

Send us your Letters!
 Members Talk Back
 PAGE 3
 Your thoughts are important to us and your fellow City and DWP employees.



Former LACEA/Club employee Leticia Medina Torres having fun processing the refund checks, approximately 1990.

Bigger and Better: The Club Celebrates 75 Years of Serving You



■ **It's time to revisit how the association started 75 years ago ... and how it has grown to meet your needs.**

In 1928, approximately 20 forward-thinking City employees teamed up to purchase life insurance, understanding they could do so less expensively as a group than as individuals. These employees arranged with the City for insurance payroll deductions, forming an organization – the Los Angeles City Employees Association – that 75 years later, as your City Employees Club, continues to fulfill its original purpose plus much, much more.

While today's Club remains true to its heritage, it also has grown and changed over the years to best serve City employees. When McDonough joined the association, it had \$50,000 in a savings account, and offered its original life insurance product to members. Today, the Club provides some 30 insurance products and financial protection programs,



Cutting the "ribbon" at the then-new LACEA headquarters in the Los Angeles Mall, 1987. The LACEA/Club is now located in the World Trade Center downtown.

"Essentially, the mission always has been to provide benefits that were the highest quality and lowest price because the association felt it should serve the member and the member's family," said Club Executive Director Danna McDonough, who has been the association's top executive since 1979. Shortly after her arrival, the association officially captured this principle in a mission statement it still adheres to today: "We will be the best source of information and low-cost, high-quality financial protection programs for Los Angeles City employees."

and maintains reserves of \$5 million, with an operating budget of more than \$1 million annually. Over the years, it also has changed

See Club History, Page 3

Mail Services Thanks Its Workers in First-Ever Event

■ **Safety, perfect attendance and great customer service are recognized at luncheon sponsored by General Services.**

The Department of General Services recognized the Mail Services Division with an employee appreciation day Dec. 12. The event was held in City Hall's Tom Bradley Observation Tower. Mail Services employees were honored with lunch, achievement certificates in Safety, Perfect Attendance and Exemplary Customer Service. MSD staff expressed gratitude as the event marked the first ever in Mail Services' history. General Manager Jon K. Mukri expressed his appreciation for the service and dedication provided by MSD's staff and stated that each City



Chandra Mosley, Mail Services Manager General Services Dept.

See Appreciation, Page 5

In This Issue	
Your Letters	3
LAPD Officer's Dream Come True	3
Holiday Traditions	4
Political Forum	5
Life's Important Moments	6
Praise From the People	7
Thanks to Our Custodians	8
Holiday Events	9
Department of the Month: Street Lighting	10
Minding Your Money	13
Around the City	14
Just for Retirees	15
Cooking With the Club	16
DWP Centennial Exhibit	16
Free Classifieds	17
Claims Update	18

The Life She Saved Ultimately Changed Hers

■ **While on duty, DOT Traffic Officer Barbara Hartsfield saved a life, but only later learned the full lesson.**



DOT Traffic Officer, Barbara Hartsfield

Some of us have made left turns in life. Barbara Hartsfield made a left turn, and ended up saving a life. And changing her own.

The traffic officer for the Department of Transportation had just arrived at a traffic hazard September 30 when fate stepped in.

"I had just come back from an impound hearing in the Valley when I got the call to relieve another officer" at a hazard site near where Fountain Avenue turns into Hyperion Avenue, she recalls. "When I arrived, I asked the officer if it was okay if I make a quick run to the restroom and then to get something to

See Hero, Page 7



City Employees Club
 LOS ANGELES
Serving City Employees since 1928 as the Los Angeles City Employees Association

City Employees Club of Los Angeles
 350 S. Figueroa St., Suite 700
 Los Angeles, CA 90071
 CHANGE SERVICE REQUESTED

PRSR STD
 US POSTAGE
PAID
 Permit #30391
 Los Angeles, CA

75 Years of Serving Members

Club History

Continued from page 1

insurance companies and brokers to bring City employees and retirees enhanced, more substantive plans.

These changes for the better have helped the association maintain its legacy of providing annual refunds to life insurance participants after paying out claims and administrative expenses. Since 1980, the association has issued such refunds in all but two years.

The transition to the new City Employees Club builds on the association's historic strengths while also helping to connect and support City employees with an exciting community- and family-oriented network of information and discounted products, plus events like the annual ClubFest party.

"The new Club encompasses all of the things upon which our reputation is based, and the new direction to create community and establish affinity," McDonough said. "We're now banding together for fun, not unlike how we banded together for insurance."

According to McDonough, the future is absolutely unlimited and "only bounded by a lack of imagination" in terms of the potential products and services the Club can provide – whether they be child care and elder care services, or resources for caretakers, or support for employees who have lost a spouse.

From the day she took the job at the association, "I really envisioned this organization as being a safety net for City employees," McDonough added. "The underlying motivation is doing what's best for City employees, not what is profitable." 🏠



On the occasion of its 50th anniversary in 1978, the LACEA/The Club accepted a plaque from Occidental Life Insurance, an insurance provider to the LACEA. Accepting the plaque from Occidental's Meno T. Lake (right) are (from left) Charles Sullivan, past president of the LACEA's Board of Control, and Charles Port, then-president of the Board of Control.

Wanna be heard?

How long have you been a member of the Association/The Club? Let us know. Or tell us what you think about this article: talkback@cityemployeesclub.com

Always a Clear Vision: The Club's Guiding Principles

■ Your City Employees Club uses the following mission and shared values to guide its operation and ensure you receive the first-rate service you deserve:

Our Mission

We will be the best source of information and low-cost, high-quality financial protection programs for Los Angeles City employees.

Shared Values

We share the following values as a Board and staff, striving constantly to translate the values into our work with our members, colleagues and City employees:

- ⇒ **Honesty and Integrity:** We stand by our word, consistently and rigorously, following through on all commitments.
- ⇒ **Respect for Others:** We cherish diversity and respect for each individual's need for a balanced and satisfying life. We show the utmost respect for every person with whom we deal regardless of his or her status or the situation at hand. We look for the good in each other and learn to understand and respect our differences.
- ⇒ **Personal and Professional Experience:** We manage our individual careers and lives according to our own highest personal and professional standards. We see challenge, risk-taking and life-long learning as vital to creativity and excellence in all we do.
- ⇒ **Open Communication:** We speak our hearts and minds and share information on a timely basis to build trusting, productive relationships. We listen with sensitivity to others' viewpoints, making every effort to hear – rather than judge – new ideas and approaches. We each actively take responsibility for the healthy morale of the entire association by practicing self-restraint and diplomacy in all situations.
- ⇒ **Teamwork:** We collaborate with each other and with those whom we serve to achieve common objectives. These partnerships raise the quality of our contributions and add spirit, humor and perspective to our work. We are continuously aware of our attitude and actions and the effect they have on our team's work.
- ⇒ **Good Citizenship:** We resolve to be good citizens – to actively seek opportunities to make a positive difference in the communities we serve.
- ⇒ **Customer Service:** We continually provide the highest level of customer service possible to all who come in contact with the association, whether a member or not. *Every* phone call and personal contact will be one that our members and non-members remember as a most pleasant experience and feel as though they have just made a good friend.

Members Speak Out



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



**EXCLUSIVELY FOR
CLUB MEMBERS:**

CLUB Travel Mugs are here!

- **Sturdy stainless steel insulated construction**
- **Keeps liquids hot or cold while your on the road**
- **Printed with the green and blue Club logo**
- **Holds about 12 ounces of your favorite drink**

Only
\$8
each



To order CLUB travel mugs, complete the order form on page 19.

Mail Service Department Employees Recognized

Appreciation

Continued from page 1

department is touched by their vital service that keeps the City moving forward.

Councilman Ed P. Reyes heard the joyful voices in the tower while conducting a tour and took a moment to also express his appreciation for the hard work witnessed daily by MSD staff. The festivities ended with a presentation of certificates that embraced the Mayor's goals and expressed the safety priorities of the General Manager. Twenty-three certificates were presented to recognize Safety awareness by avoiding injury on or off duty in 2002. Safety certificate recipients were



Jeannette Arnold, Kim Harris, Shaleta Scott, Vyron Frazier, Michael Hammersley, Terry Brummund, Ernest Bernal, Benjamin Sacro,

Esperanza Reynoso, Randy Gordon, Fred Knauf, Ying Mak, Margaret Moore, James Owsley, Kevin Ward, Pablito Adrados, Jack

Callies, Richard Castillo, David Meraz, David Pongvarin, James Steele, Derek Young and Ekundayo Paris.

Mail Services is managed by Chandra Mosley, who brings the Division to a higher lever of quality service as her staff responds to the needs of 44 City departments and more than 11 million pieces of processed mail annually. Her goal is to continue educating the City on cost savings by using her Division's knowledge and services to slash uncontrolled postal rate increases. Mosley expressed appreciation to the managers of the Department of General Services (Tony Royster, Anthony De Clue and Jon K. Mukri) and to the staff and management of the City Employees Club of Los Angeles (and Alive!) for their support and role in making the day of thanks very special to MSD.

Wanna be heard?

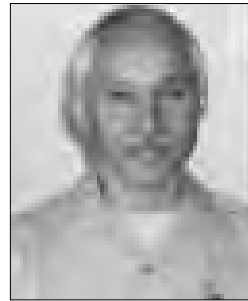
Let us know what you think of the job that Mail Services is doing. Send your comments to talk-back@cityemployeesclub.com

*Mail Services
Department,
GSD*

Award Recipients

Congratulations!

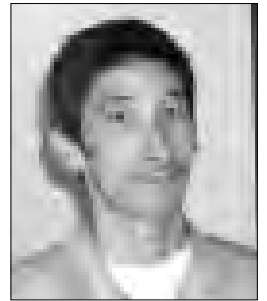
Perfect Attendance AWARD



David Meraz



David "P" Pongvarin



Derrick young



Ernest Bernal



Ken Mack



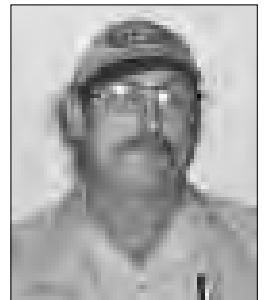
Kim Harris



David Meraz



Randy Gordon



Terry Brummund

Exemplary Customer Service AWARD



Exemplary Customer Service Award Recipients (LEFT-RIGHT): Chandra Mosley, David Meraz, Kim Harris, Ken Mack, Michael Hammersley, Derrick Young, Tony De Clue, Tony Royster.

Safety AWARD



Safety certificate recipients: (not in order) Jeannette Arnold, Kim Harris, Shaleta Scott, Vyron Frazier, Michael Hammersley, Terry Brummund, Ernest Bernal, Benjamin Sacro, Esperanza Reynoso, Randy Gordon, Fred Knauf, Ying Mak, Margaret Moore, James Owsley, Kevin Ward, Pablito Adrados, Jack Callies, Richard Castillo, David Meraz, David Pongvarin, James Steele, Derek Young and Ekundayo Paris.

Department of Transportation Officer Saves a Life

Hero

Continued from page 1

eat, as I hadn't had the chance to do either one all morning. He said it was fine.

"So I started to make a U-turn to leave, but something told me to make just a left turn instead, and go back. To this day, I have no idea why I did that."

When she did, she met Jim Whitrock, slumped over the wheel of his 1963 Ford pickup. He was not breathing. She checked for a pulse and found none.

She remembers exactly what she said to herself, but it's not printable.

"So I ran over to the passenger side and pulled him down so that he was lying across the seat," she continues. "And then I started CPR. I learned how to do CPR, and became certified for it, for my kids.

"While doing CPR, I was trying to speak on my radio," she says. "I would alternate between him and my radio. It would have been comical had it not been so tragic.

"Finally, I got what I thought was a response from him. A woman, who happened to be a doctor, came by and found a pulse. And in 30 seconds, the Fire Department came by, stabilized him and took him away."

In a way, the incident was the ultimate proof, if unplanned, of the effectiveness of Hartsfield's group, the Tom Squad. That's "T" for traffic – she belongs to an elite group created in July as a result of a directive, funded by Mayor James Hahn and the City

Council, to create traffic officers to respond directly to public calls. "Maybe some people were feeling that they were not getting the service they deserved," Hartsfield says. So the Tom Squad, eight officers headquartered in



DOT Traffic Officer, Barbara Hartsfield

Photo courtesy Kenneth Heinsius/DOT

Hollywood, was created. It's been funded for just one year, she says, but she's confident it will be re-funded.

"It's been a tremendous success," says Hartsfield, who left her job as a paralegal to

come work for the DOT six years ago.

Her life-saving effort, even though it's a bit extreme of the typical daily duties of the Tom Squad, would seem the perfect cap to a successful program. Job done, worth proved, case

life," she says. "To be there to save him, that day. As much as it means to him, it means more to me. He is still here, during the holidays or whenever, for his family to hold and touch. "I feel like I was chosen to do that.

When I go past that street now, it feels like a shrine to me. It takes my breath away. To save a life ...", she says, her voice trailing off. A few weeks after the event, Whitrock came by her station to meet her, and in a quiet moment, thank her and cry with her.

During that reunion, she realized that they had frequented the same coffee shop for years. But they had never really met before.

"We had been near each other for years, but never met," she continues. "There is a reason we are all here. It might sound trite, but we are all connected," she says, quietly. "And we hardly ever realize it.

"My life has turned around. We don't think about how connected we are in our daily lives. Well, I do. Now. All the petty stuff just doesn't matter.

"It has made me more respectful of life. I was there when he needed me. Destiny brought us together.

"Traffic Officers take the lives of others into our hands every day. I know that more than ever now.

"I really made a difference."

closed, right?

Not exactly. Hartsfield felt the true impact of the event weeks later. She's still working through it.

"I can't really tell you how it feels to save a

Wanna be heard?

Tell us what you think of this article, or send congratulations to Traffic Officer Barbara Hartsfield: talkback@cityemployeesclub.com

Praise From the People



People keep saying great things about the service they receive from The Club. Here are just some of their comments:

"The administrators assigned to my case were respectful, caring and responsive.

My questions were answered in a prompt and courteous manner, and research was done, when needed, to ensure proper conclusions were reached."

— Loretta Salmon

"[The service was] good to excellent. The assistants were thoughtful and considerate, and they did great follow-up, offering assistance."

— Andrew McClendon

"The service was very professional. Everyone was very helpful at this difficult time and very professional, and I thank them."

— Barbara Jackson

"I just wanted to thank [my representative] for the letter you wrote back to me on the account of my daughter who was killed in a car accident.

Your sympathy was greatly appreciated. I can't tell you the feeling of loss that I have experienced and continue to feel. I am glad there are people like you that care enough to respond to a person's question of concern when it is needed the most. Thank you."

— Victoria Pop

Worried About Market Volatility?

Seek Participation In Some Of The Stock Market's Upside Potential With A Five-Year Guarantee



The U.S. stock market has often rewarded long-term investors with above-average returns. However, continued market volatility has heightened many investors' concerns. If you would like the potential for some capital growth but are uncomfortable with exposing your portfolio to loss,* you should consider investing in the **Smith Barney Capital Preservation Fund II**.


Please call Eric Garcia, Financial Consultant at (626) 683-4621 for more information.

He can provide you with a free prospectus that contains more complete information, including charges, expenses and risks. Please read it carefully before you invest or send money.

*Smith Barney Capital Preservation Fund II protects your investment from loss for five years. When you hold your investment until the end of the five-year Guarantee Period, on the Guarantee Maturity Date your account will be worth no less than your initial investment (less sales charges) at the end of the Offering Period, minus any redemptions, dividends and distributions you have received in cash and certain Fund expenses, such as interest, taxes and extraordinary expenses. If you choose to redeem your investment on any other day than the Guarantee Maturity Date, the amount returned could be less than that invested. If you sell your shares during the Guarantee Period, shares are redeemed at the current NAV, which may be more or less than your original investment. The guarantee is based on the amount invested as of the first day of the Guarantee Period and does not apply to any earnings realized during the Guarantee Period. Use of the fixed income component during the Guarantee Period could be significant and will reduce the Fund's ability to participate in upward equity market movements and therefore represents some loss of opportunity, or opportunity cost, compared to a portfolio that's more heavily invested in equities. There will be times during the Guaranteed Period when the Fund's allocation of assets to equities may be substantially limited or entirely precluded. Your ability to receive the Guaranteed Amount depends on the financial condition of the Fund and Ambac Assurance Corporation. Please keep in mind that the Fund's NAV will fluctuate. During both the Offering Period and the Post Guarantee Period, your investment will not be protected by the guarantee and will be subject to possible loss of principal. See the prospectus for more information on risks associated with the Guarantee and Ambac.

Investment Products: Not FDIC Insured • No Bank Guarantee • May Lose Value

©2002 SALOMON SMITH BARNEY INC. Member NASD, SIPC. Your Serious Money. Professionally Managed. and Salomon Smith Barney are registered service marks of Salomon Smith Barney Inc.

First Serious Money. Professionally Managed.  Smith Barney Mutual Funds

SALOMON SMITH BARNEY

A member of citigroup