



## LETTERS to the Editor

### When Madea Goes to Jail, Ticket Guy Goes to the Top

Hi Navin [Ticket Guy], we had wonderful seats to Tyler Perry's *Madea Goes to Jail*. Thank you for the service you provide to the employees and their families. My mother, friends and family enjoyed the play. Thanks again. You are wonderful.

— Ronda Phillips-Hudson, Club Member

### He Is Floored at Poor Condition Of City Hall Roofs During Rains

As an employee of one of the country's largest cities, I am appalled at the condition that my floor is in at City Hall.

Yes, the building has been retrofitted. Yes, many of the halls have been refurbished to their original luster. But, someone forgot to recondition the roofs. The heavy rains of recent weeks have shown that they are not watertight. I have been privy to damaged ceilings and walls along with swamp-like moisture in the carpets, and I have been relegated to a typewriter because my computer was destroyed by water damage.

Fortunately, I'm not the only one. There are several other offices that have been damaged by the rain running down pipes and vents including five of the City Council offices. A fellow staff member was almost hurt when ceiling tiles came down on her desk. Fortunately, no one was injured.

— Frank Tutata, LAFD

### Leno Appeared at a Holiday Party, But the Mayor Did Not

How is it that the mayor can't ever make it to City employee events even when his people promised his attendance, yet Jay Leno can? I'm referring to the last issue of your *Alive!* newspaper, where Jay was featured on the front cover at an LAPD PSR Holiday party.

I tell you what, Jay Leno is a hero in my book. I heard that he even stayed for most of the party taking pictures with City employees and their families. Way to go, Jay, and shame on you, Jim!

### WRITE TO US TODAY!

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

(Oh and by the way, there's more to making this City great than your perpetual glad-handing; go out and get something done!)

— Jimmy Tomlin, Club Member

### Zookeepers Do Great Job In Caring for the Animals

I just wanted to compliment the L.A. Zoo on hiring such caring zookeepers. I learned while visiting the Zoo that a senior chimpanzee is suffering from congestive heart failure. I am impressed by the animal care and veterinarians who are seeing to it that the chimpanzee remains in good hands.

I am truly impressed by the commitment to care and treatment of the fascinating creatures at the Zoo.

By the way, I'm happy to see some improvements being made to the landscape.

— Heidi Logan, DWP

### The Club's Cecilia Camacho Came Through When Needed

The service I received was excellent. Any question I asked was answered professionally and with much concern. As a manager, I can say whomever is in charge can be very proud at the staff.

In Nov. 2003 I was diagnosed with Multiple Sclerosis. I had signed up for Longterm Disability insurance in the early 1980s. I wasn't sure how the premiums worked, so I called the Club. I was entitled to collect monies for this policy, but only because one of your workers went through the policy and helped me out. This has truly help us to get through our financial crisis.

— Lynn Wickliffe, Club

*Thanks, Lynn, for your nice comments. The person who helped you was Cecilia Camacho, the Club's claims administrator. Those interested in long term disability insurance can get all the information they need from their Counselor. You never know when you'll need longterm disability insurance. —Ed.*



Cecilia Camacho,  
Club Claims Administrator

## The Word on the Street

*You probably won't get to meet Club Claims Administrator Cecilia Camacho very often ... until you really need her. That's when her service shines. So, to assure you that you are in good hands, from time to time Alive! will reprint letters commending the service given by Cecilia and her excellent staff. —Ed.*

The service I received from Cecilia was valuable and excellent. She explained that it was not necessary for relatives to be involved, to not put any pressure or stress related to the death of the deceased. All that was necessary was for me to sign for funeral payoff with the mortuary. That was a blessing for me to know that all payments would be taken care of."

— Minnie Higginbotham  
December 2004

The service was good, good, good. You were there when I needed your help in all matters. May God bless and help you, Ms. Camacho. You are the best."

— Rosetta White  
December 2004

It's good the people that work for the company are very helpful. The people answer the questions that I asked and tried to make sure I understood the answer."

— Gloria Cypers  
December 2004

I am always pleased with the City Club's customer service, which has me on the status of being a continuous member. Thanks for all your help, City Club. I'm proud to be a member."

— Sheka Wilson  
December 2004

I rate the service that I have received as 'excellent.' Cecilia Camacho was very patient in explaining the service. She answered all my questions regarding my need. She was very comforting through all my application. She is a godsend."

— Roberto Andrade  
December 2004

THANKS

## Shout Outs !!!!!

Thank you Ed Harding, RLACEI (Retired Los Angeles City Employees Inc.) President, for the wonderful holiday party at the Grace Simons Lodge. It was so nice to see my fellow retirees in surroundings of such joy and love.

— Sharon Turnrey

Thank you once again Eric Robles for helping out with the City Hall Tree Lighting Ceremony. You're the best!

— Tom Wilkins

Thank you Julian Campbell (Bureau of Sanitation) for helping me out with the Bulk Item information while you were on your collection route.

— John Hawkins

Mike Spiro, I really appreciated that Starbucks you bought me the other day!

— Todd Wilkins

### Kudos to Bev!

We love it when one of our employees really serves a Club member in the right way. Here's a letter from a customer who's more than satisfied. Way to go, Bev!

I want to personally thank Club Counselor Beverly Haro for taking the time to come to our location and make her insightful presentation. Her mannerism is very professional and informative. Her service helps to better our lives. We appreciate her expertise. I hope that she will be our representative for a long time.

— Joey Johnson, Asst. Supervisor  
West Los Angeles Field Groups

Want to thank your co-worker for a job well done?

We'll take care of it! Just email us at [shoutout@cityemployeesclub.com](mailto:shoutout@cityemployeesclub.com)

### Badges of Honor

In our article last month, we inadvertently left off two important pictures (they're actually all important to us!). Here they are:



From left: Jimmy Hill, Fire Marshal, points out the badge of honor worn by Jeffrey Arnold, Inspector I.



Captain Robert Knight.

PRAISE & PRAISE & PRAISE & PRAISE & PRAISE