tool Room Worker II.

He has demonstrated exemplary management, including the maintenance and organization of the tool room.

When arriving at Lou's counter, guests are always greeted with a smile, excellent customer service, and a "how may I help you."

He is extremely knowledgeable with all the tools and supplies he's responsible for. He's also knowledgeable with new products that come on the market. This helps maintain the vast inventory of all tools available to shop personnel.

Lou is well known and liked among his peers. He works well with Civilian and Sworn personnel. He is always willing to go out of his way to ensure everyone's needs are taken care of first.

In his spare time, he enjoys camping, fishing and collecting antique magazines, lithographs and watches. He also enjoys traveling to all parts of the world.

For his hard work and dedication to the Fire Department, he is honored as Employee of the Year.

Employees of the Year