

# Great Open House!



From left: Wortham Briscoe, RCTO, Club Member; Richard Humphrey, RCTO, Club Member; Bill Rosendahl, Councilman; Cynthia Ruiz, Board of Public Works; Lloyd Gaines, WLA Superintendent; Melford Oshon; Bonaventure Butts, RCTO, Club Member; and Robert Parra, Club Member.

## ■ Councilmember congratulates West L.A. Yard for its successful open house.

Story by Arlene Herrero, Club Counselor  
Photos courtesy Bonaventure Butts, Public Works

**PUBLIC WORKS** — The City bestowed upon the crew at the West L.A. District Refuse Collection Yard a Certificate of Commendation for another successful open house. The City citation was presented to the yard by Councilman Bill Rosendahl at the open house, June 24. He presented it to Lloyd Gaines, West L.A.



From left: Lloyd Gaines, WLA Superintendent, accepts a Certificate of Commendation on behalf of the West L.A. Yard. He is pictured with Councilman Bill Rosendahl and Cynthia Ruiz, Board of Public Works.

*Congratulations, West L.A. Yard, and thanks to Lloyd Gaines for his assistance.*

## The Word on the Street



**Cecilia Talbot,**  
Club Claims Administrator

*You probably won't get to meet Club Claims Administrator Cecilia Talbot 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.*

### Service From the Heart ... When You Need It Most

*Trust the Club's insurance and claims services when you need them the most.*

I was treated with the utmost respect. Every staff member I contacted was helpful and courteous. Cecilia played an instrumental role by ensuring the claim was processed in a timely fashion. She was very, very nice to me :) The [entire] staff needs to be commended on their professional attitude and pleasant smiles. Jackie went beyond the call of duty and mailed me a book, so that I would be able to explain to my little one where Granny went. Henry was wonderful. Thank you all!

— Wynemia Taylor, July 2006

The service was "excellent. All the employees are very helpful, especially Cecilia Talbot. It's a nice and touching book.

— Ethelinda Q. Llanera, June 2006

I was treated with respect, compassion and helpfulness. Cecilia was great! [She was] knowledgeable and professional.

— Dianne Hepburn, June 2006



## CLUB Department Representatives

- Catalina Alvarado** LAPD - Jail
- Patricia Avilez** Recreation and Parks
- Sara Ayala** DWP - Retirements
- Dan Basiglio** LAPD - Communication Division
- Tonja Bellard** Public Works - OMES
- Yvette Bentley** LAPD - Communication Division
- Linda Brown** Airports
- Irene Castillo** Animal Services
- Martin Chavez** Harbor
- Lorena De La Torre** General Services
- Eva Farlow-Malbrough** City Attorney
- Stan Horwitz** Public Works - St. Lighting
- Ricardo Jimenez** Airports
- Barbara Johnson** Fire
- Margaret Kennedy** Recreation and Parks - Cabrillo
- Stephanie Lazarus** LAPD - CCD
- Gwendolyn Lew** DWP - Owens Valley
- Yvonne Liu** Office of Finance
- Diana Medina** Public Works - Accounting
- Tracy Page** LAPD - Communication Division
- Cheryl Power** DWP - Sun Valley
- Sharon Reddit** Public Works - Contract Admin
- Jean Sarfaty** LAPD - Communication Division
- Johnetha Smith** DWP - Payroll
- Carmen Steward** Fire & Police Pensions
- Myra Vines** Planning
- Deborah Winger** DWP-Valley - Customer Svc



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.

**Need help? Find your Counselor**  
When contacting the Club, ask for the counselor that handles your department.



**2003 President's Award Recipient**  
**Arlene Herrero**  
Member Services Counselor

Building and Safety, Department of DWP Energy Services  
DWP Water Services (Aqueduct So. District)  
Engineering, Bureau of General Services, Department of Harbor Department  
Information Technology Agency  
Police Department  
Retirement System, City Employees' Sanitation, Bureau of



**Beverly Haro**  
Member Services Counselor

Aging, Department of Community Development Department  
DWP Admin.  
DWP Financial Services Executive  
DWP Marketing and Customer Service  
DWP Water Services  
Employee Relations Board  
Environmental Affairs, Department of Fire Department  
Library Department  
Neighborhood Empowerment, Department of Pensions, Department of Fire & Police  
Personnel Department  
Transportation, Department of Street Services, Bureau of Zoo Department, Los Angeles



**Liz Montes**  
Member Services Counselor

Accounting, Bureau of [Formerly] Animal Regulation, Department of Airports, Los Angeles World  
Chief Legislative Analyst, Office of the City Administrative Officer  
City Attorney  
City Clerk  
Coliseum, Los Angeles Memorial  
Community Redevelopment Agency  
Contract Administration, Bureau of Controller, Office of the Convention Center, Los Angeles

Council District # 1-15  
Cultural Affairs, Department of Department on Disability  
DWP Integrated Support Services  
El Pueblo De Los Angeles  
Finance, Office of Housing Department  
Management/Employee Services, Mayor, Office of the Planning, City Recreation and Parks, Department of Street Lighting, Bureau of

Questions? We're here to help.

Call between 8:00 a.m. and 4:30 p.m. weekdays.

**(800) 464-0452**

## Meet the Club Team



**John Hawkins**  
President & CEO



**Brian G. Trent**  
Chief Financial Officer



**Robert Larios**  
Director of Communications & Marketing

### 2004 President's Award Recipient



**Cecilia Talbot**  
Claims Administrator



**Jacqueline Nguyen**  
Claims Assistant



**Leigh Thompson**  
Controller



**Trinh Pham**  
Senior Accountant



**Navin Cotton**  
Vendor Relations Coordinator  
"Ticket Guy"



**Lupe Medina**  
Administrative Services Representative



**Michelle Moreno**  
Events Guru

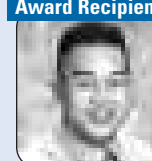
### 2005 President's Award Recipient



**Michael Anderson**  
Information Technology Manager



**Alan Bound**  
Information Technology Programmer



**Summy Lam**  
I.T. Business Analyst



**Sara Fama**  
I.T. Coordinator



**Howard Pompel**  
Member Services Counselor



**Angel Gomez**  
Member Services Manager



**Jessica Segura**  
Merchandise and Ticket Sales Coordinator