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## Third Quarter 2012

### SACRAMENTO ANNUAL MEETING ROUNDUP



MJ "Maree Stone awarded service certificate from re-elected President Vic Revenko

#### **Revenko Re-elected CRA President**

President Vic Revenko has already begun his second one-year term as President of the Chevron Retirees Association (CRA). He was unanimously re-elected to that leadership position for 2012-13 at the organization's 40th Annual Meeting. It was held May 19-22 at the DoubleTree by Hilton Hotel in Sacramento, California with participation by a large turnout of CRA directors, alternates, corporate executives, guests and spouses.

Following is a capsule summary representing many of the CRA business activities and decisions at the Annual Meeting.

#### **Secretary's Report**

CRA Secretary Maree "MJ" Stone's in-depth report on the Annual Meeting began with the following: The organization now has 10 Regional areas with 90 Chapters (two in Canada), with six Chapter closures since December, 2011. Also, per her report,

all Association Officers, Area Vice Presidents and Committee Chairs have retained their posts except for the Intermountain Vice President. Ken Smith has succeeded Stone who is continuing as CRA Secretary.

Attending the 2012 business meeting were 68 directors. Of the 45 directors not present, 11 were represented by alternates, 30 by proxy and 4 not represented. Others attending: two members-at-large, 56 spouse/guests, Encore Managing Editor Walt Roessing and corporate executives. The overall total: 168.

A number of significant group discussions at the Annual Meeting were focused on present and future spending budgets and finances; the organization's membership numbers in decline; potential changes in members health coverage and approval of the sites of the 2013 and 2014 Annual Meetings.

#### **Treasurer's Report**

Treasurer Patricia Branson imparted that: "As of June 2011, we had 13,984 dues-paying members and received the Company's check for \$97,888 (\$7/member). Today (5/20) we have 11,145 dues-paying members; 2,984 fewer than reported at the 2011 Annual Meeting. Operating expenses are within budget."

#### **Budget and Finance Major Points**

Tom Boaz, the Budget & Finance Committee Chair, reported: "The 2012-13 budget reflects an estimate of 13,500 dues-paying members. A budget deficit may be anticipated based on a lower number of dues-paid memberships. However, the Association continues to be in a strong financial position overall." He added, "A 2019-2020 projected budget was presented as requested, reflecting 11,000 dues-paying members and a projection of reduced operating, mid-year and annual meeting costs."

#### **CRA'S 2020 Project – John Bulla**

In addition to agreeing with the projected 11,000 dues-paying members, John Bulla says, "Based on information the AVPs shared at past meetings and other estimates, our 'best guess' for 2020 is 70 chapters

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## President's Letter

### Elected to 2<sup>nd</sup> Term

I want to thank CRA for reelecting me to another term as president. With a full year of experience, I and the leadership team can move forward on all matters that are of benefit to you as members of the CRA. But first, let me tell you about changes in the Committees and Area Vice Presidents effective July 1.

### CRA Leadership Changes

**Ken Smith** will replace **MJ Stone** as AVP of the Intermountain area. MJ has been doing double duty as Association Secretary and will continue her excellent work. One important project is to update "CRA and You" for new retirees. Other AVPs will continue in office. I want to thank **John Bulla, James Mouille** and **Kevin Ryan** for taking on the extra responsibility of the Chapters from the dissolved SASA Area. Also, to **Chris Lardge**, AVP Unaffiliated, who has reached out to members of CRA from discontinued Chapters and social groups to join the Unaffiliated group. This will allow them to stay in touch with the CRA and continue receiving the benefits of membership.

**Pat Branson** will continue as Treasurer, making sure that all money matters are well managed. She especially will continue her effort to be sure that Chapters have a current enterprise identification number (EIN) and filing with the IRS (and State, if applicable) so we are fully in compliance as a non-profit organization.

**Dennis Dauphin** will continue fine-tuning our electronic communications, keeping CRA website information current and useful. For those not using electronic media, he will ensure that information gets to you via the Chapters or directly. Strategically, CRA intends to use electronic media for all its business matters as time goes by. I recognized Dennis' contribution in this area at the Annual Meeting with the Presidents Award for his excellent service to CRA.

**Frank Coe** will continue as Demographics Chair and will provide his ongoing and ad hoc reports to chapters about recent retirements and other changes. This helps in recruiting new members. He is also continuing work on building a CRA-wide member list that can be used to rapidly provide benefit and other services to members. The key to success here is to get all Chapters to provide data to Frank and help him keep it current. He will be working this project through the AVPs and Chapter Presidents. Frank also received the President's Award for his contributions and excellent service to CRA .



**HIGH FINANCE: Bill Schulz will take the reins from outgoing Budget & Finance Chair, Tom Boaz**

**Bill Schultz** will replace **Tom Boaz** as Finance Chair. Tom has ably served in this position for six years and decided to give others a chance to do the budgets and finance matters for the organization. If you saw Tom's spreadsheets you would really appreciate the work that he does for CRA. Thank you, Tom for your contributions to CRA.

**Skip Rhodes** is a natural for Public Affairs and he will continue in his chairmanship of the Public Affairs Committee. His focus will be to continue getting CRA members to sign up for the Chevron Advocacy Network. If CRA members use the website to respond to their

elected officials, it allows the CRA to measure the number (numbers, not names of CRA members) of communications to elected officials on matters of interest to Chevron, which they appreciate, and also show our value to the company. Speaking of Chevron, the company provides CRA not only with financial help but also expertise in benefits, public affairs, demographics, communications, law, insurance and other matters. We get information that enriches our communications and speakers that reach out to many Chapters with business presentations. CRA needs to be supportive where we can. Continued on page 3

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**Ernie Breaux** will continue as Nominating Committee Chair and **Charlie Rhoads** as Membership Advisor. Both are Past Presidents and show how dedicated Past Presidents are in continuing to serve the association. They as well as other Past Presidents have been very helpful in my role as President. Charlie is keen on sharing best practices for recruiting and retaining members so please send him examples of effective practices. Ernie asked me to remind all of you to go to the CRA website and complete an experience record form, specifying your interest in helping CRA at the national level.

**Bill Schultz** will pass the baton as Chair of the Planning and Research Committee to **Mike Elgie** who has been active in planning the Sacramento annual meeting as well as serving as a Chapter President. The Planning and Research Committee's focus is on projects that look at CRA needs in the future. Areas of focus for next year include surveying CRA members in some manner about the value of products and services, looking at multi-year and lifetime CRA membership options, studying annual meeting rotation, confirming or recommending changes to the temporary realignment of chapters resulting from the South Atlantic Seaboard Area change.



**ASSIGNMENT CHANGE:** Mike Elgie, left, will take over the Planning & Research Chair from Bill Schultz

**John Bulla** and **John Dewes** will continue as 2020 committee co-chairs. Planning and Research will help the committee continue efforts to define what CRA will look like in the year 2020 and help us make progress toward this view. Chapters will be asked for some input about helping with this effort. Both Johns are to be commended for their steadfast multi-year effort to prepare the CRA for the future.

Last, but not by any means least, **Al Horan** will continue as Benefits Chair. Al has spent a lot of time and effort on providing benefit-related services and information over many years. His efforts have helped many CRA members. The work that he has done over the years (advance planning and surviving spouse information, insurance programs to help those without certain benefits and general advice) has been of great service. As President, I note this is the one most important service that CRA provides based on feedback. Keep up the good work Al.

### Pension Supplementation

Speaking of benefits, I know many members of CRA are concerned about pension supplementation. I have made a special effort to keep this matter on the highest priority with Chevron but in a low key manner at their request. Chevron is still reviewing the matter and will let the CRA know if a change is planned. The key concern for Chevron is cost but they are well aware and have an understanding of annuitant needs and views. Let's keep our fingers crossed.

### Chapters Are the Core of the CRA

Most importantly, I want to thank the Chapter Delegates who attended the annual meeting as well as those Chapter Presidents who could not attend for various reasons. Your leadership at the Chapter level has been and always will be the core of CRA. We, at the national level, are Chapter members and fully appreciate the work that you do to make CRA thrive. Chapter Presidents rely on local members to assist as Board members and officers. Your service is critical to make the chapters function smoothly and help national do its business as well. Thank you for your service.

### Chapters Meet Once A Year to Discuss and Decide on CRA Business

The CRA is trying a different approach to its next annual meeting in order to build broader CRA interest in attending. Under the leadership of Area VP Herb Farrington, the Southern California Area has proposed that the next CRA annual meeting be held partly on a cruise ship repositioning from Los Angeles to Vancouver. Herb and his team have done a lot of work on this meeting as well as due diligence. The CRA delegates voted overwhelmingly in support at the May annual meeting in

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Sacramento. I am in support of this because it is a change that is meant to attract general members to attend individually or as part of a Chapter or area meeting. The meeting will cost less than a conventional meeting and Chevron is OK with it. More details will be provided later but keep May 6 to May 10 open on your calendar.

### **Directions For the Future**

I indicated in the above comments some directions for the future. Let me focus on a few key strategic matters that I as CRA President will focus on this next term.

I will:

1. Maintain and improve relations with Chevron in order to keep and improve their support of the CRA. This past year I made a special effort to spend time with Chevron executives on CRA matters and feel that the CRA has a good relationship, which I can build on for our benefit.
2. Focus on those key matters that offer value to CRA now and into the future. These will include communication processes, information and demographic data management, preparing the CRA organization for what it will be in 2020, membership recruitment and retention. Benefits services will continue to be core but will focus on those matters of value to CRA members.
3. Continue our effort to get some sort of pension supplementation for disadvantaged members. This has been a difficult issue but it is still very much in the center of my strategic focus.
4. Support the areas and chapters as needed to add value to members.

If you have any comments or questions please advise me at any time.

Vic Revenko (revenkocra@aol.com, 415- 453- 3679).

### **POSTSCRIPT:Thanks, Walt!**

Walt Roessing has served CRA as Encore editor for the past 25 years. He was recognized and honored for his service at the annual meeting. Thanks and congratulations, Walt and please continue your good work by editing and publishing this letter.

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### **Public Service Awards go to Alabama, California Retirees**

Winners of the prestigious 2012 Chevron Public Service Awards were announced at the Sacramento Annual Meeting of the Chevron Retirees Association (CRA). They are Ann Dzuna of Moraga, California, and Steve Pully of Mobile, Alabama. Chevron Chairman and CEO John Watson presented their certificates at the Monday night closing banquet.



Ann Dzuna receives the PSA from Chevron CEO & Chairman John Watson

Each recipient receives a PSA Certificate and a \$1,000 Chevron contribution to be given to a non-profit organization of his or her choice. Also, each winner has expenses paid by Chevron, for them and a spouse/guest, for airfares and one night's hotel stay at the Annual Meeting.

For 15 years, the Company-sponsored program has given such special recognition to outstanding examples of volunteerism performed in local communities by CRA retirees, surviving spouses and chapters. No individual chapter award was given this year. Continuing his long, dedicated service as the CRA's program awards coordinator is Public Affairs Committee Chair Skip Rhodes.

### **Ann Dzuna: Many Volunteer Achievements**

According to Mart Masak, President of the CRA's Contra Costa Chapter in the Bay area, "Ann was a member of our chapter's Board from 2002-08. She began as the assistant to the Activities Chair and took over as Activity Chair in 2005. In 2008 she held the position of Chapter President for a one-year term." She remains a

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chapter member. Mart nominated her for the award. Her long list of community accomplishments has been outstanding. For example, Masak points out that "Twenty-two years ago, Ann became involved with the Stroke Support Group of Contra Costa County following her husband's stroke. The group provides support for stroke survivors, their family members and caregivers. She has served as President, Vice President, Secretary, Treasurer and Program Chair."

Currently she is Vice President in charge of making the first contact with new members as membership coordinator. Much of her time now is focused on the group's Community Outreach Program educating the community at senior and family health fairs and community leadership programs (Rotary, Kiwanis, etc.) about the risks of strokes, the warning signs and ways to prevent strokes. She also gives talks to agency workers who provide home care to stroke survivors about what specific issues and problems survivors and their caregivers may be dealing with and how they can help.

### **Many Community Commitments**

Ann is an At-Large Board Member of the Moraga Library (FML), which provides service as well as financial support to the Moraga Library and builds a partnership between the Library and the community. The organization is critical to the committee due to the recent reduction in state and federal funding. As a former FML secretary, she spends considerable time preparing for and conducting the three fundraising books sales each year.

Until recently she was co-chair of the Health Work Group (HWG), which reports to the Advisory Council (AC) to the Area Agency on Aging (AAA) for Contra Costa County. Involved with the group four years she kept the HWG and AC aware of stroke related issues. The group brings current senior health issues to the attention of the AC and AAA as well as prepares position letters on various bills and issues being addressed at the state and federal level.

### **Steve Pully: A Volunteer for Ailing Children**

Steve Pully, whose volunteer work and that of his wife, Pam, were previously featured in ENCORE. They were nominated for his Public Service Award by Dennis Dauphin, President of the Singing River Chapter. Dennis explains, "Steve Pully serves as a host for the 'Catch a Dream' Foundation which is a non-profit charitable organization that grants a once-in-a-lifetime outdoor dream experience to children. The children, 18 years of age and younger, have life-threatening illnesses. Steve contacted the Foundation and took the training necessary to become certified."

He serves as Volunteer Host to a family, meeting them in advance of the destination and is their point of contact. A major goal is to ensure that their trip is worry-free. One of the desired outcomes of the "dream trip" is to relieve the family from the stress they endure with the child's illness. As Host, Steve's duties run the gamut from dishwasher to counselor to photographer.

"On his first trip," Dauphin explains, "Steve was assigned to fulfill the dream of a 9-year-old girl suffering from leukemia. Thankfully, she was in remission after a bone marrow transplant from her younger brother. Her 'dream' was to go on a deer hunt. The event exceeded her expectations and allowed much relaxation at the home of the rancher for her family. The smile on her face was two miles wide."

### **A "Dream" Fishing Trip to Key West, Florida**

Steve's second trip involved a family whose 17-year-old son suffered from a serious genetic heart condition, which causes the heart muscles to thicken. The family was unable to leave their home for quite some time due to his condition. His "dream" was to catch a sailfish. The resulting trip involved traveling to Key West, Florida,

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Chevron Chairman John Watson presents the PSA certificate to Steve Pully

for one day sightseeing and relaxing before fishing. The next day he caught and released a 7-foot sailfish. Steve says he could see the stress and strain of the family caring for this young man melt away as the day progressed. For him it was indeed the trip of a lifetime.

### **Pully Family Members are Active Volunteers in "Project Linus"**

That charitable organization provides newly made quilts and blankets – made by community volunteers - for local hospitals, churches, senior and youth groups, and other needy individuals. "Linus" of course is the pre-school character from the "Peanuts" cartoon who carries his blanket everywhere. "Project Linus" has 368 volunteers and outlets in all 50 states. Their nationwide annual production is 4 million quilts and blankets. In Steve's hometown of Mobile, the Project Linus volunteers total some 500 men and women working individually and in groups. They have produced 6,000 units in 10 years. Other community volunteers, such as quilting groups, are very productive, too. All new blankets and quilts are delivered to the Pully home where there is a "dedicated" blanket room. Spouse Pam closely inspects every blanket and quilt to make certain they have new material. Pam manages the distribution of the blankets, sometimes receiving up to 40 e-mail requests per day.

### **Steve is the "Delivery Man" for Blankets, Quilts**

At this point, Steve becomes the "delivery man." After loading his truck, he distributes the blankets and quilts to local hospitals, Life Flight, Police & Fire departments and the Child Advocacy Center in Mobile. He once made a single combined delivery of 100 blankets and quilts to a hospital.

Steve Pully's Chevron career spanned 27 years. He retired in 2006 as Head Operator, Utilities, at Mississippi's Pascagoula Refinery. Recently he served the Company as a contractor working on a brief assignment in Saudi Arabia. The Pullys are members of the CRA's Singing River Chapter.

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## **SACRAMENTO ANNUAL MEETING ROUNDUP**

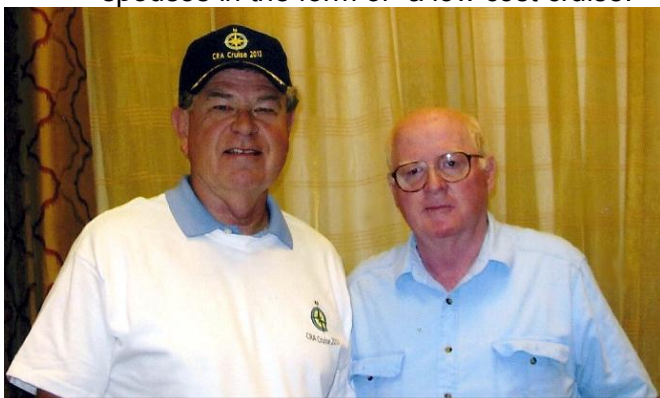
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and 9 areas (includes Canada/Unaffiliated). The (recent) South Atlantic Seaboard Area realignment was the initial impetus, changing from 12 to 9 areas. Those area chapters have been assigned temporarily to Gulf Coast, Midwest and North Atlantic Seaboard for support."

### **Site of 2013 Annual Meeting is aboard a cruise ship**

The suggestion of conducting the CRA'S 2013 Annual Meeting on a cruise ship operated by Princess Cruises consumed a lengthy floor discussion. Citing the benefits of a "cruise-meeting" to the voting members of the CRA was Herb Farrington, So. California AVP, who initiated that idea. Herb provided the following details:

- An Annual Meeting aboard a cruise ship sailing from Los Angeles to Vancouver, British Columbia, is estimated to provide a CRA cost savings of \$13,000.
- For the first time in its history the CRA will host an event for ALL U.S. and Canadian members and their spouses in the form of "a low cost cruise."



Host Committee Chairmen: Herb Farrington, 2013 - Southern Cal; Lee Johnson, 2014 - Tulsa

- The May 7-10, 2013 cruise will encourage "a significant reunion of former co-workers and an opportunity to reconnect with old friends."
- The cruise will be held in conjunction with the CRA's usual Annual Meeting of Chapter Presidents and National Officers.

(Watch for an in-depth article regarding the cruise in 4th Quarter 2012 Encore).

### **2014 Annual Meeting Destination is Tulsa, Oklahoma**

Tulsa has been selected for the 2014 Annual Meeting because of its strong historic past and growing economy based on energy, aviation and technology. Lee Johnson, president of the Tulsa Skelly-Getty-Texaco Chapter, Continued on page 7

which will host the meeting, pointed out that “Skelly Oil was founded in 1832 and Warren Petroleum later, both of which are Chevron legacy companies.” He also told meeting attendees that:

- “The city has one of the largest concentrations of Art Deco buildings plus ballet, opera and symphony companies, world class art museums and many other attractions such as Route 66, nightlife, golf, shopping and fine restaurants. In recent years the local chapter has had its Christmas luncheon at the Marriott and we will get a bid from them.
- Bid invitations have been sent out. Dates of the AM are: May 17-19, 2014.”

### **Communications Committee Major Points**

The CRA website has been reconfigured to run on Content Management Systems (CMS) software instead of the older HTML (HyperText Markup Language). It now is managed by Committee members with technical support from Chevron. Committee Chair Dennis Dauphin says some highlights are:

- The website has been enhanced to include Chapter upcoming events and news items on the home page; the monthly “In Memoriam” archives have been restored; and a number of new resources have been made available for viewing and/or downloading
- Website updates are communicated to CRA directors via an “email alert.”
- The Committee is reaching out to all retirees with web or computer experience to volunteer their services; a succession of web capable retirees is needed to continue to manage the website.

### **Demographics Major Points**

Retiree rosters, which continue to be distributed to U.S. chapters in March/April and September/October timeframes, include retirees new to the chapter and address changes. Also:

- Chapter boundaries continue to be reviewed and refined on a “demand” basis. Some existing boundaries are probably too broad. Work currently is underway with Northwest US-Alaska Area.
- Demographics is open to working with chapters/AVPs on case-by-case basis.
- The Committee has been charged to investigate creating a national list of dues-paying members.

### **Unaffiliated Chapter Major Points**

“The Unaffiliated is for those retirees and surviving spouses who reside in areas without existing chapters,” says Chris Lardge. He adds, “The advantages of membership in Unaffiliated are quarterly newsletters plus Encore; our own website at [www.craunf.org](http://www.craunf.org); and access to CRA products, no meetings and all for \$8/year dues for each retiree and spouse.” Year-end 2011 membership was 1,650.

### **Public Affairs Major Points**

Skip Rhodes reports retirees received a letter from Steve Green, the VP-PGPA, announcing an increase in the Chevron Humankind Program to \$3,000 per year. Also the program has been changed to the 12-month period extending from February through January “so that matching gifts and requests for grants for volunteer hours made in December could be processed.”

- Last year \$6.5M was contributed to non-profit charities by Chevron on behalf of retirees.
- A record number of nominations were received for the Public Service Award program this year with two individuals selected.
- Rhodes emphasizes “The CRA absolutely supports the Chevron Advocacy Network (CAN) as this is something retirees can do in demonstrating their value to Chevron.
- It is easy to sign up for CAN. Instructions for online signup have been developed as well as a form that can be completed. Also Chevron approval has been received to create a tool on the CRA website for members use in signing up for CAN.

## Benefits Corner

### *By Al Horan, Chair, CRA Benefits Committee*

By the time you read this article I suspect that the U.S. Supreme Court will have ruled on the legality of Health Care Reform. No matter which way the Court rules, there are issues that still require attention. Following are observations that were recently expressed to me by an emergency room physician about our medical system. There is a shortage of primary care physicians. Yet they are considered the model for delivering quality medical care at reasonable costs.

- There is a need to better coordinate medical care. Currently, some medical tests are duplicated which results in unnecessary costs.
- There is a need for tort reform. Currently, physicians generally have abbreviated office hours. Outside of office hours they are reluctant to give advice over the phone or ask the patient to see them the next day. Instead, patients are typically referred to emergency rooms.
- There is a need to simplify administration. Because of delays in receiving approvals from insurance companies for CT scans, MRI's or Ultra Sounds, sometimes patients will go to emergency rooms to receive these tests immediately without the need for prior approvals.
- There is a need to assure payments from patients. In non-emergency cases involving non-Medicare patients hospitals generally require upfront payment of the patient's share of the cost before treatment is provided.

At CRA's Annual Meeting in May Dr. Allen M. Schwartz, Pharmacist and Senior Director of Clinical Product Consulting for Express Scripts (legacy Medco), addressed our Delegates about the current use of prescription drugs and what the future use may look like. Presently 53% of the U.S. population use prescription drugs to treat primary medical problems such as hypertension and diabetes. Also, for 88% of newly diagnosed diseases prescription drugs are the first line of defense. Yet, in many cases, the prescribed drugs do not work which results in new prescriptions for alternative drugs. Approximately \$300 billion is wasted each year on ineffective drugs. This cost plus the continuing increase in drug costs caused by inflation are major problems that are contributing to the ever increasing cost of medical care.

What might the future hold for us? Dr. Schwartz feels that we will see a closer matching of drugs to the genetic makeup of the patient. Further, he feels that individuals will be monitored through the use of biometrics which takes into account their genetic makeups, their environments and their lifestyles. These changes should result in better treatment outcomes for patients while also reducing costs by eliminating ineffective and unnecessary drugs. In the case of the emergency room physician, they feel that we will probably see us move towards a universal form of medical coverage with cost controls, like Medicare, to address many of the weaknesses in our existing medical system. Coupled with the change in medical coverage we should also see the coordination of medical care, central recordkeeping, tort reform as well as the elimination of and streamlining of administration associated with medical care and medical insurance. They feel that if we do not take steps to change our current system we may see it collapse within the next ten years.

We don't have to look far to see that our current system is failing. In the case of Medicare beneficiaries, there is an estimated deficiency of \$294 billion for 2012. (Liabilities are estimated to be \$502 billion and Medicare payroll taxes are estimated to be \$208 billion. The Medicare deficiency represents approximately 31% of the total projected deficit of \$934 billion for 2012.) In the case of other individuals we continue to see dramatic increases in the cost of their medical coverage. Their coverage continues to increase at a faster pace than inflation. With each increase there is a greater chance that they will drop their coverage. In our society we would absorb the cost of medical care for these individuals through various public programs like Medicaid. Needless to say to say we are all concerned about what is going to happen to our medical system. However, rather than worry we can each play a part in controlling and reducing medical costs by adopting healthy lifestyles, by using medical care wisely and by following the medical advice given by our physicians, including taking our medications as prescribed.

I hope that this article will provide you with food for thought and perhaps in a small way provide information that will help you better understand what is happening in our great nation.



## POLIDORI PROVIDED UPDATES ON CHEVRON BENEFITS ACTIVITIES

Always a welcome guest at the CRA Annual Meetings is Claudia Polidori, Benefits Manager, Human Resources. Once again, she updated the CRA meeting attendees at Sacramento on such important items as:

**Next open enrollment is scheduled from Monday, Oct. 15 to Friday, Oct. 26. She advised, “Dates are firm and will not change. Be sure you have a PIN. As a reminder, do not call on the first day or last day of open enrollment.**

- No significant changes to the Medical Plan design are anticipated for 2013.
- A postcard and/or online “heads up” message to view the retiree newsletter will be provided with mailing of materials targeted for Oct. 5.
- Open enrollment materials will include the retiree newsletter, the worksheet, Medicare Part D coverage notice and instructions on where to download a new “Summary of Benefits & Coverage (SBCs)”, a mandated form and a glossary.
- Only the over-65 plan participants will receive a paper copy of the plan in which they are currently enrolled.
- In 2013, to conform to government requirements, the Summary of Benefits and Coverage (SBCs), will be available only online (paper copies can be requested through the HR Service Center), and will reflect a rigidly defined format so that all plans have the same look for the health plan “shopper”. Examples of the standard government-mandated SBCs were provided in a handout to Annual Meeting retirees.

Incidentally, Ms Polidori also provided a statistical update on the performance of the Service Center during the first quarter (Jan.-Mar) 2012. The report showed 26,216 calls handled, 44,506 employee and retiree Internet sessions/transactions, service level at 92% and participant satisfaction at 94%.

## THREE OTHER PGPA GUESTS MAKE PRESENTATIONS

Warmly received were a trio of other Chevron guests – all from Policy, Government and Public Affairs (PGPA) – who made very informative presentations. **Deb McNaughton**, Manager-Internal Communications, gave an overview of the role of PGPA which is “to engage and influence key stakeholders, of which CRA is one, in protecting and enhancing the Company’s reputation – with a goal of making Chevron the Partner of Choice.”

The Public Affairs outreach encompasses the “We Agree” campaign, print ads with the theme of energy and economic growth, fact sheets, videos, presentations about natural gas from shale and the responsible use of hydraulic fracturing technology. That PGPA program and Chevron’s engagement approach have been very successful. For example, McNaughton pointed out that Chevron is ranked #1 among peer companies in this year’s “Most Admired” survey in Fortune magazine – a jump from the #4 spot last year. The survey measures performance in a number of categories, including quality of management, financial performance and innovation. In addition the Company ranked in the top 10 for social responsibility across all industries.



PGPA executives Betsy Ricketts, Deb McNaughton and Steve Burns – Corporate Presenters at the Annual Meeting

Next up on the rostrum was **Betsy Ricketts**. She is the PGPA Political Programs Coordinator whose Public Affairs responsibility covers such challenging issues as:

- The unfair targeting of oil industry taxes by Congress and California.
- A major overtaxing issue in the location of one of California’s refineries.
- Fuel issues related to biofuels in California.
- Hydraulic fracturing regulations, permitting, restrictions in the U.S. and Europe.
- The California climate change program.
- Access to resources on federal land, especially in the Gulf of Mexico and regions where there is shale.

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New to a CRA Annual Meeting was **Steve Burns**. As the Manager, Government Affairs, PGPA, his assignment is focused on multiple political issues and decisions related to the California legislature, the California governor, public sector unions, a potential oil severance tax and more. He emphasized that “It is critical that retirees become engaged on current issues by going to [www.chevron.com](http://www.chevron.com) to get the facts and share them with family and friends; to vote and encourage others to vote in primary and general elections; and encourage chapter members to register for the Chevron Advocacy Network.”

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### **Ron Evens Makes Toys for Kids**

The Marsh Creek Detention Facility, also known as The Farm, is a minimum-security jail operated by the Contra Costa County Sheriff’s Department near the town of Clayton in the Bay Area. It is a facility with a male inmate population of 200-300; they are primarily young men with relatively short sentences.

In 1991, the facility commander wanted to establish an activity that would motivate the inmates and allow them to give something back to their community. Subsequently, a decision was made to set-up a toy-making project, but The Farm lacked someone with woodworking skills to both design and supervise the toy making. Volunteering to fulfill their request was Ron Evens, who at the time was a Manager at Chevron’s Information Technology Company headquarters in San Ramon. He explains, “My lifelong hobby has been as a woodworker with half my garage serving as a woodshop. Since responding to their appeal, I have been very active at The Farm.”

Upon retiring from Chevron in 1992, concluding a 42-year career, Evens proceeded to devote his volunteer efforts to the toy-making project. “My overall involvement,” says Evens, “has been in toy design, prototype building, directions for construction, tool purchasing, and the maintenance and supply of some specialty items. Among toys produced for children of all ages are cars, trucks, trains, doll cribs, push toys, small wagons, etc. Moreover, The Farm’s former on-site shop has evolved from a tin roofed hut to a fully stocked, well-running woodshop with a capacity for up to 20 inmate ‘students’ and a qualified part-time instructor.”

“The inmates, who produce 800-1,000 toys annually, seem pleased to be able to contribute to helping the children in the community,” says Evens. He continues, “Most of the materials for these toys are purchased locally with funds from the Inmate Welfare Fund. In turn, we supply specialty items such as wheels, axles, plans, designs and instructions with funds supplied by our Outreach Ministry.”

All the new toys are distributed just prior to the holiday season to various agencies that deal with underprivileged children. Another of Evens’ chores is to manage the distribution process. Last November, The Farm’s 16<sup>th</sup> annual Toy Sharing Party was held at the jail in which 33 different kinds of toys and sizes of bikes were offered for viewing and preliminary selection. Some 36 different local agencies were invited to view and make preliminary selections of the toys and refurbished bikes that suit their programs. The result was 2,640 toys and bikes were requested from the available inventory of 1,605. Party attendees included the county sheriff, the county superintendent of education and two representatives of St. Timothy’s Outreach Program. In 1994-95, the Outreach Program was extended to the Contra Costa County jail where it established a woodshop training class. In addition to making wooden toys, the program now encompasses a shop where “students” repair and refurbish used bicycles. Evens, who is a member of the CRA’s Contra Costa Chapter, emphasizes, says “This program is a WIN-WIN-WIN. It’s a WIN for the inmate “students” who learn new skills, a WIN for the agencies who are helped in their programs and a WIN for the kids who enjoy these well-made toys.

The Chevron Retirees Association is not a subsidiary of Chevron Corporation but an independent organization of retired employees of Chevron or its predecessor companies.

## Encore In Memoriam: January – March 2012

As reported by Chevron during this period

### Amoseas

Cunningham, James G., Ret. 1979

### Caltex

Bartos, Mary Louella., Ret. 1988  
Bond, Robert K., Ret. 1973  
Connell, William Raymond., Ret. 1985  
Flynn, Ronald P., Ret. 2000  
Hildebrand, A., Ret. 1958  
Houston, Norman W., Ret. 1978  
Merrigan, Francis William., Ret. 1989  
Petzer, Ronald Benjamin., Ret. 1995  
Vero, Eric Norbert., Ret. 1986  
Young, Jr., Melvin Gordon., Ret. 1984

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Albright, Aubrey W., Ret. 1981  
Aldridge, C M., Ret. 1992  
Anderson, William E., Ret. 1977  
Anderson, Merrill R., Ret. 1976  
Anderson, R L., Ret. 1986  
Andreasen, H S., Ret. 1982  
Arnold, N L., Ret. 1986  
Babin, Martial J., Ret. 1980  
Baldwin, Ernest L., Ret. 1977  
Barr, Laurence W., Ret. 1992  
Beasley, A G., Ret. 1994  
Beattie, Kenneth J., Ret. 1986  
Bickmore, Zola K., Ret. 1971  
Binder, George E., Ret. 1978  
Brashear, O R., Ret. 1981  
Burns, Jr., Louis F., Ret. 1992  
Butler, J M., Ret. 1992  
Campagna, Edward A., Ret. 1999  
Carney, Trudy M., Ret. 1992  
Cascio, Joseph P., Ret. 1995  
Chandler, John W., Ret. 1982  
Clarke, Robert F., Ret. 1999  
Clinton, L K., Ret. 1986  
Comer, David P., Ret. 2004  
Cook, Glen H., Ret. 1991  
Cottle, J W., Ret. 1981  
Crowder, Leonard V., Ret. 1977  
Cullen, John J., Ret. 1985  
Curoso, Jr., Louis P., Ret. 1993  
Davidson, Clinton L., Ret. 1976  
Davis, Michael D., Ret. 1992  
De, Motto Barbara., Ret. 1999  
Dellahunt, James M., Ret. 2010  
Dempster, Jr., R M., Ret. 1995  
Derrick, Lee R., Ret. 1989  
Dewey, Richard F., Ret. 1985  
Deyarmin, Mavis E., Ret. 1985  
Doerr, Mary A., Ret. 1998  
Dorado, Antonio C., Ret. 1990  
Durkota, J O., Ret. 1983  
Eugenio, Alberto A., Ret. 1986  
Fernandez, Frank., Ret. 2009  
Ferrario, Ronald J., Ret. 1986  
Fiscus, R I., Ret. 1983  
Flege, Jr., Robert F., Ret. 1986  
Fleming, Harold H., Ret. 1978  
Freese, N E., Ret. 1985  
Furniss, William W., Ret. 1973  
Ganey, Mary A., Ret. 1973  
Gannon, Marianne C., Ret. 1991  
Gill, Ronald K., Ret. 2002  
Gilmore, Sharon L., Ret. 1992  
Glasco, Burl J., Ret. 1996  
Graham, E A., Ret. 1985  
Green, Beatrice O., Ret. 1992  
Greer, Robert D., Ret. 1989  
Gressel, Joseph O., Ret. 1994  
Gwynne, Allan L., Ret. 1985  
Hamabata, George., Ret. 1987  
Hamai, Tokihiko O., Ret. 1985  
Hane, Jeffrey A., Ret. 2004  
Harvath, Brownie G., Ret. 1979  
Howard, James E., Ret. 1986  
Humphrey, V O., Ret. 1985  
Hunter, Fred H., Ret. 1991  
Isham, R L., Ret. 1983  
Jacobs, L D., Ret. 1984  
Jarner, Donald C., Ret. 1983  
Jones, F W., Ret. 1983  
Kavanagh, Charles E., Ret. 2000  
Kendrick, Thomas W., Ret. 1997  
Kerbs, W E., Ret. 1992  
Kilborn, George R., Ret. 1981  
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Kravet, D F., Ret. 1992  
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Langhans, E D., Ret. 1981  
Lee, John K., Ret. 1998  
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Lundgren, A D., Ret. 1986  
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Mark, Grace E., Ret. 1991  
Masumura, Wayne S., Ret. 1999  
McVey, E C., Ret. 1983  
Medford, Roger A., Ret. 1986  
Metlenko, Victor P., Ret. 1991  
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Moranda, Robert E., Ret. 1977  
Morgan, James G., Ret. 1996  
Muse, Betty J., Ret. 1983  
Nance, William V., Ret. 1978  
Newman, C E., Ret. 1982  
Nunnery, M H., Ret. 1986  
Oliver, Hugh H., Ret. 1986  
Olson, Austin C., Ret. 1983  
Orazio, Benjamin M., Ret. 1981  
Orthmeyer, G W., Ret. 1985  
Osborn, Steven G., Ret. 1994  
Paape, Donald E., Ret. 1984  
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Pasko, John O., Ret. 1982  
Pearson, Reynold S., Ret. 1986  
Peck, Roy G., Ret. 1985

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Sonneborn, R E., Ret. 1985  
Stiles, Hugh D., Ret. 1974  
Taylor, James S., Ret. 1986  
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Truebenbach, Paul R., Ret. 2005  
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Vansandt, Richard B., Ret. 1992  
Wade, James B., Ret. 1990  
Weir, Robert J., Ret. 1986  
Weisel, Charles M., Ret. 1997  
Wilcox, Ralph S., Ret. 1979  
Wilkerson, M E., Ret. 1985  
Williams, James R., Ret. 1978  
Williams, Jr., Gordon C., Ret. 1965  
Wolters, Robert A., Ret. 1984  
Zwern, Anita D., Ret. 2005

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Adams, J D., Ret. 1993  
Allen, Thurman L., Ret. 1981  
Anderson, Nils H., Ret. 1990  
Barrett, Wilma M., Ret. 1988  
Baumgartner, William E., Ret. 1995  
Bedell, Ralph B., Ret. 1993  
Bell, Lucien G., Ret. 1986  
Cheshier, Cecil L., Ret. 1987  
Cookson, Daniel W., Ret. 1996  
Corbin, Robert E., Ret. 1984  
Corrigan, Marian D., Ret. 1985  
Cox, Wiley C., Ret. 1978  
Cregg, Kent C., Ret. 1985  
Davenport, Herbert E., Ret. 1989  
Freund, M Gene., Ret. 1985  
Friedman, Robert H., Ret. 1990  
Garrett, James T., Ret. 1982  
Geren, Gordon L., Ret. 1983  
Hart, Walter G., Ret. 1999  
Hemken, Archie H., Ret. 1983  
Hofmann, Lavina M., Ret. 1979  
Hubble, James., Ret. 1996  
Izer, Lawren F., Ret. 1981  
Jacobs, Guy H., Ret. 1978

Kelly, Jr., Benjamin E., Ret. 1985  
Kendrigan, Edward R., Ret. 1975  
Labrut, Barbara A., Ret. 1988  
Landram, Joseph A., Ret. 1986  
Long, Robert J., Ret. 1984  
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Mehnert, Gerard J., Ret. 1991  
Mellon, Harry C., Ret. 1986  
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Russell, Lester W., Ret. 1987  
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Woods, Rufus A., Ret. 1993

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Amorose, Carl A., Ret. 1983  
Armour, Charles W., Ret. 1986  
Ayer, Robert W., Ret. 1976  
Barnett, Cleo M., Ret. 1980  
Blanchard, Jr., Peter C., Ret. 1979  
Blean, Mary R., Ret. 1983  
Boisdrenghien, Arnold., Ret. 1983  
Bonbrake, Benny J., Ret. 1983  
Bouck, Earl D., Ret. 1979  
Bradley, Harry C., Ret. 1982  
Brawley, Audrey L., Ret. 1974  
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Broz, Frederick J., Ret. 1982  
Buras, Roland P., Ret. 1980  
Chapman, Carlyle M., Ret. 1976  
Concienne, Joseph A., Ret. 1981  
Cooke, Ima L., Ret. 1992  
Coon, Jr., John B., Ret. 1991  
Costello, Mark J., Ret. 1986  
Cotton, Delbert W., Ret. 1977  
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Crane, William A., Ret. 1977  
Darbonne, Charles O., Ret. 1991  
Dobrey, John J., Ret. 1983  
Doeden, Douglas V., Ret. 1995  
Drummond, John J., Ret. 1998  
Dunbar, Francis E., Ret. 1983  
Easter, Bernard L., Ret. 1979  
Edmundson, Roy H., Ret. 1982  
Englebretson, Larry., Ret. 1999  
Evangelista, Florie J., Ret. 1982  
Felts, Davis D., Ret. 1977  
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Flyge, Daniel W., Ret. 1978  
Fowler, James M., Ret. 1981  
Gerals, James I., Ret. 1981  
Graves, Edward J., Ret. 1983  
Green, William T., Ret. 1981  
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Hamman, Jerry O., Ret. 1985  
Hanner, Jerry A., Ret. 1996  
Hargrove, Noble E., Ret. 1981  
Harlak, Nancy., Ret. 1983  
Hatton, Ralph D., Ret. 1980  
Hawkins, William B., Ret. 1985  
Haydel, Ellen B., Ret. 1980  
Hefley, Wanda H., Ret. 1983

Herrington, Michael R., Ret. 2000  
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Hood, Marvin W., Ret. 1992  
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Jensen, Hans K., Ret. 1982  
Johnson, James P., Ret. 1981  
Jorgensen, Paul E., Ret. 1981  
Jurinic, Stephen G., Ret. 1982  
Kelley, John F., Ret. 1986  
Kienzle, Jr., William C., Ret. 1993  
Krotec, Anna Mae., Ret. 1985  
Kurtz, Harry P., Ret. 1986  
Lampman, Robert A., Ret. 1981  
Langford, Stephen B., Ret. 1983  
Larned, Jr., Joe., Ret. 1982  
Lawson, Jr., Andrew J., Ret. 1985  
Layton, Thomas E., Ret. 1979  
Lewis, James C., Ret. 1986  
Lintner, Philip E., Ret. 1988  
Lloyd, Jr., David., Ret. 1991  
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Powers, K P., Ret. 1973  
Prutzer, Edward S., Ret. 1981  
Ramsey, Billy G., Ret. 1983  
Randall, Alvin L., Ret. 1992  
Riden, Joseph R., Ret. 1983  
Robson, Elizabeth C., Ret. 1977  
Roccaforte, Jr., Frank., Ret. 1982  
Runion, Howard E., Ret. 1985  
Ruprecht, Robert G., Ret. 1983  
Samford, Norman J., Ret. 1986  
Schultze, Arnold W., Ret. 1982  
See, Victor T., Ret. 1987  
Shackleford, Edwin J., Ret. 1983  
Smith, Oscar., Ret. 2004  
Smith, Donald E., Ret. 1992  
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Yarborough, Daniel W., Ret. 1992

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Allen, Viola M., Ret. 1983  
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Brauchitsch, Rene., Ret. 1994  
Brian, Bobby D., Ret. 1984  
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Brutlag, William C., Ret. 1985  
Brzycki, Eugene B., Ret. 1992  
Bullington, Eugene., Ret. 1982  
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Byer, Larry G., Ret. 1989  
Carter, Norman D., Ret. 1982  
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Clark, Joan M., Ret. 1983  
Clark, Jarvis W., Ret. 1989  
Crabb, George A., Ret. 1995  
Cuddy, Charles R., Ret. 1982  
Davis, Edward L., Ret. 1982  
Demarco, Michael L., Ret. 1973  
Depew, James E., Ret. 1998  
Didesiderio, Sam A., Ret. 1981  
Digirolamo, Gemma M., Ret. 1984  
Doyle, Walter J., Ret. 1995  
Drass, Donald C., Ret. 1983  
Duet, Antoine O., Ret. 1983  
Dunn, James J., Ret. 1989  
Erzen, Frances J., Ret. 1983  
Evans, Jackson D., Ret. 1982  
Fabre, Arthur L., Ret. 1993  
Fandozzi, John J., Ret. 1993  
Farmer, Irvin E., Ret. 1989  
Feyerherm, Herbert J., Ret. 1989  
Finnis, Mary A., Ret. 1984  
Ford, Lee D., Ret. 1989  
Frioux, Louis H., Ret. 1986  
Funyak, Edward F., Ret. 1994  
Gamez, Mary Lou., Ret. 1994  
Godbold, Ray G., Ret. 1987  
Gonzales, Julian R., Ret. 1981  
Granger, John O., Ret. 1983  
Grimler, Richard G., Ret. 1989  
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Harvey, Calvin E., Ret. 1983  
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Healing, Kenneth A., Ret. 1981  
Hegerich, Robert D., Ret. 1983  
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Hernandez, Joe A., Ret. 1987  
Herrick, Hester M., Ret. 1995  
Heusser, Robert T., Ret. 1987  
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James, Nathan D., Ret. 1974  
Jones, Jr., Lloyd M., Ret. 1994  
Kiffe, Whalen J., Ret. 1999  
Kinchen, Huey P., Ret. 1983  
Kirkgard, Lowell H., Ret. 1986  
Large, Wilbur E., Ret. 1984  
Leblanc, Harry R., Ret. 1986  
Lloyd, Robert A., Ret. 1999  
Locklin, Ronnie H., Ret. 1994  
Logan, Robert E., Ret. 1985  
Lout, Bertis A., Ret. 1983  
Lyons, Gerald N., Ret. 1993  
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Perez, Elizabeth J., Ret. 1994  
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Perio, Francis J., Ret. 1980  
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Peterson, Joe R., Ret. 1989  
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Ryan, Charles J., Ret. 1982  
Samsel, John J., Ret. 1986  
Sanders, Rudolph V., Ret. 1985  
Scheibler, Joseph A., Ret. 1974  
Scott, Roosevelt T., Ret. 1987  
Scott, Henry G., Ret. 1994  
Scott, Roger C., Ret. 1988  
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Smith, Jr., Benjamin F., Ret. 1986  
Sprouse, Carl H., Ret. 1987  
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Stokely, Franklin W., Ret. 1987  
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Sutfin, Richard J., Ret. 1983  
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Vaughn, Ronald J., Ret. 1987  
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Beggs, James P., Ret. 1990  
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Charles, David F., Ret. 1984  
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Dodd, Michael E., Ret. 1986  
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Dougherty, Frank P., Ret. 1990  
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Foote, Diane ., Ret. 1996  
Ford, George L., Ret. 1985  
Foster, Duane A., Ret. 1989  
George, Thomas J., Ret. 1990  
Goble, George W., Ret. 1978  
Gratehouse, L C., Ret. 1986  
Gray, Peggy K., Ret. 1992  
Hanson, Dorothy R., Ret. 1985  
Haught, Abraham F., Ret. 1960  
Hudson, Carson O., Ret. 1981  
Ireland, Dennis K., Ret. 2010  
Jensen, Margaret ., Ret. 2007  
Jones, Juanita M., Ret. 1986  
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Kisling, Russell G., Ret. 1992  
Koval, John J., Ret. 1963  
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Lowe, Donald E., Ret. 1990  
Lumbley, John D., Ret. 1988  
Martin, Robert G., Ret. 1985  
Matchus, Edward J., Ret. 1981  
Matz, Lewis W., Ret. 1979  
McGarr, Maureen ., Ret. 1990  
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Miller, Edward F., Ret. 1982  
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Pilato, Toney ., Ret. 1981  
Piro, Daniel ., Ret. 1991  
Pullman, Frank R., Ret. 1985  
Quick, Jr., Jonah J., Ret. 1981  
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Riley, George W., Ret. 1965  
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Saliba, Jr., Joseph A., Ret. 1986  
Schroeder, Paul J., Ret. 1993  
Schuster, Dean C., Ret. 1993  
Scott, Carroll N., Ret. 1986  
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Wanner, Wm J., Ret. 1969  
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Weiler, William E., Ret. 1992  
Weller, Jr., Vern N., Ret. 1987  
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Whisenant, Sandra J., Ret. 1999  
Widmark, Ruth ., Ret. 1986  
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