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Employees Club of California 311 South Spring Street, Suite 1300 Los Angeles, CA 90013





On the Road to a New Era

ROBERT'S BLOG by Robert Larios, CEO, The Club

How good it was to see everyone again at the Club's annual meeting last month! After three years of being relegated to virtual Board meetings during the pandemic, we came back together again on Jan. 17, pledging our ever-strong commitment to Club Members and honoring them for their dedicated service. Standing at the front of the festive room at the California Endowment, I felt your energy and

We are excited to share our plans for #ClubMobile, bringing our famous Club Mobile Team's services right to municipal employees'



Scale models of the Club Truck, coming this spring, made excellent centerpieces at the annual meeting. The meeting environment was created by Alive! designers David and Marie Jamgotchian of JJLA Associates

The annual meeting marked the commencement of a new era. As I said to those gathered, 2023 marks a remarkable transformation for Club operations. With #ClubMobile, Members can enjoy the full value and convenience of our services without having to make the long trek downtown.

Every person alive is capable of amazing things. Let us get started unlocking limitless possibilities with #ClubMobile.

Join us in our new era. Supervisors, please and Club CEO Robert Larios call to make an appointment for the new Club Truck (arriving soon) or the outstanding red tent team to visit your workplace. See the ad below this blog entry, or contact Lupe Lira, Retail Operations Manager, at mobile@employeesclub.com

WATER SAVERS

I was delighted to reconnect with Kristi-Ann Lopez, Club Member, who helps our City save water as part of

LADWP's Water Conservation Response Unit (this month's cover story). Kristi-Ann and her dad, **Vince Lopez**, Club Member, led the team that won our Club Softball League championship several years ago. I remember the LADWP Warriors very fondly! (We hope to have news on the return of the Club Softball League soon.)

I am happy to report that Club Members proved very generous over the holidays. In our December issue, we featured Zaki Mustafa, Retired, LADOT, Club Member, who with his wife, Loretta **Mustafa**, run their Jackets for the Homeless charity. Club Members donated to the charity, and likes and shares of our cover story on LinkedIn and Facebook generated some \$16,000, enough to provide jackets to thousands of those in need. Impressive!

WORTH CONSIDERING

Speaking of starting things anew, here is a thought: Start each day with a Member Services Counselor Cheryl Martin sense of gratitude and joy! No matter the circumstances, take time to appreciate all that you have. Embrace every morning as an opportunity for growth, learning new things about yourself and others. This is how we create meaningful lives

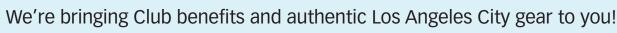
worth living.

From left: Association CEO John Hawkins;

¡Gracias por leer!

abert lavies

#ClubMobile Schedule*





Harbor Boys and Girls Club

100 W. Fifth St., San Pedro 9 a.m. - 2 p.m.

The Mobile Team sets up in the Harbor area the first Wednesday of every month:

Wed., Feb. 1 Wed., Mar. 1 Wed., Apr. 5

West LA Sanitation Yard

2027 Stoner Ave. 6 – 8 a.m.

Monday, Feb. 6

North Central Sanitation Yard

452 N. San Fernando Rd. Time TBD

Tuesday, Feb. 7

North Hollywood Street Svcs.

10811 Chandler Blvd. 6-9:30 a.m.

Wednesday, Feb. 8

Follow Club social media for other days, times and locations as they are scheduled.



@employeesclubofca



Employees Club of California



@theClubofCA



Supervisors: Raise employee morale! Bring the Club to your worksite!

The Club Mobile Team will bring Club benefits and authentic Los Angeles City apparel for purchase at Club prices (hats custom-made on site). It's one of the best ways for staff to feel appreciated. Your employees will be grateful!

For your continued safety: The Mobile Team is accepting only outdoor set-ups for now.

* Mobile Team site visit dates are subject to change due to the pandemic. Make sure to check with your supervisor to confirm dates and times, up to and including on the scheduled day itself.



The Water Savers

10-11

LADWP's Water Conservation Response Unit addresses water waste through prevention, education.

STORIES

The Club Meet your new Club Board Members......8 Alive! continues its tradition of publishing your Valentine messages. 12-13 Applications for Club's Joannie Mukai Scholarship are now available. **General Services LAFD** Chief Kristin Crowley staffs Rescue Ambulance 900 on Christmas Day 13 **Public Works** Sanitation's Recycling Program hosting charity clothing drive through March 3......18 Zoo Photographer Jamie Pham wins



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FOR RETIREES:

NEW THIS MONTH

alive.employeesclub.com

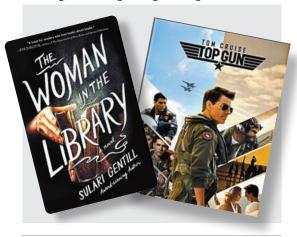
John's Picture Perfect

All the winners from this month's contest with an open theme.



Library Top 10

See what your fellow Angelenos are reading, watching and grooving to.



Cooking With the Club

Spice up your February with a Mexican-style delight from Chef Larios: Black bean and poblano flautas with guacamole, pico de gallo and sour cream.





The Club Is Here to Help

Club 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.

Contact the Club

if you have an event you want covered in Alive! or if you have questions about insurance.

help@employeesclub.com (800) 464-0452

The Club Store Online Open 24/7

employeesclub.com

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Rita Robinson, County of LA, Retired Andrew Virzi Jr., DWP, Retired

The opinions expressed in articles, photos, images and responses contributed to the Alive! newspaper and Website, video and social media by those outside the Club staff and vendors are of the contributors, and not the Club. While the Club aims to publish materials that are exceedingly enjoyable and enhancing to Membership as part of the value we return to Club Members, outside materials do not necessarily reflect those of the Club, its staff and vendors or its Members.

In addition, the Club strives to publish only those elements that

are produced by the Club itself, are in the public domain, or whose rights have been negotiated.

Club Members who have questions on these points may write to: alive@employeesclub.com

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Meet the

ub Team

The Club Team is here to help you receive the full power of your Membership and bring value, financial confidence and fun to your families. We honor your hard work and service! How can we help you? Contact us, and we'll be in touch with urgency. It's our promise to you! Contact our help desk for all your Club needs: help@employeesclub.com

Member Experience Team



Noelle Kauffman

Marcus Martin

Customer Service



Cesilee Castillo Customer Service Representative

Genesis

Martinez-Flores



Jeanette Gadut Member Services

Dylan Noel

Member Services



Cheryl Martin

Dalila Vielma

Member Services



Guadalupe Lira



Danielle Carrion



Eduardo Escalona Mobile Operations



Noah Hawkins Customer Service



Retail Operations



Customer Service



DeAngelo Thompson Mobile Operations

Tickets & Benefits Procurement



Mariana Guevara Tickets and Benefits



Tickets and Benefits Procurement Associate



Megan Eckert

Accounting



Leigh Thompson



Clara Flores





Tuyet Pham

Information Technology



Petros Khachatrian



Rey Hernandez



Alan Bound

Natalia Guevara

Data Processing

Coordinator





Edith Bon-Sanchez Coordinator

Claims



Monica Zamudio

Business

Mikayla Sprague

Development



Arlene Herrero Development

Executive Office



Citlali Bon

Robert Larios President & CEO LACEA Insurance Services Inc., DBA Employees Club of California



Rebecca DeBolt

Coordinator

John Hawkins President & CEO, Los Angeles City Employees Association, Inc.



Summy Lam Chief Operating Officer LACEA Insurance Services Inc., DBA Employees Club of California



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Access everyday savings wherever you go with coupons you can use on your phone or print directly at home. Enjoy a huge selection of discounts on dining, shopping, services, and travel across the United States and Canada 24/7.





COLLEGE STUDENTS:

Apply for Club's Mukai Scholarship

DEADLINE IS NOW EARLIER - 11:59 P.M., JUNE 15, 2023



CLUB: Applications are now being accepted for the Joannie Mukai Memorial Club Scholarship on the Alive! Website.

The 2023 Mukai Club Scholarship Program, which expects to grant 20 awards and is named after the late Club Board Member Joannie Mukai, is now accepting applications.

Those eligible for the scholarship program include Club Members; their spouses; their children, grandchildren, step-children, and foster children; and nieces/nephews who are in college or will be attending an accredited college or university in Fall 2023. There is no age limit for Member or spouse, but all others must

All materials must be completed on the Alive! Website and submitted electronically by 11:59 p.m. June 15, 2023. Winners will be notified by July 31 before school starts.

The Club expects to give each recipient a stipend of \$500.

"It is a vital part of the Club that we give back to support the future success of our treasured young people," said Robert Larios, Club CEO. "We honor all Club Members for the work they do for LA, and the scholarship program is one way we thank them."

INTERESTED CANDIDATES MAY BEGIN THE PROCESS DIRECTLY ON THE ALIVE! WEBSITE AT:

alive.employeesclub.com/scholarship

ELIGIBILITY REQUIREMENTS:

- All Club Members and their spouses of any age; and children, grandchildren, step-children, foster children and nieces and nephews of Club Members under the age of 25; are eligible to apply. Club Members must be in good standing.
- The successful candidate must attend an accredited four-year college or university full time in the fall semester 2023. Current high school seniors matriculating to a four-year school in Fall 2023 are eligible.
- Candidates will be judged for academic excellence, community service and financial need.
- Scholarships are expected to be awarded in equal amounts of \$500 (each).
- Deadline: Applications must be completed online at the Alive! Website and submitted electronically by 11:59 p.m. **June 15, 2023.** All applications must be completed in their entirety and submitted at that time to be eligible. Sorry, but the Club is not responsible for delays in delivery.
- Decisions will be made by Club personnel and will be considered final.
- Incomplete applications will not be accepted.

or call: (213) 873-1843



pioneer as the LA Port's Director of Construction and Maintenance. A passionate supporter in the Employees Club and longtime Association Board

Club Scholarships



Member, she died in March 2010. The Club's annual scholarship program was named in her honor. "She believed in education and training, and in preparing for success," CEO Robert Larios said. "That's what the Club Scholarship is all about, and we're delighted to name it after her. It's a perfect way to keep her memory alive."



Apply Today on the *Alive!* Website: alive.employeesclub.com/scholarship

DEADLINE 11:59 p.m., **June 15, 2023** Send questions to the **Club Scholarship Committee:** scholarship@employeesclub.com

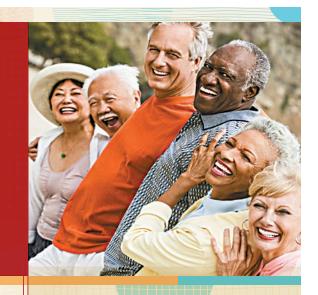




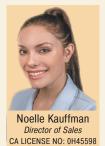
Angeles, received a stipend last year as part of the Mukai Scholarship Program

READY FOR RESE

Resources for Club Retirees or Those About to Retire



LONG-TERM CARE MAKES SO MUCH SENSE



This month, we continue our discussion of the importance term care insurance.

of having long-

LET'S TALK ABOUT LONG TERM CARE (LTC) INSURANCE

According to the U.S. Department of Health and Human Services, nearly 70 percent of Retirees will need some type of long-term care. A survey conducted by Genworth in 2020 states that the median costs for these services range from \$53,768 to \$105,850 per year.

Long-term care insurance is designed to protect your retirement savings and assets by paying a monthly benefit for some of the expenses you may incur if you need supervision or assistance with basic activities of daily living (ADLs), such as bathing, eating, continence, dressing, toileting, ambulating and transferring situations that can follow an accident or illness such as a stroke,

because of older age and frailty, or because you need supervision due to a cognitive disorder like Alzheimer's disease.

Make an appointment with our Retirement Specialists.

JOIN THE CLUB

As a Retiree, you are entitled to group rated insurance benefits including life insurance, accidental death and dismemberment, pre-funeral planning, long-term care, and our popular legal plan by MetLife.

Retired or Retiring Soon?

Call for a FREE insurance benefits consultation with a Member Services Counselor:



Cheryl Martin (800) 464 -0452, EXT. 136 Work cell: (213) 819-0794 23 years of insurance experience CA LICENSE NO: 0C12823

HERE'S WHY YOU NEED THE CLUB'S LONG-TERM INSURANCE

Long-term care insurance is designed to pay benefits for some of the expenses you may incur if you need supervision or assistance with basic activities of daily living (ADLs), including bathing, eating, continence, dressing, toileting, ambulating and transferring.

You may need this kind of help following an accident or illness such as a stroke - because of older age and frailty, or because you need supervision due to a cognitive disorder like Alzheimer's disease.

- Your premiums are conveniently deducted through your pension
- Affordable Club Member-only group rates
- · Group rates are locked in at the age you apply
- Coverage is available to you, your spouse/domestic partner, parents, and grandparents
- Available payout benefits range from \$1,000 to \$5,000 per month
- Your plan pays a monthly benefit directly to you, as opposed to most other programs that pay out on a reimbursement schedule
- Choose from four plans: 1) Long-Term Care facility; 2) professional home care; 3) total home care; and 4) simple inflation protection
- Available terms: four-year nursing facility/eight years in home. Also 10-year nursing facility/20 year in home. (Home care benefit pays out at 50 percent)

Schedule an appointment today with a Club Retirement Counselor, and be ready for your best retirement.

IMPORTANT: The best time to buy long term care insurance is before you need it.

LACEA Insurance Services, Inc. (Employees Club of California) is a licensed insurance agency offering insurance benefits to qualified Club members. The Club's CA DOI Lic. is #0B98000.

2023 Events

2023 events will be added

as they are announced.

RESERVATION INFORMATION:

LADWP Retiree Association:

vincedolores@gmail.com

LARFPA: events@larfpa.org

FOR ACTIVE MEMBERS

ARE YOU READY FOR RETIRE

HERE ARE SOME CURRENT PROGRAMS TO HELP WITH YOUR PLANNING:

Learn about your retirement options and benefits at an upcoming Planning for Retirement webinar, hosted by the LACERS Member Engagement team. Register via your MyLACERS account. Upcoming dates include:

Thurs., Feb. 9 Thurs., Feb. 16 Thurs., Feb. 21

Tues., March 7 (in person at The California Endowment)

Thurs., March 23 Sat., April 1 Thurs., April 20 (Tier 3)

All webinars/events begin at 9 a.m.

LOS ANGELES CITY EMPLOYEES' RETIREMENT SYSTEM



Applying for Retirement Online

Members are encouraged to submit their retirement application 60 days before their retirement date when using LACERS' new Retirement Application Portal (RAP). The RAP is a great asset to LACERS Members that helps to streamline the retirement process. While the filing period is within 30 to 60 days of your retirement date, starting your application early and submitting it on the first day you can at the 60-day-prior mark, will allow for a couple of benefits. These include having ample time to discover any complications and address them without having to move your retirement date, as well as ensuring LACERS staff has time to meet your retirement date request.

For example, if your desired retirement date is April 22, 2023, you would have aimed to submit your retirement application in the portal on Feb. 21, 2023. For more information, please visit lacers.org/applying-retirement.

Contact Information

Employees Club of California

Club contact: help@employeesclub.com

os Angeles City Employees Retirement System (LACERS) (City Dept.) (800) 779-8328

lacers.services@lacers.org

LADWP Retirees Association

Dolores Foley, President (949) 388-1206 vincedolores@gmail.com

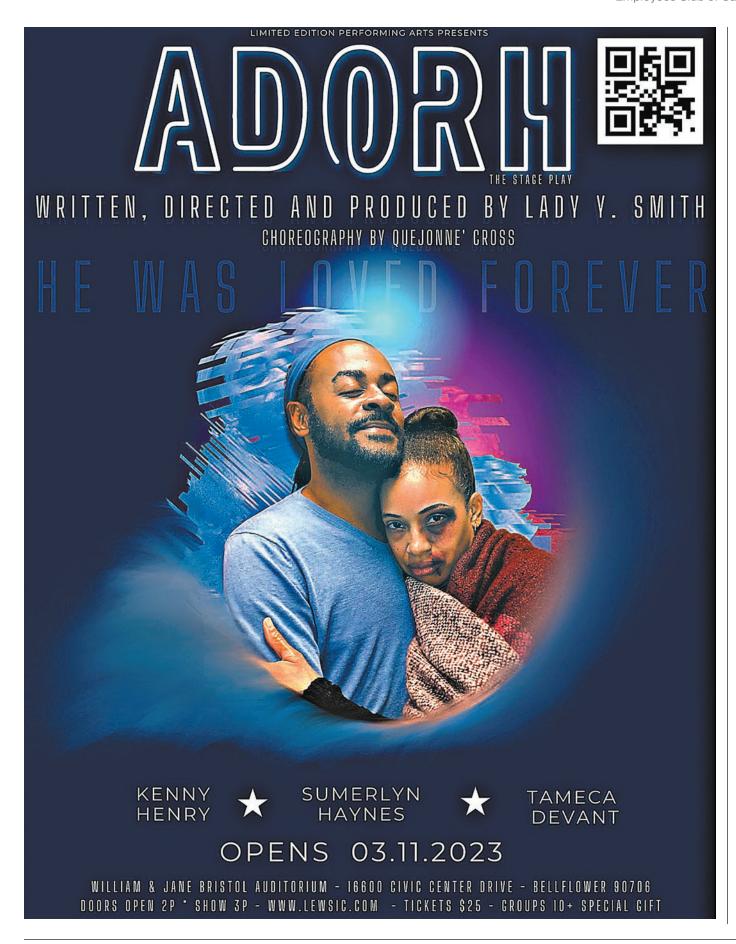
Fire and Police Pensions (City Dept.) (844) 885-2377 pensions@lafpp.com

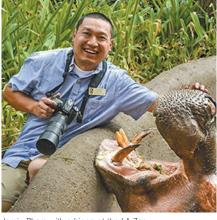
LA Retired Fire and Police Association (LARFPA) (888) 288-5073

Retired Los Angeles City Employees, Inc. (RLACEI)

membership@larfpa.org

See page 16





Jamie Pham with a hippo at the LA Zoo.

That's a Winner

ZOO'S JAMIE PHAM WINS AWARD FROM NATIONAL ASSOCIATION.

ZOO: Zoo photographer Jamie Pham, already a multi-award winner, won honorable mention in the 2022 photo contest sponsored by the American Zoo Association.

He won his latest accolades with a shot of a male mandrill.

Jamie took many of the amazing Zoo photos that we've run from time to time in Alive! His incredible photos show the power and beauty of the animal world that's so well protected and celebrated at the LA Zoo. (And the photos also make Alive! look great, too!)

Congratulations, Jamie! We are grateful for your service to the City of Los Angeles.



A male mandril - this image won honorable mention.

Summy Lam to COO

SUMMY LAM PROMOTED TO CHIEF OPERATING OFFICER OF THE CLUB



Summy Lam

CLUB: The Board of Directors for both the Club and LACEA Insurance Services approved the promotion of Summy Lam to be the Club's new Chief Operating Officer, effective immediately.

Summy was previously the Club's Vice President of Marketing. The COO position had been served by Chief Financial Officer Brian Trent after the previous COO, Robert Larios, became the Club's CEO last year.

"We have an expert on our team who understands what it takes to ensure Members feel valued and honored with appreciation," said Robert Larios, Club CEO. "Longtime Club veteran Summy knows the Club's day-to-day operations inside out. We are excited for what he will bring and the outstanding service he will provide to the Association.

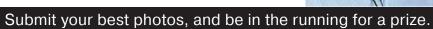
"Congratulations, Summy!"

"As the newly appointed Chief Operating Officer of the Employees Club of California, I am responsible for overseeing and managing the daily operations of the organization," Summy said of his promotion. "With more than two decades of experience in finance, IT and marketing, I bring valuable insights and expertise to the Club. My goal is to drive the Club forward while also improving the overall experience for our Members. I am dedicated to promoting creative excellence, incorporating technological advancements and enhancing the lives of our Members through the benefits and services we offer."

Originally hired by the Association in 1999, Summy has built a lot of experience during his more than 23 years of experience and has served in many different areas, including claims, IT and

John's Picture **Perfect Contest**





This month's photo contest theme:

Winter

The Club's online photo contest, organized by Association CEO John Hawkins, has a monthly theme. For the next contest, we've chosen "winter" as the theme. We'd love to see your favorite shots.

DEADLINE: Feb. 15

Submit your best photos online here: alive.employeesclub.com/pictureperfect/ Club Members only. Good luck!



Larios In the City



Robert Larios, Club President and CEO, honors Club Members with the coveted Club Retirement Plague.



Lance Delaney, Rec and Parks, Retired after 21 years of City service. (He retired in April 2021.)



Cynthia L. Billingslea, LADWP, Retired after 31 years of City service. (She retired in October 2022.)



Robert L. Schoonover, General Services, Retired after 42 years of City service.



Latonya Y. Allen, LADOT, Retired after 34 years of City service. (She retired in November 2022.)



Robert Pham, LAPD, Retired after 31 years of City service. (He retired in January 2020).



Paul Ruiz, Airports, Retired after 32 years of City service. (He retired in September 2003.)

REE! *CLUB RETIREMENT PLAQUE* –SEE PAGE 13

Meet Your New **Board Members**

Please welcome two new members to the LACEA Board!



Jackie Koci Tamayo

SR. EMERGENCY PLANNING COORDINATOR **COUNTY OF SANTA CLARA**

Jackie worked for more than 20 years with the City of Los Angeles, both for the Rec and Parks and Emergency Management Dept. (EMD). In her tenure with the City, Jackie was instrumental in creating EMD's Citywide Training Task Force; coordinated and executed high-profile events; and was one of

the pioneers in creating, developing, training and executing the Emergency Management Division, which leads the City's Mass Care response. Under EMD, she created the City's emergency Business Operation Center within the

City's Emergency Operation Center.

Jackie's experience with emergency management is extensive. She was appointed to lead the LAPD and LAFD Operations West Bureau, where she coordinated disaster preparedness for neighborhoods around Los Angeles as well as training senior leadership in their role in the emergency operations center for large emergencies like COVID-19 pandemic, wildfires or any other civil unrest that might happen at any time. She has responded to several disasters and emergencies, and participated in multi-agency coordination for large events such as the LA Marathon.

Jackie then took her skills to lead the Superior Court of California/County of Alameda's Emergency Services Unit. There she created, developed and implemented an emergency management program for the judicial system. This program included serving the court staff, its 87 judicial officers, jury, volunteer, and members of the public. Not long after that, she took a new role at the County of Santa Clara as the Sr. Emergency Planning Coordinator, where she plans, promotes, coordinates and implements programs to integrate various existing emergency preparedness and operational plans and procedures for the County with other government agencies, community-based organizations, volunteers, service agencies, and private and - CONTINUES PAGE 22 non-profit sector-resource



erans' foundations, cancer

Carlos Rodriguez TRANSPORTATION ENGINEER LADOT

Carlos Rodriguez is a Transportation Engineer at the LA Dept. of Transportation (LADOT), managing the Citywide Temporary Traffic Control Section. With more than 24 years of service and experience in traffic engineering, Carlos has worked on projects throughout Los Angeles.

A problem solver and strategic thinker, Carlos has the unique ability to see the big picture and develop creative solutions that meet the specific needs of the City of Los Angeles and its residents.

In his supervisory role and with his team, Carlos reviews and approves the Temporary Traffic Control Plan for construction work that people within the public jurisdiction would like to have done. (e.g., infrastructure construction work for water, gas, power and phone and internet connection, improvements on the street such as sidewalk, roadway, and any type of maintenance on roadways).

Carlos' educational background is as impressive and diverse as the engineer himself. He has an extensive background in civil engineering, having earned both a bachelor's and master's degree from Cal State, Northridge. He is also involved as a member with several professional organizations, including the Society of Civil Engineers as well as Institute for Transportation Engineers.

Born in Jerez, Zacatecas, Mexico, Carlos was drawn from a young age to Mariachi music and Mexican food – among two of his favorite things. In 1990, he met his wife, Myrna, in college in their freshman year; they were married in 1999. They have two sons - Cristian, 10, and Nicolas, 6. They also have a poodle named Frosty. Carlos is a passionate family man who puts his loved ones first. During the holiday season, they adopt a family in need to honor his mother-in-law's memory who passed away of breast cancer in 1994. Carlos is a proud supporter of vet-

- CONTINUES PAGE 22





Club's great ski deals.

> Go to the **Club Website** for details:

employeesclub.com



All Aboard for #ClubMobile 2023

CLUB'S 94TH ANNUAL MEETING RETURNS FROM PANDEMIC, HIGHLIGHTS #CLUBMOBILE SERVICE.



Centernieces at the annual meeting emphasized #ClubMobile and teased the Club Truck, coming this spring.

THE CLUB: The Club held its 94th annual meeting Jan. 17 at the California Endowment in downtown Los Angeles. The annual meeting was held once again in person after three years of being held virtually due to the pandemic.

"It cannot be understated that we are happy to see you all in person after the pandemic," said Club President and CEO Robert Larios in beginning the luncheon.

The swearing-in of the Club board was held virtually in mid-December of last year for the year 2022.

The Jan. 17, in-person event highlighted #ClubMobile, the Club's expanded and comprehensive initiative to bring Club services, insurance information and retail operations directly to municipal offices and worksites.

Highlighting the #ClubMobile theme was the Mobile Team tent, constructed right inside the auditorium (a definite and dramatic first). #ClubMobile specialists were on hand to show-

case the initiative's capabilities.

The Club also debuted "The Club Comes to You in 2023," a video presentation highlighting the team that makes #ClubMobile such a great service for Club Members. Club CEO Robert Larios and Chief Operating Officer Summy Lam handled the hosting duties.

THE CLUB BOARDS FOR 2023 CONSIST OF:

LACEA (Association) Board of Directors

- Phillipe Chou, LADWP
- Jackie Koci Tamayo, Santa Clara County
- Carlos Rodriguez, LADOT · Andrew Virzi III, LADWP
- Capt. Danny Wu, LAFD

LACEA Insurance Services (The Club).

all Retired:

- · Terry Carter
- Marilyn Holley Rose Hyland
- · David Muraoka
- Rita Robinson

Please see the biographies of new Board Members Carlos Rodriguez and Jackie Koci Tamayo in this issue, page 8.

Robert and Summy acknowledged Club business partners and vendors in the room before highlighting two who were awarded with annual honors (see box, right).

"2023 marked a remarkable transformation for Club operations," Larios continued. "With the launch of our innovative '#ClubMobile' initiative, Members can enjoy the full value and convenience of our services without having to make that long trek

"We are thrilled to announce the launch of #ClubMobile, a program that brings all the benefits of Club Membership directly to your office and worksite," Summy Lam said. "This initiative is part of our ongoing efforts to improve service and meet the needs of our members. As convenience and value become increasingly important, we understand the importance of providing both."

"There's no person who ever lived who wasn't capable of amazing things," Robert Larios continued. "So let's get started unlocking limitless possibilities with

"This is why the Club exists – we do what we do because the employees of the City, County and State deserve to be acknowledged, celebrated, honored, shown gratitude and given thanks for your service," Robert Larios said in conclusion. "Your service makes our communities, cities, counties, and state better places. Everything we do is meant to thank you and show our gratitude to you.

l end today's meeting, on behalf of the Employees Club staff, by saying thank you for your service – we celebrate you, we honor you, and we wish you a wonderful year of happiness, good health, and success."

Here's to another great year of service to municipal employees!



Wait ... There's More!

See lots more photos from the annual meeting on the Alive! Website.



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.

CLUB AMBASSADOR AWARD

The **Club Ambassador Award** is given to a Club Ambassador who exemplifies excitement and enthusiasm for this great City, colleagues and the Club. The honor was given to William Martinez, Zoo.



"Last year we upgraded our Club Rep Program and created the elite Club Ambassador Circle," explained Robert Larios. "Ambassadors provide the Club with information about their departments ... and also promote the Club by helping to facilitate site visits and refer their col-

"I am honored to recognize one Club Ambassador who went above and beyond this past year. The winner is William Martinez! He is energetic, communicative, and extremely passionate about the Club, and we are fortunate to have him a part of our team!"

CLUB PRESIDENT'S AWARD

The Club President's Award is given to a Club staff member who has gone above and beyond the scope of their job. The award this year was presented to Member Services Counselor **Cheryl Martin**.

"Cheryl's dedication to the Club is non-stop," said Summy Lam in presenting the award. "Even when the physical Club offices were closed due to the pandemic, she still called and emailed thousands of employees to help them with their benefits. Her exceptional work ethic and consistency have made her an invaluable team member to the Member Services Department and the entire Employees Club."



Presenting the President's Award to Cheryl Martin, Member Services Counselor, are (from left) Robert Larios and Summy Lam

employees of the Club by being an inspiration and an example," Robert Larios said. "But most importantly, you have given our Club Members the ultimate in customer service, allowing us to truly celebrate the work and lives of municipal employees and to give them the proper recognition that their work is important, it matters, and they matter.

"In my 25 years with this organization, I have seen many exceptional people – but you stand out. "Thank you and congratulations!"



The Water Savers

ALIVE! FEATURE



A member of LADWP's Water Conservation Response Unit (WCRU) takes a closer look at a customer's sprinkler head.

LADWP'S WATER CONSERVATION **RESPONSE UNIT ADDRESSES** WATER WASTE CITYWIDE THROUGH PREVENTION AND EDUCATION.

Photos courtesy of Los Angeles Department of Water and Power (LADWP).

▶all them investigators. Researchers. Responders. Problem solvers. Or ▶educators. They're the Water Conservation Response Unit (WCRU), the LADWP team that's dedicated to helping solve the City's water crisis.

They're the Water Savers.

Technically, the Water Conservation Response Unit, founded in 2014, enforces the City's Water Conservation Ordinance, a law that sets efficient water use rules depending on available supplies. The ordinance was created, and then enhanced in stages, in response to the growing and dire drought that has gripped the Southwestern United States over the last few decades.

The recent downpours have quenched the state with rainfall, but the drought still remains. The ordinance is set up to prepare against the drought over many decades. LA's challenge to provide enough water is not going away anytime soon, and the ordinance remains in place.

"We just want people to conserve the water," says Kristi-Ann Lopez, Utility Services Specialist, 17 years of City service, Club Member. "If we can do that, we can make sure everyone has the water they need."

The Water Crew splits its time in its office, following up with those estimated to be using too much water, and on the road in neighborhoods, using their eyes and ears to witness water waste.

The team isn't out to punish citizens, Kristi-Ann says, unless that's necessary. Their role is education, to help Angelenos fix their water issues and conserve water more effectively. She wants people to know the department has a great many solutions to the most common equipment failures or lack of knowledge of the

The Water Crew works hard to make sure we all have what we need in this time of drought. Their story is on these pages.



The Club thanks Mia Rose-Wong, Club Member, for her assistance in producing this month's feature on the Water Conservation Response Unit. It was an honor talking to the team that helps LA conserve its precious natural resources.





ALIVE! INTERVIEW

Educate and Save

On Wednesday, Jan. 4, Club CEO Robert Larios and Alive! editor John Burnes interviewed Kristi-Ann Lopez, Utility Services Specialist, 17 years of City service, Club Member and Club Softball champion. She's part of the LADWP's Water Conservation Response Unit, which enforces the Emergency Water Conservation Ordinance, educates residential and commercial customers about the importance of water conservation and responds to water waste complaints received from the public. The interview took place via Zoom.

Hi Kristi-Ann, thanks for joining us!

Kristi-Ann Lopez: Good to be with you! I'm a proud Club Member

That's great. We're here to talk about your role with the LADWP's **Water Conservation Response Unit,** the team that's tasked with helping customers act within the City's conservation ordinance.

Right.

You're a member of the water conservation unit, but you're not a supervisor of it.

Right. I have a supervisor and a manager over me.

Got it. How did you get to your current position?

I started with the City back in March 2006 as a Clerk Typist, and from there I moved to a Customer Service Representative with the Department of Water and Power in 2010. During that time I went to school and earned my bachelor's degree in business and learned as much as I could about the Department of Water and Power, its different programs, the different services that we provide to our customers. That led me into the position I have now. When the position opened, I submitted my name and I was lucky enough to get picked for the Water Conservation Response Unit.

Were you part of the unit when it began?

No, I was not part of it when it was created. I joined the unit in 2018.

You are from a City family.

That is correct. I come from a family of City workers. My father, Vincent, worked for the City before moving to the LADWP in Workers Compensation. My Uncle Richard worked for the Bureau of Street Services in Public Works. My godfather, my Uncle James Warren, who's like my second dad, worked as a civilian for the LAPD.

They are all Retired from the City.

And the City is a much better place for all the service that they gave us.

Yes. Half of them actually still live in the City. I was born and raised in the City and still live in the City, too.

Are you the last in your family to be still employed by the City?

Yes

You're holding the family fort, so to speak.

Yes. We'll see what my daughter does. She's still got another 10 years before she's grown, so we'll see what happens there.

We look forward to the decisions that she makes in the future. We hope that will happen.

When you started working for the City, was it directly with the LADWP, or did you begin in another department?

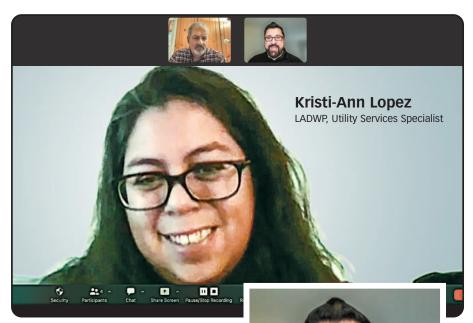
I used to work for Building and Safety. When I first joined the City as a Clerk Typist, I worked at the Van Nuvs One Stop Service Shop. I helped people with pulling history records on properties, issuing express permits, permits that didn't require plans, helping contractors, things of that nature. For my whole City career I've been involved in helping people do what they need to do concerning City regulations. Everything I've done with the City has been helping people accomplish their goals.

The Water CRU ("Crew")

What is the Water Conservation **Response Unit all about?**

We're there to inform the public of the City ordinance relating to water conservation – watering days, when we can water, watering before 9 a.m. or after 4 p.m., and so forth. We're there to remind them to follow the ordinance and, if we have to, enforce it by sending letters and notifications to the water account holders.

But our main purpose is education and behavior change to follow the ordinance. That's all we're asking. Sometimes when we're out there on patrol, we find customers watering on the wrong day, for instance. Or right now, in this [rainy] weather, we might find someone continuing to water even though it's been raining because they don't have the most updated irrigation controller that can synch in by using their Wi-Fi. When we talk to people, we suggest improvements. We don't want to send them a letter to tell them they're not doing



something right; we'd rather they learn what the LADWP has to offer, to take advantage of it. Conservation goes a long way. Education is our main purpose

How do you interact with the public? What's the percentage of sending out letters or emails, and boots on the ground?

It's more like 50-50 for the most part. When the drought worsening was announced, we were inundated with additional information about people not following the ordinance. We had to react to that. But a lot of the personal interaction I have comes when I'm out there patrolling, because when I find a property that's not following the ordinance, I want to document it because I want the owner or account holder to know that we have evidence that this is what happened here, and we'd like you to fix it. We don't want the property to be watered on the wrong day or watered on a day it's raining. A lot of times when I step out of the vehicle and I go to document what's happening at a property, I'll be approached by someone in the neighborhood And a lot of times a property owner will come out and approach me to ask me why I'm there. That is always the first question. I just inform them, "I work in Water Conservation. I'm driving around and I just wanted to let you know this is what I noticed about the property." I hand them an information flyer regarding the ordinance, letting them know everything that we'd like them to follow. We have a conversation and let them know how they can correct it and what programs or rebates we might have to offer. For instance, if there's a broken sprinkler, we have a sprinkler rebate. I also let them know about the newest technology in sprinklers, that can not only fix the leak, but we can help them save water by using a newer sprinkler that is

It's amazing when I'm out in the City vehicle, people will just stop me. "Hey, I have a question," and they'll ask me random things. That's always funny to me. But I've been told about issues they might see, that sort of thing. It's really nice that, when I have those interactions, we both leave with smiles. A lot of times, when we're out there telling people what they're doing isn't in line with the ordinance, it's not usually a pleasant conversation. It's important for me to make sure they know I'm out there to actually help, not penalize.

Robert Larios, Club CEO It sounds like your approach

being punitive.

is more educational rather than

Absolutely. There are certain situations where we've had to do a little bit more outreach than what our initial response was. Sometimes we'll send the letter out, but we don't see a change in behavior, so we'll do a little bit more investigating into the case to see why. Maybe they didn't get the letter, so we make a phone call to ask them to fix it.

It's actually been pretty successful when we've done it that way. But unfortunately, we can't call everybody in the City after we send a letter. There's just not enough staffing to do that. We do our best, and we go by what we see. We just want correction; we just want people to conserve the water. If we can do that, we can make sure everyone has the water they need.

Right, well said. When you go out on patrol, is it general patrol or do you work on tips?

A combination of the two. We keep a record of which areas I've driven through and when. I don't want to drive down the same block the same week

We definitely make our rounds. And we definitely get tips from the public, which is great, because they do help us find some things that are occurring. This person wants help with a situation. Let's see what we can do...

Alive! Interview continues page 21

8260 V Dess

Alive! presents one of our most popular annual features - Club Valentines. Enjoy... and happy Valentine's Day!

Palentines





'My wife, Cleo, and I celebrated our 45th wedding anniversary last May 5 in Honolulu." - Delio Jacildo, Retired, Building and Safety



"If this is a dream, I never want to wake up. You are truly the definition of a woman – strong, sassy, independent and smart. I love you beyond measure."

- Motor Officer Jorge Gonzalez, LAPD



"This year it will be our 10th anniversary! Henry and I met in 1993 when we were teenagers and reconnected 10 years ago once we both had careers and businesses.

Life partners." – Valeria Aleman, LAPD



"Happy 30th anniversary! To

the love of my life!"

- Derek Deach, LADWP

"Happy Valentine's Day to my beautiful fiancé! God blessed me with you, and I am eternally grateful. I can't wait to celebrate tonight with you. Te amo!"

– Erik Munoz,

Public Works/Engineering



"To a wonderful life with you my love. Happy Valentine's Day." - Lisa Diaz, Personnel



"Happy Valentine's Day to my best friend and love of my life!" Bruce Leitch, Retired, Airports

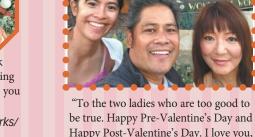


"Happy Valentine's Day, Linda! Thank you for all you do for our family. Sending you lots of love every single day! I love you always! Love, Charlie."

- Charles Garcia, Retired, Public Works/ Street Maintenance

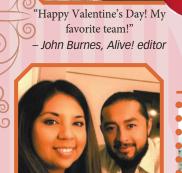


"Ma chére Kelley, rester à la maison ou voyager vers des destinations lointaines, la vie est toujours une aventure avec tu! Joyeuse Saint

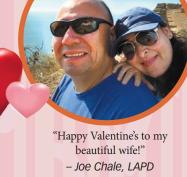


Happy Post-Valentine's Day. I love you, my sweethearts."

- Rodney Bernaldo, Public Works/Sanitation



"My forever Valentine. Since 2000." -Karina Melendez, LAPD



first day we always been my Valentine. Love you, Susan.' - Lorenzo Sandoval, Probation, LA County

"To Mom, my first

Valentine: Thank you for teaching me what matters and

how to live!" - John Hawkins, Association CEO



wife, Maria: Since the day we met you have been a gift from God. Happy Valentine's Day every day for a lifetime."

-Carl Holmes,

"I am that lucky lady who found 'To my lovely a best friend and a husband in the same person. Happy Valentine's Day. Thanks for always being my ride-or-die. Love you." Alysea Thompson-Reliford, Public Works/Sanitation





"Happy Valentine's Day, Chula!"

-Marco Gonzalez, Public Works/Sanitation "First crush at 11, married at 31. Never, never, never give up. Though we were both busy with our lives and got lucky to find

- Thomas Wyatt, Public Works/Engineering

each other again later."



"Valentine's Day is the perfect opportunity to express all my love and appreciation for my amazing wife - Patty! Each day, I am so grateful for her presence in my life - she brings joy, kindness and wisdom far beyond what words can describe. Thank you for being by my side!"

-Robert Larios, Club CEO



"Thank you for a wonderful 26 years of marriage. Words cannot express my love for you. I look forward to creating more memories!"

- Candice Arnold, LADOT



"Happy Valentine's Day to the love of my life, Avid!"

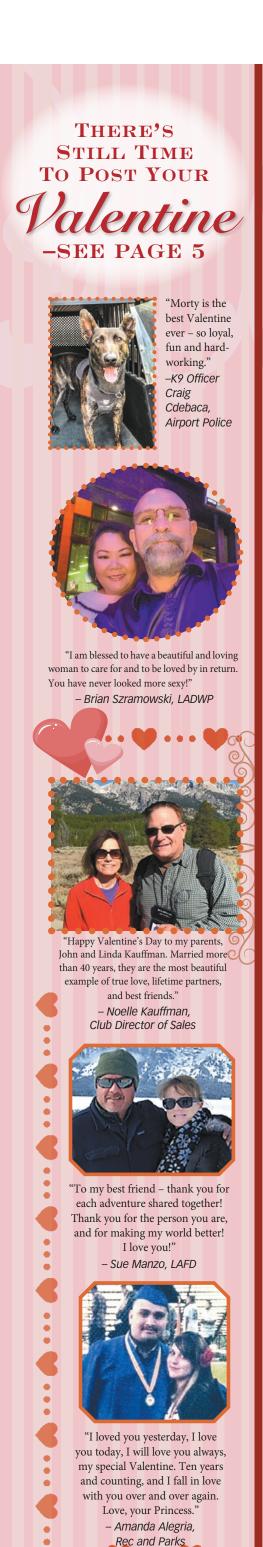
– Noelle Kauffman, Club Director of Sales





Rec and Parks "Thinking of you -Sonia Galan, LADOT







Christmas in RA 900

CHIEF CROWLEY AND CHIEF DEPUTY DRAKE SPEND CHRISTMAS STAFFING AN AMBULANCE.



Photo courtesy Capt. Erik Scott

LAFD: In an annual holiday tradition, LAFD Chief Kristin Crowley joined the ranks on Christmas Day to assist with staffing challenges and boost morale.

Chief Crowley and Chief Deputy of Emergency Operations John Drake worked Rescue Ambulance 900, serving LAFD

Central to LAFD Valley locations.

"activated We Rescue Ambulance 900 ... responded to calls, visited members and their families and transported (patients) to hospitals. Every day I'm grateful for the daily sacrifices of LAFD members."



Chief Kristin Crowley and Chief Deputy John Drake inside Rescue Ambulance 900 on Christmas Day.



Life's Important Moments







Share your news... and send in a photo!

Have you gotten married? Had a baby? Graduated? Is a family member in the military? Send in a photo and a paragraph, telling us the details. We love to share your good news.

Send your photos and text online: alive.employeesclub.com/lifesmoments



Retirements

Below is a listing of those who Retired from the City. To all we say, welcome to the best years!

We honor the people who have spent their working lives building, managing and imagining a better LA, and are now Retired. We thank and appreciate all you have done!

NAME	TITLE	DEPT.	YEARS	NAME	TITLE	DEPT.	YEARS	NAME	TITLE	DEPT.	YEARS
Allen, Latonya Y.	Sr. Traffic Sup.	LADOT	34	Duddles, Yvonne R.	CPD Industrial Prog.	LADWP	N/D	Pineda, Restituto Y.	Parking Attendant	Gen. Services	22
Almozara, Zenia R.	Pr. Clerk	City Attorney	37	Estrada, Yolanda M.	Pr. Clerk	City Attorney	38	Porter, Doris M.	Admini. Clerk	Bldg. & Safety	22
Alvarez, Jose A.	Special Prog. Asst.	Rec &Parks	16	Gannon, Patrick M.	Dir., Airports Safety Off.	Airports	6	Reed, Bernice L.	Crossing Guard	LADOT	4
Askew, Lynette J.	Police Service Rep	LAPD	32	Guisar, Gemma	Special Prog. Asst	Rec and Parks	5 7	Reyes, Jose V.	Special Prog. Asst.	Rec & Parks	1
Banh, Hung Chi	Sr. Admin. Clerk	LAPD	35	Hadley, James A.	Plumber	Public Works	35	•			'
Beck, Nina M.	Messenger Clerk	Library	4	Hagan, Kenneth	Custodian	Public Works	9	Sanders, Angeline	Crossing Guard	LADOT	8
Booker, George	JFB/Facilities	LADWP	N/D	Hernandez, Rene E.	Fleet Services	LADWP	N/D	Shepperd, Linda S.	Sr. Police Service Rep	LAPD	36
Booker, Violet D.	JFB/Facilities	LADWP	N/D	Herrera, Christine	Di., Cash Mgmt.	Finance	3	Surendranath, Andrew	Gen. Cost/Budgets	LADWP	N/D
Bray, Jeff R.	Water Distribution	LADWP	N/D	Justin, Isabel A.	Recreation Asst	Rec and Parks	8 8	Taylor, Pierre P.	Security Officer	Airports	14
Chavez, Dolores C.	Power Exe. Office	LADWP	N/D	Lee, Bernard S.	Power Supply	LADWP	N/D	Thenarse, La Verne	Recreation Asst.	Rec & Parks	5
Clark, Jeffrey J.	Power C&M	LADWP	N/D	Leung, Dora M.	Accountant	Public Works	10	Villa, Bernardino H.	Cement Finisher	Public Works	21
Colvin, Marshall L.	Fleet Services	LADWP	N/D	Lowenthal, Daniel J.	Dep. City Attorney	City Attorney	11	Waters, Emily J.	Police Officer	Airports	35
Crawford, Kevin K.	Asst. Gen. Mgr.	ITA	12	Ma, Shiu K.	Sr. Constr. Insp.	Public Works	32			•	
De Lamora, Donaciano	Special Prog. Asst.	Rec & Parks	3	Mikell, Johnnie E.	Sr. Security Officer	Airports	20	Watson, Anthony L.	Refuse Coll. Truck Op.	Public Works	33
Denton, Michael L.	Sr. Gardener	Rec & Parks	37	Morgan, Carl E.	Transp. Planning Ass.	Airports	14	Zelaya, Alicia P.	Admin. Clerk	LAPD	36
Donahue Angela	Police Psych	ΙΔΡΩ	10	Pastran Edward Δ	Sr Plumher	Δirnorts	37				

NOTE: If you wish to have a listing deleted from our online posting of Retirement notices, please email us at admin@employeesclub.com, stating the name and department of the Retired person. The request must come from the actual Retired person. We derive our lists from official public records provided by the City and LADWP.

N/D = not disclosed

In Memoriam"

We honor those who have passed away and recognize their lifelong service to the City of Los Angeles. Their lives mattered to our City and our region. Our thoughts and prayers are with the family and friends of the following current and Retired City employees who were reported to have passed away.

	YEARS OF DEPARTMENT	SERVICE		YEARS OF DEPARTMENT S	ERVICE		YEARS OF DEPARTMENT	SERVICE
ACTIVE			Douglass, Joe M.	LADWP	30	Mosley, Lillian L.	LADWP	36
Ballenger, Alonzo D.	LADWP	32	Drummond, Joseph K.	N/D	N/D	Nevins, Katherine M.	Zoo	30
Conoway, Randy T.	Public Works	6	Edwards, Betty L.	Econ./Workforce Dev	. 37	Parra, Pete	Public Works	32
Jackson, Beneva W.	Bldg. & Safety	9	Felix, Arthur C.	Housing	21	Pointer, Leon B.	N/D	N/D
Mendoza, John-Michael	Harbor	6	Fleming, Leslie G.	Public Works	39	Ransom, Dorothy S.	N/D	N/D
Segura, James G.	Airports	4	Forrest, Robert A.	General Services	20	Reed, Robert O.	Econ./Workforce D	ev. 16
Uyueno, Miriam E.	Library	18	Gamboa, Gilberto H.	LAPD	15	Sanchez, Guadalupe	Library	21
, ,	,		Gonzales, Marcia E.	LADWP	26	Savitch, Frances M.	N/D	N/D
RETIRED			Hannah, Gary L.	LADWP	31	Sharp, Gordon C.	LADWP	32
Adderly, Simeon	LADWP	23	Hayes, Danny R.	LADWP	34	Shieh, Neil B.	ITA	16
Aficial, Renato G.	Public Works	23	Haywood, Lorraine M.	N/D	N/D	Silva, John	N/D	N/D
Bambridge, Josephine A.	Harbor	20	Heredia, Johnny	Public Works	26	Smith, Linda R.	LADWP	36
Bigger, John E.	LADWP	40	Hobbs, Walter W.	LADWP	24	Smith, Robert R.	Public Works	43
Bower, Robert A.	LADWP	28	Hurd, Bertha Ann	Aging	33	Stillwagon, Ross I.	N/D	N/D
Bran, George	N/D	N/D	Jordan, Raymond B.	N/D	N/D	Takemoto, Takashi	LADWP	29
Bryant, Mark E.	LADWP	26	Lacava-Rodriguez, Manuel J.	N/D	N/D	Thordarson, Herbert	N/D	N/D
Burt-Hughes, Eula L.	N/D	N/D	Lill, Luige	N/D	N/D	Tillery, Calvin R.	Public Works	20
Cabaong, Philip L.	N/D	N/D	Livingstone, Karen	Library	18	Travali, Barbara L.	LADWP	25
Carstairs, Kathryn	LAPD	12	Long, Edward	N/D	N/D	Uriarte, Gilberto	LADWP	28
Chappelle, Dionne R.	Public Works	18	Lopez, Rose Marie	N/D	N/D	Uselton, Marylin J.	N/D	N/D
Chiu, Ching B.	Public Works	24	Magaletta, William F.	ITA	35	Walker, Douglas C.	N/D	N/D
Church, Darrell R.	General Services	21	Manzanares, Ismael	LADWP	33	Watson, Phillip T.	LADWP	19
Coats, David P.	Public Works	33	McCall, James F.	Public Works	25	Wheatley, Joseph G.	N/D	N/D
Davis, Walter W.	N/D	N/D	McCoy, Steve J.	Airports	16	Williams, Merllene J.	LADWP	18
Delgado, Rosemary	ITA	33	Mitchell, Joann	LAPD	30	You, Chen-Nan	LADWP	23
Dooner, Michael G.	N/D	N/D	Morgan, Squire B.	Public Works	19	Youssef, Badie F.	LADWP	29

^{• •} NOTE: If you wish to have a listing deleted from our online posting of these death notices, please email us at admin@employeesclub.com, stating the name and department of the deceased, and your relation to that person. We derive our lists from official public records provided by the City and LADWP.



Sirelle Hammoudian and Brett Kendall, married in August 2020 during the pandemic; a wedding celebration was also held Nov. 12, 2022 in Carpenteria when family and friends were able to share the joy of this beautiful union. Sirelle is the daughter of Nancy Hammoudian, Retired, Building and Safety and current RLACEI Board member, and Vrej Hammoudian. Sirrelle's sister, Rakelle Hammoudian is pictured at right. Congratulations to all!



James Gonzales, Maintenance and Construction Helper, LADWP, and Elda Gonzales, were married on Nov. 26, 2022. James is also a GySgt. in the U.S Marine Corps. He's the son of Socorro and Ricardo Gonzales, Water **Utility Supervisor, LADWP**, 23 years of City service. "Congratulations to our son and daughter-in law. We wish them many blessings on their journey together."





LAFD for All

FIRE DEPT. CREATES DIVERSITY, EQUITY, INCLUSION BUREAU.

LAFD: On Nov. 22, then-Mayor Eric Garcetti, the City Council and the LAFD announced the department's first Diversity, Equity and Inclusion (DEI) Bureau, to be led by Deputy Chief Stephen Gutierrez, the LAFD's first Equity Officer.

The DEI Bureau will "maximize the department's efforts to build and promote a culture where diversity is valued, and its workspace is safe for all."

The Diversity, Equity and Inclusion Bureau will focus on building and fostering a Department committed to engaging the voices and respecting the humanity of all its members, reflected in how it handles recruitment and hiring, workplace conduct, retention and promotion. The DEI Bureau was expected to be up and running and fully staffed by January.

In 2022, of the more than 6,500 applicants to LAFD, 70 percent were people of color and nearly 8 percent of candidates were female, which is double the current percentage of female firefighters within the Department. The Los Angeles Fire Dept. Girls Camp, which introduces young women between the ages of 14 and 18 to career opportunities in the Department, recently resumed operations after a pause during COVID.

"The LAFD is fully committed to creating positive change," said Chief Kristin Crowley. "With the new DEI Bureau, the Department will develop and drive forward key diversity, equity and inclusion strategies and initiatives to enhance the LAFD's work environment and performance. We will maximize our efforts to build and promote a culture where our diversity is truly valued and our work environment is safe and supportive for all."



INSURANCE FROM THE CLUB



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Member Services Counselor

cmartin@employeesclub.com

23 years of insurance experience

Work cell: (213) 819-0794 (800) 464 -0452, Ext. 136

CA LICENSE NO: 0C12823

insurance options,

Life Insurance

If anyone relies on your income, you need Life Insurance.

Get it today. Here's why:

- Think about your mortgage, children's tuition, funeral expenses and serious unforeseen expenses
- You should be covered for at least four to five times your salary
- · Life insurance pays in addition to your City benefits and any individual life insurance policy you have in force.



Phone and virtual meeting appointments available.

Email: help@employeesclub.com Or call: (800) 464-0452

LACEA Insurance Services, Inc. ('Employees Club of California') is a licensed insurance agency offering insurance benefits to qualified Club members. The Club's CA DOI Lic. No. is 0B98000



United Agencies represents Mercury Insurance Group, as well as Chubb Insurance, Hartford, Fireman's Fund, Progressive, Civil Service Employees Insurance, Allied, Safeco, Travelers, Unigard and Encompass.



Retired Los Angeles City Employees, Inc.

For Retired Club Mer

Club Members

CONTACT INFORMATION

Retired Los Angeles City Employees, Inc. (RLACEI)



Ruth B. Perry, President **Terminal Annex** P.O. Box 86264 Los Angeles, CA 90086 PHONE: (800) 678-4145, ext.

EMAIL: Ruth.Perry@RLACEI.org ON THE WEB: www.RLACEI.org

2022 Executive Board of Directors

Ruth B. Perry, President Beverly J. Clark, First Vice President Mark Blunk, Second Vice President Loucin (Lucy) Artinian, Treasurer Nancy Hammoudian, Secretary

RLACEI DIRECTORS Dial (800) 678-4145 plus extension

Beverly Anderson, <i>Director</i>	Ext. 702
Loucin (Lucy) Artinian, Treasurer	Ext. 718
Mark Blunk, Audit Chair	Ext. 704
Beverly J. Clark, <i>Publicity Director</i>	Ext. 716
Nancy Hammoudian, Secretary	Ext. 705
Tom Moutes, <i>Director</i>	Ext. 710
Verkin (Vicki) Keoseian, <i>Director</i>	Ext. 719
Ruth B. Perry, Membership Director	Ext. 717
Elizabeth Torres, Entertainment Director	Ext. 703

RLACEI RETIREE HELPLINE:

(800) 678-4145, Ext. 0

For retirement assistance, call the Retiree Hotline and leave a message. A Director of RLACEI will return your call and assist you with your concerns.

RLACEI WEBSITE

tions.

Visit the RLACEI website www.RLACEI.org to find the latest news. Call (800) 678-4145 Ext. 0 to make sugges-

EMAIL: Contact@RLACEI.org

MAILING ADDRESS:

Retired Los Angeles City Employees Inc. **Terminal Annex** P.O. Box 86264 Los Angeles, CA 90086

Change of Address?

Please notify Ruth B. Perry, Membership Chair, at (800) 678-4145 ext. 717 or Ruth.Perry@ RLACEI.org for a change of address or to add or change your email address. Also notify LACERS, ACEBSA, LAPCU, and LAFCU as applicable.



Send in your Interesting Contributions!

Phone:

Contact: Beverly J. Clark, Publicity Director Beverly.Clark@RLACEI.org or (800) 678-4145 ext 716

RETIREE EVENTS

June 8, 2023 RLACEI 50th

Anniversary Party

Location and time to be announced

RLACEI EVENTS RESERVATION LINE:

(800) 678-4145, ext. 701

RETIREES UPDATE

YOUR IDEAS CAN MAKE A DIFFERENCE!

by Tom Moutes, RLACEI Director · Email: Tom.Moutes@RLACEI.org

The process LACERS goes through annually to negotiate with healthcare providers, get the contracts in place, and conduct open enrollment takes almost the whole year. Then, the process starts all over again! In some years, LACERS goes out to bid on the plans. In other years, it seeks renewal proposals from existing healthcare plans. It looks as though LACERS will be going out to bid this year, which means changes to some medical and dental plans may take place.

With the LACERS staff going out to bid on the contracts this year, it is an especially good time to weigh in on whether you like your current medical plan. Remember, there are only two Retired LACERS representatives on the LACERS Board - one appointed and one elected. While they may receive requests from a few LACERS members regarding healthcare wants and needs, their experience with the LACERS medical and dental plans still is very narrow. The LACERS staff is covered by the healthcare plans for active City employees, so they do not directly experience the Retiree plans.

In recent years, LACERS transitioned many of its Medicare

plans from "Supplement" plans to "Advantage" plans (please see my January 2023 Alive! article for more information on Advantage plans). How have these transitions impacted you? Do you like the new plans or dislike the new plans? Either way, you should weigh in with the LACERS Board.

If there are any benefits that you would consider to be useful going forward, you should also weigh in on those. There are many examples of the LACERS Board researching and negotiating new benefits into the plans. One example is when a Retired member lets LACERS know that aging people need deep dental cleanings. At the time, deep cleanings were not part of the benefits, but based on that one member's inquiry, they were integrated into the plan.

So, please help LACERS help you by taking just a couple of minutes to let them know what you like, don't like, and need regarding your health and dental plans. Your input really can make a difference!

The LACERS Board can be reached at LACERS.board@ lacers.org. ■

Become an RLACEI Member!

RLACEI is dedicated to advocating for retiree interests. We are over 6,300 strong! Members of the Retired Los Angeles City Employees, Inc. enjoy all RLACEI events such



member picnic and holiday party with FREE membership to the Employees Club with access to all group benefits (insurance, discounts, etc.).

Call (800) 678-4145 Ext. 717, or visit our website at RLACEI.ORG and join today!

Looking for a Board **Member With** Computer Skills



Computer savvy RLACEI Board Director

needed! Experience and skills in Webpage maintenance, Facebook management and extensive Microsoft Office proficiency particularly wanted. Other computer skills greatly appreciated. If you enjoy working with and assisting City Retirees, join us.

For more information on this position contact:

Dennis Harding at: (800) 678-4145, ext. 706 Email: Dennis.Harding@RLACEI.org or Beverly Clark at: Beverly.Clark@RLACEI.org



LACERS BOARD UPDATE

LACERS' Actuary Reports Funding Level Increase

by Michael R. Wilkinson, LACERS Commissioner Email: MikeWilkinson4LACERS@gmail.com

ACERS' actuary, Segal Consulting, reported to the LACERS Board that the funding level has increased for both the retirement and the health plan. LACERS reports funding for the retirement plan and health plan separately.

The funded ratio for the retirement plan increased from 71.6 percent to 73.3 percent, and for Retiree health benefits. the funded ratio increased from 94.6 percent to 97.0 percent. This ratio compares the actuarial value of LACERS assets to its actuarial value of its liabilities. The health benefit funded ratio is high because LACERS has been funding the health plan while most plans were relying on "pay as you go" to pay benefits without "prefunding" the obligation while employees were working before retirement.

Prefunding is the method that almost all pensions are funded by, making contributions to support pensions while an employee is working. However, most pension plans were not prefunding health until relatively recently, but LACERS is nearly 100 percent funded because it was paying this out of its

The funded ratio is used for many purposes, including setting the contribution rate of payroll for the City to pay its share of the pension. The City contribution rate (percentage of payroll) went up from 29.39 percent to 29.43 percent for the

retirement fund and from 3.92 percent to 3.93 percent for the health fund. These are the combined rates for Tier 1 and Tier 3.

The City is legally obligated to pay the total cost of employees' contributions and has always paid 100 percent of the required contribution. However, when you look around the country and see some of the public retirement plans that are in dire financial straits, there is one problem that repeats - a failure of the employer to pay the required contribution. The LACERS board is aware of how important proper funding is and would legally enforce this requirement, if necessary.

The pension plans for two of the worst funded states, Illinois (42 percent funded) and New Jersey (31 percent funded) had other problems as well, but both regularly failed to make required contributions. This lack of needed contributions led to a devastating underfunding of the plans. The City of LA has always paid its full obligation on time when it was due. Proper funding from the employer is critical so that the funds will be there to run the plan and to make investments, since the investment returns make up the largest share of plan assets.

The LACERS investment team uses a disciplined approach to long-term investing to diversify investments among asset classes to get long-term returns that support the members' pension and health plans.

Story by Valerie Melloff, Assistant GM, General Services, Club Member Photos courtesy General Services

MOST VALUABLE PERFORMERS

GENERAL SERVICES HONORS ALL ITS EMPLOYEES AS MVPs.

GENERAL SERVICES: Last year, General Services named each of its employees as department MVPs.

In previous years, individual employees and teams were honored with the award. For 2021-22, all employees were honored by General Manager Tony Royster, Club Member due to the hard work they completed during the difficult days of the pandemic.

Since the pandemic began, General Services employees stepped up despite the threat and fear of COVID-19 and continued to provide essential services to the City family and its residents. The employees worked tirelessly by keeping the City moving, facilities and offices safe and clean, and high touch-point areas sanitized, ensuring the City was well stocked with PPEs and other essential items for the medical front liners, including providing housing for the unhoused. In appreciation of the remarkable work General Services employees do -- particularly during the most challenging time of the pandemic -- General Manager Tony M. Royster honored and recognized the hard work and dedication of the General Services employees and those the department had lost due to COVID-19

The employee appreciation campaign started with a special thankyou card sent to each employee in November 2021, and appreciation

banners and board signage were displayed throughout General Services offices and facilities in February 2022. In August 2022, the campaign culminated with the General Manager proclaiming each employee a GSD MVP! The employees were awarded a General Services MVP polo shirt and/or hat, and a video was released, with the special participation of Mayor Eric Garcetti, to give tribute to the outstanding accomplishments of the employees of the department that is truly the "Heart of the City."

Due to the positive response from the employees for their award, General Services had a "Wear Your GSD Gear Day!" in October in collaboration with a bake sale led by the Holiday Committee. Employees were encouraged to show their General Services pride and celebrate each other with a picture day, raffle drawing, and a photo contest, which was a huge success.

> The video can be viewed at: www.gsd.lacity.org/about-us/gsd-mvp

Congratulations to all General Services employees on their cool MVP status!

THANK YOU!

The Club thanks Tina Fermin, Executive Administrative Assistant III, General Services, Club Member, for her amazing work in pulling together the photos and identifications for this article

HONOREES

MOST VALUED PERFORMANCE AWARDS



SUPPLY CHAIN SERVICES, PROCUREMENT GROUP

Front row, from left: Martha Medina, Gloria Quach and Crystal Lengsavath. Middle: Voltaire Abad, Kitty Pai, Barron Nguyen, Nicholas Ooi, Cristal Vanegas and Nicole Gee. Back: Camille Carapetian, Connie Espinoza, Troy Lee, Siv Chan and Michael Chean.



CUSTODIAL SERVICES

From left: Raudel Velasquez, James Martinez, Yvette Sowell, Aida Marban, Elizabeth Thatcher and Leonard Huizar Sr.



MAIL SERVICES

From left: Howard Bein, Sam Galvan, Francisco Remirez, Amanda Ybarra, Michelle Arguello, Reginald Williams and Rosalinda Meza.



SUPPLIER AND CUSTOMER RELATIONS, PAYMENT SERVICES GROUP

From left: Yuki Cheng, Myrna Pilkington, Jacqueline Hui, Rosemarie Dibene, Alicia Mancilla, Jenny Gov, Yeonjoo Judy Jeong, Librado Julao, Belinda Manada, Cecilia Aguilar, Judy Gomez and Edmund De Baroncelli.

A SAMPLING OF THE MVPs

Last year, all General Services employees were honored as MVPs. Here are photos of just some of the bureaus, divisions and employees honored. Alive! selected

what we hope is a representative sampling from photos captured by General Services during the department's "Wear Your Gear Day" in October.

> SEE MORE PICTURES OF MVP HONOREES ON WEB ALIVE!:





EXECUTIVE DIVISION

Lydia Marquez



SUPPLY CHAIN SERVICES, **TERMINAL ISLAND** TREATMENT PLANT (TITP)

Joseph Calderon



FLEET SERVICES, WEST LA SHOP

The "Wear Your Gear Day" photo contest winner: Alex Scopelitis, Javier Arteaga, Tony Cain, Chol Song, Kim, Eddie Villasenor, Rene Burgos, Donald Parrish, Wajih, Al Habbal, Enrique Ortega, Jose Vargas, Jonathan Cervantes and Ray Smith.

Alive! AROUND THE WORLD



Chile

The horn-shaped peaks are the Cuernos del Paine, one of the two most iconic sites in Torres del Paine National Park, in southern Chile's Patagonia region. The park is known for its soaring mountains, bright blue icebergs from glaciers, and grasslands that shelter rare wildlife such as llama-like

 Norman Faner, Retired, LADWP, and Florian Faner, Retired, General Services.

Traveling with Capt. Michael Barnes, Retired, Harbor

LETTER FROM MEXICO CITY

Mexican Painters and Revolutionaries

If we look back in history, we can see that art and politics share a long-time connection as art gives those who want political or social change a stage to express their views. Today, travelers to Mexico City can see many examples of this through the wondrous, historical works of art that were created in the period after the Mexican Revolution.

Sightseeing in the buzzing center of Mexico City is best done by taxi/Uber to avoid traffic problems and the endless search for suitable parking - and more so when visiting one of the city's most popular tourist sites, the Casa Azul in the pretty neighborhood of Coyoacán. Here you will find the home of Mexican artist and Marxist revolutionary, Frida Kahlo. She lived here for many years with her artist husband, Diego Rivera. In 1957, after her death, he donated the house and its contents as a museum to her memory.

Also tucked away in the same neighborhood is the lesser-known home and museum that tell quite a tale - that of the Russian Marxist revolutionary and early supporter of Joseph Stalin Lev Davidovich Bronstein, better known as Leon Trotsky. Born to a wealthy Jewish family in Yanovka (now Bereslavka),

Ukraine, he had the independent financial freedom to embrace Marxism and developed his own ideology called "Trotskyism." Unhappy with his given name, he changed it to Trotsky, after the surname of a sympathetic jailer in the Odessa prison where he had been incarcerated. His



home in Mexico City is now also a museum, full of historical memorabilia depicting his turbulent life. He was twice exiled to Siberia for revolutionary activities including escaping to London, where he befriended Vladimir Lenin, who he helped to organize the failed Russian Revolution of 1905. Exiled again, he spent the following ten years working in Britain, Austria, Switzerland, France, Spain and the United States...

The adventures of **Michael Barnes** continue on Web Alive!





Send in a travel picture holding Alive!

- Snap a high resolution photo of you holding Alive!
- Go to: alive.employeesclub.com/alivearoundtheworld You'll find a convenient online form to send your text and pics for publication.

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Give to a **Clothing Drive**

SANITATION'S RECYCLING PROGRAM HOSTING A CITYWIDE CLOTHING DRIVE.

TIMES:

Mon-Fri., 9 a.m. – 4 p.m. through March 4 Locations will be closed

Mon., Feb. 21 (President's Day)

PUBLIC WORKS: Public Works/Sanitation and Environment's City Facilities Recycling Program (CFRP) is collecting new and gently used children's, men's and women's clothing in a charity effort.

Donated clothing will be provided to the St. Francis Center and Sanitation's Livability Services Division, agencies that provide support to the City's unhoused neighbors and low-income individuals.

The drive runs through March 3. Donated items can be dropped off at all Sanitation yards. Please be generous!



At the conclusion of last year's Sanitation clothing drive, Sanitation and Environment clothing drive team members delivered some of what they collected to the St. Francis Center downtown



LOCATIONS:

PUBLIC WORKS BUILDING 1149 S. Broadway - Lobby Los Angeles, CA 90015

EAST VALLEY DISTRICT YARD 11050 Pendleton St. Sun Valley, CA 91352

WEST VALLEY DISTRICT YARD 8840 Vanalden Ave. Northridge, CA 91234

NORTH CENTRAL DISTRICT YARD 452 San Fernando Rd. Los Angeles, CA 90031

WEST LA DISTRICT YARD 2027 Stoner Ave. Los Angeles, CA 90025

SOUTH LA DISTRICT YARD 786 S. Mission Rd. Los Angeles, CA 90023

HARBOR DISTRICT YARD 1400 N. Gaffey St. San Pedro, CA 90731

WASHINGTON YARD 2649 E. Washington Blvd. Building B Los Angeles, CA 90023



FOR ACTIVE AND RETIRED MEMBERS

In-Person Appointments Suspended During Move

LACERS has temporarily suspended in-person appointments as the department moves to its new location. LACERS looks forward to offering in-person counseling in its new location, but before that, there are many options for service active and Retired City employees can utilize during this transition.

- Use the LACERS' Secure Document Upload found at lacers.org/ secure-document-upload to submit forms or required documents;
- Visit the LACERS Website at **LACERS.org to obtain benefit information**;
- Log onto your MyLACERS account at https://mylacers.lacers.org to view your account details; and
- Visit the LACERS' YouTube channel found at youtube.com/lacersyou**tube** where current and Retired employees can find a wealth of benefit videos.

Stay up to date with the move and all LACERS announcements by checking the Website periodically at lacers.org, contacting LACERS by email at lacers.services@lacers.org, and by phone at (800) 779-8328.

FOR RETIRED MEMBERS

New IRS Tax Withholding Pension Forms for 2023

The Internal Revenue Service (IRS) has released a new federal tax withholding form for pension payments in 2023. The new IRS W-4P form will be required for any withholding changes received after Dec. 12, 2022, for payrolls processed in 2023 and beyond. You do not need to submit a new form unless you would like to make changes to your withholdings.

If you live in California and you wish to change your state tax withholding election, you will need to submit a separate DE-4P state tax withholding form. These forms and Frequently Asked Questions are available on the LACERS website at lacers. org/forms and lacers.org/frequently-asked-questions respectively.

LACERS and/or the Club are not authorized to provide tax advice. If you are seeking tax guidance or advice, we recommend you speak to a tax professional.



Deadline For submission:

March 10, 2023

Look for winners on Web Alive! in April:

alive.employeesclub.com

Coloring Contest for Grown-Ups!

HEY CLUB MEMBERS,

Hey Club Members, it's time for another Grown-Up Coloring Contest, so get out your crayons, sparkles and whatnot, and get going!

The prize: a \$50 Amazon gift card.

PLEASE COMPLETE:

PLEASE PROVIDE

Club Membership Number:

Job title and department with the City:_

Address

City/State/Zip:

Send Entries to:

Club Grown-Up Coloring Contest Employees Club of California 311 S. Spring St., Suite 1300 Los Angeles, CA 90013

Rules of the Club's Grown-up Coloring Contest:

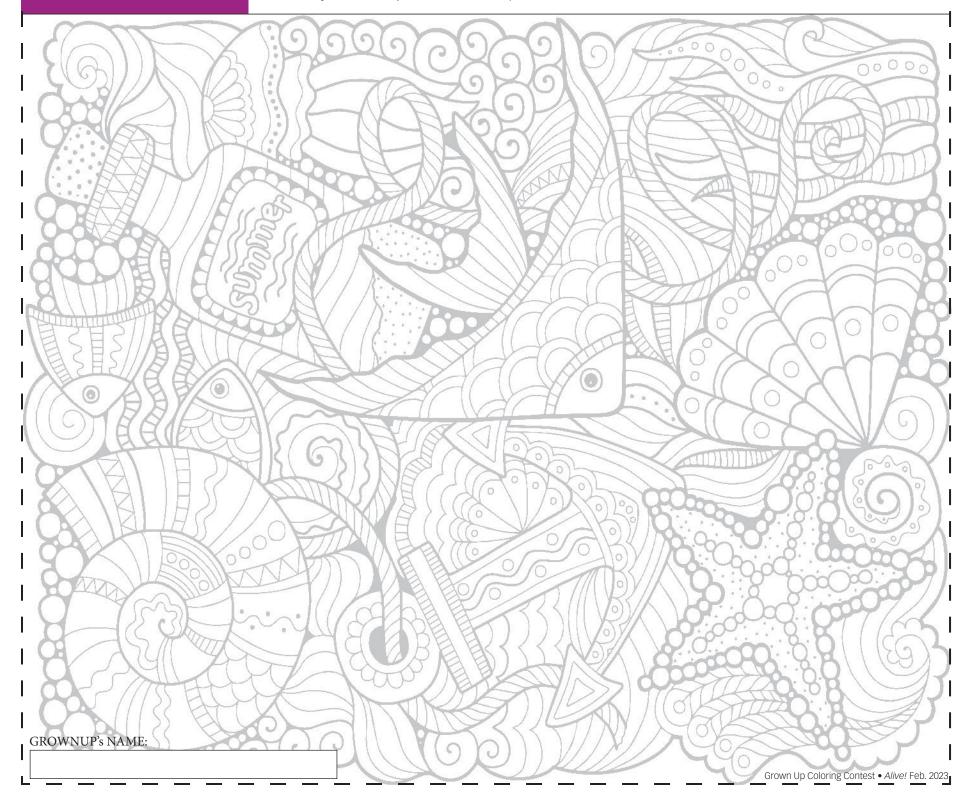
- Winning contestants must be Club Members in good standing. Everyone is welcome to submit responses, however. (Responses without Club Membership numbers will be accepted but not eligible
- All responses must be completed by the person indicated: no ringers (including your children!).
- Winning responses will be determined by official Club personnel. All decisions will be final.
- The contest is all in good fun: The Club cannot be responsible for delays in delivering Alive!, or for delays in the transmission of responses.

Download Coloring Art From the Web

You can download and print art from Web Alive!:

alive.employeesclub.com/ coloring-contest-for-adults





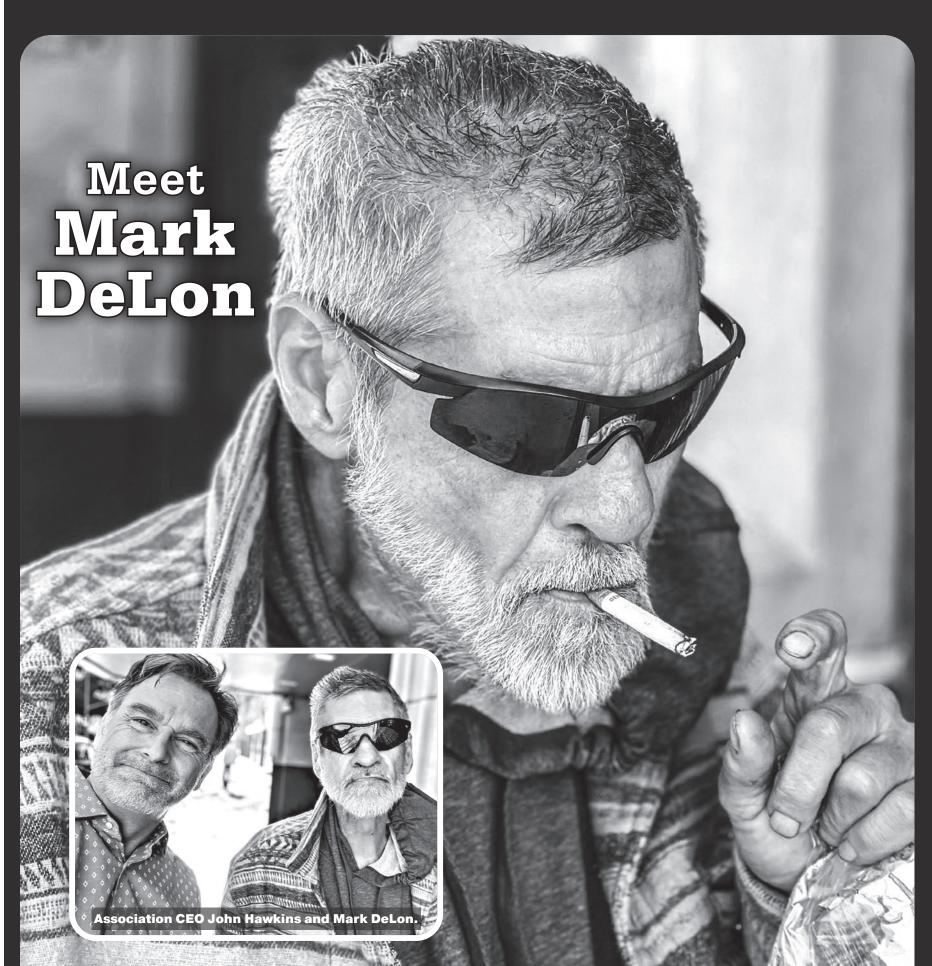
 $\{$ Who are the people you see every day? $\}$

People We See

Shelterless in Los Angeles.

No. 105 *in a series.*





INTERVIEW

DATE OF INTERVIEW: Dec. 7, 2022.

LOCATION: Third and Spring Streets downtown.

BIRTHDAY: Nov. 11, 1954.

BIRTHPLACE: "Tampa, Fla."

EDUCATION: "High school."

RELIGION: "Protestant."

Moved to LA: Less than a year ago.

Family: "One brother two years older than me, and no sisters." His father died recently, he says killed by a drunk driver. His mother passed away in a nursing facility.

Military: "I was drafted into the Army right out of high school. I did two tours in Vietnam."

Service expertise: "I was a demolitions expert and carried an M16 and Colt .45." Most of his time was spent in South Vietnam – Saigon and Da Nang.

Married? "Yes, after the Army. After ten years, my wife died of cancer."

His journey: After he got married, he moved to San Diego. After his wife died, he moved to Portland, Ore. When work there dried up, he moved to Seattle and worked as a truck driver and short-order cook. From there he came to Los Angeles.

Current location: In a tent near the LA Times building at Third and Spring Streets.

Favorite candy: "All kinds, but my favorite is the original M&Ms."

Favorite food: "I look forward to the free meal at Olive Garden every Thanksgiving. My favorite is the spaghetti and meatballs, and lasagna." **Favorite book:** "I used to read when I was younger. I like Westerns – Louis L'Amour and Zane Grey."

Alcohol: "Just alcohol and marijuana, but only recreationally. I know my limits."

Favorite place in America: "Here in Los Angeles. Lots of people, tongues, traditions and cultures."

Make a wish: "I don't make wishes."

The Club gave Mark toiletries, food, \$20 and bottled water. He had just had his wallet stolen and was grateful for the gifts to help him buy food.

The interview was conducted by John Hawkins, CEO, Los Angeles City Employees Association.

In this feature, Association CEO John Hawkins introduces you to people you see every day, but you might not know who they are. The Club reminds you that we all have names and our stories to tell.

Overflow to Web Alive!

ALIVE! INTERVIEW

— CONTINUED FROM PAGE 11

Right. How many are in the Water CRU ("Crew")?

It varies. Some days we have personnel from other units who pitch in, on an as-needed basis. But there are about eight on our staff at the moment. We've grown.

Basically, our main purpose is education. We want to help people conserve water through education. And we do it every day out of the year, even in the rain. If we have to go out there and patrol in the rain, we will. We'll do anything we can to help the City.

History and the **Ordinance**

Can you give us a brief history of how the unit came about, and why it came

The unit came about from the ordinance.

The water ordinance.

Yes, the Emergency Water Conservation Ordinance drove the creation of our group. Our job is to inform customers about the ordinance and enforce it. I've been with the Department since 2010 and it had a different program prior to that. They had something in place prior to

And but then, with the creation of the ordinance, that's when your specific group came into formation?

Correct.

Was the ordinance strengthened since its creation, kind of like a version two?

More like the ordinance has different phases embedded into it that come into effect at different stages. For the ordinance to advance to the next phase, the Mayor has to approve it along with the City Council. It goes through the steps that the Department recommends to elevate the phase level. The LADWP recommends an increase, depending on conditions. It goes through the Board of Water and Power Commissioners and all our steps. And then we pass it on to the Mayor and the City Council, and the City Council has the final vote, I believe, on increasing the severity, with the Mayor's

Presently, we've elevated it to the third level, phase three.

People aren't always aware there is a water ordinance. I say, do you remember when they stopped serving drinking water at restaurants unless you asked? That's from the ordinance. It's just that every time we've upped a phase, there are different things we have to do.

A member of LADWP's Water Conservation Response Unit (WCRU) writes notes to include in an informational letter the customer will receive in the mail.

The Water CRU ("Crew") isn't setting policy, you're just answering it. You're just enforcing it, or educating people about what the law is.

Exactly.

In what sector do you find the most serious infractions, where the most education is needed?

Is it residential? Business? Education? Non-

In my experience, I deal mostly with residential homes, multi-residential properties; those are generally the properties that we reach out to. But when I'm on patrol and I'm driving around, it doesn't matter what kind of property it is. I've had gas stations with a little tiny patch of grass on the corner of the island where the sprinkler was going everywhere, and I've had to educate them as well. I look for wherever the water's coming from; wherever I see the water, I look for the cause. But the majority of minor action has been with residential and multi-residential

Are you basically business hours? Or are you 24/7?

We're not 24/7, but we do work outside the standard business hours. We're not a nine-tofive group, that's for sure, because that's not going to help our public as much. I love to go out on a Tuesday for patrol because that is a non-watering day throughout the City of Los Angeles. I can start early, before 8 a.m., driving around and connecting with walking groups. Those are always fun, because I get to talk to five people at a time instead of just one.

Do you ever make formal, or informal, presentations to groups about water conservation in the City of LA?

We have in the past when needed, and we're more than happy to. But the department has a different group that goes out and makes presentations to the public. It would be a special case when we would be asked to do it. We definitely present our information to our fellow employees from time to time.

Water Management

What can people do better to manage their water use?

Be more aware of what's happening in their homes. A lot of people nowadays tend to rely on technology to help them figure out what's happening in this world. I wish we could apply that more to our homes. We all have our cellphones in our hands, and we have a certain level of acceptance of things. I really wish people who are homeowners in particular would get a flow sensor device. As a home owner myself, I know that having a leak in

your property that you can't see or don't know about, it really hurts your bill and your financial situation. But we have a rebate program for that technology, and a simple device could help you avoid a massive leak, a massive bill and a massive waste of water. With the rain right now, I wish anyone who has sprinklers would get a weather-based irrigation controller because it can download the weather data from your Wi-Fi systems and it will know not to water for the next two days for you. The LADWP rebates that technology at almost 100 percent, I believe, depending on what model you pick. It's almost like free help. You just have to do a little legwork.

It's really funny when you have conversations with people. I can see a lot of water coming off their property, and it's probably a sprinkler issue. And then they come talk about their bill with me, and they didn't realize there was a leak or other problem. Their gardener hadn't told them. I

'We just want people to conserve the water. If we can do that, we can make sure everyone has the water they need.'

— Kristi-Ann Lopez

can educate them about a lot of help that the LADWP offers. We can even come out and do a free assessment of their situation; it's called the Home Energy Improvement Program. We have a lot of instructional videos and rebate programs. All they have to do is take advantage

You must be a very accessible representative when you're out in the

Oh, yes. That's the point. There's no hiding. I'm in the department car and a vest!

Stories From the Field

Tell us a story or two about your fieldwork and encountering customers.

One of the funniest things was when I advised a new coworker to drive with his windows down when he was out patrolling, if it's safe. He asked why. I said so you can hear water. He looked at me funny. This happened to me once – I heard suspicious water coming from somewhere. "Where is the water? Who is watering right now?" It was driving me nuts. I parked the car, got out and walked down the street until I got closer to it. And I found it – there was a leak in a water meter box for a senior home. I took a look inside and saw all this water. So I called in our emergency crews and they had it fixed within the day.

How far away have you heard water? A block or two? What's your record?

Within the block. That's my limit. But at six in the morning, there wasn't a lot of traffic.

Another time, I helped a senior one time who had five or six broken sprinklers. There was a lot of water flowing down the street. I helped him fix his issues, to help him save money and stay out of our reports!

I had no idea it's possible to hear water. Now every time I walk down the street I'm going to listen for it.

It's amazing what you pick up.

A delicate question: Have things ever gotten tense?

Not too tense, really. I had had a customer say, "I don't want to speak with you." And I said. "That's fine. That's not a problem." Everyone has a different comfort level. Some people are going to be a little apprehensive if I approach them, and I get it. Even though I'm in a City vehicle and wearing my vest, they don't know me. We always try to keep some distance. I'm going to respect their wishes. I'm still going to send them some correspondence in the mail, though, to get them that information that they need to be aware of. We can communicate in a different way if we have to. None of us has issues with that

Improvement

Have you seen an improvement in how LADWP customers manage their

I've seen improvement in them following the ordinance. If I find people who are not in line with the ordinance, I'm going to check on them once we've sent them some type of correspondence or made the outreach, to make sure that they are now following the ordinance; if they aren't, I'm going to let them know. "Hey, we're still going to work with you here because we didn't forget about you."

We are seeing fewer follow-up issues - They're

not watering on the wrong days anymore; they're not watering when they're not supposed to; they're fixing their broken sprinklers. We're seeing improvement.

At various times over the last few years as the drought has really taken hold, the LADWP has said, "Okay, customers of the LADWP have reduced their water usage a certain percent." When you hear those percentages, do you feel that was in part due to your work?

Absolutely. People don't realize how much a simple toilet leak can cost them. Anything that we do to help a customer save water, we definitely feel like we're part of that result.

We're a small piece of it. I'm a small fish, but I do feel like we're all a piece of that success. But really, it's everyone pitching in and doing a

One purpose.

Exactly. We've always tried to stay ahead of the game for success. With everyone's participation it's a win-win

A Natural Teacher

What do you love about what you do?

I love interacting with the people. I was a trainer at one point for Customer Service representatives at the LADWP. I'm a natural teacher inside. That part really comes out when I talk to people. I love educating people on what I know. I love sharing knowledge, to be honest with you. Even with my friends, whatever it is in life, I just love to share knowledge if I think it's beneficial to someone. I'm a people person, so the job is a good match. I get to talk to people and give them a pleasant result. I get to give them information and try to make things better for them. A lot of times I get to walk away with a smile, and so does the customer, which is really great.

Kristi-Ann, thank you very much for your time. I know you're busy with the weather, and we appreciate what you're doing for the City of LA.

Thank you so much. I had a great time.



Overflow to Web Alive!

Meet Your New **Board Members**

— CONTINUED FROM PAGE 8



Jackie Koci Tamayo SR. EMERGENCY PLANNING COORDINATOR **COUNTY OF SANTA CLARA**

agencies. Coming to County of Santa Clara OEM has allowed Jackie to reprise her leadership role in mass care.

She earned her bachelor's degree in history and politics from Woodbury University and a master's degree in leadership and management from the University of La Verne. She has also earned various other graduate-level certifications in leadership, public safety, emergency management and homeland security from acclaimed academic institutions, including USC, UCLA, and Harvard University.

Jackie has received awards and recognition, including the Outstanding Emergency Services Award from the City of Los Angeles and the 2021 California Women in Homeland Security Ripple Effect Award. She recently received a Presidential Citation from the International Association of Emergency Managers for her exemplary work within Region 9 and its members. She is an instructor at the USC Price School of Public Policy, Safe Communities Institute and California Specialized Training Institute, teaching emergency management and crisis communications.

— CONTINUED FROM PAGE 8



Carlos Rodriguez TRANSPORTATION ENGINEER **LADOT**

research, and shelters for abused women. In his spare time, he enjoys traveling for cultural growth and relaxation.

Carlos is as dedicated to the Club as they come and supports the ideology behind it. He understands the Club's vision to exist as a supportive organization where appreciation, honor and gratitude are given freely. He knows that the Club wants Members to feel like people rather than numbers or symbols; they should be treated with dignity and thanked for their service at all times. He is committed to this vision; he has been a Club Member since 2003, a department representative for the last six years, and concurrently has participated in a leadership role as the head coach for the team called the DOT-gers in the Club's Softball League.