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Employees Club of California 120 West 2nd Street Los Angeles, CA 90012





ROBERT'S BLOG

by Robert Larios, CEO, The Club

A Season of Gratitude

Are you ready for the holidays?

The Club's Retail Operations sure is! As I write this before Thanksgiving, I watch our team preparing to deliver to Club Members the Club gifts you love. It is a major operation, and the Retail team is passionate about it.

Like most of society, Club Members have altered the way you interact with our Retail Operations. You are buying more of our incredible apparel and gifts than ever before, and you use the Store online to do so. We continually adjust our operations to serve you in the ways you want to connect with the Store, and to make your buying journey the best and most efficient it can be. You have rewarded us with ever-more robust sales, and we know we are serving you well when we see that happen.

Additionally, we expanded our Mobile Team schedule for this December to increase your opportunities to interact with the Store team and merchandise. We thank **Guadalupe Lira**, Club Store Manager, for managing all the adjustments for your holiday shopping. Have a long, enjoyable look at the Club Store online and the circular inserted into this month's print version; stop by a nearby Mobile Team visit; and take

advantage of all the ways we strive to serve your needs.

Some Personal News: As many of you know or have noticed, in October the Club's Insurance Board bestowed on me a new title: Chief Executive Officer of the Employees Club of California. (You can read the story on page 5, or online.) I am overwhelmed with gratitude for such confidence in my abilities. My list of those to thank grows into the hundreds, as those who follow me on LinkedIn and Facebook can attest. But mostly I want to thank very much the Club boards of City employees, and of course to Club genius John Hawkins, who remains CEO of the

overall association. I would not be anywhere without them. In this space I plan to write more about my thoughts on growing the Club in the future, but please know that everything I do, and have ever done, at the Club is to serve Members in the best way I know how. It is that simple, and that is the pledge I make to you



here and now.

That leaves me with just enough space to wish each of you peace, joy, kindness and togetherness for Christmas and the 2021 holiday season. We have been through much. Merry Christmas!

- Robb James



Site Visits Are Back!



Mobile Team Schedule

For the holiday season, the Mobile Team is expanding its schedule to bring you the gear the want. The Mobile Team will have a great selection of holiday gift ideas and regular awesome Club apparel and gear.

Dec. 2, 3, 7, 8, 9, 14:

City yard curbside service; ask your Supervisor

Dec. 15

Rec and Parks/Griffith Park, Crystal Springs Drive; time pending

Dec. 17

Harbor Area Farmer's Market, San Pedro Municipal Building, 626 S. Beacon St. ,Little Italy Los Angeles Piazza, from 11 a.m.

ous Mobile Team site visit in 2019.



For your continued safety:

- The Mobile Team brings and wears safety gear.
- The Mobile Team is accepting only outdoor set-ups for now.

See you soon!

Club Mobile Team is ready to visit City worksites safely with gear, tickets, insurance, more. Say hi to the Club ... in person again!

The Club never stopped working for its Members during the pandemic. But now that the coast is clearing, so to speak, it's time to revisit our Members and Members-to-Be at sites and yards.

The Mobile Team is ready to visit your worksite Tuesdays through Thursdays. We can't wait to see everybody again!

To schedule a site visit, contact Lupe Lira, Club Store Manager:

(213) 819-0350, or mobile@employeesclub.com



COVER STORY:

Club Christmas Comes to You

The Club expands its Retail operations, including the Mobile Team, to bring you the gifts you want for the holidays.

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NEW THIS MONTH ONLINE!

alive.employeesclub.com

John's Picture Perfect

Enjoy all the winners from this month's contest on the theme "red, green or blue."



Cooking With the Club

Chef Larios revisits seasonal deliciousness with a recipe for potatoes au gratin.



Library Top 10

See what your fellow Angelenos are reading, watching and grooving to.



CORRECTION

In the September Alive!, we misstated the last name of the grandmother and Club Member of two graduates. The grandmother of Alana Patterson and Brooklyn Wright is Belinda Hill, LAFD. Alive! congratulates Belinda on the success of her granddaughters, and we apologize for misstating her name

Coloring Contest Winners **Available Online!**

GO TO: alive.employeesclub.com/kidscoloringwinners





The Club Is Here to Help

Club staff is dedicated to helping our members receive the maximum benefit from their membership. If you have questions, concerns or suggestions about your Club, our counselors are ready to help.

Contact the Club

if you have an event you want an event covered in *Alive!* or if you have questions about insurance.

help@employeesclub.com (800) 464-0452

Physical Club Store Hours:

Monday – Friday

9 a.m. – 4 p.m.

Alive!

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SHOP THE CLUB...Online!



The Club Store is open online 24/7, with shipments processed and mailed every workday. Orders are accepted online and by phone (phone is during normal work hours).

Shop safely while staying at home, with a new selection of Club apparel and gifts.

employeesclub.com





Larios to the Top

Longtime Club leader Robert Larios promoted to CEO, sharing responsibilities with John Hawkins.



'My first priority is to continue the expansion for growth so that Members and their families get the opportunities to experience good lives through our celebration and protection.'

- ROBERT LARIOS, CLUB CEO

THE CLUB: On Oct. 26, Robert Larios, the Club's Chief Operating Officer, was promoted to Chief Executive Officer by the LACEA Insurance Services Board, the governing body over the Employees Club, effective immediately.

LACEA Insurance Services is the business name of the Employees Club. It's a subsidiary of the overall Los Angeles City Employees Association, Inc. John Hawkins remains President and CEO of the overall association.

John Hawkins and Robert Larios will now be sharing corporate oversight.

"The legacy John Hawkins built is one that I pledge to maintain and nurture because it is the mother sauce for what makes this association one of the best in America," Robert Larios said. "My first priority is to continue the expansion for growth so that Members and their families get the opportunities to experience good lives through our celebration and protection. To accomplish that, I look inward to the talented and gifted Employees Club of California staff. This is truly an exciting time to be a part of this growth journey, and the best part is that the Members and their families will gain the most benefit and value from it."

Association CEO John Hawkins said, "Good things are happening at the Club, and I look forward to seeing the new generation of staff employ-

ees taking the helm, turning it into a force like no other and giving municipal employees more things to celebrate. At the same time we're protecting their families with the utmost in care, dignity and efficiency."

The overall LACEA is one of the nation's largest voluntary employee benefit organizations. Robert served as the COO for the Employees Club of California for nearly six years, during which he oversaw and drove record new expansion of its membership base increase by 66 percent and upgraded the customer service experience for its membership.

He brings more than two decades of experience with the association, where he was first hired as a Member Services Counselor in 1998 and quickly learned to leverage the execution of difficult strategic leadership decisions within a nonprofit organization and for-profit subsidiary.

Robert is the third CEO for the Employees Club of California and the first Mexican American. He holds a master's degree in business administration from the Ross School of Business at the University of Michigan, and a bachelor of arts degree in Spanish literature and linguistics with a minor concentration in business administration, both from the University of Southern California.

Robert will work closely with John Hawkins for a seamless transition. John was the CEO for the Employees Club of California since 2004 and Chief Operating Officer since 2001, when he created and implemented the Club subsidiary concept. He will now be the CEO of the overall association only.

Congratulations to Robert Larios on his leadership achievement.



A Club Premiere! Debuts FRIDAY, DEC. 17 ON THE CLUB'S YOUTUBE CHANNEL.



The Club premieres its end-of-the-year recap video on YouTube.

THE CLUB: Say Yes to the Club, a fun but informative video recap of 2021, will have its worldwide debut at noon Friday, Dec. 17 on the Club's YouTube channel. Viewing will be open to everyone.

"2021 was a year when the pandemic still played a major factor, at least through the first half of the year," Club CEO Robert Larios said. "We wanted to show all the ways the Club staff stayed strong for our Members until things started opening up again. We served our Members all the way through, and that's what this is all about. The video tells that story in a really fun way. Be prepared for some good laughs."

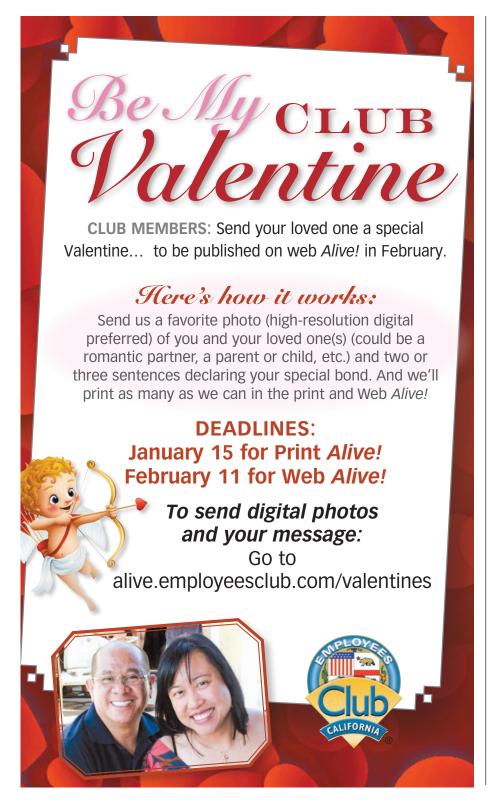
Say Yes to the Club was produced dur-

ing October and November, and once again safety protocols were practiced.

"This video is for all our Members – in the City of LA, the County of LA, the LAUSD, the State of California, and other furisdictions. We thank you and we honor you. See you on the 17th!"

To view the video, go to YouTube and search for the Employees Club of California or "Say Yes to the Club." ■





TACERS LOS ANGELES CITY EMPLOYEES RETIREMENT SYSTEM

FOR RETIRED MEMBERS:

Open Enrollment for 2022 Comes to a Close

LACERS' Open Enrollment period ended Nov. 15, and health and dental plan changes can no longer be made for the 2022 calendar year. Plan changes will take effect on Jan. 1. Unless you have a qualifying event, the next opportunity to make changes to your LACERS health plan will be next year during the open enrollment period for 2023.

For more information about qualifying events, review your 2022 Health Benefits Guide (page 5) at lacers. org/health-benefits, contact LACERS at (800) 779-8328 / RTT (888) 349-3996, or email lacers.health@lacers. org. Your 2022 plan premiums will

be reflected beginning with your Dec. 31, 2021 monthly allowance statement.





FOR ACTIVE EMPLOYEES:

Are You Ready for Retirement?

Here are some current programs to help with your planning.

Webinars: Learn about your retirement options and benefits at an upcoming Planning for Retirement webinar, hosted by the LACERS Member Engagement team. Register via your MyLACERS account. Upcoming dates include:

Sat., Dec. 11 (9 a.m.) Thurs., Jan. 13 (9 a.m.) Tues., Jan. 18 (4:30 p.m.) Sat., Jan. 29 (9 a.m.) Thurs., Feb. 3 (9 a.m.) Tues., Feb. 8 (4:30 p.m.) Wed., Feb. 16 (9 a.m.)

Application Portal Demonstration: Take time to learn about LACERS' exciting new Retirement Application Portal (RAP)! Visit lacers/org/applying-retirement for more details and sign up for an upcoming RAP Demonstration webinar at noon Wed., Dec. 15 via your MyLACERS account at https://mylacers.lacers.org.

Applying for Retirement Online: Members are encouraged to submit their retirement application 60 days before their retirement date when using LACERS' new Retirement Application Portal (RAP). The RAP is a great asset to LACERS Members that helps to streamline the retirement process. While the filing period is within 30 to 60 days of your retirement date, starting your application early and submitting it on the first day you can at the 60-day-prior mark, will allow for a couple of benefits. These include having ample time to discover any complications and address them without having to move your retirement date, as well as ensuring LACERS staff has time to meet your retirement date request.

For example, if your desired retirement date is Dec. 30, 2021, you would aim to submit your retirement application in the portal on Oct. 31, 2021. For more information, please visit lacers.org/applying-retirement.

ALIVE! AROUND THE WORLD

Letter From England, Pt. 1

Capt. Michael Barnes, Retired, Harbor, traveled to the land of his birth, England, post-vaccination.



Saint Faith's and the 14th century preaching cross standing in the churchyard

England, That Fair and Pleasant Land: With the lifting of the COVID-19 travel restrictions, we decided it was time to take a long overdue trip to our little corner of that fair and pleasant land across the pond.

Deep in the rolling chalk hills of Hertfordshire in the country Village of Kelshall is my cousin's farm about two miles from the ancient track way called

the Icknield Way that runs from Norfolk to Wiltshire. It was here we based ourselves for a couple of adventurous weeks to explore the surrounding English countryside, village by village.

His space is primarily an arable farm, raising a variety of corn and hay. There is a small stable for local horses, with a large paddock for them in which to exercise. The farmhouse is quite large, with flagstone floors and a kitchen with space to feed 18 beaters breakfast. The dining room can entertain eight to 12 guns during the shooting season.

Over the centuries, England has been invaded many times, starting in 55 B.C. by Julius Caesar's Romans who not only brought peace and culture but a new local highway called Ermine Street that ran from London to

Lincoln, which certainly helped in getting around. But with the collapse of the Roman Empire in 450, that all ended.

Next to appear were the Angles (Germans) from northern Europe, but after 390 years of fighting they could only establish small tribal kingdoms. With so much petty squabbling they were easy prey to the Vikings, England's next invaders. After another 300 years of rape and pillaging, finally the Angles settled down, only to be oppressed by the invading Normans (French) in 1066.

Because the Village of Kelshall sits on a high chalk hill it was the perfect place for the Normans to build a church and signal tower. With a commanding view, it also just so happens to be next to the farmhouse garden and bottom paddocks. There is even a private door in the red-brick-walled churchyard for easy access to services at St. Faith's church.



Kelsall library

The church's front entrance is at the end of a shady lane surrounded by ancient beech, elm and pine trees, next to the Old Rectory, and surrounded by flint stone walls. Unfortunately, of the earlier

The adventures of Michael Barnes continue on Web Alive!



Take *Alive!* with you, wherever you go!

Snap a high resolution photo of you holding *Alive!* Go to: alive.employeesclub.com and click "SEND TO *ALIVE!*" in the menu. You'll find a convenient online form to send your text and pics for publication.

Yosemite

"Our family took a trip to Yosemite in August 2021 (first time for the boys) and went to the usual tourist spots in Yosemite

Village. However, there was a freak hailstorm just outside the village the next day after a beautiful sunny day previously, which just goes to show to be prepared for all sorts of weather! Either way, it;s a beautiful spot to visit."

John Otoshi,Retired, LADWP





New Garage: Just the Start

LAX's new garage is first in historic transformation.



AIRPORTS: On Oct. 19, Airports opened its massive new LAX Economy Parking Lot, a 4,300-space structure that is the first facility to open as part of the airport's historic \$5.5 billion landside modernization program.

Airports is calling the \$294 million facility one of the most advanced at any U.S. airport.

LAX Economy Parking will become a centralized hub for ground transportation in the future. The four-story, 1.7-millionsquare-foot facility has approximately 4,300 new parking stalls for LAX. It features the latest in smart parking technology to create a streamlined parking experience, including pre-booked parking, intuitive wayfinding, electric vehicle chargers and more.

The facility's opening was celebrated

LAX's new parking facili

with speeches and a ribbon-cutting ceremony featuring Mayor Eric Garcetti, Board of Airport Commissioners (BOAC) President Beatrice Hsu, Airports Chief Executive Officer Justin Erbacci and Swinerton Builders' President Dave Callis.

LAX Economy Parking is the first piece of a complete modernization of the parking experience at LAX. Guests are now able to make advance reservations at four structures in the Central Terminal Area as well as at the Van Nuys Flyaway terminal garage. Online pre-booking will offer a parker the greatest discount compared to the drive-up rate of \$25 per day, with initial discounts up to 70 percent off pre-book rates. The earlier a parker prebooks, the greater their discount. LAX Economy Parking rates are also dynamic

> and based on availability. A dedicated shuttle bus will take parkers between the facility and the LAX Central Terminal Area, where a dedicated inner bus lane on the Arrivals/ Lower Level will provide quick access to and from the airport away from regular traffic.

Photos by Summy Lam, Club Director of Marketing

The Road to Retirement

Map legend Glen Creason, Librarian III, retires after 42 years of City service



LIBRARY: "I've been here for eight presidents, five mayors, many numbers of Microsoft Windows, three Dodgers World Championships, 11 Laker crowns subways, a spectacular Olympics, a book and the birth of a wonderful daughter."

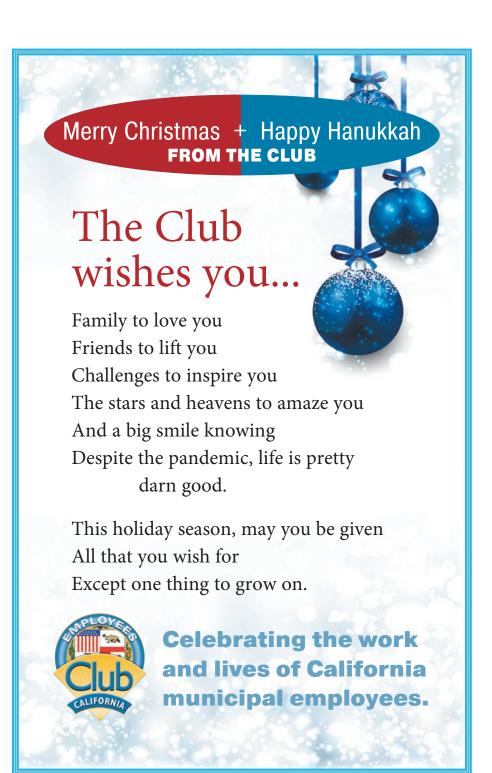
And on top of all that - he just happened to build the Los Angeles Public Library's map section into one of the country's biggest and best. Library legend Glen Creason, one of the most public and popular Librarians through media engagements, blogs, talks and presentations, retired from the City Oct. 15. He retires with 42 years of City service.

"Those who trained me back in 1979 were schooled by women and a few men who earned their stripes in the 1940s," he wrote in his farewell blog on the LAPL Website. "Those folks probably marveled at tales of opening the new building in 1926. I am very proud to be part of the red thread that runs through almost a century and a half. Yet, it is time to dim the lights in the rotunda, to close the great iron doors on Fifth Street, and leave tomorrow to another lucky soul. Someone will take my place and hopefully will hear good things about me. Only my peers will tell the true story but I hope they can say I was fun to work with, just that will be fine with me."

To read Glen's entire blog post, go to: https://www.lapl.org/collections-resources/blogs/ lapl/fare-thee-well-glen-creason

Congratulations on a great City career, Glen, for helping build the Los Angeles Public Library to being a worldwide leader; and for giving us a memorable cover story in Alive! in February 2016. Grab a map and navigate your way to a meaningful retirement.







Life's Important Moments

Submit digital photos and text online:

alive.employeesclub.com/lifesmoments

Share your news... and send in a photo! Have you gotten married? Had a baby? Graduated? Is a family member in the military? Send in a photo and a paragraph, telling us the details. We love to share your good news.







Retirements

View retirements online at: alive.employeesclub.com/retirements-202112

Here's a listing of all those who retired from the City in Nov. 2021. To all we say, welcome to the Best Years!

NAME	TITLE	DEPT.	YEARS	NAME	TITLE	DEPT.	YEARS	NAME	TITLE	DEPT.	YEARS
Abegglen, Randall L.	Light Equip. Operator	Rec and Parks	33	Ford, Mae	Police Service Rep	LAPD	33	Norris, Elgin McKinley	Heavy Duty Equip. Med	:h.Harbor	27
Acuna, Nardo P.	Office Eng. Tech	Public Works	20	Galvez, Randy L.	Custodian Supv.	Airports	25	Odoi, Godfred A.	Env. Chem. Lab	LADWP	N/D
Alger, Howard Lee	Environmental Spec.	Bldg. & Safety	28	Ganley, Brian A.	Chief Info. Officer	LAPD	1	Odulio, Demosthenes M.	Facilities Services	LADWP	N/D
Alva, Neal V.	Power Supply	LADWP	N/D	Garcia, Ana Violeta	Workers Comp Analyst	Personnel	20	Owens, Brendan G.	Power New Business	LADWP	N/D
Amaral, Carlos	Custodian	Gen. Services	34	Garcia, Eliseo	Airport Guide	Airports	9	Petter, Kenneth Lee	Plumber	Harbor	15
Aparicio, Linda Rose	Pub. Info. Director	LACERS	32	Garibian, Victor V.	Security Services	LADWP	N/D	Ramirez, William	Emer. Prepare. Coord.	Airports	26
Arvizu, Raymundo	Spec. Prog. Asst.	Rec and Parks	1	Goss, Glenda Renee	Admin. Clerk	Airports	15	Ramiro, Romuel Ty	Police Service Rep	LAPD	27
Barillas, Connie	Recreation Asst.	Rec and Parks	2	Grime, Edward L.	Power Transmission	LADWP	N/D	Rashid, Abdul	Pr. Accountant	Harbor	27
Beckman Jr., Ralph D.	Metering Services	LADWP	N/D	Guilles, Reynaldo Cleofe	Accounting Clerk	Transportatio		Real, Kirby Don	Maintenance Supv.	Airports	25
Benjamins, Roy	Pr. Civil Eng. Draft Tech	Harbor	41	Hardy, Shannon	Sr. Admin. Clerk	Public Works			•	Public Works	26
Beveridge, Michael R.	Pr. Inspector	Bldg. & Safety	32	Hare, Wilbur S.	Environmental Eng.	Public Works	31	Riggins, Larry D.	Equipment Operator		
Beverly, Tracy Louise	Sr. Police Serv. Rep	LAPD	28	Hernandez, Paul	Municipal Officer	LAPD	31	Rivera, Jose Joaquin	Welder	Harbor	22
Breyer, Christophe L.	Criminalist	LAPD	18	Holcomb, St. James L.	Airport Police	Airports	18	Rivera, Teodoro	Maint./Constr. Helper	Cultural Affairs	
Brooks, Patrick A.	Equipment Mechanic	Gen. Services	25	Holmes, Barton C.	Sr. Build. Inspector	Bldg. & Safety		Robinson, Fatima	Mgmt. Analyst	Public Works	36
Burks, Linda Denise	Sr. Admin. Clerk	Public Works	31	Hudson, Wendell Avery	Equipment Operator	Public Works	32	Robles, Eduardo	Property Manager	Harbor	16
Carlson, Holly G	Accounting Clerk	Harbor	38	Johnson, Alton Ray	Refuse Coll. Truck Op.	Public Works	29	Rodgers, Edward L.	Water Distribution	LADWP	N/D
Carurucan, Leonica M.	Messenger Clerk	Library	11	Jones, Martha M.	Sr. Detention Officer	LAPD	36	Rodriguez, Baudelio P.	Special Prog. Asst.	Rec and Parks	9
Castillo, Jorge T.	Power Supply	LADWP	N/D	Kirkpatrick, Peggie Anne	Programmer/Analyst	ITA/LADWP	23	Rodriguez, Eddie	Refuse Coll. Truck Op.	Public Works	30
Cawyer, Rebecca Lynn	Engineer	Airports	31	Lee, Angela Y.	Sr. Mgmt. Analyst	ITA	15	Rodriguez, Elise Gloria	Sr. Police Service Rep	LAPD	11
Chavez, Mary V.	Power Transmission	LADWP	N/D	Lee, Cynthia D.	Power Transmission	LADWP	N/D	Rosen, Martin G.	Environmental Supv.	Bldg. & Safety	30
Chen, Steven J.	Pr. Civil Engineer	Public Works	32	Mangalin, Diane Ellen	Animal Keeper	Zoo	8	Samiian, Rodney Bobak	Structural Eng. Assoc.	Bldg. & Safety	21
Cisneros, Alejandro B.	Gardener Caretaker	Harbor	17	Mayorga, Delia I.	Admin. Clerk	Library	24	Sanchez, Rebecca	Sr. Admin. Clerk	Harbor	14
Cormier, Michael Dennis	Security Officer	LAPD	2	Mazariego, Raul Antonio	Sr. Traffic Supervisor	Transportatio	n 31	Sanico, Jocelyn J.	Supply Chain	LADWP	N/D
Cotton, Vincent Stephen	Pr. Inspector	Bldg. & Safety	25	McAngus, Gary	Painter Supervisor	Harbor	37	Shen, Luwen J.	Materials Mgmt.	LADWP	N/D
Cruz, Gavino	Event Attendant	Convention Ctr.	13	Mcglover-Jeffery, Toi Shawn	ın Mgmt. Analyst	Airports	30	Sioson, Rodil A.	Detention Officer	LAPD	24
Di Tucci, Julie A.	Wharfinger	Harbor	37	Mejia, Gloria Del Carmen	Locker Room Attendant		s 5	Slusher, Cherry	Recreation Asst.	Rec and Parks	
Diaz, Joel	Garage Attendant	LAPD	34	Metzger, Maria Isabel	Dep. City Attorney	City Attorney	10	Smith, Gretchen P.	Dep. City Attorney	City Attorney	22
Digrazia, John A.	Admin. Coord.	City Attorney	14	Mfume, Dequita J.	Mgmt. Analyst	Harbor	38	•	. , ,	, ,	
Domingo, Danny Robles	Special Prog. Asst.	Harbor	34	Munoz, Marvin Rene	Maintenance Laborer	Public Works	20	Smith, Sheli 0.	Maritime Museum Cur.		
Dominguez, Daniel	Special Prog. Asst.	Rec and Parks	9	Nahapetian, Stella	Sr. Librarian	Library	31	Taylor, Jacqueline	Custodian	Airports	15
Donaldson, Treba S.	Recreation Asst.	Rec and Parks	10	Neal, Michael Anthony	Refuse Coll. Truck Op.	Public Works	31	Verdugo, Cecil Daniel	Carpenter	Harbor	31
Esparza, Javier	Water Distribution	LADWP	N/D	Nila, Gerald D.	Energy Generation	LADWP	N/D	Villasenor, Juan	Maintenance Supv.	Rec and Parks	15
Font, Michelle Alexis	Sr. Admin. Clerk	LAPD	34	Norris, Edwin McCullum	Equipment Mechanic	Harbor	22	Wakefield, Donald L.	Construction Inspector	r Public Works	20
										N/D = not disc	closed

In Memoriam

Our thoughts and condolences are with the family and friends of the following current and retired City employees who have passed away.

	DEPARTMENT	YEARS OF SERVICE		DEPARTMENT	YEARS OF SERVICE		DEPARTMENT	YEARS OF SERVICE
ACTIVE			DeJam, Dariush	Public Works	30	Misaka, Randall H.	Public Works	30
Armenta, Isaac J.	Gen. Services	1	Errico, Onofrio S.	N/D	N/D	Najar, Gilbert Mario	LAPD	29
Birden, Michael J.	LAPD	31	Green, Nathaniel	N/D	N/D	Nakamura, Ko	Public Works	31
Marksbury, Andrew D.	Airports	18	Gutierrez, George A.	LADWP	40	Ocana, Mirta E.	Housing	18
Mena, Ernesto	LADWP	3	Gysin, Louis C.	Public Works	25	Oshiro, Kenneth K.	N/D	N/D
Moffitt, Andrew M.	LADWP	52	Halstead, Leslie R.	Public Works	33	Padilla, Ernest R.	N/D	N/D
momey, maron m	2.13111		Hasgett, Wesley	LADWP	31	Palomo, Fe O.	N/D	N/D
DETIDED			Hatley, Paul	Public Works	30	Rios, Rodolfo	Public Works	33
RETIRED	N/D	N/D	Hawley, James P.	ITA	30	Romero, Henry	Airports	24
Alvarez, Thomas N.	N/D	N/D	Hooks, Burl	N/D	N/D	Schultz, Melba L.	LADWP	13
Amstutz, Joseph G.	N/D	N/D	Huson, Nelta J.	LADWP	24	Slaughter, Joe E.	LADWP	23
Anderson, Robert J.	N/D	N/D	Jackson, Alma V.	N/D	N/D	Snead, Shaaron L.	N/D	N/D
Anschultz, Earl D.	N/D	N/D	Joel, Jeffrey E.	Public Works	30	Sneegas, Lewis G.	LADWP	30
Aung, Tun	ITA	31	Kaliniecki, Antoni	Public Works	29	Stojkovic, Vladimir	N/D	N/D
Baca, Roy R.	LADWP	37	Kazor, Virginia M.	Cultural Affairs		Suzukawa, Emiko	LADWP	50
Balanon, Rolando R.	N/D	N/D	Keavey, Anthony	LADWP	15			
Bertik, Allan	LADWP	12	Kell, Lonnie E.	Gen. Services	26	Urcia, Corazon B.	N/D	N/D
Black, Marianna C.	Library	35	Kevorkian, Paul	LADWP	27	Vasile, Edna M.	N/D	N/D
Blum, Lianna O.	LADWP	26	Khawar, Saleem	Public Works	10	Villescas, Frank G.	LADWP	45
Carbonnell, Eduardo A		32	Kissel, Lillian	LADWP	33	Waters Jr., Daniel W.	LADWP	32
Carter, James S.	Rec and Park		Laskowsky, Katherine B		33	Webster, Ivory L.	LADWP	32
Carter, Larry P.	LADWP	26	Lawrence, Virgil R.	N/D	N/D	Wilson, Lawrence T.	LADWP	28
Clark, Dennis R.	LADWP	19	McMullen, Cynthia R.	Airports	27	Wren, James H.	N/D	N/D
Collins, Franklin	N/D	N/D	Mendoza, Ady U.	N/D	N/D	Yasuda, Ethel H.	Airports	40

N/D = not disclosed



Help Us Tell Their Story

Every month, *Alive!* publishes the names of those current or retired City Employees who have died. But who were they?

Did you know them? If you worked with any of these people, knew a story or two about them or were related to them, consider writing to *Alive!* and letting us know. Tell their story!

- Write a few sentences or paragraphs
- Send in a photo, if you have one
- Let us know your name and connection to the deceased
- Send your memories to: talkback@employeesclub.com Subject line: *Tell Their Story*





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Guadalupe Lira, Club Store Manager

Alive! Feature

Club Christmas Comes to You!

Nive! photos by Summy Lam

An expanded Mobile Team strategy highlights the many ways to get your Club gear this holiday.

Going to the store for your holiday shopping is so 1990. Here in 2021, it's all about the store coming to you.

That's how the Club is bringing Christmas shopping to you this holiday season – with three strong options to deliver the awesome Club gifts and apparel in your hands safely and conveniently.

It's a three-fold strategy: one, greatly expanding the Mobile Team's schedule to be in your area

for safe, outside interaction with Club staff and a great selection and delivery of gifts. Two, of course, is online: Club Members have made the online Club Store a huge part of the Club experience. With multiple delivery options, online shopping is bigger and better than ever. And finally, three: The physical Club Store

downtown is still your best bet for touching and feeling the merchandise, and for just stopping by and saying hello.

In these pages, we'll go behind the scenes to show you how it all happens at the Club's new retail warehouse and processing center, and we'll detail just

the information you need to make your Club Christmas shopping experience a perfect one.

'My biggest suggestion is – don't wait until the last minute. Order early!'

— Lupe Lira, Club Store Manager



The *Alive!* Interview

'Right Place, Right Time'

On Nov. 5, Alive! editor John Burnes interviewed Guadalupe Lira, Club Store Manager, as she was preparing the Mobile Team and online operations for a busy holiday shopping season. Later, Club CEO Robert Larios joined the conversation. The interview took place via Zoom from the Club warehouse, the engine of the Club's retail operations.

Good morning, Lupe. How are things looking at the warehouse?

Gaudalupe "Lupe" Lira: Busy! But we'll be ready by Dec. 1 to take care of Members.

Great to hear. First on top of everyone's mind is the global supply chain this holiday. Is it affecting Club retail? Will Members be able to get all the gifts the Club is offering?

Lupe: It has affected us primarily with hats, but we've been very diligent on staying ahead of the game. We started ordering merchandise for the holidays last July.

Way ahead of that game.

Lupe: Yes.

The Three Options

Great. I love how the Club is expanding its retail reach to make sure Club Members can get what they need. Let's talk about the three main options for Club Members to shop for the

holidays. First, let's talk about online options. Most Club Members are shopping that way now.

Lupe: Right. If Members shop online, they have the option of picking up at the Club Store downtown, or receiving it through the US Postal Service or having it delivered by the Mobile Team at their job site, but for that, we do ask to communicate with us beforehand for scheduling.



Individual delivery to a yard?

Lupe: For department group orders under certain circumstances we can do that, yes. We just have to be able to schedula it

That's a really nice service to provide. It's incredible, actually.

Lupe: We've worked hard on that.

So that's online, the most popular way that Members shop for Club gear. Second is the Mobile Team – the group with the Club tent that brings Club gear, gifts and insurance products to yards and other locations. There's been a huge growth in the Mobile Team scheduling.

Lupe: Absolutely. We're really excited about the growth of the Mobile Team.

Tell me about the expanded appearance schedule for the Mobile Team.

Lupe: Sure. We're doing this interview in early November, and there will be new locations by the time the paper and Website are published.

The Mobile Team has a couple of pieces of news: one, we've got a semi-permanent location in the Harbor at least once a month. All of our Harbor-based employees can look for us there early each month.

But the exciting part is that the Mobile Team is now making appearances at Farmer's Markets and neighborhood festivals. We're really excited about that.

That's tremendous.

Lupe: It is. We'll be at the San Pedro Farmers Market hosted



Meanwhile at the Workshop

Club elves (Customer Service Reps Marcus Martin and DeAngelo Thompson) are hard at work and proud to show you how your holiday gifts are customized. Let Club Store Manager Guadalupe Lira begin the tour!

(All photos taken at the new Club warehouse and production facility, except as noted.)



Patch Sewing Station

Department polos and super-trendy bomber jackets are custom-finished with patches to the buyer's liking, as demonstrated here by DeAngelo Thompson.



Silk Screening

Most Club T-shirts are silk-screened on Club premises for department customization. Beautiful work, Marcus Martin!



Shipping

Dozens – sometimes hundreds – of packages like these leave the Club warehouse every working day, headed to Club Members throughout the world. Here, Marcus Martin and DeAngelo Thompson apply the finishing touches.



Hat Customization

Thousands of combinations – dozens of colors and styles, paired with City, State, County and department patches

 are available when DeAngelo Thompson works his hat customization magic. (Nearly all Club hats are custom-made.)



Mug Customization

Put just what you want onto a coffee or tea mug! Customized mugs, expected to be a holiday hit, are finalized in-house.



Buckets of Inventory

The Club Store staff ordered plenty of inventory early, so the global shipping crisis is not a problem in 2021. Take advantage and order your Club gift today!



The Club Store

The Club Retail Team, front row, from left: Danielle Carrion, MaryAnn Urdiales and Guadalupe Lira. Back row: Marcus Martin and DeAngelo Thompson. Not pictured: Raul Miranda Salgado. The Club Store downtown is open every weekday through December (see schedule, page 12).





Alive! Feature Club Christmas Comes to You!

Take full advantage of the Club Store this holiday season.

This holiday season, there are three ways to buy great Club gifts for all your holiday shopping needs.

Expanded Mobile Team Schedule!

For the holiday season, the Mobile Team is expanding its schedule to bring you the gear the want. The Mobile Team will have a great selection of holiday gift ideas and regular awesome Club apparel and gear.

— SEE PAGE 11 FOR DECEMBER SCHEDULE

Mon. – Fri. through Dec. 17: 9 a.m. – 4 p.m. **Dec. 20-22** (Mon.-Wed.): 9 a.m. – 6 p.m. Dec. 23-24 (Thurs.-Fri.): closed for Christmas **Dec. 31** (Friday): closed for the New Year holiday The Club Store is also closed for curbside pickup on the above days.

Physical Club Store Hours



Convenience: Curbside Pickup

Club Webstore orders will be processed and available for curbside pickup (by request) instead of shipping Mondays through Fridays from 9 a.m. to 4 p.m. except those days listed above.

For Your Shopping

Shipping

If you want your Club Webstore order to arrive by Christmas using shipping. the Club recommends you order by the close of business Dec. 15 (standard shipping) and Dec. 17 (priority shipping). Don't wait!

Online Club Webstore Hours

The online Club Webstore is open 24/7, but orders are not processed on holidays.

Order at:

employeesclub.com





Happy Holidays from the Club Store!

Look for your online purchases in the mail soon, and Merry Christmas and Happy Holidays from the elves at the Club warehouse and production facility!

The *Alive!* Interview

— CONTINUED FROM PAGE 10

by the Little Italy Association of LA. Outside the San Pedro Municipal Building. The market is every Friday, but for now we'll be there once a month, including Dec. 17 for holiday shopping.

We'll be adding a lot more, too, Look for us in Griffith Park. Check the schedule in Alive! and in our social for all the confirmations.

I can imagine the market locations are going to bring a whole new audience to experience Club gear.

Lupe: Yes. But it's important to remember that our first audience is always Club Members. We want to make sure that wherever we bring the Mobile Team, it will be because it makes access to the Club Store so much easier for our Members. They're first; our market locations are chosen for the number of City employees concentrated in that area. Then, everyone else. I think it's going to be really good exposure for Club

Right. And the third option - the Club still has a physical retail store downtown. It's open Monday through Friday through December.

Lupe: We are, from 9 a.m. to 4 p.m. weekdays. It's a beautiful store. (See above for expanded Club Store hours.) We were closed for nearly two years because of the pandemic. Since we reopened in November, Members are happy to come back and reconnect.

The Club Store is not just coming in and seeing and feeling the merchandise, but you can also get your online purchases delivered there too, right?

Lupe: Correct.

Curbside pickup still available?

Lupe: Sure, if Members request it, we can.

Holiday Gifts 2021

What's new in Club gear for the Holidays 2021?

Lupe: We have new backpacks and new gator masks. We also have customizable mugs. I think those might be a hit – in the last week, I've received requests for dozens of customized mugs already. People can customize a mug with their name or their department name or their positions, titles. Those are really convenient gifts because who doesn't

I think those are going to be a nice gift that our Members are going to enjoy.

How long does it take to get a custom mug done?

Lupe: Within two hours.

Lupe: It depends on the size of the order. but the last order for seven mugs that I had, I think it took me about two and a

You do that in house.

Lupe: I do.

We're now joined by Club **CEO Robert Larios.**

Robert Larios: Good morning!

Any other gifts that you think will be really hot, Lupe?

Lupe: As usual, our sweaters, hats and beanies are always top sellers during the holidays. We started stocking up earlier this year. We're going to be the right place at the right time for Members looking for gifts.

The gift sets are always popular, too. Good items packaged together.

Lupe: Absolutely. I want to offer something that is perfect for coworkers, that there's something for everyone. Sometimes workers can have five coworkers or sometimes they can have 15. When we put together the gift set with the ornament keychain and lapel pin, I thought of price. I wanted to make sure it was affordable, yet still something significant with meaning for people. Members will have gift set options that are fairly priced and of value,

and then as always, we offer stocking stuffers Last year, the biggest stocking stuffer that people were talking about were the City seal facemasks. They sold like hot cakes.

> I remember. You were selling them faster than you could make them. With the gift sets, it's convenient for people to get some of the more popular gifts put together in one package.

Lupe: Yes. I wanted to make sure that Members could get nice gifts for a good deal.

Guadalupe Lira and her Club Retail Team are ready to deliver the Club gifts you want this holi-

Lupe: We're still finalizing those deals. But

The See's Candies certificates and

the Honeybaked Hams certificates

are always hugely popular.

there's been a change in See's Candies - it's not a gift certificate anymore; it's a gift card. No more certificates for a pound of See's it's just a straight gift card now. That change came from See's, not the Club. We're still

How about movie tickets? Are people feeling a little more comfortable about going to the movies again? What's your take on

Lupe: Yes, ticket sales have been steady, primarily e-tickets because that's the convenient route. But we have been getting calls for the paper tickets to be mailed out to Members for the traditional feel of the ticket. Some people think it's a lot nicer when you receive an actual voucher instead of a barcode. They're also better as stocking stuffers, too. They're pick-

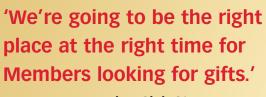
Let's jump from the affordable to the more deluxe gift – bomber jackets, for example.

Lupe: They are very hot. We've added many more patches now. Members from Sanitation and the LADWP are the biggest buyers. They put their department patch on the front or the sleeve and then they'll add American flags; it's like a whole thing. Everybody's trying to be cooler than the next person. We're happy

And you're still happy to put together department orders like shirts, etc., for everyone in a department.

Lupe: Yes, absolutely! Scheduling the custom department orders is important.

- Interview continued page 21 and on Web Alive! alive.employeesclub.com



— Lupe Lira, Club Store Manager

Rest in Peace, Mike

Michael Lemestre, Sr. Cable Splicer, passes away from injuries while at work.

LADWP: Michael Lemestre, Sr. Cable Splicer, Club Member, 16 years of City service, died of injuries sustained during an incident while at work Nov. 4, the LADWP announced. The incident occurred in Wilmington.

Flags at the LADWP's headquarters and at all City facilities were flown at half-staff to honor the department's fallen colleague.

"While working as part of a cable-splicing crew performing electrical service work, our employee contacted an energized circuit in an underground vault," the LADWP wrote. "His co-workers rescued him from the vault and heroically tried to revive him by performing CPR, until LAFD arrived at the scene. Paramedics transported him to the hospital, but unfortunately he did not sur-

"This tragic incident serves as a reminder that the work that many LADWP employees perform on a



Michael Lemestre and his wife Michelle, pictured at ClubFest in 2006.

daily basis to keep our City running, can be hazardous," the department continued. "Our employees who work to keep our lights on and water flowing are unsung heroes, and on days like today, we are reminded just how vital they are to all of us.

"Our hearts are heavy today. While our commitment to our customers drives the work that we do, this tragic incident is a reminder that no task is or ever will be, more important to our work than our employees' safety. LADWP is working with the appropriate agencies to investigate this incident and has also offered counseling and support services to the employees affected by this tragedy."

The Club sends its condolences to Mike's colleagues, friends and family, including his widow, Michelle. ■



INSURANCE FROM THE CLUB



To learn more about your

Long-Term **Disability** Insurance

The most important product you can get at the Club.

Get it today. Here's why:

- Protect your monthly income! You never know what might happen to you.
- How would you pay your bills if you couldn't work?
- City and DWP employees have limited sick time or salary continuation and no State Disability Insurance (SDI). The Club's Long-Term Disability Insurance is more than an option - it's vital.



Phone and virtual meeting appointments available.



LACEA Insurance Services, Inc. ('Employees Club of California') is a licensed insurance agency offering insurance benefits to qualified Club members. The Club's CA DOI Lic. No. is 0B98000.

insurance options, schedule a visit with the Club's insurance experts:



Tiffany Sy



Cheryl Martin Member Services Counselo

Larios In the City

BY ROBERT LARIOS, Chief Executive Officer



Congratulations!

Robert Larios, the Club's Chief Operating Officer, honors Club members with the coveted Club Retirement Plaque.



Tracy Beverly

Retired from the LAPD after 28 years of City service.

Gustavo Cortez Retired from the LADWP after 30 years of City service





Charlie Gaston

Airports and coach for the Club basketball league, Retired, 20 years of City service.

United Agencies Inc. 100 N. 1ST St., Ste. 301, Burbank, CA 91502

877-801-5522 CA License #0252636

New Mercury Insurance Discounts!

Club insurance partner United Agencies is offering new discounts from Mercury Insurance.

United Agencies, a Club insurance partner, wants Club Members to know that Mercury Insurance, one of the carriers it represents, is offering new group discounts. Below is a list.



California | Private Passenger Auto | September 8, 2021

Mercury Insurance New Group Discounts

Mercury Insurance offers numerous discounts to policyholders, and effective October 10, 2021, Mercury will be implementing four new group discounts to help consumers

- AAA Members A reduction in BI, PD, UMBI, Medical, Comprehensive and Collision premiums is available if the insured is a member of the American Automobile Association (AAA).
- Bank of America Employees- A reduction in BI, PD, UMBI, Medical, Comprehensive and Collision premiums is available if the insured is an employee of Bank of America.
- Costco/Sam's Club Members A reduction in BI, PD, UMBI, Medical, Comprehensive and Collision premiums is available if the insured is a member of Costco or Sam's Club.
- **Pilots** A reduction in BI, PD, UMBI, Medical, Comprehensive and Collision premiums is available if the insured is a pilot. Must have current airmen certificate issued by the Federal Aviation Administration. All certificate classes apply except student certificates.

Qualifying customers will receive up to an 8% discount in Mercury Insurance Company (MIC) and up to a 6% discount in California Automobile Insurance Company (CAIC).

Existing customers that renew on or after October 10, 2021 are eligible for these new discounts and will be notified of the new discount options in their renewal offer. Agents can submit a change request with the required acceptable proof to add the discount to the policy. Proof of membership or employment in one of these areas may include but is not limited to a copy or image of the named insured or listed driver's membership card, ID badge, business card, redacted pay stub or certificate. An updated copy of the underwriting manual can be found in the Agency Community here.

Thank you for your business and partnership with Mercury. If you have any questions, please contact your marketing representative.



PART 21

Scenes

From a Pandemic

Alive! continues its documentation of City employees as they take a multitude of measures to combat the COVID-19 pandemic. Here are entries from the Club and the City Twitter **J* feeds about City Employees and Club Members at work during this trying time.

LAPD/Central Area



"Just a bunch of Senior Lead Officers enjoying Trunk or Treat with the children of William Mead Homes. The best part of our job. Making kids smile."



LAPD/Central Area



"Central Day Watch and Mid-Day Watch officers conducted separate field roll calls at Olympic and Grand. Rain or shine, our officers are serving the public!

@LAPDCaptMorales @LabradaAl @LAPDHQ

@LAPDCentralArea"



Library



"@LAPLBookBike rolling at Día de los Muertos Procession in Cypress Park tonight."



Police Relief Foundation/LAPD Mounted Unit



"Children fighting cancer were 'sworn in' as honorary #LAPD Officers. @SunshineKidsOrg provides exciting, positive group activities and opportunities for children with cancer so they may once again do what kids are meant to do ... have fun and celebrate life. #SunshineKids"



Public Works/StreetsLA



"This morning we launched the Next Phase Urban Cooling in North Hollywood #cd2 with @MayorOfLA @BobBlumenfield @PaulKrekorian @LuzRivas @teresav320 @GregBGood @Spottnik & our Director Keith Mozee @LACityDPW #urbancooling #SanFernandovalley #LosAngeles"



Information courtesy Melody McCormick and Marie Saraos, General Services

Shield Kids Shiel

Holiday of Giving Returns

Dept. brings back holiday party virtually that centers on giving.

GENERAL SERVICES: Normally, General Services hosts a big and memorable holiday party for employees.

But last year, due to the pandemic, the department changed gears and went virtual to raise funds for charities.

"It was important to keep our holiday tradition going," Eric Robles, Director of Special Services and Club Member, said last year. "General

Services wanted to celebrate the season through our annual giving since we can't celebrate like we normally do."

General Services decided last April to repeat the virtual holiday effort and focus the fundraising on three nonprofit organizations selected by the party committee.

Those who donate are eligible to win prizes, including a road trip basket, a Hilton getaway package, tickets to outdoor events like Carved and Universal Halloween Haunt Night, LA Zoo Lights, the Lightscape Experience at the LA Arboretum, and gift cards to Amazon, Ralphs or Albertson's. There are also 50/50 raffles.

This year's fundraiser culminates on Dec. 14 with a virtual party, final giveaway raffle and announcement of how much the party has raised. At press time, General Services has raised more than \$3,000, and more is expected. ■

The General Services Holiday Plan:

General Services employees are invited to give to one of three recognized charities. When they do by using the links below, then the GSD employee is entered to participate in the department's gift giveaway.

Club Members who are not General Services employees may also donate, but please note only GSD employees are eligible for the department's gift giveaway.

Shield4Kids

Shield4Kids serves children who have been removed from their homes due to abuse or neglect by providing backpacks with toys, activities and necessities as they are placed in emergency protective custody. www.shield4kids.com

Los Angeles Regional Food Bank

Since 1973, the Los Angeles Regional Food Bank has distributed more than \$1.7 billion pounds of food, with the help of 30,000 volunteers and an agency network of more than 700 partner agencies. The food bank serves more than 900,000 people every month. https://lafoodbank.org

Bichon Rescue Brigade

Bichon Rescue Brigade is an all-volunteer group whose mission is to rescue, rehabilitate and place Bichon Frise and Bichon Frise-mixed dogs into responsible and caring homes.

https://bichonrescuebrigade.org/donate

Donations of \$5 earn participants one ticket to the gift giveaway.

Donations of \$20 earn five entries, and one additional entry every \$20.

For additional information contact Cristina Flores at Cristina.Flores@lacity.org.■



Popular Club Counselor Cheryl Martin is turning 63 next year and celebrating in Greece. Sign up now to join the fun!

IMPORTANT INFORMATION:

Some posters from

monthly contests

as part of General

Services' holiday charity event.

- Travel dates: Oct. 13-21, 2022 (nine days)
- Starting price: \$4,069, double occupancy, including air and hotel
- Deposit: \$99 down with monthly payment arrangement, or \$500 down per person at the time of reservation.
- Final payment date: Aug. 4, 2022
- Important notes: Travelers must have their passport information at time of booking. First-come, first-served basis. Seats are limited.

Mykonos ... Santorini ... and mainland Greece! Head with Cheryl Martin for a once-in-alifetime trip to the Aegean in October 2022.









John's Picture Perfect Contest

The Club's online photo contest, organized by CEO John Hawkins

This month's contest theme:

Holidays

We'd love to see your favorite shots of the holidays. Submit your best photos on this theme, and be in the running for a prize.

DEADLINE: Dec. 13

Submit your photos online here: alive.employeesclub.com/pictureperfect

Club Members only.
Good luck!

\$25

Amazon
Gift Card



Retired Los Angeles City Employees, Inc.



RILACE T For Retired Club Members

CONTACT INFORMATION

Retired Los Angeles City Employees, Inc. (RLACEI)



Ruth B. Perry, President **Terminal Annex** P.O. Box 86264 Los Angeles, CA 90086 PHONE: (800) 678-4145, ext. 717 EMAIL: Ruth.Perry@RLACEI.org ON THE WEB: www.RLACEI.org

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Dial (800) 678-4145 plus extension

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Elizabeth Torres, Director	Ext. 703

RLACEI RETIREE HELPLINE:

(800) 678-4145, Ext. 0

For retirement assistance, call the Retiree Hotline and leave a message. A Director of RLACEI will return your call and assist you with your concerns.

RLACEI WEBSITE

Visit the RLACEI website www.RLACEI.org to find the latest retirement news. Call (800) 678-4145 Ext. 0 to make suggestions. EMAIL: Contact@RLACEI.org

MAILING ADDRESS:

Retired Los Angeles City Employees Inc. **Terminal Annex** P.O. Box 86264 Los Angeles, CA 90086

Change of Address?

Please notify Ruth B. Perry, Membership Chair, at (800) 678-4145 ext. 717 or Ruth.Perry@ RLACEI.org for a change of address or to add or change your email address. Also notify LACERS, ACEBSA, LAPCU, and LAFCU as applicable.



Send in your Interesting NAWS **Contributions!**

Contact: Beverly J. Clark, Publicity Director Beverly.Clark@RLACEI.org or (800) 678-4145 ext 716

RETIREE EVENTS

Annual Holiday Party CANCELED

June 2, 2022 Tom Stemnock

Annual Golf Tournament Alhambra Golf Course 630 S. Almansor St. Alhambra

Aug. 11, 2022 Annual Picnic

Grace E. Simons Lodge 1025 Elysian Park Dr.

Dec. 15, 2022 Annual Holiday Party Friendship Auditorium

3201 Riverside Dr.

RETIREES UPDATE

Four Things to Know From Latest **LACERS** Valuation

by Tom Moutes, RLACEI Legislative Director Email: Tom.Moutes@RLACEI.org

very year at about this time it is like Christmastime for retirement nerds also known as when the annual actuarial valuation is published!

Following are four interesting things I found in this year's valuation (for fiscal year ending June 30, 2021):

The Market Value of LACERS Assets (\$22.8 billion) Is Significantly Higher than the Actuarial Value (\$20 billion).

This is good news! LACERS had a great investment return last fiscal year, which meant that the value that LACERS could have sold its holdings for on June 30 (market value) was much higher than the actuarial value of assets that is calculated into the City's contribution rate for next fiscal year (more on that below).

Because it's not good for anyone to have the City's annual pension contribution whipsaw up and down every fiscal year, each year's investment return is phased in over a seven-year period (so, only one-seventh of last year's great return will be recognized each year). The phasedin years of investment returns create the actuarial value of assets. By phasing in the returns, the good investment return years don't artificially push down the City's contribution for the following year and, conversely, poor investment years don't unnecessarily inflate the City's contribu-

When the market value of LACERS assets is significantly above the actuarial

value - which hasn't happened for many years, until now - that means there are several years of investment gains to be phased-in in future years. This helps the City's contribution rate while improving the funding of LACERS at the same time.

LACERS-Funded Ratios Have Improved.

Based on the market value of LACERS assets, the funded ratio for retirement benefits improved from 66.3 percent (2020) to 81.3 percent (2021), and the funded ratio for retiree health benefits moved from 81.8 percent to 107.4 percent. It is always good news when funded ratios improve because that means our pension plan is in a more solid fiscal position.

While it's best not to get too excited about the improvements to the funded ratio that largely are attributable to one year's investment return, we'll take the good news where we can find it these days!

The City's Contribution Rate for Fiscal Year 2022-23 Will Be Going Up!

You might think that, with the good news in the paragraphs above, the City's contribution rate would be heading downward, but that's not the case - at least for now. This is because each year, there are many ingredients in what I call the "actuarial stew." To determine the City's contribution rate, you have to make sure all of the ingredients of the "stew" are taken into consideration.

For fiscal year 2022-23, the City's con-

tribution rate will increase by 1.06 percent from 32.25 percent to 33.31 percent of payroll. The biggest reason for the increase (or ingredient in the "stew") in the City's contribution rate is the impact of having a smaller-than-expected payroll in 2022-23 due to the Separation Incentive Program the City recently offered. It takes a higher percentage of the smaller payroll to come up with the dollar amount of contribution that the City owes LACERS. (For example, if you owe someone \$10 and you have \$100, you will pay them only 10 percent of what you have, but if you have \$70 then you need to pay them close to 14 percent of what you have to come up with the same \$10.)

Increase in the Number of Retirees.

The Separation Incentive Program along with the pandemic and other factors caused a large increase in the number of retirements last fiscal year. In fact, the total number of Retired members went up by almost 10 percent last fiscal year! In fiscal year 2020-21, LACERS retired more members than any year since the Early Retirement Incentive Program that was offered during the Great Recession and the second most ever in a fiscal year. As of June 30, 2021, LACERS had 17,054 Retirees.

While I realize not everyone will geekout over the release of the annual actuarial valuation, it's important to understand the positive and negative implications for LACERS and the City based on the numbers and trends contained in these reports.

LACERS BOARD UPDATE

LACERS Plans to Grow Private Equity in Near Future

by Michael R. Wilkinson, LACERS Commissioner

Email: MikeWilkinson4LACERS@gmail.com



s I discussed in a previous article, LACERS is Acareful to diversify its investments in many ways including when the investment is made. No one has a crystal ball to know exactly when is the right time to invest in long-term investments such as private equity or private debt, so a careful investor spreads out the investment over time.

The last article detailed a pacing plan for investing Michael R. Wilkinson

in private equity. This article will cover private debt. What is private debt? Private debt is loans made to private companies by non-bank institutions. These are often to borrowers that are companies funded by private equity. It is estimated that 10 to 15 percent of the private equity market is private debt.

There are different types of private debt, but that is beyond what we will be getting to in this article. Private debt is an attractive asset class because it provides an expected return that is greater than traditional fixed income (high-quality corporate or government bonds) with a risk that is less than stocks, but greater than high-quality bonds. The anticipated return on LACERS private credit portfolio is 6.1 percent.

LACERS has increased its allocation of new investments in private credit from \$100 million in 2020 to \$200 million in 2021, and plans an increase to \$375 million in the next three years followed by \$250 million in the following year to get to our goal of a 5.75 percent allocation at the end of five years. While this amount looks like it is a huge investment, it must be looked at as just one part of a total fund that now tops \$23 billion.

The increases described above consider that there will be calls for additional loan funding as well as distributions as some loans are paid off.

Again, as you have heard from me before, there is no one investment that works in all situations, and a diversified investing plan is the best way to grow our fund for the long term.



As we approach the end of 2021, the RLACEI Board would like to wish all its members and associates Happy Holidays with wishes for a bright, healthy, safe and virus free New Year. We look forward to seeing you next year at our annual golf tournament in June and our annual picnic in August. We appreciate your membership and support as we aim to maintain Retiree benefits and advocate for the welfare of our members and their dependents.

Enjoy the holidays and continue to enjoy retirement! We hope your holiday season is full of health and happiness! The RLACEI Board wishes you all a joyful and warm holiday season.

Become an **RLACEI Member**

RLACEI is dedicated to advocating for retiree interests. We are over 5,500 strong! Members of the Retired Los Angeles City Employees, Inc. enjoy all RLACEI events such as the golf tournament, member picnic and holiday party with FREE membership to the Employees Club with access to all group benefits (insurance, discounts, etc.).

> Call (800) 678-4145 x717, or visit our website at RLACEI.ORG and join today!

RLACEI

RETIREES ON THE MOVE

She's a Retiree on the Move.

Meet Brenda G. Smith

By Beverly J. Clark, Publicity Director



Brenda Smith

Meet Brenda Smith, who says she is a "happy Retiree." Brenda worked for the City of Los Angeles for 39 years in three departments: Building and Safety, Public Works and the LAPD, where she retired as a Sr. Management Analyst. Of her City career, she says, "I met many friends and acquaintances. My career was rewarding, and I had a wonderful experience.

"I am an active member of my church and participate in our weekly Bible study. I am also very involved with the education of my grandchildren and the activities they are involved in."

After three years of retirement, Brenda decided to work part time and went to work for Kohl's Department store for eight years. She

says, "It kept me busy and gave me an opportunity to get out of the house. But not anymore. I'm happily and completely Retired!

Brenda has been married 50 years to her "wonderful husband Joe. We have one daughter and one son, five grandchildren and two great-grandchildren. I enjoy spending family time with Team Joe, the name our family calls ourselves. We absolutely look forward to the holidays as a time of fellowship and good times spent together. Although the pandemic has changed how we celebrate family holidays, we still endured even though we were separated. We spent Christmas 2020 via Zoom by opening gifts with everyone wearing matching T-shirts

and sharing love. Now that we have been vaccinated, we spend more family time together, but we are still cautious about resuming our full public activities.

How do you fill your days in retirement?

"Retirement has given me the opportunity to do many of the things I love to do, as well as getting some of my home projects and home improvements checked off the list! I am also actively involved in the property management and renovation of my rental properties.

"I enjoy traveling, and in retirement I have traveled to many destinations including Alaska; Canada;



Brenda and Joe Smith

New York; Massachusetts; Washington, D.C., Hawaii; and Florida. Before the pandemic, our family would meet bi-annually in Louisiana for a family reunion."

What do you miss or don't miss about your years with the City?

"I enjoyed working for the City, however, retirement began a new phase of life for me that I thoroughly enjoy. It feels good to wake up and not have to go to anyone's job, not have to handle any work issues and not have to implement any new work programs. I love this phase of my life!"

How has the pandemic affected you?

"Part of my regular retirement routine before the pandemic would be to travel to Reno and Las Vegas to participate in bowling tournaments and sweepers. Many know that my favorite pastime is bowling, and I bowl in two leagues. I'm still trying to bowl that perfect 300 game but the highest I've attained is only a 264 scratch!"

Words of Wisdom to those about to retire

The best advice I can give to current City employees is to make the best of your career and strive for that day when you can say, 'I'm ready for that next phase of my life.' Best wishes and stay safe from a happy Retiree!"

December is Brenda's birthday month. We wish Brenda a "Happy Retired Birthday!"



Smith Family Christmas

Looking for a Board Member With Computer Skills

Computer savvy RLACEI Board Director needed!

Experience and skills in Webpage maintenance, Facebook management and extensive Microsoft Office proficiency particularly wanted. Other computer skills greatly appreci-

If you enjoy working with and assisting City retirees, join us.

For more information on this position contact:

Dennis Harding at: Tel: (800) 678-4145, ext. 706 Email: Dennis.Harding@RLACEI.org or

Beverly Clark at Email: Beverly.Clark@RLACEI.org

GOLF UPDATE

Pacific Grove Links Course

By Mike Perez **RLACEI Golf Committee Chair**

Pacific Grove is just south of Monterey

and just north of the

17-Mile Drive, famous

for the Pebble Beach



Golf courses. I played this course Nov. 2, and after enjoying an

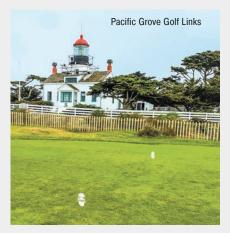
incredible experience there, I thought I'd share it with you.

To begin, they say it's a golf links course, but it plays more like a regular course. The first nine holes of the course are downplayed as not being very remarkable, but to an LA native, with the beautiful fairways, groups of deer on the course, fresh ocean breezes, sea birds flying above and wonderful homes surrounding the fairways, it was wonderful.

Holes 10 through 18 were incredible. The beauty of the ocean vistas, the pure air and smell of the native plants and ocean air as you drive through and around dunes was a great experience, and one I look forward to repeating more than once.

The course is 5,571 yards playing from the whites. For comparison purposes, the Alhambra course where RLACEI has its annual tournament plays 4,886 from the whites. A hole-by-hole description can be found at https://www.playpacificgrove. com/course/hole-by-hole-descriptions

I had the benefit of playing with a local, Marley, who was very helpful by showing me landmarks to use for my drives. I think my favorite was on number 12 where he advised me to "aim left of the red buoy out there in the ocean." To be frank, it would have been a more difficult course without his advice, but the above hole-byhole description was also very helpful. And,



you know when you play at a new course the first time, playing is an education, not unlike a first date.

I won't go over each hole, but aside from #12 described above, the first hole is a 146 par 3, a nice way to start the round. Number 17 is also a par 3, 138 from the whites, but parallels Ocean View Boulevard. What a wonderful place as you near the end of the round. There's a boardwalk right across a small street and below it the tide pools; beyond that there are large boulders and rock formations where ocean birds roost and fly about, with occasional sea otters munching on mussels and clams. Additionally, the driving range is nestled between the 17th green and the 18th tee box; there is parking right across the street and a credit card buys the range balls from an unattended shack.

Aside from golf, things to do in the area include the Monterey Bay Aquarium, Cannery Row, Monterey Wharf, Point Pinos Lighthouse and the famous Monarch Butterfly Sanctuary, which is very close to the golf course (the Club offers discounts to several area attractions, including the aquarium). Finally, if you are in the area, visit Point Lobos State Reserve - walking along the pathways overlooking the Pacific Ocean offers some of the best natural views I've ever experienced.

Email me at Michael.Perez@RLACEI.org and let me know if you've played a course I should try out. Keep it on the short grass!





 $\mathbf{WIN!}$

Connect to RLACEI on Facebook, and you'll be eligible to win a \$5 gift card for Starbucks or See's Candies

The gift card prize will go to the first 150 to like the RLACEI Facebook page.

How to enter:

CURRENT RLACEI MEMBERS:

Follow us on Facebook

OTHER CITY RETIREES:

Join RLACEI and like us on Facebook

November Winners:

New RLACEI Members - Welcome!

Edwina Chism

Peter Mattingly

Following RLACEI Facebook Page

Lily Wren

Congratulations for joining RLACEI and our Facebook page!

Follow RLACEI here: www.facebook.com, and search for "RLACEI"

Read All About It: It's the Holidays!

Librarians are ready to help you enjoy the holidays with book, movie recommendations.

LIBRARY: Last year, as we all celebrated the holidays at home, we at Alive! thought you might be looking for recommendations for things to read and watch. Librarians stepped in to help, and we thought we'd do it again this holiday sea-

Below is a selection of books and movies reflecting some of the Library's most

For children - Younger Readers

Ming's Christmas Wishes

Susan L. Gong; illustrated Masahiro Tateishi

California feels left out of all the Christmas

When a Chinese-American child living in 1930s

celebrations around her, her family finds a way to

celebrate that honors their cultural and religious

popular loans for the winter holidays. If your favorite holiday isn't represented, feel free to email children@lapl.org, and the Librarians can help.

Happy Hanukkah, Christmas and Kwanzaa to all, and to all a good night!

(Special thanks to the Librarians and to Susan Lendroth, Public Relations Specialist, for her assistance.)

Snow in Love: Four Stories

Melissa de la Cruz, Aimee Friedman, Nic Stone and Kasie West

What's better than one deliciously cozy, swoonworthy holiday story? Four of them! Enjoy this collection of short stories from bestselling authors Melissa De La Cruz, Nic Stone, Aimee Friedman, and Kasie West. Grab a mug of hot cocoa, snuggle up, and get ready to fall in love.

Hot Glue Hacks and Crafts: 50 Fun and Creative Decor, Fashion, Gift and Holiday **Projects to Make With Your**

Angie Holden

Have fun making easy-to-follow crafts with your hot glue gun! Ornaments, wreaths, cards and specialty items perfect for gifts can be found with step-by-step instructions. Great for solo work or fun

Glue Gun

Hanukkah

Christmas

For children - Younger Readers

The Hanukkah Magic of Nate Gadol

Days of.

Ghristmas

Arthur A. Levine; illustrated by Kevin Hawkes

Nate Gadol is a generous spirit who can use magic to make things last, like keeping flowers fresh or helping a tiny bit of oil last for eight days and nights. When the Glaser family has no money left for Hanukkah sweets after helping their neighbors, Nate Gadol works his magic and partners with his old friend Santa to stretch the holiday spirit and make a memorable holiday season for all.

For children - Older Readers



The Ninth Night of Hanukkah

Erica S. Perl; illustrated by Shahar Kober

A family moves to a new apartment right before Hanukkah and they can't find the box that has all their special holiday

items! Happily, their neighbors help them find a

 \diamond

Kwanzaa

The People Remember

Ibi Zoboi; illustrated by Loveis Wise

This beautiful poem weaves the seven principles of Kwanzaa into the broader context of African American history and culture. Thought-provokin and empowering.

Solstice

Solstices

Color photographs and diagrams accompany this concise explanation of the reasons for the longest and shortest days of the year, culminating in a dramatic image of celebrants gathered at

Winter Season

Fox Versus Winter

Corey R. Tabor

If you dislike the cold and dark days of winter, you might identify with Fox in this "I Can Read" book. Bored and lonely without his friends to play with, he declares war on the season.

For young Adults

My True Love Gave to Me: **Twelve Holiday Stories**

Edited by Stephanie Perkins

Twelve festive love stories that delve into Christmas, Hanukkah, Winter Solstice and New $Year's-a\ little\ something\ for\ everyone.$

Twelve Davs of Christmas

Lara Hawthorne

This new picture book version of the traditional carol has lively illustrations of a green Christmas. perfect for those of us who live far away from the snow!

For Grownups

1,001 Ways to Celebrate **Christmas and Create Lasting Traditions**

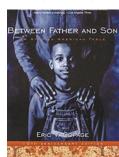
Cider Mill Press

This lovely book will spread the joy of the holiday in 1,001 different ways, from the simplest to the more complex activities: recipes, crafts, decorating ideas, reading suggestions and gift ideas. Interspersed are quotations highlighting the beauty and spirit of the season. It can be read sequentially or opened at random.

The Hanukkah Anthology

Edited by Philip Goodman

Everything anyone needs to know about Hanukkah is in this book: covering stories going back 2,000 years; biblical and post-biblical information; citings from the Talmud and Midrashim; laws, customs from different countries, stories, poems, art and recipes. Readers will find works from wellknown writers including Emma Lazarus, Sholom Aleichem, I.L. Peretz, and many others



Between Father and Son: An African-**American** Fable

Eric V. Copage A coming-of-age tale about 13-year-old Iordan Garrison who has issues: lectures from his widowed father about

how to be a man; becoming distanced from his younger siblings; entering high school; and then the sudden death of his father. Jordan's hip, warm grandmother seems to be his only support, until a shopkeeper, Snackman, provides guidance by giving the young man a frayed, stained piece of kente cloth. This brings knowledge of his rich African-American heritage that culminates in a Kwanzaa



Movies **Based on Books**

A Christmas Story

Adapted from In God We Trust All Others Pay Cash by Jean Shepherd

Jean Shepherd's best-selling book In God We Trust: All Others Pay Cash is a

collection of short stories adapted from Shepherd's childhood antics growing up in Indiana. Originally performed on the radio, these stories tell the tale of Ralph, a man who has returned to his hometown and spends the day reminiscing about the past with an old friend. Funny and heartwarming, these stories evoke small-town life in a bygone era. Four of the stories inspired the beloved 1983 Christmas film A Christmas Story, for which Shepherd served

Donate to a Toy/ Clothing Drive!

Many City departments host holiday toy and clothing drives. The Club encourages you to be generous by participating.

LAFD Spark of Love

The LAFD - and many other local fire departments - are collecting for their annual Spark of Love Toy Drive. Drop off unwrapped toys or sports equipment to any LAFD Fire Station, and they'll take it from there

LAPD Northeast

LAPD's Northeast Station has given away up to 1,000 toys a year to area children living in poverty or other challenging situations. Bring a new, unwrapped toy for 3-to-12-year-old children to the station by Friday, Dec. 10, 3353 N San Fernando Rd.





West Valley Sanitation

Public Works' West Valley Sanitation Yard is once again hosting its annual Holiday Toy Drive. Drop off your unwrapped toys at the yard, 8840 Vanalden Ave., Northridge, by Wednesday, Dec. 15, as West Valley donates the toys to the Guadalupe Center the next day.

Jackets for the **Homeless Drive**

Zaki Mustafa, Retired, Transportation, and Club Member, and his team have purchased and distributed 35,000 warm winter jackets for the homeless over the past decade. The effort is ongoing; donations and/or assistance is always

For more information: www.transformingalife.org



Zaki Mustafa and his wife, Loretta effort to donate more than 35,000 jackets for the homeless. The Transforming a Life team is ready to start distributing jackets to the homeless for 2021.

Holiday Happenings

Holiday Events Are Back!

A Victorian Christmas at the Banning Museum in Wilmington

City-sponsored events are back for the holiday season 2021!

Notable returning events include the and LA Zoo Lights and Rec and Parks' Banning Victorian Christmas. Welcome back!

Every year, the City produces and sponsors a variety of events to celebrate the holidays. Many of those were delayed or postponed last year. Here's Alive!'s annual guide for 2021; check back in next month for updated information.





LA Zoo Holiday Lights

6-10 p.m. nightly through Jan. 9

(closed Thanksgiving, Christmas Eve and Christmas)

Where LA Zoo and Botanical Gardens, Griffith Park, 5355 Zoo Dr. Free parking.

\$16-\$24 (daytime Zoo admission extra).

City sponsor: LA Zoo.

Information: (323) 644-6042 or www.LAZoolights.org

The after-hours attraction, which requires a separate ticket from the Zoo's regular day hours, is a self-guided 90-minute walking tour of tens of thousands of LED lights, flurries of illuminated snowflakes, 3-D animated projections, a musical light-and-water show and glittering light tunnels. Animal characters brought to "life" include mischievous animated monkeys, a gigantic glowing snake coiled on a roof, animated elephants and much more.

Victorian Christmas

noon - 4 p.m. Sat., Dec. 4 Where:

Banning Museum, 401 E Main St., Wilmington

Cost: Free admission

City sponsor: Rec and Parks.

Information: (310) 548-2005 or www. thebanningmuseum.org

This free event is one day for visitors to enjoy period entertainment, tours of the residence museum decorated in holiday splendor, refreshments, a children's craft area and a horsedrawn trolley ride between the museum and the Drum Barracks Civil War Museum nearby. Note that the event, which was canceled last year due to the pandemic, is scaled back from previous years.



Harbor Afloat Parade

When: 6-9 p.m. Saturday, Dec. 4

> LA Waterfront; Banning's Landing Community Center, 100 E. Water St.,

Wilmington

Cost: City sponsor: Harbor

Information: www.portofla.org

Join harbor community members for this free and festive boat parade on the LA Waterfront, sponsored by the Port. Enjoy the sparkling spectacular parade of boats and celebrate the nation's busiest international trade gateway. Preparade festivities at Banning's Landing Community Center (4 p.m.).



Holiday Light Festival Train Ride

5-8 p.m. weeknights; 5-9 p.m. Fri-Sun. through Jan. 7

Where 4400 Crystal Springs Dr., Griffith Park Cost:

City sponsor: Rec and Parks

Information: (323) 662-9678, www. griffithparktrainrides.com

Guests can take an evening train ride around the festively decorated one mile of track. Magical scenes and tens of thousands of lights are set to captivate families and set the mood for a wonderful holiday season.

The trains operate every night until Dec. 23, then resumes Dec. 26 - Jan. 7. The trains do not operate in the rain



Las Posadas on **Olvera Street**

Where:

Cost:

5:30 - 8:30 p.m. Dec. 16-24 When:

> Olvera Street, 125 Paseo de la Plaza downtown

Free admission.

City sponsor: El Pueblo Historical Monument.

Information: www.elpueblo.lacity.org

Las Posadas, a Mexican tradition that's one of the City's oldest Christmas events, commemorates what Christians believe was the journey of Mary and Joseph from Nazareth to Bethlehem and their search for shelter in preparation for Jesus' birth.

On Olvera Street, the event will feature a candlelight procession starting at the historic Avila Adobe at approximately 7 p.m. The leaders of the march, usually children, will be dressed as shepherds, angels, and Mary and Joseph. They will be followed by dozens of other worshipers. The public is invited to join in or merely observe



Help Others for the Holidays

Many fellow City employees are hurting due to the pandemic. Can you help make their holiday season brighter?



To donate, go to: ClubAngels.org Please be generous.

As the pandemic continues into the 2021 holiday season, the hardships faced by some City Employees and their families are even more critical. Club Angels, the charity started by staff members of the Employees Club, invites you to join our efforts to help.

Since the Club Angels appeal began, the charity has provided nearly \$13,500 in grocery assistance to approximately 70 fellow City Employees through your gifts and matching funds from the Club.

"As we enter the Christmas and

Hanukkah season again and the COVID pandemic continues, people are still hurting," says Arlene Herrero, Club Angels President. "Club Angels is there for Club Members in need during this very special time. Can you help make their holiday season brighter?"

"If you are facing hardship, please reach out to us. Club Angels is here to help."

The Club encourages City Employees and everyone to contribute to the Club Angels fund, accessed on its GoFundMe page.



Donations go to City Employees in need; Club Angels and the Employees Club earn nothing from the transaction. Donations might be tax deductible; consult your tax professional.



FREE SHIPPING ON ALL ORDERS!

SIGNATURE REQUIRED FOR DELIVERY

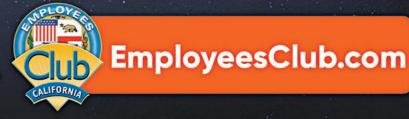
PLACE YOUR ORDERS BY FRIDAY, DEC 17TH FOR DELIVERY IN TIME FOR CHRISTMAS!

✓ NO CREDIT CHECK ✓ NO INTEREST PAYMENTS ✓ NO FEES ✓ 30-DAYS RETURN

HERE'S HOW IT WORKS:

- Register online and start shopping.
- Make zero payments today.
- Payroll deduct your purchase with zero interest.
- Make equal installments over 12 months.

SEE MORE ONLINE



OVERFLOW TO WEB

The *Alive!* Interview

To Retail

Let's talk about like a bigger issue how the Club is adapting to the changing ways our Members like to shop at the Club Store. The expanding Mobile Team schedule; the Club warehouse; curbside delivery, and so forth. Over the last few years, the Club is really adapting to serve our Members better.

Lupe: One hundred percent. Our biggest strength right now has been our online store, because Members can order any time from anywhere, and we'll ship anywhere. That's a big convenience for members. A lot of Members are concerned with getting the right size and color, for example. We offer the option to return it or to send it back for an exchange. That's just standard. And with the Mobile Team, we we can set up outdoors, which is one of the biggest things right now with COVID – safety.

Absolutely.

Lupe: We don't have to be in a building. It's more comfortable, and we can still access the departments and meet the people. I see our Mobile Team going everywhere across the City and reaching out to new Members and new employees and showing what we have.

Right. All of retail has changed and that's a reflection of the way most people want to shop, and the Club isn't any different in that. The Club is adapting to meet the Members' needs.

A Special Calling

Of course working retail during the holidays can be stressful. But it's probably pretty special, too, right?

Lupe: Absolutely. It can be very stressful, but knowing that we're the go-to team for our Members, and that they love our merchandise, is so satisfying. It's like "All right, we have purpose. This is why we do it, because there's somebody waiting for us."

You actually do make people's holidays even more special. That's got to be a great feeling.

Lupe: It is. It's what we love to do.

Right. You really have a special sense of family.

Lupe: We've endured so many challenges and overcame them during the pandemic that it makes it even more significant to each of us. The hardest part for me during COVID was closing down and not being able to interact with Members socially and in person. City employees who were called in as Emergency Service Works were calling us for shirts and masks. When we finally got the masks, it like blew up, especially with the promos that we did. Staff was just diving in and doing anything that was needed and working together. That was an amazing time, and that's just a reminder of what we are to the City.

Right.

Robert: I wanted to add a couple of points. First I find the customization intriguing. I've been using a customized mug for months. They're great, and the Club Store crew made it: Customized just for me. They can put anything on a mug. Members should ask them about it!

And I love that the Club Store is offering movie tickets – both digital and paper. There's a group of Members who still like the paper version of the tickets. It's great that the Employees Club recognizes there are two sort of groups now – one prefers paper tickets, while the other loves the convenience of being able to get their tickets sent within seconds into their email inboxes while they're on their way to the movie theater or they're even walking up into the entrance before punching in a purchase. They love to be able to do that

It's just in time.

Robert: Right, the just-in-time is incredible.

It's taking care of Members.

Robert: There's no restrictions on distance anymore. You could be anywhere and buying a movie ticket through the Club.

Lupe: Right. It happens all the time.

Sign Up for E-Blasts

Robert: Can I ask a question this time?

Of course!

Robert: Lupe, do you have any tips for Members on how to navigate the holiday season and be able to get their purchases as smoothly as possible? What do they need to do? With all three methods of buying from the Club, what's the best option?

Lupe: Buying through the Club Store online and over the phone is probably the fastest way to secure their order because once we sell out, we sell out. My biggest suggestion is – don't wait for the last minute. Order early! If you're going to order with postal delivery, definitely order ahead of time, If there are any questions or any doubts, just call us. We're here to help.

Robert: What's your suggestion for Members when our e-blasts come out?

Lupe: As soon as our email blasts go out, we tend to sell out very quickly. I've seen those items sell out within 20 minutes. As soon as you see that email, just log in; don't think about it. Just buy it. Disney on Ice sells out within minutes. Our ticket deals for Hamilton sold out in two hours.

This has been a great discussion, Lupe and Robert, about meeting the changing needs of Club Members. Thanks for the information, and Merry Christmas and Happy Holidays.

Robert: Awesome. You too, John.

Lupe: Thanks, you too.