

AIRPORTS

Kudos to 2 Officers

Airport Officers commended for excellent work.

Story by Sgt. Belinda Nettles, Airport Police, Club Member; Photos by Officer Darius Lewis, Airport Police

On Nov. 1, Airport Police Officer Adela Lopez and Traffic Officer Eric Grimes were commended by Airports Executive Director Gina Marie Lindsey for their outstanding public service and contributions while performing their daily duties.

Officer Lopez, an Airport Police Drill Instructor assigned to the LAPD Academy, was presented a commendation from George Centeno, (then) Chief of Airport Police, after receiving a letter from Chief Charlie Beck, LAPD, commending Officer Lopez as "a model employ-

ee who sets the standard for not only the recruit officers, but all officers that work around her." Officer Lopez, a full-time Drill Instructor at the LAPD Police Academy, was instrumental in immediately providing critical information needed for the Basic Course Certification Review by the California Commission on Peace Officer Standards and Training. This saved numerous hours of work at a time when every minute was essential to complete the project. Chief Centeno said, "I commend Officer Lopez for her continued professionalism while working at the LAPD Academy. She continues to excel in her assignment and visibly strives for excellence daily."

Officer Grimes received recognition for the LAX NICE Program, the Airports customer service incentive program to Neutralize Irritation Customers Experience (NICE) by providing excellent customer service. Grimes was recognized for having a calm and patient demeanor while assisting travelers at LAX. One incident involved an airline passenger who had been flown to Los Angeles by her family, to enter into a rehabilitation program. The woman wandered around the airport for hours with no intention of entering into the program. After being assisted by Officer Grimes, the woman changed her mind and willingly entered the rehabilitation program. Officer Grimes also helped and protected a passenger and her elderly mother after a three hour delayed flight into LAX. Their vehicle broke down at terminal curbside. Officer Grimes alerted Police dispatch,

blocked off the area for tow truck access and then gave the elderly woman, who was very thirsty after her delayed flight, a bottle of water. "It is a fundamental mission of Airport Police to provide a traveler-safe environment and a traveler-friendly experience," said Chief Michael Hyams, Assistant Chief of Airport Police as he commended Officers Lopez and Grimes during the ceremony. Chief George Centeno praised the Officers, along with all the Officers of the Airport Police, "for their customer service and dedication to keeping LAX safe for all." Executive Director Gina Marie Lindsey expressed the importance of "Airport Police exercising sound customer service practices that provide assistance while keeping the public safe and secure while at LAX."

Congratulations to Officers Lopez and Grimes!



From left: Airport Police Traffic Officer Eric Grimes and his wife, Donna, with Traffic Sgt. Ricky Hill.



Airport Police Assistant Chief Michael Hyams and Officer Adela Lopez.

GRAB SOME CANDY!

See's Candy, at a great Club discount.

- SEE BACK PAGE

CLUB MEMBERS:

Be My Club Valentine

Send your sweetie a special Valentine ... to be printed in the February *Alive!*



HERE'S HOW IT WORKS:

Send us a photo (high-resolution digital preferred) of you and your sweetie... or just your sweetie... and two or three sentences declaring your forever love! And we'll print as many as we can.

SEND DIGITAL PHOTOS AND YOUR TEXT MESSAGE TO:
talkback@cityemployeesclub.com
(subject line: Valentine)

SEND PAPER PHOTOS AND YOUR TEXT MESSAGE TO:
City Employees Club
Be My Club Valentine
120 W. Second St.
Los Angeles, CA 90012



DEADLINE: JAN. 15TH

