

# LETTERS

## T-Shirt and Decal Order Arrives Fast and Accurate

Thank you so much for my order. I did not know that it would arrive so fast.

I will proudly wear my T-shirt, and I have already placed my decal onto my car. Thanks again for such quick and accurate service.

— **Armida Herrera, CDD**

## Ordering Via New Website Worked Just as Promised

I just logged on and bought tickets at your new and improved Website.

I wish all online purchases went this smooth. I also really liked the feature that allows me to see all my account transactions. Thanks for giving us City Employees such a quality product.

— **Mike Vippoli, Club Member**

Thank you for your new Website. It's very clean and easy to use. Buying tickets and T-shirts is easier than any other site I've been to.

Keep up the good work.

— **Jennifer Strikland, Club Member**

Hey, I just logged in to www.cityemployeesclub.com and bought your discount tickets to Disneyland. What an amazingly cool service!

I never had to step foot in your office. I just simply clicked away in my jammies at home. And the best part is that the Club has the cheapest tickets in the City! Thanks, City Employees Club!

— **Zachary Bridges**

## It's One Honey of a Recipe ... But How Much Honey?

Hello *Alive!*

I really enjoy the Cooking with the Club columns. They're always quick and easy to make, which is my kind of cooking.

I have a question about the Honey Mustard dressing recipe. There's no mention of how much honey I should use.

— **Larry Timlin, Retired City Employee**

*Thanks for pointing it out, and you're quite right – through the excitement of putting together the recipe, I left out one of the most important ingredients to honey mustard dressing: honey! I usually go for two parts mustard and one part honey, so that means if you use two tablespoons of mustard, then you should use one tablespoon of honey. In this recipe I used three tablespoons of Dijon mustard, so that called for about 1.5 tablespoons of honey. In the end, though, the preference of how much or how little of each ingredient to use is entirely up to you. — Chef Larios*

## Mary Rose: Usually a Cut-up, But Now She's Just Cut Up

Hey *Alive!* staff, it's me again, Mary Rose Wilkens.

Sorry if I'm about to sound bitter, but I'm just so frustrated. I don't know if it's just me or what, but I just cut my hand on the plastic packaging of a flashlight I just bought, doggone thing!

Am I alone on this or is it getting increasingly dangerous to try to cut through that heavy molded plastic that protects new products so well? I always debate with myself, should I use a knife to get through the packaging or try to cut the edges with a pair of scissors? Each choice brings with it severe dangers of its own. But in the end, it doesn't really matter, I end up cutting or hacking half way around and then I get impatient and try to rip the plastic the rest of the way ... and that's when I cut myself. Suddenly, the flashlight that I bought to protect myself in times of danger transforms itself into an out of control weapon of mass destruction.

Guess there's evil lurking everywhere, except in my rose garden of course! Take care you guys; keep up the good work!

— **Mary Rose Wilkens, Retired City Employee and loyal Club Member**

# To the Editor

## She Agrees That LA Needs A Country Music Station

Thank you Mr. Beacheau for your Letter to the Editor in last month's *Alive!* I too miss KZLA.

It's hard to believe there's not country music choice in Los Angeles any more.

— **Belinda White, Club Member**

## 'Working Matters' Column Came at Just the Right Time

I just wanted to let Jackie David know that I had enjoyed her column [*Working Matters*] regarding returning to work after a long vacation, in my case an injury. The article could not have come in just the right time.

You seem to write something everyone is thinking about and yet unable to talk about it. That's what I call good writing. Looking forward to your next column.

— **Regina Osuna, Animal Control Officer II, Animal Services**

## James Feagin Interview Did Good Job of Capturing Him

I just wanted to thank for the article you wrote on James Feagin. I like the way you captured the full scope of his experience and how he has brought that to the City of Los Angeles. The feedback from his friends and colleagues has been overwhelming.

I like the way *Alive!* spotlights individuals and departments, and how it positively contributes to the morale, and unity of all City employees.

Thanks again.

— **Roosevelt Bagby II, Senior Construction Inspector, Public Works**

## Boyle Heights History Column Taught Long-timer Something

You know, I've lived in Boyle Heights all of my life yet never was aware of the rich history it possessed. Thank you, Hynda Rudd, for bringing to light such an invigorating past. Now, when I take my daily walk, I'll be walking with a purpose knowing that beneath my feet lie's fabulous stories of intrigue.

Thank you, Ms. Rudd!

— **Tom Lopez, Club Member**

## Wherever There's a Robot, There Will Be Bad Service

I recall [Club CEO] John Hawkins writing about customer service robots a few months back and thought I'd share my own experience.

I think I unearthed the mother of all robot customer service companies: Jamba Juice. Go ahead, give it a try. As soon as you walk in the door, you'll hear loud (albeit enthusiastic) "hello's" in sort of an abstract sequential order. It's very similar to the sound of diseased birds chirping wildly in a forest of sharp pine needles and seeping lichens.

Of course, the robots never look up, they just know (through what must be very rigorous training) that as soon as they hear the door open they are supposed to say "hello." It's really kind of eerie, like Pavlov's dogs. Someone needs to stop this nonsense!

I'm sure the customer service consulting agency that gave them this idea is laughing all the way to the bank (with a "Strawberry Surf Rider" in their hand, of course).

— **Mike Simpson**

## All Civil Servants Should Be Like Councilman Greig Smith

I just wanted you to know that I met Grieg Smith the Councilman the other day. I was really impressed with him. He took the time to actually listen to my issues. I hope all of our City Council people are as nice and caring as him. Please tell him to keep up the good work.

— **Franco Entwistle**

## QUESTION

## of the Month

Our Club Counselors are all over the City, every day, serving our Club Members. While we're out, we'll be asking City employees a fun question. Keep your eyes open... you never know when we'll be asking you what you think!

## What are you going to be for Halloween?



"Winnie the Pooh."

— **Valerie Hunter, Sr. Management Analyst I, LAX, Club Member.**



"A pirate."

— **Julio Alfaro, SPA 1, Haines Generator Plant, Club Member. (This is also his joke: "Why are pirates the way they are?" Answer: "They are Arrrrr.")**



"I don't do Halloween!"

— **Dino Baskerville, Security Officer.**



"A grandfather."

— **Jose Alvarez, Custodian, DWP, Club Member.**



"Lilo from Disney's Lilo & Stitch."

— **Hadith Mendoza, Electrical Engineering Associate, DWP, Club Member.**



"My grandson wants me to dress up as SpongeBob SquarePants."

— **Gary Witherspoon, Custodial Service Attendant, DWP, Club Member.**

## She Thinks City Controller Should Stick to Financials

I'm sure it's none of my business, but why is Laura Chick getting involved with personnel issues at the Fire Department? Isn't her job to ensure the City's "fiscal" health? After hearing her comments on KFWB it sounds like she's taken up the job of fixing its "mental" health too!

I may be old-fashioned, but it sounds like Ms. Chick needs to heed by the old adage of "too many cooks spoil the broth." Let Chief Bamattre do his job.

Hey, don't get me wrong, I appreciate all the great work she's done, but I think she crossed the line on this one. Ms. Chick, stay focused!

— **Margaret De Longpre**

## Corrections

In our story on the DWP Customer Service Graduation, we misstated the date of the event. It took place July 20.

In the story on the Spring Future Focus Leadership Graduates, three graduates should have been included. They are:

- Robert Steinbach, Assistant Deputy Superintendent of Buildings, Building and Safety;
- Anita Meacham, Principal Recreation Supervisor I, Rec and Parks; and
- Alina Yeghyazarians, Telecommunications Planning and Utility Officer, ITA.

*Alive!* apologizes to Robert, Anita and Alina and congratulates them on their success.



In the same story (the Spring Future Focus Leadership Graduates), we misidentified people in two photos. On the left is Alvin Blain, General Manager, General Services; in the photo at right is Andrew Adelman, General Manager, Building and Safety. We know Alvin and Andrew well and send our apologies.