



From left: Asst. Chief Sandy Jo MacArthur, Sr. PSR I Todd Austin; Councilman Dennis Zine, Club Member; PSR II Bettina Allen, Club Member; and Chief Charlie Beck.



Lt. Vic Dennis, Club Member, welcomes everyone to the PM watch Roll Call.



From left: Commander Andrew Smith, Club Member; John Harowicz, PSR II, 23 years of City service, Club Member; Scott Goldstein, Management Analyst II, 19 years, Club Member; Augie Loya, PSR II, 19 years, Club Member; Daniel Uzomah, PSR II, 7 years, Club Member; and Asst. Chief Sandy Jo MacArthur.

LAPD

National Dispatchers Week

Both LAPD call centers celebrate those who take and handle the City's 911 emergency calls.



LAPD Chief Charlie Beck personally thanks the men and women of LAPD Communications for their hard work and attention to detail.



Story by Arlene Herrero, Club Products Manager; Photos by Angel Gomez, Club Director of Sales

The City celebrated National Dispatchers Week April 9-14. The week focuses on the work of PSRs (Police Service Representatives), those who answer the 911 emergency calls.

The Club donated prizes and was on hand for the Metro Communications Open House.

During the PM watch roll call, Police Chief Charlie Beck expressed his gratitude to the PSRs

assigned to both the Valley and Downtown dispatch centers. Councilman Dennis Zine was also in attendance, highlighting the fact that in 2011, 3.9 million calls were answered, and in 2012, four million calls were answered.

Special guests in attendance included Commander Andrew Smith and Capt. Anita Ortega, both previous Command Officers of LAPD Communications.

The event included giveaways, an open house, catered lunches and much more.

Five employees were also honored:

- Supervisor of the Year: Todd Austin;
- PSR III of the Year: Marsha Meyers;
- PSR II of the Year: Kim Hunter;
- Administrative Employee of the Year: PSR II Bettina Allen; and
- The Charles Mealey Humanitarian of the Year: Sue Le Pre

Congratulations to all! And thanks go to Maria Moreno, Lt. Singh, Capt. Joel Justice, and Lt. Vic Dennis for their assistance.

PSR II of the Year, 2012

Kim Hunter

During her 28 years of service at Communications Division, Police Service Representative II Kim Hunter has worked various floor positions. She was also assigned to the Administrative Projects Unit. As part of her responsibilities in the Projects Unit, she has testified at numerous criminal, civil and administrative court actions as to the content and authenticity of the tapes and computer records.

Kim is an exemplary employee who consistently performs at a high level. She completed her assignments with attention to duty, dedication and a positive attitude. She has been acknowledged on several monthly monitoring for her effective interview techniques, teamwork and commitment to duty. Since 1988, Kim has been recognized for her exceptional attendance record, a record that has continued to this date.

Kim has consistently demonstrated a continued commitment to the LAPD core values in her daily encounters with the community, supervisors and her peers. This was demonstrated when MCDC needed someone to take charge of the tribute to the department's servicemen and -women overseas holiday gift drive. Kim took on the responsibility, and her efforts resulted in large donation of items from MCDC personnel.

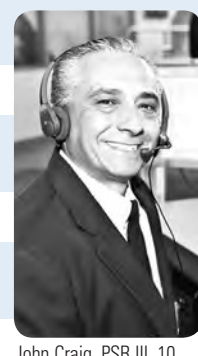
Due to Kim's tenure and experience, she has been selected several times as a WCA. As a WCA, she assists management in the Watch Commander's office with daily operations of the Division. The WCA must maintain a high level of confidentiality and effective interpersonal skills. She also proved to be able to make sound decisions and handle stressful situations independently.

Kim is a tremendous asset to the Supervisory Staff. She was selected to supplement for supervisory deployment and graciously accepted. Kim is detail oriented and paid attention to the special needs of each supervisor while she works the bridge. Kim has been assigned every supervisory position and shown a proficiency at each position. She has displayed extensive knowledge of the operations, functions and goals of the Department. She has the maturity, tenure and willingness to stretch beyond to assist the seniors at the bridge.

Communications Division is proud to recognize Police Service Representative II Kim Hunter as PSR II of the Year 2012.



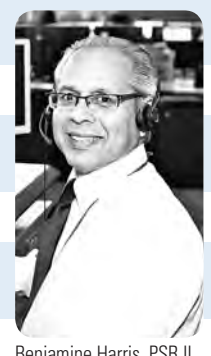
From left: Margaret Peters, Sr. PSR I, 25 years of City service, Club Member; Capt. Anita Young, Hollenbeck, 29 years; and Yvette Bentley, Management Analyst II, 25 years, Club Member.



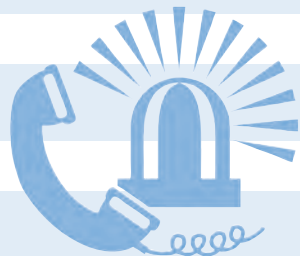
John Craig, PSR III, 10 years of City service, Club Member.



Adrian Smith, PSR II, 10 years of City service.



Benjamine Harris, PSR II, 10 years of City service, Club Member.



Vanessa Sanchez, PSR II, 10 years of City service; and Chris Dale, Sr. PSR I, 10 years.



From left: Lisa Scutarro, PSR III, 8 years of City service; Larry Gates, PSR III, 9 years, Club Member; and Christina Campos, PSR III, 6 years, Club Member.

Administrative Employee of the Year, 2012

Police Service Representative II Bettina L. Allen



Bettina Allen, PSR II, Club Member, with Councilman Dennis Zine, Club Member.

PSR II Bettina Allen has been with the Department and Communications Division (CD) for approximately 12 years. She was assigned to the Operations Floor and worked the traditional Radio Telephone Operator, Emergency Board Operator and Auxiliary Telephone Operator positions. She performed her duties exceptionally well in those assignments. Given her exemplary work ethic, attendance history and strong interpersonal skills, she was selected to work as the Watch Commander's Aide for an extended period of time.

In January 2006, Bettina was assigned as Assistant to the Wellness Coordinator. This new assignment called for her to quickly learn and apply new processes as they related to City Sick Leave usage, provisions of the Family Medical Leave Act, Leave of Absence, Bonding Leave and Injured-on-Duty paperwork. Besides being conversant with the completion of a slew of required documents, Bettina established a close working relationship with personnel assigned to the Medical Liaison Section, Personnel Division, City's Personnel Department, City Attorney's office and third-party private vendors contracted by the City. She also has regular interaction with the staff of private physicians and City-contracted medical facilities. She is very articulate and has created a positive and long-lasting impression with her ability to communicate in both written and verbal form.

Bettina also addressed such enquiries from CD employees in need of clarification on issues related to their absences and benefits. Having developed a vast pool of expertise in this area, Bettina handled all enquiries adroitly and efficiently.

Bettina has an easygoing personality and is readily able to handle all work-related demands placed on her. She smiles easily and is constantly responsive to request from all supervisors. Besides being a success at her job, Bettina is an accomplished working mom. She has successfully raised two children, son Samuel, a semi-professional basketball player, and daughter Sydney, a freshman at Whittier College.

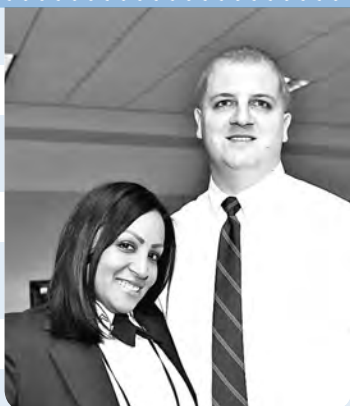
Communications Division is proud to recognize Police Service Representative II Bettina Allen as its Administrative Employee of the Year 2012.



Assistant Chief Sandy Jo MacArthur speaks to a packed roll call room.



Sal Tillit, PSR II, 4 years of City service; and Ellison Cheng, PSR, 1 year.



Angelina Ortega, PSR III, 14 years of City service, Club Member; and Chance Chavez, PSR II, 7 years, Club Member.



From left: Deirdre Fonseca, PSR II, 4 years of City service, Club Member; Kim Antol, Sr. PSR I, 33 years, Club Member; and Keyshae Paylor, PSR II, 4 years.

Supervisor of the Year, 2012

Senior Police Service Representative I Todd Austin



Todd Austin, Sr. PSR I, with Councilman Dennis Zine, Club Member.

Senior Police Service Representative (PSR) I Todd Austin began his tenure with the LAPD in June 1999. He brought with him an interest in technology and outstanding communication skills. In 2012, Austin successfully transitioned from his role as a floor supervisor to the Assistant Officer-in-Charge of the CD Training Unit. Austin hit the ground running as he immediately put his technical knowledge to work. Austin serves as a liaison between the LAPD and a number of organizations, including the Joint Regional Intelligence Center (JRIC), Los Angeles Regional Interoperable Communications System (LARICS) and the LAPD's Information Technology Division. Through these ancillary assignments, Austin received daily intelligence information on suspicious activity, developed a CD generic email account, and obtained daily statistical 911 call printouts from both LAPD communication centers. Austin's knowledge, input and insight were foundational in the formation of divisional policies and strategic planning for 2012 and beyond.

Senior PSR Austin served as an adviser to both LAPD command staff and General Services personnel during the recent absorption by LAPD of the City of Los Angeles General Services Division (GSD) Security. In fact, his operational and technical expertise changed the trajectory of the project and put the merger back on schedule for the 2013 implementation.

Despite the demands his expertise and initiative cultivated, Austin found time to assist the DWP with critical facilities and infrastructure issues, including the communications tower at Mt. Lee. As a subject matter expert in radio communications and interoperability, he also provided radio expertise during the drafting of the Los Angeles Kings Stanley Cup Championship Communications Plan.

Austin's commitment to community service is clearly demonstrated through the relationship he established with representatives from Language Line Services, the LAPD's contract language interpreter service. A byproduct of his work was the establishment of a toll-free, LAPD direct line that has dramatically improved community translation service.

Communications Division is proud to select Senior Police Service Representative I Todd Austin as Supervisor of the Year 2012.



From left: Listening in on a call is Christina Madrid, guest of Todd Austin, Sr. PSR I, 14 years of City service; and Sharon Katona, PSR III, 25 years, Club Member.

PSR III of the Year, 2012

Marsha Myers

Police Service Representative (PSR) III Marsha Myers has been a member of Communications Division for more than 18 years. Marsha has been recognized by her peers and supervisors for her leadership and commitment to the division. She is a consistent professional with all her encounters with the community and co-workers.

Marsha has been assigned to BCC, RTO and RTOTO. She has handled all of these assignments with the utmost professionalism and knowledge. Marsha's instructor style lends her to work with trainees who were in need of extra assistance. She has a way of motivating trainees and raising their confidence. Her instructor evaluations from her trainees are always positive.

As the RTOTO, a position she readily accepted, she consistently adhered to policy and procedures. She also provided vital information to TCO to better assist with the needs of instructors and trainees. Marsha is very committed to providing training to other PSR IIIs, and she was recognized by her peers for her ongoing commitment to the training program.

Marsha was recognized for being one of the top call takers during 2012. She has been a member of the Care and Concern Committee (CACC) for several years. She has organized the training day for the CACC and has been a part of Bereavement Team Committee. This committee and her efforts has been a great benefit to helping our division through some very difficult times.

Communications Division is proud to select Police Service Representative III Marsh Myers as PSR III of the Year 2012.



Eleanor Medina, PSR III, 16 years of City service; and Quincy Mirage, PSR II, 12 years, Club Member.



From left: Shannon Pahnong, PSR II, 8 years of City service, with the Club's special guest, Carla.



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