

THE CLUB

# Banner Year for the Club

Big achievements, strong financials for the Club in 2010... and, as always, a dedication to great service.

The Club's 83rd annual meeting, held Feb. 15, was a celebration of everything that the Club is, including membership, service, discounts and fun. And all the official reports brought great news – a continual strong membership base, a renewed and stable board, all financial goals met and awards for outstanding merit.

The annual lunch was held in the Tom Bradley Room high atop City Hall.

**Strong Foundations**

Robyn Wilder, Fire and Police Pensions and Club Board President, began the business portion of the afternoon by asking for a moment of silence at the deaths last year of Club board members Joannie Mukai and Michael Leighton, both long-time annual meeting attendees.

Then Robyn announced:

- the Club's membership base now exceeds 18,600 members;
- the Club achieved more than 100 percent of its membership income goals and 96 percent of its insurance goals; the Club has more than \$2 billion of insurance in force; and
- during its Long-Term Care open enrollment period for City employees last fall, the Club enrolled more than 1,200 new policies, a significant achievement.

Robyn then presented the new board, which was accepted unanimously and then sworn in. The Club Board for 2011 is:

- Robyn Wilder, President;
- Andrew Virzi;
- Regner Globus;
- Vas Singh;
- Martín Chavez; and
- Terry Carter.

**Recognition for Great Club Service**

The Club is all about great service to City Employees, and the second half of the luncheon was dedicated to recognition of exemplary service.

**President's Award**

*President's Award*, given to a Club Employee: John Hawkins, Club CEO, announced the winner of the President's Award, giving it to Club Claims Administrator Monica Zamudio. "It takes someone very special to be able to deal with death and disability on a daily basis, yet she does it, and has never once faltered from providing caring comfort to members in their worst of times," John said of Monica. "You have set the bar high for all employees of the Club by being an inspiration and an example for the rest of the staff. But most importantly, you have given our Club members the ultimate in customer service."



Monica Zamudio, the Club's Claims Assistant, receives the President's Award from Club CEO John Hawkins.



The new Club Board, from left: Vas Singh, Robyn Wilder, Regner Globus, Terry Carter and Martín Chavez.

**Club Excellence Award**

*Club Excellence Award*, given to a Club partner: Ed Harding, President of the Retired Los Angeles City Employees, Inc. (RLACEI), was given one Club Excellence Award for his tireless efforts to engage retired City Employees in programs and events. "Ed has been a very good friend to the Club ever since its creation nine years ago," John Hawkins said. "His tireless efforts to engage Retired City Employees in events and programs does not go unnoticed. He embodies what the Club strives for, to celebrate the lives and work of City Employees, both active and retired. And by his side you will always find his trusty sidekick and biggest fan, Martha."

"Ed, the support you give the Club by not only inviting us to all your events but by publicly acknowledging the good works of the Club, is greatly appreciated."



Ed Harding (right) receives the Club Excellence Award from Club CEO John Hawkins.

A second award went to Hal Danowitz, who has contributed 65 "Adventures With Hal" travel columns for publishing monthly in *Alive!* "Hal entertains our 20,000 members each month with flair, humor and travel tips. And he too has a sidekick – Evelyn, Hal's wife has been known to annotate many of his stories with the same flair but with a different kind of humor," John Hawkins said. "Together they are truly a dynamic duo. In addition, you'll always see Evelyn's picture in his articles, as a testament to how much of a true partnership they are."

"Hal, I remember the day we talked and agreed to run your column. And 65 times you have turned in your article on time, and most importantly you have never failed to entertain. Thank you Hal, for helping us celebrate the lives and work of City Employees!"

**Club Rep Award**

*Club Rep Award*, presented by Club Director of Operations Robert Larios, went to Lorena de la Torre, General Services. "[She] exemplifies excitement and enthusiasm and most importantly, she is shaping a difference. She does this when she goes to work, when she is around fellow employees, when she visits the Club Store. You can say she is doing it in small steps, one day a time – but over the course of months and years... she is shaping a difference in the Club and in the City of Los Angeles in a gigantic way," Larios said. One example of the difference she makes was noted: She suggested that the Club create a donation box for those featured in the well-known *Alive!* column "People We See." The Club has implemented her idea.



Robert Larios, Club Director of Operations, gives the Club Rep Award to Lorena de la Torre.

**Finally, a Video**

On a final note, the Club presented a fun video, put together by Director of Marketing Summy Lam, to introduce each Club staff member to the attendees.

Congratulations to the Club for an excellent 2010. Here's to an even greater 2011!



Hal Danowitz ("Adventures With Hal") receives the Club Excellence Award from Club CEO John Hawkins.