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## Report Warns of Service Cuts Because of State Budget Crunch

■ **Could you be laid off? Layoffs of City employees could be part of City streamlining, which the report endorses.**

A report filed January 30 by City Administrative Officer William Fujioka details how "service reductions" might be necessary to ease the City's budget crunch over the next two years, caused in part by the State of California's attempts at easing its own budget crisis. "The City must act now to identify ways to offset the proposed reductions of City revenue," the report said.

Those service cuts could mean a loss of City jobs, Fujioka confirmed in press reports in January. "And not minor service cuts ...



**William Fujioka,**  
City Administrative Officer

very significant service cuts," Fujioka was quoted as saying.

The City's austerity measures are being implemented as a response to Governor Gray Davis's budget, released Jan. 10, that eliminated the vehicle license backfill. This funding elimination could cost the City of Los Angeles \$70 million by June and \$175 million in the next fiscal year, according to the report.

Estimates have placed California's budget deficit at between \$26.1 billion and \$34.6 billion over the next fiscal year.

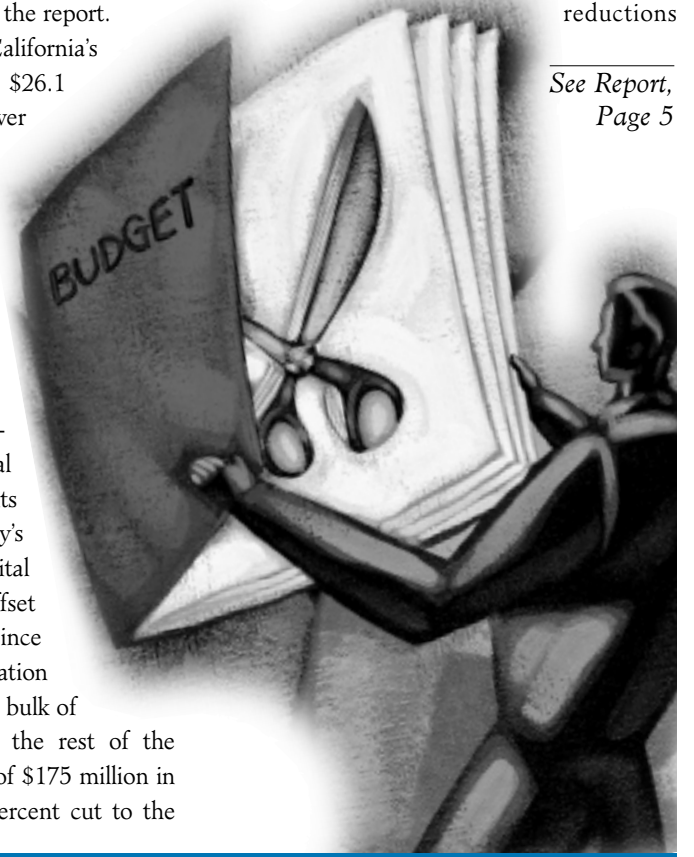
How big are the Governor's proposed cuts? The report stated it thusly: "To put the Governor's proposed \$175 million VLF revenue cuts for 2003-04 into perspective, the City would have to completely eliminate the General Fund for 23 City departments plus a portion of the City's municipal and physical capital improvement projects to offset the VLF revenue loss ... Since most Police, Fire and Sanitation jobs are deemed critical, the bulk of the reductions will fall on the rest of the City departments. The loss of \$175 million in VLF monies means a 25 percent cut to the

remaining City departments."

The report recommended an immediate "first wave of reductions" to protect the City. Those measures, adopted by Los Angeles Mayor Jim Hahn last month, included a hiring freeze for most City departments.

The "next round of budget reductions

See Report, Page 5



## Membership Fees Pay for Many Valuable Benefits

As of April 1, 2003 (the end of the free six-month membership period) the City Employees Club of Los Angeles will begin assessing its \$4 monthly fee (\$2 per pay period) to its active members. Retirees pay \$2 per month.

Club members will begin to see the line item as part of their payroll deduction.

The membership fee pays for the many valuable advantages of Club membership and is roughly the same as the fee for other

benefit-based employee clubs and associations. See related stories.

Over the past several months, Club membership has grown to more than 13,000 members.

Last October, after 74 years, the Los Angeles City Employees Association (LACEA, the "green tree" people) changed its focus, outreach and name. The same high-level, low-cost insurance services; refund checks; and high level of customer service remain. LACEA is now the **City Employees Club of Los Angeles** and offers more value and benefits to its members.

For questions regarding the fees, or if your account is not correct, contact the Club at (213) 620-0388 or connect via e-mail: [info@cityemployeesclub.com](mailto:info@cityemployeesclub.com)

## Benefits Continue to Build: Club Membership Is Better Than Ever

■ **Become a member, or stay a member: If you don't belong, you're missing out!**

Ever since the new City Employees Club was formed last October, it has always been about community—building a great feeling of brotherhood and sisterhood among City employees and retirees, and their families.

But with great benefits every month, there's never been a better time to be a member! Discounts ... exclusive merchandise ... this great newspaper ... events ... free classifieds ... and the finest insurance

services available: There's just no reason not to be a Club member.


And benefits are being added all the time. This just in: The Club card gets you discounts at over thirty Acapulco and El Torito restaurants.

Enjoy the new era of being a City employee!

See Benefits, Page 3



Enjoy a fun-filled day at California Adventure, one of many discount admissions available through the Club.



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# Alive!

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## Numbers YOU CAN USE

Here's a list of helpful telephone numbers for you:

<b>City Employees Club of Los Angeles</b>	(213) 620-0388	<b>DWP Information</b>	(213) 367-4211
<b>City Employees Club of Los Angeles FAX</b>	(213) 620-0398	<b>DWP Paymaster</b>	(213) 367-4423
<b>City Employees Deferred Compensation</b>	(213) 485-4846	<b>DWP Personnel</b>	(213) 367-1934
<b>City Employees Benefit Office</b>	(213) 485-2440	<b>DWP Retirement Plan Office</b>	(213) 367-1712
<b>City Employees Retirement System</b>	(213) 473-7200	<b>Fire and Police Pension System</b>	(213) 978-4545
<b>City Paymaster</b>	(213) 485-5087	<b>Local 347</b>	(213) 482-6660
<b>City Personnel Office</b>	(213) 847-9240	<b>Los Angeles Federal Credit Union</b>	(213) 485-5000
<b>City of L.A. Clerical and Support Services Union, Local 3090</b>	(213) 487-9887 EXT. 340	<b>Retired L.A. City Employees, Inc.</b>	(213) 255-9082
<b>DWP Credit Union</b>	(213) 580-1690	<b>Whistleblower/Complaint Program</b>	(800) 824-4825
<b>DWP Employees Assn.</b>	(213) 367-3146	Have a number you'd like us to include? Send it in: alive@cityemployeesclub.com	

From the President & CEO  
**Danna L. McDonough**



## Alice Moore Retires; Her Career Was the Very Model of Dedication

Recently I had the pleasure to be among hundreds who paid a moving tribute to R outgoing LAX Payroll Records Manager Alice Moore. After 35 years of service to her fellow City employees, 27 at the Airport, she was taking her "final curtain call." And a well-deserved retirement.

Past and present employees lined up to pay tribute as much to Alice Moore, the extraordinary person, as it was to her years of service to the City of Los Angeles. A gift bookmark at each table chronicled her philosophy: "Throughout my entire City career I have always tried to help someone, even if it meant doing it after hours or on the week-end." That she did; for everyone with whom she came in contact. She was known for her generosity of spirit, her abiding faith and her compassion and concern for each and every employee.

Alice was a Department Rep for half our association's 75 years. She embodied the values of service and community. We could always count on her to help. And while I listened that night to

those who came to praise her achievements, I thought about your City Employees Club.

I hope in some small way we, the City Employees Club of Los Angeles, can mirror Alice's eloquent philosophy "to help someone, even if it means doing it after hours or on the week-end." It's a legacy we should all strive to match.

Alice, we salute your outstanding example. 🙏



See Page 12 for more pictures from Alice Moore's retirement party.

## Member Benefits

■ As a member of the Club you have access to a host of valuable services and products:

### Discount Tickets

- TICKET EXPRESS: Buy tickets by Phone, Mail, or Website
- Theme parks and attractions (up to 70% off!)
- Movies - all major screens (up to 70% off!)
- Plays, musicals, the arts, sports events

### Alive! Newspaper

- Births, weddings, retirements and deaths
- Free Classifieds
- Retirees Corner
- News that matters!
- Department of the Month
- Opinion column
- Movie reviews
- Organized Club information

### Club Card

- Show your card and save at hundreds of businesses in L.A. and throughout the country

### Group Rated Insurance Products

- Term Life Insurance
- Long Term Disability
- Short Term Disability Insurance
- Long Term Care Insurance
- Cancer Insurance
- Critical Care Insurance
- Group Rated Accidental Death & Dismemberment Insurance
- Group Rated Auto and Homeowners Insurance

Plus...

- The Famous "Refund Check" - 8% of premiums returned in 2002!
- Prepaid Legal Insurance
- Pet Insurance

### More Benefits

- Free Notary Service
- Scholarships
- Employee-of-the-Year Award



## Join the Club!

All active or retired City of Los Angeles and DWP employees are eligible to become members of the City Employees Club of Los Angeles.

To join, call  
**(800) 464-0452.**

Enjoy all these benefits for only \$4 per month for active employees, or \$2 per month for retired employees.

**Look for new services and products to be added soon!**



Serving City Employees since 1928 as the Los Angeles City Employees Association

# Members Speak Out

## ■ Retirees: Check the Facts Before Moving Outside Coverage Area

Health insurance can become a big problem for any L.A. City retiree who moves outside the coverage area, especially if they are under 65, not yet qualified for Medicare.

Most of the covered area ends around Sacramento, where the last Kaiser Hospital is. Above this they will have to find an insurance company that will insure them and their spouse for the amount provided by the City insurance premium reimbursement program.

The cost of this insurance will vary depending on individual health problems, and some drugs prescribed by a previous doctor. These same factors can disqualify the applicant or their spouse.

My wife and I moved to Northern California near Redding, the largest city north of Sacramento. Had we stayed nearer to Sacramento, we could have retained our Kaiser plan, fully paid by the City. Since we chose the Redding area, we had only one choice for insurance, an HMO provided by Blue Cross. The cost was just a little more than the reimbursement from the City, but that lasted just one year. Then Blue Cross changed the plan to a PPO and more than doubled the cost, which added \$825 per month after the City reimbursement.

I realize health insurance has become a national problem on all levels, but if you're covered by Medicare or plan to live within the coverage area, be sure you have all the facts and know all your options before you finalize your retirement.

**Ed Baier**  
Retired City employee

## ■ Guardrails Could Protect Fire Hydrants, Save Water

I have been with the City's Cultural Affairs Department for 34 years, the last 11 years located on 4th and Spring. Within these 11 years, I have noticed the fire hydrant on 2nd and Spring being hit by traffic several times (at least every other year), and water spouting out for a couple of hours or so each time.

Which brought to mind, how many other areas throughout the City have this problem? And would it behoove the City to put up a couple of guardrails around these problem areas, and/or move the hydrants a couple of feet one direction or another?

It just seems that it would save many, many gallons of water going down the drain.

Just a thought.

**Guadalupe Terronez**  
Cultural Affairs Dept.

## ■ Club Tickets Lead Her to Lovely Day at Aquarium

Today I took my two little boys, Noah and Isaiah, to the Aquarium of the Pacific in Long Beach. (I bought the discount tickets through The Ticket Guy here at the Club. Thanks, Ticket Guy!)

It was a wet, stormy day, perfect for spending the day indoors with God's water creatures. I've been to Boston's aquarium and I've been to Monterey's, but this was my first visit to our aquarium here in southern California.

As the boys and I approached the entrance, we were covered in raindrops as the clouds encircled us, creating a kind of peace. In the distance we could see a lighthouse and beyond that we could see the Queen Mary in all her glory. Upon entering the huge water museum, our picture was taken and two very welcoming smiling faces greeted us. Immediately our eyes were drawn up to an enormous, life-size model of a Baleen whale that hung from the ceiling, giving us an awesome perspective of the great size of this animal.

Our first stop and most magical one was the home of the jellyfish. I never really thought much about jellyfish, but after seeing this exhibit I have a whole new respect for this beautiful fish. As we entered it was mostly dark except for the various lights inside the tanks that lit up each jellyfish as they gracefully danced around. It was hypnotic watching them as they seemed to be moving in slow motion. There was an East Coast Jelly, a West Coast Jelly, a Fried Egg Jelly and many more, but my most favorite one was the Moon Jellyfish. I could have stayed and watched these bizarre creatures all day.

We then decided to travel outside to the Shark Lagoon, where we

were able to actually touch sharks, stingrays, sea cucumbers, starfish and a variety of sea life. It was so neat for me as well as for Noah and Isaiah to be able to see close up what these fish look and feel like. Noah, my 6-year-old, was a little apprehensive, but not my little fearless 2-year-old Isaiah. He dove right in (not literally) and was up to his elbows in seawater, laughing and squealing as little sharks slipped through his fingertips.

We then decided to venture back inside to dry off and explore the rest of the aquarium. We watched sea lions swimming around in a tank that encircled us, creating the illusion that we were in there with them. Isaiah giggled as these happy-go-lucky mammals zoomed by. We saw tropical fish of every color imaginable and eels of every size and shape as they peeked their heads out from underneath rocks and from behind beautiful displays of multi-colored coral. We experienced so much it's hard to remember now everything we saw. It was definitely a feast for your eyes! I can't wait to go back!

I highly recommend that you visit this awesome display of sea life. Pack a lunch or eat in the café, but either way you can grab a table and dine overlooking the Pacific Ocean. It's cozy and clean, and if you're lucky enough maybe off in the distance the "Queen" (Mary that is) will wink at you.

Oh, I almost forgot, make sure you find the sea dragons. You won't believe your eyes when you catch a glimpse of one of these. They are so bizarre-looking it's hard to believe they're real.

So whether you round up the kids, your mom, your sweetheart or your best friend, gather up your sense of wonder and go spend the day at The Aquarium of the Pacific in Long Beach and remember to visit the jellyfish. I promise they will leave you in awe!

**Kelley Hawkins**  
Club member



### Wanna be heard?

Write to us! It's **your** page. *Have something to say? Overjoyed about something? Angered? Just have a question?* Here's your chance to get it off your chest... and get it into print. (We'll print what we can.) Share your ideas with your City family. Don't wait! Send them to [talkback@cityemployeesclub.com](mailto:talkback@cityemployeesclub.com)

## Membership Has Its Privileges

### Benefits

*Continued from Page 1*

#### Being a member of the Club does great things for you:

- You'll belong to a real community that values what you have to say, that knows you work hard, that rewards you with discounts to area attractions, and that keeps you in touch with hot City issues and each other.
- Great insurance programs, of course, including our famous refund check.
- A fantastic newspaper, which has been getting rave reviews (officials throughout the city, even councilmembers, have signed up to receive it). Your voice is being heard! In addition to its acceptance, it also carries the good news of your births, promotions, retirements, etc.
- An easy-to-remember e-mail address, for all your Club questions (including insurance): [alive@cityemployeesclub.com](mailto:alive@cityemployeesclub.com)
- A great new Website, for instant information at your fingertips: [www.cityemployeesclub.com](http://www.cityemployeesclub.com)

■ Discounts, discounts, discounts! The new Club membership card works hard for you: It knows that you have bills to pay, children to raise and ends to meet, so it offers you discounts to a variety of restaurants, shops and attractions to make your life more rewarding. The more you use it, the more you save.

■ Fun events, including the terrific ClubFest, an annual party that gets everyone together for fun, food, prizes and entertainment.

#### Participation in the Club is simple

All Club members (including those who participate in Club insurance programs, and those who do not) pay \$2 per pay period (automatic deduction twice per month). Retired Club members pay just \$2 per month.

So enjoy being a part of this great family. Get connected. Let us know what you think, and we'll try to print it. Tell us of your births, promotions, retirements. Send in those classifieds. Use your Club to save your hard-earned money.

**Be proud of being a City employee. Take advantage. You deserve it.**



**Members get Discount Tickets for movies, attractions, and merchandise. Plus restaurant and retail discounts with your Club Membership Card.**

**SEE PAGES 10-11 FOR THE LATEST DISCOUNT OFFERS!**



# Minding Your Money

Nichole Baker, *Certified Financial Planner™*



## 5 Tax Tips... and Some History About Tax Policy in the U.S.

### ■ It's that time again to prepare for the inevitable – taxes (not death).

Yes, my friends, I'm afraid it's that time of year again. Regardless of your political views, the fact of the matter is that we must pay taxes.

In case you don't, tax returns must be post-marked by Tuesday, April 15.

#### History of the Income Tax in the United States

In this section, let's take a look at the history of income tax in the United States. This section is courtesy Ernst & Young LLP.

In 1862, to support the Civil War effort, Congress enacted the nation's first income tax law. It was a forerunner of our modern income tax in that it was based on the principles of graduated, or progressive, taxation and of withholding income at the source. During the Civil War, a person earning from \$600 to \$10,000 per year (assuming 3 percent inflation per year, that's \$38,000-\$645,000 in today's dollars) paid tax at the rate of 3 percent. Those with incomes of more than \$10,000 paid taxes at a higher rate. Additional sales and excise taxes were added, and an "inheritance" tax also made its debut.

The Act of 1862 established the office of Commissioner of Internal Revenue. The

Commissioner was given the power to assess, levy and collect taxes, and the right to enforce the tax laws through seizure of property and income and through prosecution. His powers and authority remain very much the same today.

In 1868, Congress focused its taxation efforts on tobacco and distilled spirits and eliminated the income tax in 1872. It had a short-lived revival in 1894 and 1895. In the latter year, the U.S. Supreme Court decided that the income tax was unconstitutional because it was not apportioned among the states in conformity with the Constitution.

In 1913, the 16th Amendment to the Constitution made the income tax a permanent fixture in the U.S. tax system. The amendment gave Congress legal authority to tax income and resulted in a revenue law that taxed incomes of both individuals and corporations.

#### Helpful Hints and Resources for Tax Planning

Although there's not much we can do right now about having to pay income tax, there are some steps we can take to keep as much of our earned income in our pockets as possible (legally, of course!) and make the time a little easier on our mental well-being. If you don't

already have a tax adviser, consider using one. If you choose to prepare your taxes yourself remember the following:

First, the following link is helpful: [http://www.irs.gov/pub/irs-utl/2003\\_taxhints\\_pub.pdf](http://www.irs.gov/pub/irs-utl/2003_taxhints_pub.pdf)

■ Although most of your payments had to be made by December 31, 2002, you can still fund your IRA and deduct the amount from your income for 2002. See the above link for maximum amounts and eligibility.

■ Should you itemize? That depends. Money paid for medical care, mortgage interest, taxes, contributions, casualty losses, and miscellaneous deductions can reduce your taxes. If the total amount spent on those categories is more than the standard deduction, you can usually benefit by itemizing. The standard deduction amounts for 2002 are:

Single: \$4,700 Married Filing Jointly: \$7,850 Head of Household: \$6,900

■ Have kids? Remember that you can deduct childcare expenses and claim a credit up to \$600 per qualifying child under age 17. Be sure check out the rules. It's nice to have your kids put money back into your wallet for a change!

■ If you're expecting a refund, you can speed things up by filing over the Internet. E-file and direct deposit will get that money in your hands much more quickly. Check out the IRS website for details, [www.irs.gov](http://www.irs.gov), or call toll free (800) TAX-FORM (800-829-3676).



**Nichole Baker, CFP**  
Polaris Financial

■ Espanol? You can also talk with a Spanish-speaking IRS representative by calling the toll-free customer service line at (800) 829-1040.

I hope these tips and resources will help you reduce the hassle associated with tax season. Good luck and tune in next month to get some great ideas of what to do with that big refund you'll get! 📧

To get a copy of the easy-to-understand **Choosing a Planner** information kit and checklist, contact Nichole and she'll mail one to you **FREE:** (626) 441-0838.

**NOTE:** When you leave your name and address, please speak slowly and clearly, and repeat it. We want to make sure we have the correct information to get you your information.

**POLARIS FINANCIAL** If you have questions or would like to meet with a financial adviser for a personal consultation, contact Nichole at (626) 441-0838, or through the Club e-mail: [nichole@cityemployeesclub.com](mailto:nichole@cityemployeesclub.com). Nichole is a principal at Polaris Financial, investment advisers and financial planners. Registered representatives offer advisory services through National Planning Corporation (NPC), member NASD/SIPC, a registered investment adviser. Polaris Financial and NPC are separate and unrelated companies. Polaris Financial provides discounted services to Club members.








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## Budget: Service Cuts Coming?

### Report

*Continued from Page 1*

will be more difficult and will begin to affect services," the report said. "While the City needs to act in a timely manner to offset forecasted shortfalls, it is important that any service level reductions recommended be made in a carefully structured manner and in consultation with departments."

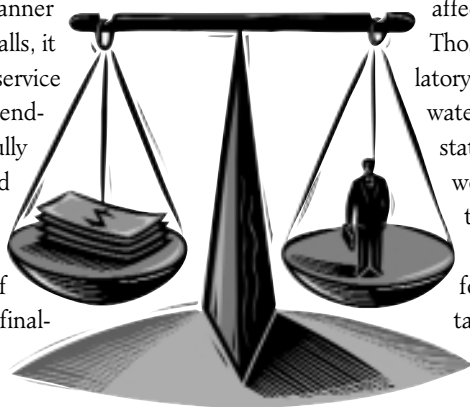
This "next round of reductions" has not been finalized, so there is nothing new to report about specifics of any layoffs at this time.

However, the report offered Feb. 19 as a deadline for the City Administrative Officer to report back on additional budget recom-

mendations for this fiscal year. Those recommendations may or may not include layoffs. That date was after *Alive!*'s press deadline.

The report cites other factors besides the State's budget crunch that are negatively affecting the City's budget. Those factors include regulatory mandates for air and water quality management, state legislation regarding workers' compensation, the stock market decline, and underperforming revenue from taxes on hotels, utilities and general sales.

The report, filed by Fujioka, was signed by Raymond Ciranna, Finance Specialist III, and approved by Ellen F. Sandt, Assistant City Administrative Officer. ■



### Below are some highlights of recommendations made in the report that might affect your job:

20. "Freeze all departmental positions that have been vacant for more than one year ... and instruct departments to not fill these positions for the remainder of the fiscal year. These positions are recommended for elimination in the Proposed Budget. Departments that believe that one or more positions are critical to their operations are instructed to resubmit justification to continue those positions in fiscal year 2003-04.
21. Instruct the Fire Department to postpone the June 2003 recruit training class until July 2003.
22. Authorize the City Administrative Officer to identify actions needed to consolidate various City functions and operations to achieve budgetary savings.
23. Instruct department heads, working with the City Administrative Officer, to analyze their departmental operations to identify reductions or efficiencies in management, administrative and support services so that savings may be used to fund service operations."

### In another section, the report specifies how cuts should be approached:

"Any cuts that the City must make to maintain a balanced budget should first be focused on internal changes, which do not directly impact public services. Departmental operations should also be reviewed to see where streamlined programs, services or procedures could make City government more efficient. The streamlining process should begin at the departmental level, but at the same time, our Office [City Administrative Officer] will develop other broader proposals to increase efficiency and reduce redundancy throughout the City. These actions should be initiated before service levels are impacted or reduced.

City departments heads should immediately begin restructuring their organizations to reduce the number of management, administration and support staff. Particular attention should be paid to organizational principles such as the number of 'direct reports' for supervisory and management positions. Where appropriate, these extra layers of management should be eliminated.

Discretionary expenditures should also be carefully reviewed to identify items that may be deferred or canceled completely (supplies, contracts, equipment, etc.).

Department heads should identify their core and discretionary services. Staffing to continue core services should be tied to workload. Department heads should also determine which small programs or related programs can be internally consolidated to minimize duplicate management and support functions. Savings from these types of consolidations can then be used to preserve core programs and services.

The City has about 45 departments, bureaus and offices. Most other cities do not have

separate departments, management and administrative support for specialized functions. As part of our analysis on City streamlining, this Office will identify potential savings and efficiencies that may be achieved by consolidating departmental functions. This Office believes there may be significant savings from ideas such as:

- consolidating small departments;
- consolidating grant-funded departments;
- consolidating inspection programs throughout the City;
- consolidating fleet operations;
- combining the General Services Construction and Building Maintenance Divisions;
- consolidating test laboratories;
- consolidating select contract review functions;
- consolidating the Police permitting function into the Office of Finance;
- consolidating selected call centers into the 311 center;
- consolidating departments' leased storage for documents into the City Clerk's Central Records facility.

The recommendations listed above constitute an initial list of potential consolidations. As we continue our analysis of City programs and services, we will identify other areas for consolidation. Savings from consolidations and streamlining will be needed to help fund core programs in the 2003-04 budget." ■

*Each month, Alive! invites political leaders to speak directly to City and DWP employees and retirees. Alive! brings you these views as a public service. The opinions of those on this monthly column are independent of Alive! and the City Employees Club of Los Angeles.*



## TeamWork LA Moves Forward To Solve Neighborhood Problems

by Mayor James K. Hahn

Thank you for your continued support and commitment to the City of Los Angeles.

Last December we unveiled TeamWork LA, a new initiative that brings together representatives from the Mayor's Office and other city departments to solve problems in neighborhoods across our city. Already, there are many examples of how TeamWork LA is cleaning up our communities and working to make them safer.

At our first North Valley Neighborhood Service Cabinet meeting, the Devonshire Police Division asked other city departments for assistance with removing several pay phones from the intersection of Parthenia and Cedros Avenues. The phones have been a haven for loitering and drug sales.

Through our new TeamWork LA initiative, we quickly solved this problem. Representatives from Public Works, the City Attorney's Office, Street Services, and the City's Information Technology Agency who are part of TeamWork LA's North Valley Service Cabinet, worked together to remove these nuisance phones.

The removal of the pay phones is a great example of what City government can do with existing resources to make our neighborhoods safer. It also shows that when City departments collaborate, we can work more efficiently and effectively to solve problems.

I look forward to seeing more successful results of our collaboration through TeamWork LA. ■



## Great Service Is Essential, Even in Times of Change

by Ruth Galanter  
Councilmember, Sixth District

In the last 16 years, I've represented the West Side, the airport area, Baldwin Hills, Leimert Park, Crenshaw, and now the Northeast Valley. I've seen firsthand that the City is indeed diverse, but I've also seen firsthand that regardless of ethnicity, geography or income, everyone's goals are the same: a decent place to live, a good job, the ability to get around, safety, good schools, good health care, and places to play.

I've spent most of my 16 years resolving long-standing problems. For instance, Venice residents argued for more than 50 years before the historic canals were restored. The residents of Good Shepherd Manor in Leimert asked for a traffic light for 18 years before I was able to get it installed. Sun Valley is to this day without a single storm drain to relieve the annual flooding.

It often takes longer to reach agreement about what should be done than it takes to do the actual work, but each new problem has some similarities to earlier problems, so having resolved one makes it easier to resolve the next one.

City government is different now from when I started. In 1987 there were four councilmembers with more than 20 years' experience. Thanks to term limits, there will never again be a City elected official with more than eight years' experience, and the eight-year veterans will be moving on. On-the-job training works well for some occupations, but the voters of Los Angeles expect their new officials to already know everything their former officials knew. Who will help the new members acquire the experience to resolve issues quickly?

Like the elected offices, the corps of general managers has seen remarkable turnover in recent years. Mayor Riordan made an almost clean sweep, and Mayor Hahn has also begun making changes. Who will help the new general managers learn how best to deal with the elected officials and with our constituents?

Change is necessary and inevitable. Change can be exciting but also scary. Our challenge is to continue providing cost-effective responsive service no matter how turbulent the winds of change. ■



# Department of the Month

## DWP Customer Service Business Unit

A Message From Fred Puglia,  
Director of Customer Service

### Excellent Customer Service is Our Mission

Last year, we at the Los Angeles Department of Water and Power (LADWP) celebrated our centennial anniversary, recognizing the accomplishments of the tens of thousands of men and women who turned a ditch-based water system into the nation's largest municipal utility. As the municipal utility for the second-largest city in the United States, we have the day-to-day responsibility of providing for the water and electric needs of the Los Angeles business community and for the 3.8 million (and growing) residential population of this great city.

Our customers are important to us, and this is the tenet our employees keep in mind whenever they come into contact with a customer. We know that the bottom line in everything we do is what our



**Fred Puglia,**  
Director of  
Customer Service

customers think of our service—whether it's the rates we charge, how quickly our crews restore service in the event of a power outage or water main break or how friendly our customer service representatives are. In March 2002, our midsize business customers told us we were doing an excellent job by rewarding us with the J.D. Power & Associates award for highest customer satisfaction in the Western United States. This recognition was gratifying, but it is truly the day-to-day interaction with customers who depend on us that motivates us to do all we can to serve Los Angeles.

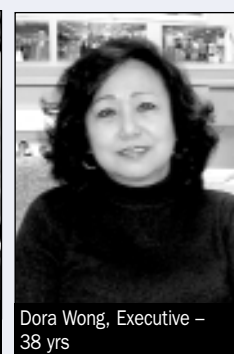
I am proud of our Customer Service Business Unit and hope the information on these pages helps to familiarize you with how we operate.



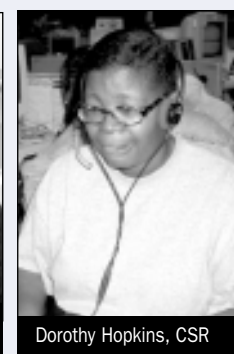
**LEFT - RIGHT** Ethelinda Reyes, Commercial Services Supervisor – 15 yrs; Otis Pierce, Clerk A – 32 yrs; Lori Bailey, Clerk A – 15 yrs; Sharon Keys-Kendrick, Utility Services Manager II – 23 yrs; (Behind Counter) Cindy Lacson, CSR – 8 yrs; John Due, Clerk A – 18 yrs; Rachel Ayoa-Padilla – CSR – 10 yrs



Bob Fricker, CSR  
Switchroom – 19 yrs



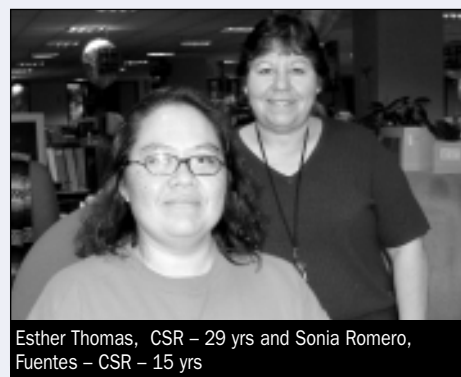
Dora Wong, Executive –  
38 yrs



Dorothy Hopkins, CSR



Sabrina Saucer, CSR



Esther Thomas, CSR – 29 yrs and Sonia Romero,  
Fuentes – CSR – 15 yrs



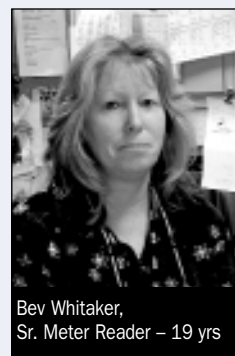
Romona Browne, CSR Sup – 27 yrs and  
Gloria Bond, Team Leader – 10 yrs



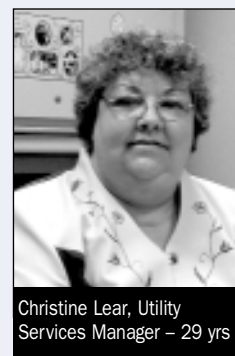
Ethelinda Reyes, Commercial Service  
Supervisor – 15 yrs and Sharon Keys-  
Kendrick, Utility Services Mgr II – 23 yrs



Kevin Daugherty,  
System Administrator –  
13 yrs



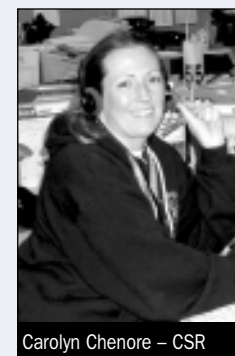
Bev Whitaker,  
Sr. Meter Reader – 19 yrs



Christine Lear, Utility  
Services Manager – 29 yrs



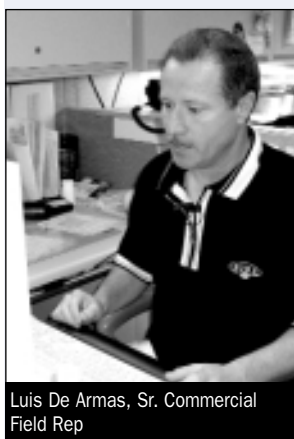
Our terrific tour guide!  
Mark Edenburn, Mgmt  
Analyst - 25 yrs



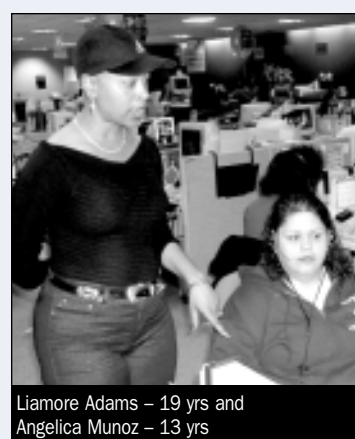
Carolyn Chenore – CSR



Angela Franklin, Mgmt  
Analyst II – 13 yrs



Luis De Armas, Sr. Commercial  
Field Rep



Liamore Adams – 19 yrs and  
Angelica Munoz – 13 yrs



**LEFT - RIGHT** Kim De Medio, CSR – 13 yrs; Bob Saenz, Meter Reading Sup – 28 yrs; Ann Kauf, CSR – 23 yrs; Damon Gangi, Meter Reader – 3 yrs



Sylvia Leon, CSR – 35 yrs and Elsie Reiley,  
Sr. Branch Manager – 33 yrs



Dalia Israel, CSR – 28 yrs



**LEFT - RIGHT** Manny Dee, Research Specialist – 13 yrs; Yvonne Ang, Clerk Typist – 15 yrs; Phoebe Chow, Research Specialist – 5 yrs; Nydia Hall, CSR – 16 yrs; Jeanette Loeser, Research Specialist – 10 yrs



**LEFT - RIGHT** Emilio Salamanca, Clerk – 20 yrs; David Delgadillo, CSR – 6 yrs; Lyndon Garvida, Asst. Supervisor – 9 yrs; Stacy Barron, Clerk – 2nd Week 1; Kreshell R., Messenger Clerk – 3 yrs; Ramon Cortez, Occupational Trainee – 2 yrs; Terri Dubinsky, Asst. Supervisor – 27 yrs; Christian Anavisca, Student Worker – 7 mos.; Ruby Corazon, Messenger Clerk – 6 yrs

# Department of the Month



**LEFT - RIGHT** Sandra Bingham, CSR - 12 yrs; Maggie Bradley, Customer Field Rep - 32 yrs; Sandra Fendrick, Asst. Sup. Field Collections - 36 yrs; Shirlene Mills, Customer Field Rep - 28 yrs; Alex Rico, CSR - 12 yrs



Patricia Martin, Utility Services Mgr - 35 yrs



Anthony Rodriguez, CSR - 12 yrs



Monica Zarate, CSR - 1 yr



Tina Echavarría, CSR Sup - 20 yrs



**LEFT - RIGHT** Danny Nakasone, CSR - 8 yrs; Mary Ann Arevalo, CSR - 9 yrs; Janice Ervin, Clerk A - 34 yrs; Leticia De LaTorre, Clerk - 6 yrs; Alex Alcaraz - Clerk - 7 yrs



Richard Cardoza, Commercial Field Rep - 17 yrs



**LEFT - RIGHT** Lance Brown, Asst. Director - 23 yrs; Odell Mathieu III, Asst. Director - 33 yrs; Betty Carleton, Asst. Director - 28 yrs; S. Mark Townsend, Asst. Director - 16 yrs; C. Stuart McKenzie, Utility Services Mgr - 27 yrs



Marjorie James, CSR - 25 yrs



**LEFT - RIGHT** Jean Daugherty, Sr. CSR; Tylice Thomas, Sr. CSR; Linda Meeks, CSR - 13 yrs; Joyce Brown, Sr. Rep. Revenue Mgmt - 22 yrs; Andrea Reichl, CSR - 18 yrs



**LEFT - RIGHT** Laura Kellgreen, Sr. Comm. Field Rep. - 27 yrs; Robbie Wright, Field Trainer - 23 yrs; (Hiding) Jay Gourneau, Trainer/Team Ldr. Meter Reading; Vanessa Heatley - 20 yrs; Ben Pantoja Jr., Comm. Field Rep - 19 yrs; Raymond Thornton, Remote Meter Installer - 27 yrs; Robert Cummins, Route Design Analyst - 22 yrs; Gerald Reynolds, Route Design Analyst - 19 yrs; Luis Terrazas, Asst. Sup. - 20 yrs; Mitch Martinez - Field Instructor/Team Leader - 19 yrs



Beverly Haro, Member Services Counselor

*Hey, DWP Customer Service Business Unit:*

## **I'm Your Counselor!**

Hi, I'm **Beverly Haro**, your Club Member Services Counselor. I can help you with insurance products ... advice ... ticket discounts ... and all your Club benefits. It's my job!

I'm over at the DWP all the time. Call or e-mail me to schedule an appointment: (800) 464-0452, or [bharo@cityemployees.com](mailto:bharo@cityemployees.com)

## DWP Customer Service Business Unit: PROFILE

### Mission Statement:

To be a world-class customer service organization providing cost-effective, cost-efficient operations that result in customer retention, customer loyalty and competitive advantage.

### CSBU Management:

NAME	TITLE
Fred Puglia	Director of Customer Service
Betty L. Carleton	Assistant Director-Customer Service Operations (Customer Relationship Management)
Lance H. Brown	Assistant Director-Customer Service Operations (Field Operations)
Odell M. Mathieu III	Assistant Director-Customer Service Operations (Billing and Collections)
Michael W. Buccat	Utility Services Manager, Customer Contact Center
Dora Wong	Utility Services Manager, Branch Offices
Bernard L. Doss	Utility Services Manager, Field Service/Field Operations
Thomas Jamentz	Utility Services Manager, Meter Reading
Patricia Martin	Utility Services Manager, Field Investigation/Revenue Security
Sharon Keys-Kendrick	Utility Services Manager, Remittance Processing/Mail Center
Christine Lear	Utility Services Manager, Revenue Management
Randy Thomas	Utility Services Manager, Account Services
Gregory Hornsby	Utility Services Manager, Customer Relations Office
Kevin Shost	Safety Manager
Nancy J. Body	Administrative Services Manager

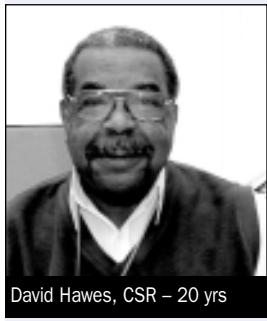
**Annual Budget** \$141.5 million

**Number of Employees** 1,223



**FRONT ROW** Leslie McKay-Martin, CSR - 5 yrs; Tisha Clark, CSR - 2 yrs; Rosanna Montemayor, CSR - 17 yrs; Terri Dominics, Sr. Clerk Typist - 23 yrs; Teresa Carpenter, CSR - 15 yrs; **BACK ROW** Linda R. Smith, CSR - 25 yrs; Fredericka Santee, CSR - 22 yrs; Gay Emans, CSR - 17 yrs; Terri Redick - CSR - 11 yrs

# Department of the Month



David Hawes, CSR - 20 yrs



LEFT - RIGHT Nora Verdesoto, CSR - 22 yrs; Cora Skacan, CSR - 14 yrs; Vivian Hawes, CSR - 14 yrs; Keith Adams, CSR - 5 yrs; Dalanza Reed, CSR - 14 yrs; Irma Nunez, CSR - 16 yrs; Connie Garrison, CSR - 28 yrs; Linda Tolbert, CSR - 17 yrs



Pamela Washington, Asst. Branch Manager - 15 yrs



LEFT TO RIGHT LeiLani Lemle, CSR - 6 yrs; Leticia Suarez, CSR - 5 yrs; Valerie Lawrence, CSR - 20 yrs; Brenda de Leon, CSR - 10 yrs; Edward Baines, CSR - 21 yrs; Bruce Iwasaki, Asst. Mgr - 27 yrs; Gladys Avina, CSR - 5 yrs



LEFT - RIGHT Ken Fry, CSR - 7 yrs; Maureen Schaefer, CSR - 16 yrs; Carla Day, CSR - 12 yrs; Denise Braxton, CSR - 15 yrs; Karen Garcia, CSR - 9 yrs



LEFT - RIGHT Michael Garcia, CSR - 13 yrs; Jon Fernandez, Commercial Field Rep - 10 yrs; Andrew Hernandez, Asst. Comm. Field Sup - 28 yrs; Shig Kakudo, Commercial Field Rep - 7 yrs; Debra Romero, Commercial Service Sup. - 15 yrs; Alex Godfrey, Project Manager - 29 yrs



FRONT ROW Teresa Simpson (sitting), CSR - 6 yrs; Lori Moore, CSR - 14 yrs; Sherry Miller, CSR - 14 yrs; Amy Cheng, CSR - 19 yrs; Marissa Palustre - CSR - 7 yrs SECOND ROW Judi Barber, CSR - 23 yrs; Carolyn Carter, CSR - 23 yrs; Phyllis Losorelli, CSR - 10 yrs; Katherine Laskowsky, CSR - 16 yrs; Martha Manriquez - CSR - 14 yrs BACK ROW Mike Carroll, Sr. CSR - 23 yrs; Roger Craig, CSR - 24 yrs



LEFT TO RIGHT Lisa Ramsey, Sr. CSR - 14 yrs; Margo Lateano, Sr. CSR - 19 yrs; Hiding behind Margo - Arturo Castro, CSR - 14 yrs; Steven Merkin, CSR - 14 yrs; LaTonqua Franklin - CSR - 15 yrs; Hiding behind LaTonqua - James Williams - Sr. CSR - 16 yrs; Cecelia Hernandez, Comm. Service Sup - 31 yrs; Terri Taylor, CSR - 8 yrs; Sauti Baraka, CSR - 15 yrs; Shirley Brown, CSR - 18 yrs; Betty Reed, CSR - 16 yrs



LEFT TO RIGHT Sharon Hill, CSR - 15 yrs; Judy Wong, Sr. CSR - 22 yrs; Bernice Rodriguez, Sr. CSR - 31 yrs; Marian Cherry, CSR - 14 yrs; (Front) Sonia Aquino, CSR - 10 yrs; (Back) Darlene McArthur, CSR - 20 yrs; Charlene Seals, CSR - 12 yrs; Michelle Warren, CSR - 17 yrs; Carmen Gonzales, Sr. CSR - 14 yrs; Bonnie Boekhu, Sr. CSR - 37 yrs; Lynette Campbell, CSR - 15 yrs; Kwan Lee, Sr. CSR - 17 yrs

## LADWP's Customer Service Business Unit: The First Point of Contact With Your Utility

The Customer Service Business Unit (CSBU) at LADWP handles the service needs of 1.4 million customers. During Fiscal Year 2001-02, CSBU personnel performed more than 16 million electric and water meter reads, provided personal service to more than 5 million customers, and collected more than \$2.7 billion in Department revenues. At the same time, CSBU employees were integral parts in the success of community service and outreach programs including Project Angel, Green Power for a Green L.A., Serving Our Seniors, and the City's Adopt-A-School program.

Within the CSBU are the Customer Relationship Management Business Group, Field Operations, and Billing and Collection Services. The Customer Relationship Management Business Group is comprised of the Customer Contact Center and the Branch Offices. With just more than 300 employees, the Customer Contact Center answers more than 2 million customer calls annually. The Department's 14 Branch Offices range as far south as San Pedro and as far north as Mission Hills, with approximately 100 employees providing full in-person service to more than 2 million customers annually.

The Field Operations Business Group includes four sections: Meter Reading, Field Service and Field Collections, Field Training and Quality Assurance, and Field Investigation and Revenue Security. Approximately 190 meter readers have the monthly responsibility of accurately reading more than 1.3 million electric and water meters. The Field Service and Field Collections employees, approximately 170, turn on and off electric and water services, and collect bills in the field. The 10 Field Training and Quality Assurance employees train all Field Operations

personnel and perform follow-up actions to assure work is done properly. The 65 Field Investigation and Revenue Security employees handle complex customer complaints as well as investigate energy and water theft.

Approximately 300 employees form the Billing and Collection Services Business Group. Within the Business Group are the Revenue Management Unit, the Account Services Unit, and the Mail Center and Remittance Processing Unit. Revenue Management protects the Department's revenue by pursuing delinquent accounts and assessing deposits. The Account Services Unit handles many of the back office functions of the CSBU, such as answering customer correspondence and preparing statements of customers' accounts. The Mail Center sends out more than 9 million customer bills annually in addition to handling all internal correspondence, and the Remittance Processing Center receives and processes nearly 7 million customer bill payments annually.

"With fewer than 1,200 employees, the CSBU provides daily, round-the-clock service to the people of Los Angeles," says Fred Puglia, the LADWP's Director of Customer Service. "Providing the highest quality customer service through the efforts of an innovative and skilled workforce will continue to be the mission of the CSBU."



LEFT TO RIGHT Esmeralda Burgos, CSR - 7 yrs; Adriana Samano, CSR - 7 yrs; Oralia Leal, CSR - 7 yrs; Gladys Berry, Sr. Commercial Service Sup. - 19 yrs; Freddy Maron, CSR - 7 yrs



LEFT TO RIGHT Fred Chavez, CSR - 13 yrs; LaTanya Carson, CSR - 7 yrs; Lethy Vega, CSR - 5 yrs; Marlen Gomez, CSR - 7 yrs; Alfred Alexander, CSR - 4 yrs; Libby Chiu, CSR - 5 yrs; (hiding in back) Rick Stouten, CSR - 21 yrs; Cheryl Weisel, Sr. CSR - 33 yrs; Karen Howard, Sr. CSR - 14 yrs; Wanda Clark, Sr. CSR - 25 yrs; (hiding in back) Darrilyn Johnson, Sr. CSR - 33 yrs; Shelly Trop, Sr. CSR - 34 yrs; Randy Thomas, Acct Serv. Mgr - 28 yrs; Melani Chacon, Supervisor - 20 yrs



LEFT TO RIGHT Annette Lindeman, CSR - 17 yrs; Christina Strauss, CSR - 12 yrs; Jackie Gharthey, CSR - 19 yrs; Angie Ruiz, CSR - 10 yrs; Jessie Alvarez, Comm. Service Sup - 22 yrs; Stephan Glaze, Lead CSR - 16 yrs; Jeffrey Moss, Lead CSR - 29 yrs; Leslie Bryant, CSR - 9 yrs; Kristie Leslie-King, CSR - 6 yrs; Shannon Roberts, CSR - 13 yrs; Rose Oliver, CSR - 19 yrs; Marion Garrett, CSR - 17 yrs; Rhonda Pledger, CSR - 19 yrs; Joan Turner, CSR - 30 yrs; Nancy Wong, CSR - 15 yrs



# Department of the Month



**LEFT TO RIGHT** Darryl Fujii, Clerk Typist – 13 yrs; Othella Seavers, Sr. CSR – 30 yrs; Tina Constançio – 16 yrs; Adrian Lopez, CSR – 23 yrs; Olivia Gonzales – 25 yrs; Leslie Singh – 3 yrs; Amy Clark – 5 yrs; Vivian Mendoza – CSR – 9 yrs; Lori McCloud, Sr. CSR – 21 yrs; Nancy Kaump – 17 yrs; Wanda Dawson, CSR – 8 yrs; Joan Tocol, CSR – 7 yrs; Margaret Jackson, CSR – 16 yrs; Stan Dean, CSR – 17 yrs

A Day in the Life of  
LADWP's Customer Service Business Unit



**LEFT TO RIGHT** Ernestine Thompson, CSR – 24 yrs; Millie Hernandez, CSR – 29 yrs; Steve Hatfield, CSR – 14 yrs; Patricia Johnson, CSR – 12 yrs; Delores Bonner, CSR – 20 yrs; Adrian Prince (Back), CSR – 14 yrs; Suzon Gerstel, CSR – 17 yrs; Anita LaGrange, CSR – 11 yrs; Carolyn Nittinger, Small Claims Rep – 39 yrs



**LEFT - RIGHT** Jean Godfrey-Bell, Sr. Comm. Service Rep – 30 yrs; Esperanza Hígarreda, CSR – 23 yrs; Peter Scanlin, CSR – 31 yrs; Hubert Bryant, CSR – 26 yrs; Mary Wilk, CSR – 32 yrs; Carolyn Johnson, Sr. CSR – 15 yrs; Pamela Briano, Sr. CSR – 16 yrs; Judy Litowitz, CSR – 31 yrs; Danette Mason-Reese, CSR – 20 yrs; Rosalind Scarborough, Comm. Service Sup. – 20 yrs; Joanne LaMarr, Sr. CSR – 23 yrs; Pat Villanueva, Sr. Clerk Typist – 12 yrs; Susan Everett, CSR – 22 yrs

## ATTENTION CITY AND DWP EMPLOYEES



# Join

# the City Employees Club of Los Angeles today!



**As a Club member, you'll receive this newspaper every month and all Club benefits for only \$4 per month. See page 2 for a complete listing of Club benefits.**

Club members enjoy many valuable benefits including:

- Discount movie, theme park, and attraction tickets through **TICKET EXPRESS**
- Discounts and savings with your Club card from local and national retailers and restaurants
- Monthly *Alive!* Newspaper including free classifieds and special Retiree's section
- Access to Group-Rated Insurance Products
- Free notary services

### Questions?

A Club counselor would be more than happy to answer your questions about the Club: **(800) 464-0452** (toll-free)

**INSTRUCTIONS:** Simply complete the form below and complete and sign the payroll deduction authorization. Cut out the application on the dotted line and mail in an envelope. We'll process your application and send your membership card in about two weeks.

**City Employees Club of Los Angeles**  
World Trade Center  
350 South Figueroa Street, Suite 700  
Los Angeles, CA 90071

### New Member Information:

Last Name		First Name		MI
Address				
City			State	Zip
Work Phone ( )		Home Phone ( )		
E-mail		Social Security No.		
Date of Birth (MM/DD/YY)		<input type="radio"/> Male <input type="radio"/> Female		<input type="radio"/> Married <input type="radio"/> Single

### Payroll Deduction Authorization

Social Security #: \_\_\_\_\_ Name: \_\_\_\_\_ Department: \_\_\_\_\_

To: **Controller—City of Los Angeles or Paymaster—Department of Water and Power**  
I hereby authorize the deduction from my salary of amounts sufficient to cover premiums/membership fees on any of my group benefits provided by **City Employees Club of Los Angeles**. In the event any premiums should change due to age, increase in salary or benefits, or a general rate increase for the entire Association, I authorize you to make such change upon notification from the City Employees Club of Los Angeles and such deduction to remain in force until canceled by me in writing.

### Federal Law P.L. 93-579 Section 7

**RE: FEDERAL PRIVACY ACT AND USE OF SOCIAL SECURITY NUMBERS**  
This law requires you be informed, when asked for your Social Security Number, that it must be provided for use in employment, personnel and payroll processes: Authority for requiring this information is based upon provision of the City's payroll and personnel candidate processing system operational prior to January 1, 1975 and applicable Federal Law.

### FOR OFFICE USE ONLY

Code \_\_\_\_\_ Deduction \_\_\_\_\_

Sign Here

**X** \_\_\_\_\_

City/DWP Employee

Date

# Life's Important Moments

# Share your moments!

## Retirements

*Alive!* and your City Employees Club wishes to thank each and every one of the following, who have spent many years making Los Angeles the great city it is. Congratulations, and enjoy your well-deserved rewards!



NAME	DEPARTMENT	YEARS OF SERVICE
Benham Abadian Sharif	Civil Engineering Associate (DWP)	15
Samuel Addo	Sr. Accountant (LAPD)	15
Gilbert Aguilar	Custodial Services (Airport)	25
Fred Alcantar	Construction Inspector (Airports)	39
Arde Atheian	Sanitary Engineer (DWP)	30
Phil Aylward	Construction Inspector (DWP)	10
Marianna Black	Librarian (Library)	35
Lawrence Brown	Clerk (DWP)	25
Marcos Caguiat	Waste Water Treatment Operator (Hyperion)	19
Susanne Clark	Storekeeper (Gen. Services)	37
Memo De Aynes	Printing Press Operator (Gen. Services)	14
William Fishel	Operations (Airports)	19
William Fonseca	Custodial Services (El Pueblo)	13
Wade Fuller	Cement Finisher (DWP)	31
Sheryl Gholston	Management Analyst (Airports)	22
Kathleen Gilmore	Building Mech. Inspector (Building & Safety)	18
John Graham	Airport Planning (Airports)	39
Joseph Gunn	Executive Director, Police Commission (LAPD)	10
Willie Hampton	Cement Finisher (DWP)	39
Wanda Johnson	Sr. Librarian (Library)	40
William Johnson	Building Inspector (Building & Safety)	31
Ronald Kochevar	Airport Manager (Airports)	31
Lenore Lashley	Deputy City Attorney (City Attorney)	15
Elaine Loh	Programmer/Analyst (ITA)	10
Michael McCue	Sr. Gardener (Rec and Parks)	12

Robert Millard	Airports Engineer (Airports)	44
Anselmo Montes	Special Officer (Airports)	23
Alice Moore	Personnel Records Supervisor (Airports)	35
Charles Moore	Equipment Repair Supervisor (Gen. Services)	32
Sam Olivo	Traffic Officer (Transportation)	22
Cleveland Pippins	Bldg. Facilities Management (Gen. Services)	35
Romulo Quejarro	Civil Engineer Draft Tech. (HR)	12
Gabriel Robles	City Planning Associate (City Planning)	29
Virginia Rodarte	Exec. Secretary (DWP)	32
Art Romero	Duplicating Machine Operator (Personnel)	25
Richard Schmidt	Sr. Equip. Mechanic (LAPD)	24
Virginia Spaulding	Sr. Clerk (Transportation)	26
Murray Sperber	Carpenter (Hyperion)	20
Marjorie Thayne	Executive Assistant (Cultural Affairs)	18
Lillie Watson	Sr. Customer Services (Airports)	26
Barbara Wheatley	Clerk/Typist (Library)	22
Larry White	Equipment Operator (DWP)	26
Walter White	Transitional Worker (Airports)	30
Minnie Winn	Clerk/Typist (Personnel)	7
Marcella Wyant	Secretary (Airports)	29

**Retirements:**

*Alive!* receives retirement information from both the City and DWP. If you've just recently retired, we'd love to hear your story. Send us your picture along with a few sentences about your career and what you're planning and include your phone number. Send to [moments@cityemployeesclub.com](mailto:moments@cityemployeesclub.com).

**Club Card Offer**

**Purchase 3 regularly priced Gospel Brunch tickets and receive the fourth FREE!**



**House of Blues**

Sunset Strip, 8430 Sunset Blvd.  
West Hollywood, (323) 848-5100

Not valid holidays and specials events.  
Certain restrictions apply.

**Club Card Offer**

**15% Discount at the Café Bel-Aire at the Luxe Summit Hotel**



**Luxe Summit Hotel Bel-Air**  
(310) 476-6571

**Club Card Offer**

**20% Discount! at Milano's Italian Kitchen**



**Milano's Italian Kitchen**  
21550 Oxnard Street  
Woodland Hills, CA  
(818) 340-8400

**Club Card Offer**

**\$5 Off Unlimited Ride Wristbands for Adults**

**\$2.75 Off Unlimited Ride Wristbands for the Kids**



**Pacific Park**  
ON THE SANTA MONICA PIER  
**Pacific Park**  
on the Santa Monica Pier  
Santa Monica, CA

**Club Card Offer**

**15% VIP Discount**



**Hamburger Hamlet**  
6914 Hollywood Blvd.  
Hollywood, CA 90028  
(323) 467-6106

**Club Card Offer**

**10% Discount**



**Senbazuru Restaurant**  
at the New Otani Hotel  
120 South Los Angeles St  
(213) 253-9255

# Save Big Money the Club

Use your Club Card to get these great discounts plus many more!

Go to [www.cityemployeesclub.com](http://www.cityemployeesclub.com) for even more!

Did you get married? Have a baby? (Yea!) Get a promotion? (Hooray!) Retire? (Ahhhh.) We want to hear from you. Share your news with the world!

Send all notices and digital photos to: [moments@cityemployeesclub.com](mailto:moments@cityemployeesclub.com)

Send paper notices and print photos to:  
*Alive!* 350 S. Figueroa St., Suite 700, Los Angeles, CA 90071



## In Memoriam

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

Michele Agins	Dina Garcia	Larry Presnell
Carol Anderson	Glenn Gibbens	Golden Reed
Jo Ann Anderson	Ora Heath	Frank Rejino
Guido Anselmi	Raymond Hernandez	Jose Reza
Clarence Apple	George Hewett	Frank Rich
Frederic Backer	Bessie Heyl	George Richardson
Bernice Balch	Oscar Hightower	Mae Rowl
Roxie Barnes	Paul Jackson	Evelyn Sands
Ella Batts	Shirley Jenkins	Robert Scharf
Monica Beauchaine	Leon Johnson	Ruth Schumacher
Mary Bernson	Janet Jones	Stanley Skabik
Rose Borden	Vera Jones	Alphild Somerfeld
Waymond Botts	Elizabeth Kanehen	Venola Swatsworth
Richard Briggs	Annie Kimble	Russell Trader
Donald Bushnell	Inez Kimble	Dorothy Toms
C. Cagnolatti	Mae Lieberman	Ruth Tynor
Johnny Campbell	Jack Lu	Jeanine Walls
M.E. (Margaret) Cash	Zuma Mako	Marian Warner
Earl Collins	Thomas Magee	David Warren
Ben Combs	Marie Manhart	Queen White
Francis Conry	Kathleen McCarthy	Vernita Whitlock
Armando De Leon	Ruby McIntire	Gloria Williams
Doris Dowdle	Alice Mesa	Roy Wilson
Florence Dupuis	Yvonne Mitobe	Joyce Wimberly
Herman Faust	Edward Miller	Milton Wooding
Albert Frederico	Lenwood Payton	Aaron Young
Thomas Freeman	Ieleen Pexton	Alex Zimmerman

### In Memoriam:

We receive this information directly from the City and the DWP. But send us the name of the deceased, and we'll print the notice. Send in a photo of the deceased, too, if you have one, and include your phone number. Send to [moments@cityemployeesclub.com](mailto:moments@cityemployeesclub.com).



## Promotions

The following City and DWP employees have recently changed positions. Congratulations to these hard-working public servants!

NAME	NEW POSITION
Paul Sierra	Graphics Designer II
Jasmin San Luis	Executive Secretary III

### Promotions:

Send us your department, your former job title, your new job, and a sentence saying your supervisor is aware that you're sending this. Send your photo, too, plus your phone number. Send to [moments@cityemployeesclub.com](mailto:moments@cityemployeesclub.com).



## Births



**Alexa Catherine Frias**, born on 1/8/03 to Frank Frias, Animal Control Officer (DAR) and his wife Catherina, part-time Clerk Typist (DAR). Alexa weighed 9 lbs 2 oz. at birth. Alexa's very proud grandmother is Jackie David, Public Relations Officer (DAR).

### Births:

Send us the following information: full name of the newborn, date of birth, name of parents, job title of the parent(s) who work(s) for the City or the DWP, your phone number and a baby photo. Send to [moments@cityemployeesclub.com](mailto:moments@cityemployeesclub.com)



## Weddings

### Weddings:

Recently married? Congratulations! Share the news with your City employee family. Tell us the names of the bride and groom, the date and place of the wedding, and the City or DWP job title of the bride and/or groom. (Include a photo, too, and we'll try to print it.) Send it in! [alive@cityemployeesclub.com](mailto:alive@cityemployeesclub.com)

### Photo Submission Guidelines:

- Do not send any photo that you cannot replace.
- If you want a photo returned, send a self-addressed, stamped envelope. (Write the name on the back of the photo.)
- We strongly prefer digital photos that can be e-mailed. However, make sure the resolution is at least 200 dpi. Photos from the Web are usually not good enough.
- We will print what we can in the space available.



# \$\$\$ Money with Club Card

The Club has negotiated great savings for its members at many local restaurants and entertainment locations. Take advantage of up to 20% off the cost of meals at your favorite restaurants like El Torito and Acapulco.

More participating merchants and attractions are being added every week! To review the latest list, visit [www.cityemployeesclub.com](http://www.cityemployeesclub.com) and click on "Club Discounts."

[www.cityemployeesclub.com](http://www.cityemployeesclub.com)  
 See discounts!

### Club Card Offer



**20% Off**  
 Sunday through  
 Thursday  
 evenings

**Blue Palms Restaurant & Lounge**  
 829 N. La Cienega Blvd.  
 Los Angeles, CA 90069  
 (310) 652-9007

### Club Card Offer



**15%  
 Discount**

**Camacho's Cantina**  
 Universal City Walk  
 (818) 622-3333

### Club Card Offer

**20% Discount**



**The Harbor House  
 Restaurant**  
 4211 Admiralty Way  
 Marina Del Rey, CA  
 (310) 577-4555

### Club Card Offer

**20% Discount**  
 (food only)



**El Torito Restaurant**  
 Over 20 Locations!  
 Go to [cityemployeesclub.com](http://cityemployeesclub.com)  
 for all locations.

### Club Card Offer

**20% Discount**  
 (food only)



**Acapulco Mexican Restaurant**  
 Over 20 Locations!  
 Go to [cityemployeesclub.com](http://cityemployeesclub.com)  
 for all locations.

### Club Card Offer

**15% Discount**

at Pasadena Location  
 111 North Los Robles • (626) 405-0064

**10% Discount**

at Downtown L.A. Location  
 633 West Fifth St. • (213) 629-1929



**McCormick & Schmick's  
 Seafood Restaurant**  
 Discount taken off entire meal, not including tax,  
 alcohol or gratuity. Not valid with any other promo-  
 tion. Parties of 10 or less.



# Retirees NEWS

## Retiree Hotlines

Who to call? Following is a list of contacts for the City and for the DWP:

**City Employees Retirement System:** (213) 473-7200

**City Retirement Counselors:**

- |                                   |                                |
|-----------------------------------|--------------------------------|
| • Phil Skarin (818) 784-0130      | • Jack Mathews (310) 762-1942  |
| • Robert Wilkinson (818) 886-1000 | • Helen Salgado (323) 728-4930 |
| • Jerry Bardwell (818) 782-5568   | • Americo Garza (562) 928-2051 |
| • Edward Harding (805) 584-9417   | • Neil Ricci (310) 394-1971    |
| • Harold Danowitz (310) 453-0506  |                                |

**DWP Retirement Plan Office:** (213) 367-1722

## For Retirees By Phil Skarin, RLACEI Publicity Chair

# April Member Meeting to Focus On LACERS, Current Legislation

Ed Harding, RLACEI president, urges all members to save the date of Friday, April 18, for a membership meeting at the Van Nuys/Sherman Oaks Senior Center at



**Ed Harding,**  
RLACEI President

1 p.m. You can come at noon for a free chicken lunch, but only if you make a reservation with one of the officers on the retirees helpline by April 11.

Harding has invited Robert Aguillo, the new general manager of LACERS, to be a speaker at the meeting. There will be other speakers who will tell about the status of legislation affecting retirees and their spouses. Many valuable door prizes will be passed out.

### Legislative Update

Ken Spiker, our elected commissioner, reports that he is asking the LACERS commissioners to allocate \$2,750 to fund an actuarial study to determine the cost to provide a dental subsidy for surviving spouses.

He indicated that there are 3,058 surviving spouses, many of whom cannot afford a dental plan due to their reduced retirement allowance.

Ken thought that you might be interested in the following data, as of Jan. 14, regarding our retirees:

### Statistics Regarding City Retirees

(all figures are as of 12/31/02)

- Total value of the fund as of close of business: \$6,125,000
- Number of retiree checks issues monthly: 13,894  
Average retiree monthly allowance: \$2,184.44
- Median retiree monthly allowance: \$1,812.39
- Number of retirees receiving a disability allowance: 826
- Number of surviving spouses receiving an allowance: 3,058
- Average surviving spouse monthly allowance: \$1,232.59
- Median retiree age: 72.08
- Average retiree age: 71.42
- Average number of years served (including buyback, service retirement only): 26.40

### Golf Classic

Our annual retirees Golf Classic will again be at the Alhambra Municipal Golf Course,

followed by an Awards Luncheon, in the adjacent Almansor Court. The Golf Classic is scheduled for Tuesday, June 3.

Retired and active employees and friends are invited. Entry forms will be in the RLACEI spring newsletter. Sponsors are urgently needed to keep the entry fee low. Contact Phil Skarin at (818) 784-0130 if you would like to be a sponsor.

### UPCOMING EVENTS:

**April 18 – General Membership Meeting at the Van Nuys/Sherman Oaks Senior Center**

**June 3 – Golf Tournament at the Alhambra Golf Course**

**Aug. 15 – Picnic**

**Oct. 17 – Annual Corporation Meeting and Elections at the UN/SO Senior Center**

**Dec. 11 – Holiday Party, location TBA.**

### CHANGE OF ADDRESS:

If you change your address, please notify Membership Chair Helen Salgado at 5423 Dewar St., Los Angeles, CA 90022. Phone: (323) 728-4930.

### MEMBERSHIP CARD:

If you need a new, green Membership Card, send a self-addressed, stamped envelope to Membership Chair Helen Salgado at 5423 Dewar St., Los Angeles, CA 90022. Also, notify LACERS.

# Membership NEWS

■ Frances Kota, winner of last year's poetry contest, has been reelected president of the Kern River Poets and Writers Club.

■ Sampson Jerry Wilson and his wife, Ruth, celebrated their 72nd wedding anniversary Feb. 13. Jerry retired 28 years ago from the Street Tree Division, where he supervised repairs of all the equipment the tree trimmers used.

■ Walter Couchman, a retiree from the Bureau of Engineering and former director of RLACEI, passed away Jan. 19. A memorial service was held in Pasadena Jan. 25. Some of his former co-workers who attended were Bob Borii, Larry Lewis, Walter Lee, Dick Godward, Frank Granack, Larry Burks and Phil Skarin.

■ Jack Allen, retired building inspector and for many years the RLACEI first vice president, passed away Feb. 8. He is survived by his wife, Muriel, of Sherman Oaks.

SHARE YOUR NEWS: If you have news of a retiree that you would like to share, send it to Phil Skarin at 5301 Norwich Ave., Van Nuys, CA 91411-3910, or call him at (818) 784-0130.

# Online System to Apply for City Jobs Is Really Clicking

■ **Personnel Dept. introduces system to make applying for City jobs easier and more efficient. Here's how to do it.**

The City's Personnel Dept. has a new way to apply for City employment, and it's right at your fingertips: online!

It's available 24 hours a day, every day, and you can apply from the comfort of your home or office. Wherever you have Web access, that's your entry to the Personnel Dept.

Here are some other benefits:

- The online application process saves your basic information, including name, address and telephone number, so you won't have to input it again for future applications;
- There's no need to visit the Personnel Dept. to apply for a particular position;
- There's no standing in line; and
- You don't have to worry about parking.

**Here's how you access and use the department's new online application system:**

- Go to the Personnel Dept.'s Website: [www.lacity.org/per/](http://www.lacity.org/per/)
- Navigate through the Website to find the position in which you're interested. Here's how to do that:
  - Open candidates: click on **Jobs Available**, then to **Current Employment Opportunities**.
  - Current city employees may also click on **For Current City Employees**, then to **Examinations Open for Hiring**.
- Click on the bulletin.
- Click on the **Online Application** link to begin the process!

**Here are some answers to frequently asked questions:**

**Question:** Where do I find the online application?

**Answer:** In the Jobs Available section of the Personnel Dept. Website: [www.lacity.org/per/](http://www.lacity.org/per/)

**Question:** How do I know my online application has been received?

**Answer:** You will receive an electronic message indicating your application can or cannot be accepted online when you click the "submit" button at the end of the application.

**Question:** Is online filing available for all exams?

**Answer:** All exams are now available online.

**Question:** Can I "cut and paste" my work history from another document to the online application?

**Answer:** Yes. You can paste your information from other text documents into the online application.

**Question:** Can I print a copy of my application for my records?



[www.lacity.org/per/](http://www.lacity.org/per/)

**Answer:** Yes.

**Question:** Can I submit a résumé?

**Answer:** You can mail a résumé as a supplement, but it is not necessary. The online work history has room for up to 1,200 characters per job and space for up to 20 jobs.

**Question:** Can I log off and finish my application later?

**Answer:** Yes, if you don't hit the submit button. Once your application is submitted, you cannot return to it.



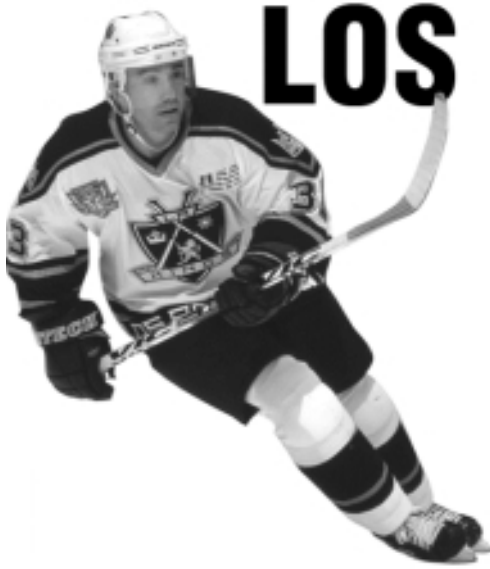
Alice Moore (left) is presented with a special proclamation by Lydia Kennerd (right), LA World Airports Executive Director.

# 35 Years of Dedicated Service

## Alice Moore's Retirement Party



Attending the Alice Moore retirement dinner at the Sheraton LAX were (l-r), Rosemarie Sherman, Quiana Caldwell, City Club department representative Gail Rucker, and Kelli Dykman.



# LOS ANGELES KINGS

## City Employees Club of Los Angeles Specials

Experience great hockey at STAPLES Center with three special discount nights with the Los Angeles Kings.

City Employees of Los Angeles DISCOUNTED Prices:

Game Dates	300 Level Upper Concourse Center Ice	200-Level Behind Goals	100 Level Corners BEST SEATS!
LA Kings vs. TAMPA BAY Lightning Tues. 3/20/2003 7:30 PM -or- LA Kings vs. COLUMBUS Blue Jackets Thurs. 3/25/2003 7:30 PM -or- LA Kings vs. VANCOUVER Canucks Sat. 3/29/2003 7:00 PM	<b>\$25</b> (Save \$4.50 off face value)	<b>\$44</b> (Save \$5.50 off face value)	<b>\$73</b> (Save \$12.50 off face value)

**To order your discounted tickets:**  
Call Alvin Chang at (213) 742-7222 or fax order form to (213) 742-7281

Order 6 or more tickets and everyone in your party will receive a free Kings hat!

**ORDER NOW!!!**  
All tickets can be picked up at WILL CALL the day of the game  
Deadline: November 25th, 2002

### City Employees of Los Angeles Special Ticket Offer - ORDER FORM

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ Email \_\_\_\_\_

City, State, Zip \_\_\_\_\_ Circle One: MC VISA AMEX

Card # \_\_\_\_\_ Expiration Date: \_\_\_\_\_

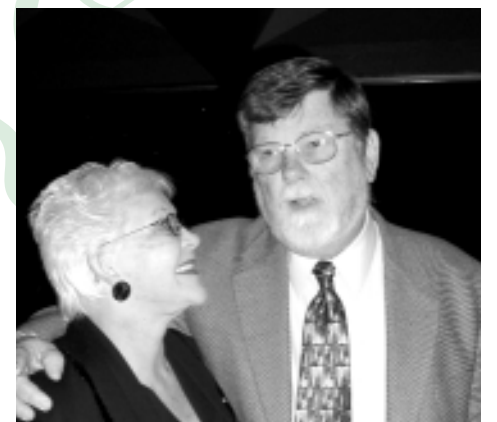
Number of tickets:	03/20/2003 Game	_____ X	Price _____ = \$ _____
	03/25/2003 Game	_____ X	Price _____ = \$ _____
	03/29/2003 Game	_____ X	Price _____ = \$ _____
	Handling Fee	=	\$5.00
	<b>TOTAL</b>	=	\$ _____



Alice Moore, retiring after 35 years (27 years at the Airport) with Danna McDonough, City Employees Club President and CEO.



Check-in assistance provided by (l-r) Vanessa Barbee, Linda Brown and Yvette Williams. All were part of the evening's planning committee.



Retirement party attendees Danna McDonough, and retired former Club board member John Federle.



# It's a coloring contest!

It's the first Club Coloring Contest, for kids 10 years and younger.

**Color this picture, have an adult send it in, and you could win two free adult passes and two free children's passes to Disneyland!**

We want to know about you! Tell us a little about yourself:

Your name \_\_\_\_\_ How old are you? \_\_\_\_\_

When is your birthday? \_\_\_\_\_ What is your favorite television show? \_\_\_\_\_

What is your favorite snack? \_\_\_\_\_

What is the first name of your best friend? \_\_\_\_\_

I want to go to Disneyland because: \_\_\_\_\_

For parents/guardian to complete:

Name of parent/guardian: \_\_\_\_\_

Job title and department with the City: \_\_\_\_\_

Child's address/state/zip: \_\_\_\_\_

**Submit to:**

Club Coloring Contest  
City Employees Club of Los Angeles  
World Trade Center  
350 S. Figueroa St., Suite 700  
Los Angeles, CA 90071

Deadline for submission:  
**March 21**

The Club will do everything it can to gather all the submissions, but it cannot be responsible for lost or misdirected mail.  
**Good luck, and have fun!**

# WIN

two free adult passes  
and two free  
children's passes to  
**Disneyland!**

An award package will be given for each age group:

- \* Ages 5 and under
- \* Ages 6 to 7
- \* Ages 8 to 10



## Club Counselor Howard Pompel Is Top Agent for Insurance Co.

■ Put his expertise to work for you in getting the insurance you need.

Hearty congratulations go to Club Counselor Howard Pompel, who has been named the number one agent in the country for Kanawha Insurance Company. He got there by knowing the needs of his Club clients and then offering them a strong, affordable product.

Kanawha and the Club have partnered together to bring you the best Cancer insurance available.

Pompel, an expert in providing great insurance services for more than 33 years, brought his dedication to Club members almost two years ago.

"I love what I do," he says. "And I get excited about individual sales as much as big ones. The satisfaction comes from helping someone plan for the road ahead.

"I love the camaraderie, the team atmos-

phere, of working for the Club.

"I work with a lot of families here with the Club," he continues. "People here really want to take care of their own. It's nice to hear. And I hear it on a daily basis."

Since 1958 the Kanawha Insurance Company has been helping people manage the risk of loss from life's unforeseen events. By providing personalized service, leading-edge technology and conservative investment strategies, Kanawha has grown into a major life and health insurance provider.

Kanawha consistently has received an "A (Excellent)" rating by A.M. Best Company and an "A (Strong)" rating by Standard & Poor's.

As with all products offered by the Club, the Club searches the country for the best product possible before it presents it to you.

Howard would be happy to help you with any of your insurance needs, including cancer insurance. Contact him at (213) 620-0388, or e-mail him at hpompel@cityemployeesclub.com



**Howard Pompel,**  
Member Services Counselor

## Score Big With the Club Card



“Not only did I have a great seafood meal at McCormick and Schmick's

[111 North Los Robles, Pasadena, (626) 405-0064], but I **saved 15 percent with the Club Card!**

Thank you, and keep the great discounts coming!”

**Stephan Glaze**  
DWP Customer Service

See pages 10-11 for more great Club Card discounts!

# www.cityemployeeshomeloans.com

**Fax to Amalia Almasy at: (714) 528-8441**

You will be contacted with your prequalification amount within 24 hours... I look forward to talking with you!

### 1. Personal

Name: \_\_\_\_\_  
 Social Security No.: \_\_\_\_\_  
 Co-borrower: \_\_\_\_\_  
 Phone: (B) Home: \_\_\_\_\_ Work: \_\_\_\_\_  
 (C) Home: \_\_\_\_\_ Work: \_\_\_\_\_  
 Address: \_\_\_\_\_

### 2. Job Status

City Department: \_\_\_\_\_  
 How long on current job? (B) \_\_\_\_\_ (C) \_\_\_\_\_  
 How much is your gross monthly income? (B)\$ \_\_\_\_\_ (C)\$ \_\_\_\_\_

### 3. Current assets available for this transaction

Savings balance: (B)\$ \_\_\_\_\_ (C)\$ \_\_\_\_\_  
 Checking average balance: (B)\$ \_\_\_\_\_ (C)\$ \_\_\_\_\_  
 Do you have 401k, IRA, Mutual Funds, Stocks or any other asset accounts?  yes  no  
 If yes, what is the total of all balances? (B)\$ \_\_\_\_\_ (C)\$ \_\_\_\_\_  
 How much available for down payment: \$ \_\_\_\_\_ %  
 Are you getting a gift from a relative?  yes  no

By submitting this prequalification form, authorization is hereby given to North American Mortgage Company to obtain information regarding consumer credit (a fax or photocopy of this authorization may be deemed equivalent to the original).



# Home Loans for L.A. City Employees & Families



**Amalia Almasy**  
Loan Consultant  
Hablo Español

**FREE Appraisal \$200 value**  
\*Rebate at close of escrow...

### Mortgage Payments & Tax Deductions

If your current rent is:	You could afford to purchase:	With an after tax payment of:
\$1,000/month	\$150,000 home	<b>\$1,021</b>
\$1,500/month	\$225,000 home	<b>\$1,479</b>
\$2,000/month	\$300,000 home	<b>\$1,958</b>

These figures are only examples—your figures may change. The interest rate uses is 7.5% for 30 years fixed and current rental rates. The tax deduction is based on the average Federal and State income tax of 3.5%. Mortgage payments include principal, interest and insurance, PMI and property tax at 1.1%. Consult our tax advisor for exact figures.

Police Dept • Dept of Airports • Animal Regulations • Social Services Dept • Building & Safety • General Services Dept • City Administration • City Council • Attorney's Office • Planning Dept • LA Memorial Coliseum • Community Development • Community Redevelopment Agency • Controller's Office • Convention Center • Cultural Affairs • Employee Relations • Fire Dept • General Services Dept • Housing Authority/LA Housing • Human Relations Commission • Information Technology Agency • Library Dept • Parks & Recreation • Zoo • Public Works Dept • Pension Dept • Planning Dept • Retirement Systems • Sanitation Dept • sports Arena • Transportation • Treasurer • Volunteer Center • Dept of Water & Power



**(800) 928-1882**

### Now Available:

An affordable loan program for all School District Employees: the 80/17/3 program!

### Benefits Include:

Obtain a "second" and make no payments until you sell your home or refinance your first. You can borrow up to \$350,000. 30-year fixed-rate mortgage!

- ✓ Purchase Loans
- ✓ Home Loan Refinance
- ✓ 100% Loans
- ✓ Jumbo Loans



## O'Leary's Irish Garlic Bread

### INGREDIENTS

- 12-inch to 16-inch French bread loaf
- 4 oz. to 6 oz. garlic butter
- 4 oz. to 6 oz. of grated Dubliner cheese
- Freshly ground black pepper

### DIRECTIONS

- Split the French stick lengthwise and spread the garlic butter on both sides of the bread.
- Generously cover bread with the grated Dubliner cheese.
- Wrap in foil and place in a pre-heated oven 350 degrees F. for about 10 minutes until heated through.
- Cut into chunky slices and sprinkle with freshly ground pepper



## Cheesy Chicken

### INGREDIENTS

- 8 oz. Dubliner cheese (another type of hard cheese is okay too)
- 4 boneless, skinless chicken breasts
- 4 oz. fresh bread crumbs
- 1 oz. pack-fresh Mediterranean herbs, finely chopped (dried herbs are okay)
- 2 medium size eggs, beaten
- 1/2 teaspoon sea salt (I also like Kosher salt)

### DIRECTIONS

- Preheat oven to 400 degrees F.
- Grate 3 oz. of Dubliner cheese and cut the remainder into thin slices.
- Cut a pocket in each chicken breast and insert the slices of cheese.
- In a bowl, mix together the breadcrumbs, herbs, seasoning and grated Dubliner cheese. Place the beaten eggs in a shallow dish and dip the chicken breasts into it, until evenly coated, then press firmly into the crumb mixture or until cooked through.

Serves 4



## Potato Casserole of the Irishmen

### INGREDIENTS

- 2 cups peeled and shredded potatoes
- 1/2 cup melted butter
- 4 egg whites, beaten
- 1 teaspoon minced white onions
- 1 teaspoon sea salt
- 1/4-teaspoon paprika
- 1 cup Dill Weed
- 1 cup parsley
- 1/2 cup milk
- 1/2 cup shredded sharp Cheddar cheese
- 1 cup of grated Dubliner Cheese

### DIRECTIONS

- Preheat oven to 350 degrees F (175 degrees C). Butter a 1.5 quart baking dish.
- In a medium bowl, combine the potatoes, butter, eggs, onion, salt, dill weed, parsley and paprika. Mix well.
- Place potato mixture into the prepared baking dish and pour milk over top.
- Bake in the preheated oven for 40 minutes. Sprinkle top with cheese, return to oven and bake until cheese melts and is slightly browned.

Serves 6



## St. Patrick's Day ensures you'll be Dublin up on fun this month.

March is an interesting month: The television drowns in college basketball games, and the only respite, it would appear, is the night the Academy Awards take place. While March can be maddening, there is still St. Patrick's Day to help you revive yourself from the television marathon.

In this issue, we have some very tasty Irish-style recipes to share with you. The one ingredient that most of these recipes includes is Dubliner Irish cheese.

Kerrygold, a company known as an international food brand of Ireland, substantiates that Dubliner Irish Cheese is a unique new cheese type with a distinctive rounded flavor. The cheese is typically matured over 12 months. During that time, it is checked by experienced cheese graders for a consistently high flavor profile.

Dubliner is a versatile cheese, suitable for

vegetarians, and can be used on a cheese board, and in sandwiches. Dubliner is particularly delicious as an apéritif cheese served cut into cubes or sliced.

Dubliner should be stored in an airtight container and placed in the fridge. It is not recommended for freezing unless it is part of a cooked dish that is being stored frozen. To enjoy the true flavors and texture of Dubliner you should remove it from the fridge one hour prior to consuming.

We have the Cheesy Chicken recipe, which came from Club Member and counselor extraordinaire Howie Pompel. He says that if you can't find Dubliner cheese, you can use any other hard and fragrant cheese like Parmesan cheese. O'Leary's Irish Garlic Bread is a favorite of a friend of mine (his mother is Irish and father is Italian). It wasn't hard to figure out how this recipe was made.

And then have some of the Delicious Dubliner Dip for an experience that requires the accompaniment of potato chips. And if you want to try a new way of making that potato casserole, cook up some Potato Casserole of the Irishmen to gratify your stomach.

Don't forget to read next month's issue on Easter cooking and safety tips when cooking with eggs.

## Send Us Your Recipes!

If you would like your recipe published in the next issue of *Alive!*, you may fax your recipes to (213) 620-0388 or e-mail us at [talkback@cityemployeesclub.com](mailto:talkback@cityemployeesclub.com).



## Delicious Dubliner Dip

### INGREDIENTS

- 1 1/2 cups Dubliner cheese, grated
- 1 cup of plain yogurt
- 4 tablespoons mayonnaise
- 2 teaspoons horseradish sauce
- 1 teaspoon black pepper

### DIRECTIONS

- Mix together the cheese, yogurt, mayonnaise and horseradish sauce.
- Add pepper to taste. Put into a small bowl and chill.
- Surround with a selection from the following; cubed cheese, sticks of carrot, celery, mixed peppers, scallions or potato savories.





*Alive!* Members Marketplace

# FREE CLASSIFIED ADS

**FREE CLASSIFIED ADS FOR CLUB MEMBERS**

**MEMBERS: to place your free classified ad** send us your information (25 total words maximum) including your name, item, description, price, phone number or e-mail address.

You can fax to (213) 620-0598 or email to classifieds@cityemployeesclub.com.

We'll run your ad in the next available issue. Your ad may be edited for length or appropriateness.

Thanks and happy selling!

**Art**

**Original Painting.** Georgetown House. Ivory frame 18"H x 22"W - Valued at \$150 - Price \$75. Seascape00@juno.com.



**Signed Grecian Frieze** 18"H x 8"W - \$75. Seascape00@juno.com.



**Mother with Child Sculpture** \$50. Seascape00@juno.com.



**1988 Ford Econoline E-150 van.** 127,000 miles, V8 engine. Very clean. Red-E-Camp van. Like new, runs good. 4 Captains chairs, high ceiling, bench/bed, AM/FM cassette, A/C, TV, VCR, drink caddy, ice chest, twin gas tanks. \$5,000 or best offer. (818) 361-3444.

**2000 blue Harley Davidson Sportster.** Larger-sized engine, less than 5,000 miles. Extra chrome, way too much to list. \$8,900. Cheryl Power: (818) 830-0747



**Car Parts** - Misc Rambler parts from 1958 to 1961. All sorts of accessories from door handles and grills to tail light lenses. Call (818) 885-8977.

**Dining table,** wood, with six chairs. Good condition. \$350. Call (213) 367-1667



**19th century Dutch glass-doored cabinet** (original rolled glass). Excellent condition. \$235. Call or e-mail Rod: (310) 458-2019, rodruth@adelphia.net

**Industrial desk:** 60" length, 33" width, 33" high. \$15. bobpearce@earthlink.net

**Silk Screen T-shirt Printing Machine** Complete frames, paint, squeegee, etc. and T-shirt HEAT TRANSFER MACHINE. 2 machines cost over \$7,000 - Selling for \$2,900. Good for T-shirt printing business, schools/organizations. Call (323) 841-2800

**New Magic Microphone** Karaoke/Videoke/Mic in-one including 800 songs chip, \$150 value. Thousands songs available in Spanish, Chinese, Tagalog, Japanese, Thai. Originally \$559 - Selling for \$359. Call (323) 841-2800

**Brand New watch.** Never Worn. SEIKO Kinetic Auto Relay Men's Quartz Watch, stainless steel with a 2-Tone look. No batteries needed, ever! Auto Relay stores the time in memory up to 4 years and when you charge the watch by shaking it, the hands will automatically adjust to the current time. Seiko box, papers and Seiko 3-year warranty card. Bought it a few weeks ago for \$450 but will sell for \$300. Call 213-760-4521



**482 Pac Bell Computer with HP Color Printer,** loaded with software \$450. Call (213) 367-1667

**Panasonic VHS Video Camera with Case** in very good condition \$275. Call (213) 367-1667

**Jazy Power wheel chair.** Model 1100. 6 wheels, seat fully reclines, very little use. \$2,000 obo. (818) 361-3444.

**2 Nokia 5160 phones.** \$25 each, firm. Call (805) 532-1609

**Time Share: Hawaii** - Oahu. 1 Bedroom, Air Conditioning, Kitchen, Microwave. Located 100 yards from Waikiki Beach. The resort also features a full fitness center with a coed Jacuzzi and on-call masseuse. \$765 per week or buy for \$3,400. Call Martha for more information (213) 367-1667.



**Time Share: Cancun** - Piramides Cancun Beach Resort. \$798 a week or buy for \$3,600. 1 Bedroom. For more information call Martha at (213) 367-1667.



**Collectibles Wanted**

**Wanted: Your childhood Barbie dolls and clothes.** I collect dolls from 1959 through 1966. I pay top dollar! I will buy one to 1,000 dolls. Clothing, structures, cases, yes, I will buy them, too. Anything vintage Barbie! Call Cheryl: (818) 771-4835

**Household Items**

**Microwave Oven.** Heavy-duty, 800 watts. Durable, good for big family. Only \$40. Call (323) 841-2800

**Princess House Crystal 50% off.** lots and lots of items. Call (213) 367-1667

**Two RevoStyler Hair Straightener Kits.** Never used. Comes with instructional video and 3-year warranty. Best offer. E-mail: jazzmusic12@aol.com

**Shoes - Salvatore Ferragamo shoes** 7-1/2C - \$10.00@. Call Gina 818/265-5940 or PCS# 818/395-3552.

**Jacket** - NEW w/ tags gorgeous jacket by Kasper A.S.L. Petites in size 8p. Black, fully lined, with luxurious ivory lapels and cuffs! \$15.00. Winning buyer pays \$6 shipping/handling. Send questions to: msarlene76@hotmail.com

**Rowing machine.** One of the original "Concept Iis" — needs a little cosmetic work but is ready to use. \$100 firm. (818) 832-5522

**Kelty Kids Pack.** Excellent condition. Like new. - with sunshade. \$65 firm. Call (818) 832-5522



**Professional child driver. Do not attempt this at home.**

**DVDs**

**DVDs:** Willing to swap/trade (Gladiator, Pearl Harbor, The Rock plus many more). bobpearce@earthlink.net

**Bicycles**

**Cannondale mountain bike,** model Jeckell 3000; 2002 model. \$2,000 (originally \$3,800). Call Larry Romasanta: (818) 266-1583

**Bicycle pannier.** Eclipse, red. For front handlebars. \$10. (818) 832-5522

**Autos / Motorcycles**

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**1997 Mercury Cougar XR-7 2D Sedan** Mint Condition 65K Miles 4.6LV8 ABS (4 Wheel) Leather / Dual Power Seats Premium Sound Extremely Clean \$7,000 Contact bgtrrent@adelphia.net

**Harley-Davidson Motorcycle:** Limited Edition 1986 FXR Commemorative Statue of Liberty Edition. Maintained by H.D. mechanics, beautiful bike. Near perfect example of this bike. \$10,000. (1/2 down, 1/2 2 weeks later. Cathy (818) 989-2230



**2002 Harley Davidson Dyna Super Glide 2002 bike,** still under original warranty, plus an extended three-year warranty. Screaming Eagle pipes, tons of extra chrome, too much to list here. Drag bars, will include original handle bars. Original seat, plus two extra seats. \$16,400. Edward Hartz, (818) 920-7024.

**Books**

**Self-improvement collection,** \$2 each. bobpearce@earthlink.net

**First edition of Sports Illustrated,** Perfect condition, still in large mailing envelope. Make offer. superhawks@msn.com

**Furniture**

**All Glass Dining Table** Very thick glass and heavy, 48"x60" with 2 pedestals, circa 1950. Only \$195. Call (323) 841-2800

**Pine Queen Bedroom set** (5 piece) almost new \$675. Call (213) 367-1667

**Buffet Hutch,** 52 X 80, wood \$575. Call (213) 367-1667



**Miscellaneous**

**Piano for Sale:** Old upright, beautiful tone and condition. \$995. Call Sandy (818) 771-2780 work, (818) 594-4958 after 7 p.m.

**Locksmith Pinning Kits (2)** and many blank keys. \$800 obo. Call Bob at (323) 757-5683

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MEMBER REVIEWS MEMBER REVIEWS MEMBER

Attention movie buffs! Have something to say about the last movie you saw? Loved it? Hated it? Write a mini-review for *Alive!* and we'll send you one FREE See's Candies gift certificate if we print it! Send those reviews to [critics@cityemployeesclub.com](mailto:critics@cityemployeesclub.com)



**Chicago**

*Chicago* the movie: Incredible.

I am a fan of musicals and this is by far one of the very best. The performances by the entire cast were amazing.

The story revolves around two women in jail for murder in the 1920s and the "circus style courtroom antics" to get them acquitted. I think even nonmusical lovers would like this one.

It has already won the Golden Globe for best musical/comedy, and best actor and actress. A must see! And for Richard Gere fans, you are not going to believe his singing and dancing! Wow!

— *Gail Seltzer, DWP*



**Catch Me If You Can**

*Catch Me If You Can*, set in the 1960s, is based on a true story of a runaway teen who becomes a world famous check forger and travels the world.

You will watch Leonardo DiCaprio successfully pretend to be a teacher, an airline pilot, a doctor and a lawyer. Tom Hanks is the "one step behind" FBI agent who is determined to catch his man, no matter where it takes him.

A surprising chemistry develops between the two. This is a very good mix of comedy and drama. Leonardo fans will not be disappointed.

— *Aleida Saadati-Sobi, DWP*



**About Schmidt**

Originally written as a comedy, but nominated for awards under the drama category, *About Schmidt* takes you on a journey of emotions.

Jack Nicholson, who recently won the Golden Globe award for Best Actor in a Drama for this film, plays a newly retired man who does not

know what to do with himself and wonders what the purpose of his life is.

A lot of people will relate to this. You will follow his journey, meeting some unique people on the way, especially Kathy Bates' character. Although too short, you will love the hot tub scene. Kathy Bates, you go girl!

There will be laughs, feelings of sadness and maybe a few tears while watching his discovery of what purpose his life has. It's not the best movie, but worth seeing.

— *Shannon Roberts, DWP*



**The Recruit**

Colin Farrell plays the title role in *The Recruit*, a movie that invites you into a world of CIA training. An expert computer programmer, Farrell joins the CIA with the hopes of finding out more about his missing father, who may or may not have been a spy himself.

Al Pacino is well cast as the instructor in the art of espionage. The film takes many unexpected twists and turns. Don't think about the plot too closely, however, as things ultimately don't add up. Still, it's exciting and worth checking out.

— *Pat Tomcheck, Los Angeles World Airports*

**Club Card Lunch Secret #27**

March 4, 2003

Dear Club Member:

Looking for a change of pace for your everyday lunch? Try Camacho's Cantina at Universal City Walk. Not only can you valet park for free\* (shhhh... no one knows about this) but you can use your Club Card for 15% off the food bill.

Universal City Walk is easy to get to. Just follow the signs to Universal Studios and make your way to "Valet Parking."

Have fun and enjoy!



**Camacho's Cantina**  
Universal City Walk  
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**15%**  
**Discount**

\*First two hours are free with Camacho's Cantina validation, but only between 11 a.m. and 3 p.m., Monday-Friday.

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# Back to the Basics: Life Insurance Explained

■ **Feel like you need some basic information but are afraid to ask? Here's what you need to know to get started.**

It's time to get back to basics and learn what life insurance is, and some of the specifics of it. Please let me know if you have any questions!

## Why should I buy life insurance?

**Answer:** Life insurance has many uses for both individuals and businesses. Some common uses individuals include:

**Funeral** - Life insurance proceeds can ensure that there is enough money for proper funeral and burial expenses.

**Debt** - Personal bills, credit card debt, student loans and personal notes can be covered by life insurance in the event of an individual's death.

**Mortgage Protection** - The proceeds of a life insurance policy can pay off the balance

of a mortgage or provide an income stream to pay monthly mortgage or rent payments.

**Income Replacement** - In the event of an individual's death, life insurance proceeds can provide a supplemental income stream to ensure that the surviving family members are able to maintain the same standard of living.

**Education** - Life insurance proceeds can ensure that the education costs of the insured's children are covered.

**Taxes** - Federal estate and state inheritance taxes can be pre-funded using life insurance to preserve the value of an estate.

**Donations/Gifts** - An individual can use a life insurance policy to fund a donation to a charity or leave a gift to a family member.

## How much life insurance should I buy?

**Answer:** These are some factors that you should consider carefully when estimating how much life insurance you need. Everyone's life insurance needs are differ-

ent but, in general, an individual's needs are greatest from the time they start their careers or a family until they reach retirement, at which time many individuals' needs for life insurance diminish. It is important to remember that you should review your life insurance needs annually to account for changes in your family's lifestyle.

There is no magic formula to determine how much life insurance you should have. However, there are a number of factors that should be considered when estimating how much life insurance you should carry. They include:

**Final Expenses** - These could be unpaid hospital bills, funeral expenses, unpaid debts, probate costs and estate and inheritance taxes

**Readjustment Fund** - This may be used to cushion the immediate lifestyle adjustment that a family must make when a loved one dies. The family may be forced to move, or the surviving spouse might have to look for a new job. In addition, a working spouse may find it difficult to return to work immediately after the



**Counselor's Corner**

death of a partner. The readjustment fund allows for adequate bereavement due to loss.

**Supplemental Income** - After the readjustment period, there should be a consistent income stream to help pay for the family's living expenses, such as mortgage payments, monthly bills and daycare.

**Educational Funds** - Adequate funds should be available for the children's education. This might include elementary school, high school and college.

**Retirement Fund** - There should also be adequate funds available to ensure that the spouse can retire comfortably.

**Next month, we'll talk about the difference between Whole Life and Term Life Insurance.**

**Wanna be heard?** Do you have a question about your benefits? Or do you have just a comment about this column? Let us know! talkback@cityemployeesclub.com

## Member Benefits:

### Discount Tickets

- TICKET EXPRESS: Buy tickets by Phone, Mail, or Website
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- Movies - all major screens (up to 70% off)
- Plays, musicals, the arts, sports events

### Alive! Newspaper

- Births, weddings, retirements, deaths
- Free Classifieds
- Retirees Corner
- Department of the Month
- DWP news
- Opinion column
- Movie reviews
- Organized Club information

### Group Rated Insurance Products

- Term Life Insurance
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- Short Term Disability Insurance
- Long Term Care Insurance
- Cancer Insurance
- Critical Care Insurance
- Group Rated Accidental Death & Dismemberment Insurance
- Group Rated Auto and Homeowners Insurance

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- The Famous "Refund Check"
- Prepaid Legal Insurance
- Pet Insurance

### More Benefits

- Free Notary Service
- Scholarships
- Employee-of-the-Year Award

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# Meet the Club Team

These are the faces behind the Club. Our 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.



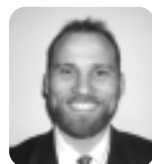
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Alan Bound  
Information Technology Programmer



Leigh Thompson  
Accountant



Trinh Pham  
Accountant



Lupe Medina  
Administrative Services Representative



Robert Larios  
Sales Operations Manager



Howard Pompel  
Member Services Counselor

## Need help? Find your Counselor

When contacting the Club, ask for the counselor that handles your department.



Angel Gomez  
Member Services Counselor

DWP Water Services  
DWP Energy Services  
Recreation and Parks, Dept. of  
Street Services, Bureau of  
Transportation, Dept. of



Arlene Herrero  
Member Services Counselor

Building & Safety, Department of  
City Administrative Officer  
DWP Integrated Support Services  
Engineering, Bureau of  
General Services, Department of  
Harbor Department  
Information Technology Agency  
Police Department



Beverly Haro  
Member Services Counselor

Aging, Dept. of  
Chief Legislative Analyst,  
Office of the City Attorney  
Community Development Dept.  
Cultural Affairs, Dept. of  
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DWP Financial Services Executive  
DWP Marketing & Customer Service  
El Pueblo de Los Angeles  
Employee Relations Board  
Environmental Affairs, Dept. of  
Fire Department  
Housing Authority of the City of LA  
Library Department  
Office of Administrative & Research Svcs.  
Pensions, Dept. of Fire & Police  
Personnel Department  
Planning, City  
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Retirement System, City Employees'  
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Questions? We're here to help. **(800)464-0452**  
Call between 8:30 a.m. and 4:30 p.m. weekdays.