



AIRPORTS

## Bradley Takes Flight

**Airports opens state-of-the-art Bradley International Terminal south concourse.**

Mayor Eric Garcetti was joined Sept. 18 by former mayors and elected officials; airport officials and representatives of airlines; and other airport tenants to commemorate the start of flight operations in the South Concourse of the New Tom Bradley International Terminal (TBIT) at Los Angeles International Airport (LAX). The start of operations marks completion of Phase 1 of the overall \$1.9-billion New TBIT Project.

The New Tom Bradley International Terminal is considered the crown jewel of the \$4.1-billion LAX Capital Improvements Program-Phase 1, the largest public works project in the history of the City.

Shortly after 12 a.m. Sept. 18, the 30 foreign air carriers at TBIT began transitioning operations from aircraft gates in the existing Tom Bradley terminal, to five new gates on the west side of the new terminal's South Concourse. In addition to three gates in the North Concourse that opened in March, there are now a total of eight new gates on the west side of the terminal, all of which can accommodate larger, new-generation (Group 6) aircraft such as the Airbus A380 super jumbo jet and Boeing 747-8 Intercontinental. Arriving international passengers also began processing through an expanded and upgraded U.S. Customs and Border Protection federal inspection area.

Passengers can now experience for the

first time, a significant feature of the New TBIT, one of the most advanced multimedia Integrated Environmental Media Systems (IEMS) at a North American airport. Designed to create an unprecedented passenger experience and a non-aeronautical revenue source for LAX, the revenue-generating platform is considered the first sponsorship program at a U.S. airport. The IEMS includes seven very large media features built within the new terminal's interior architecture. Comprised of over 12,000 square feet of light-emitting-diode (LED) tiles, hundreds of liquid-crystal-display (LCD) screens, a dedicated control and content management network system, and some 60 ultra-high-resolution multimedia productions totaling more than four hours of original content, the IEMS sets a new global standard for airport media systems.

The 150,000-square-foot Antonio Villaraigosa Pavilion offers passengers from around the world more than 60 premier dining and luxury retail and duty-free shops – including 22 local L.A. brands – and other world-class amenities. The new dining and retail collection will phase-in as concessions transition from pre-security to post-security. The existing concessions will remain open as new and exciting dining and shops are opened progressively in the coming months.

LAFD

## Handball Heroes

**LAFD hosts annual handball tournament.**



Story by Gedina Bergstrom, Club Counselor; Photos by Capt. Roy Harvey, LAFD

The 14th annual LAFD Three-Wall Tournament was held at Venice Beach Sept. 14. Nineteen teams started in four groups, playing in a round-robin format. Once top teams were established, a single elimination bracket format was used to determine champions.

Participants in this tournament were LAFD firefighters and Southern California Handball Association Players by invitation only. The winners of the Premiere Division were Alfred Kuzichev and Ryon Jones, both from Fire Station 92, and both have 11 years of City service. All other winners were civilian players.



What a day with LAFD Venice handball tournament!



The winners of the Premiere Division were Alfred Kuzichev, Club Member, and Ryon Jones, Club Member, both from Fire Station 92. Both have 11 years of City service.

# REST INSURED



BY JEFF GELINEAU  
Vice President of United Agencies,  
The Club's Auto and Home Insurance Partner

## Why Buy Insurance From the Club?

One question I often get is, "Why do I need an insurance agent, instead of just buying online?"

First, it's important to explain that there are two different kinds of insurance agents. A "direct writer" is contractually obligated to write insurance for one company only. These "captive agents" are the most common kind of agent and work for companies like State Farm, Allstate, 21st Century, GEICO, etc. They do an excellent job of offering their company's products and services to you, the consumer. Unfortunately, they are limited in that they can offer the products and services only of "their" one company.

Their companies also sell direct to you online. GEICO, 21st Century and eurance (Allstate) sell hundreds of millions of dollars' worth of insurance without even talking to a human. We here at United Agencies feel that it is important that you talk to a real person who can ask you a few important questions, and help you purchase the coverage that best fits your family.

The other kind of agent is often referred to as a "broker," as they represent multiple insurance companies. **United Agencies** is a broker. The advantage of dealing with a broker is that they can get you quotes from several different insurance companies all at once, and find the one that best fits your family. Brokers can also help you out if you have teenage children in the house, too many tickets on your license, or maybe a house in a "brush area."

Traditionally it is understood that an agent represents the insurance company, and a broker represents the customer. As brokers, we are not obligated to any specific insurance company, and

can offer you an unbiased investigation of what company would be best for you.

By calling United Agencies, you should expect exceptional service. Our partnership with the City Employees Club is very important to us, and you will receive VIP treatment as a member of the Club. A real person will answer the phone, and you won't be shuffled off to the voicemail dungeon. It is important to us to keep our relationship with the Club, and to do so we have to keep every Club Member happy. When you call us, you should expect results!



If you are buying your policy from another broker, and you like the insurance company that you are buying from, you can still switch to United Agencies and experience the exceptional service that other Club Members are receiving. You keep the same great policy you have and improve your level of service.

Buying your insurance from a broker is especially beneficial to you

when you spend a few minutes talking to our agents on the phone or in person. We have more than 50 years of experience to draw on, and we pride ourselves in doing an excellent job of educating our customers in how to make the best decisions. We will try to "think outside the box," and offer helpful suggestions on ways to reduce your insurance costs and increase the protection for you and your family.

United Agencies represents Mercury; Safeco; Fireman's Fund; Hartford; Chubb; AIG; Civil Service Employee Insurance; Progressive; Encompass; and many others. We offer many companies to choose from, so we are able to offer you the best coverage at the best price. Give us a call, and we'll prove it!

### Be safe and have fun!

**About United Agencies**

United Agencies is the Club's partner in helping members with their home and auto insurance, and related products. We specialize in creating personal relationships with our customers, and serving their needs in a prompt, efficient and friendly manner.

Check out our City Employees Club page on the United Agencies Website at [www.unitedagencies.com/cityclub](http://www.unitedagencies.com/cityclub). This website lists the upcoming visits we'll be making to City Department

meetings where you can ask us any question in person, and get an instant quote!

**Have a question?**

Is there something about insurance that you've always wanted to know, but were too ashamed to ask? Maybe something that you've just always been curious about? Feel free to send me an email at [jgelineau@unitedagencies.com](mailto:jgelineau@unitedagencies.com), and I will try to answer your question in one of our monthly columns.