

LETTERS to the Editor

WRITE TO US TODAY!

Send your letters by email to
talkback@cityemployeesclub.com or conventionally:
The Club, World Trade Center, 350 S. Figueroa St., Suite 700,
Los Angeles, CA 90071

Technology Sometimes Comes At the Cost of Loss of Your Privacy

I am going to touch on several topics but they are inter-related.

I am among the people who believe that technology advancements are a double-edged sword. Technological advancements have sped up the delivery of information and I think the human race has been experiencing the biggest information age in history. It will continue to be before enough progress is made for mankind to delve into a genuine space age.

However, I am experiencing some snags in the area of office technology. As a consumer, call centers are often a trek into a downward spiral of frustration and impatience. If anyone is like me, how many times have you heard "please hold, please hold, please hold ... all customer account representatives are busy at the moment ... for English, press one ... your business is important to us ... please enter your social security number followed by the pound sign"?

There are countless others. But this is not the worst of it. Call centers are now being shipped overseas to India where the people of India are trained to handle customer service calls. U.S. companies are saving millions of dollars in employee pay by outsourcing overseas. This sounds wonderful to CEOs and CFOs until you understand that these overseas employees, working at a fraction of what a U.S. employee would make, have access to very personal information such as credit card numbers, addresses, social security numbers, dates of birth, etc. The Federal Trade Commission got over six million identity theft complaints last year, and other government agencies have thrown up their arms in dismay in how to derail this crime.

Let me clue them in: Place strict and enforceable fraud and security regulations on corporations that allow personal/consumer information to be accessed by customer service representatives 8,800 miles away. If this is an impossibility, then let's stop the overseas activity altogether.

— David Jiles, Rec and Parks



He Agrees: What Were Dodgers Thinking With the Recent Trades?

I am responding to the letter left by Rick Myers in the August issue of *Alive!*

Like Myers, I have been a longtime Dodger fan. I'm also not pleased with the Dodger ownership by Frank McCourt. Myers speaks of the Dodgers trading key players and it happened. What were the Dodgers thinking when they traded Guillermo Mota, the pitcher with the lowest ERA in the National League and was the most sought-after pitcher in the Major Leagues because of his fantastic pitching as a closer leading up to Eric Gagne to save the games? What was the Dodger front office thinking when they traded Paul Lo Duca, a two-time all star catcher with a .300 plus batting average and was one of the captains of the Dodger ball club?

I just hope that whatever they were thinking that it puts the Dodgers deep into the post-season at the very least.

Last thing: Don't fire Jim Tracy, whatever you do, General Manager Paul DePodesta!

— Roger Leonard, DWP

She Enjoyed My Cinema Access, Club's Movie Screening Benefit

Hi Ticket Guy, thank you very much. My sister and I enjoyed the tickets at the Arclight theaters. What an experience! We had never attended an advanced screening, so this was a fun thing to do when you have the time.

The movie was fantastic. It kept you in suspense up to a certain point and then, they

would give you a clue to continue with the suspense and more surprises regarding the characters. I know the movie will do very well.

Thank again.

— Irma Muñoz, DWP

[Editor's note: Irma was referring to seeing *The Manchurian Candidate* as part of the Club's My Cinema Access benefit. Interested? Call the Ticket Guy: (800) 464-0452.]

After First Office Depot Discount, He Really Recommends the Club

I just wanted to let everyone who reads the *ALIVE!* and whose thinking about becoming a member of the Club that there is no reason to think about it. Just do it!

I will tell you why. You get the best Citywide newspaper that keeps in touch with all your colleagues. Not only that but you get some great discounts that no other association or City group could provide. I just linked my credit card to the special Club Office Depot discount, and I saved more than I could have ever imagined. I would have paid \$224 for office and school supplies, but when the Office Depot clerk swiped my card, it went down to \$157! Holy savings, Batman!

The City Employees Club is the best thing that could have ever happened to City employees.

— Raymond Lewis, Club Member

[Editor's note: Glad you're enjoying the benefit, Raymond! If readers haven't joined the Club's free Office Depot discount program, what are you waiting for? Look for the specific instructions in the story elsewhere in this issue of *Alive!*—Ed.]

AMP Story Proves to Him That *Alive!* Knows What Readers Want

I wanted to thank *Alive!* for the magnificent story about the Port of LA and the AMP program. I can see the time and effort spent in putting the story together. I especially liked the side column with Port of LA's Executive Director Larry Keller. I saw the story from the ACEBSA paper, but I was disappointed in its content because it didn't talk about how Larry Keller led a team comprised of City employees from the Harbor Department, Department of Water and Power, and the Department of Building and Safety. I was amazed how much information *Alive!* published about the AMP project, and it shows how much the Club understands what we want to read.

— George Terber, Club Member

Affordable Ticket Prices Keep Him Coming Back to the Club for More

I was just checking ticket prices and it is definitely true ... the Club is the cheapest in town. No one organization in the City of LA does it any better than the Club. If I went to any other City group or association to get tickets, I would have paid at least \$50 more for the 6 adults and 12 children Sea World tickets I purchased.

I don't know how the Club is doing it, but you have one loyal Club member who will keep coming back to the Club.

— M. Smith, Club Member

Proposed Newspaper Box Law: Should It Be the Highest Priority?

So what is the deal with the City of LA trying to pass an ordinance that requires all newspaper bins on sides of City streets to be one color? I don't really oppose the idea, but let's start with paving and painting the streets. Better yet, let's just go with a complete street overhaul with the help of Street Maintenance and Street Lighting.

— TJ Jones, DWP

Story on LAFD's Jaime Foster Should Have Been Bigger in Times

I live in the Valley and I am very sorry to hear about the death of LAFD Firefighter Jaime Foster. I hope the best for the firefighter's family.

Shame on the Los Angeles Times for their infinitesimal article the day after it happened. It was such a small article that I don't believe it did anything to celebrate or honor the life of this fallen City employee.

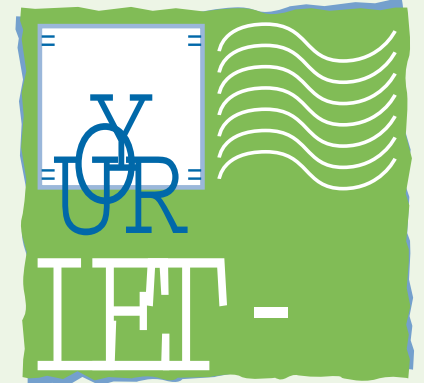
Rachel Lopez, Public Works

Greuel in Gear With Her Support Of City's Stolen Vehicle Program

I am glad that Councilmember Wendy Greuel supported the first-ever program that would task Traffic Officers with the first response to stolen vehicles. This is a great program thought up by Traffic Officers to protect the vehicle owners.

The program will definitely help the Los Angeles communities as well save taxpayer dollars.

— Joe Ventura, City Clerk's Office



Hold On Just a Few More Weeks, Nancy; ClubFest Is Nearly Here

I am getting very excited for this year's ClubFest. It was so much fun last year, that my kids have been asking me about the next all year long.

The price can't be beat for \$5 for Club members and kids and \$10 for adults. I think it might cost a little more than last year's ticket prices, but I understand that the Club has reserved more space for us as well as more things to do, so it is worth every penny. And the food!

I can't wait.

— Nancy Thomas, DOT

He Notices and Likes the New Look And City Coverage of This Newspaper



I noticed that *Alive!* had some improvements that makes it an even more exciting paper to read. It's definitely the only real newspaper for City employees. My co-workers all agree. It has a lot of pages, the headlines for the stories are attention-grabbing with all the different sized lettering, and there's more color to the pages which makes it fun to look at.

How do you get to all these City locations? You must have about a dozen reporters. Also, my co-worker made me aware about the fact that you are now recognizing the contributors to the articles. I thought you had always done that, but it's a nice touch. It feels like a national publication.

— Turner Johnson, DWP

Correction

— On page 6 of the July issue, we misspelled the name of Dolly Malva. Sorry about that, Dolly. We regret our error.