



## THE DALRC CONNECTION

### The Strength of DALRC

In order for an organization such as DALRC with a large membership base to succeed, the leadership of the organization must create an environment that fosters a feeling of ownership, involvement and value of the individual to the organization. These words represent the philosophy of the DALRC Board of Directors.

In our case "Gray Power" is not just a cute marketing slogan, rather it describes the clout we collectively have in dealing with issues that might impact our members. We recently joined with retirees throughout Georgia in forcing changes to proposed tax reform legislation.

Our Georgia members literally peppered state legislators with e-mails, and they listened! We did this in Georgia and are working to expand our reach into all state governments. In the best tradition of Mr. C.E. Woolman, we will remember our roots, be benevolent where needed, always respectful of others and most especially, **tough when required**.

If you have not as yet renewed your membership, please do so and help keep DALRC strong through a strong membership base. As we have proven, there is power in numbers.

### Progress Report for DALRC, Inc. and DALRC Retiree Assistance Program, Inc. (RAP)

While we faced many challenges from the past, it is truly a pleasure to report that DALRC, Inc. and the DALRC Retiree Assistance Program, Inc. (RAP) made significant progress in our efforts to continue addressing these issues during 2011. As indicated in the information below, the Boards of the two organizations were strengthened by the addition of some very capable individuals who have the best interest of the Delta retirees and survivors as one of their highest priorities. The restoration of our very positive relationship with Delta was one of the greatest accom-

plishments.

The first action of the two Boards in 2011 was to identify and prioritize several initiatives focused on building a fully functioning, competent and business like organization. The initiatives and results are as follows:

Establish Two Independent Boards of Directors – As indicated above, several new highly qualified Board members were recruited, most of which are retired from management positions at Delta.

*A  
Community  
of Retirees  
caring for  
each  
other....*

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Both boards are completely independent of each other; however, there is a harmonious relationship within each Board and between the two separate Boards. Some of the larger projects accomplished in 2011 were the result of joint efforts of both Boards. Group pictures and names of the Board members are displayed later in this publication.

Establish a New Website – A new user friendly website was developed and went online in September 2011. You may view it at [dalrc.org](http://dalrc.org). After initial development costs, the new website saves the organizations over \$28,000 per year. It also gives us the ability to manage the content without the added cost of a contractor. These cost savings are a result of eliminating agreements from the past.

Update or Eliminate Expensive Communications Tools – DALRC and RAP had an e-mail system in place for years that cost \$4,600 per year. That has been eliminated and replaced with a system that only costs around \$250 per year.

Restored a Cordial Relationship with Delta – In the Spring of 2011 we made contact with Delta and assured management we wanted the “dark days” of 2008 and 2009 to be forgotten memories and we are now seeking to develop a more open and harmonious relationship. Our overtures were received very professionally and

since that time two Delta executives, Mr. Rob Kight, Vice President – Global HR Services and Labor Relations and Mr. Mike Randolfi, Senior Vice President Finance and Controller have attended our meetings and presented to our joint Boards. Going forward we are committed to work with Delta for the common good of Delta and the Community of Retirees.



Mr. Rob Kight, Vice President-Global HR Services and Labor Relations addressed a joint meeting of the DALRC and RAP Boards of Directors in September, 2011

Establish and Maintain Professional Recordkeeping – For the last two years we have been locating and securing corporate records from the past. While the records we have located are incomplete and disorganized, we have a good start and the records we have recovered are stored in a climate controlled storage room and we are in the process of organizing, inventorying and labeling them.



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Establish and Maintain Professional Financial Standards – The Joint Finance Committee has developed a written professional and conservative investment plan for the two organizations and invested the funds accordingly. A QuickBooks accounting system was developed for both organizations by Tarrica & Willoughby a highly rated CPA firm in Atlanta. Mr. Albert Tarrica and his assistant, Ms Demitria Coffey, performed this highly specialized work for us free of charge. A big DALRC & RAP thank you goes out to Mr. Tarrica and Ms. Coffey.

Improve Communications With the Community of Retirees - At the end of 2011 and the beginning of 2012 efforts are being developed to produce a more informative newsletter and other methods of communication:



Mr. Mike Randolfi— Senior Vice President Finance & Controller addressed a joint meeting of the DALRC and RAP Boards of Directors in February, 2012

Facebook, member surveys, quarterly newsletter, Operation Contact (an effort to find retirees who have become isolated from the Community of Retirees), e-news briefings, etc. More will be forthcoming shortly.

## New DALRC and RAP Website



We have received a lot of positive feedback about our new DALRC/RAP website since bringing it online last fall. We are working to make it even more useful and attractive, so any ideas you have to improve it, add new features, etc. are invited. Please e-mail your comments to [info.rapdalrc@yahoo.com](mailto:info.rapdalrc@yahoo.com) or write to the address at the end of the newsletter.



## DALRC Chairman's Report

Carl W. Brul, Chairman— DALRC, Inc.



Many years ago when I was promoted to Senior Ticket Agent at the SFO ticket counter my supervisor, Chief Ticket Agent Bob Block asked me what my goals for the new job were. I had all kinds of lofty ideas and he

listened patiently. Finally he stopped me and asked who was going to replace me. I had only had the new job for a few days and he was already talking about replacing me! He said part of my responsibility was to train my eventual replacement. That made sense then and still makes sense now.

Not long ago one of our advisors, Bob Coggin, asked me what would happen to the organization if I was incapacitated or decided to step down. Bob's expressed concern was that we were not likely to find someone who was willing to put in the long hours that Roger Nix and I have invested in both DALRC and RAP. After all, we are all retired, aren't we?

It is my profound belief that no one is indispensable and the organization would survive if either of us should have to drop out. However; taking our motto to heart, *"Failing to Prepare is Preparing to Fail"* impacts my thinking. Are we preparing for my, or Roger Nix's replacements? Our efforts of the past two years have been almost exclusively to rebuild both organizations with little direct thought about the shape of the organizations for the future. That work is largely done and we are now turning our attention toward creating a business structure that won't require a massive investment of time.

We have taken three steps to prepare for our eventual replacement:

**Build a foundation** - For two years we played catch up as one problem after another arose and we had to fight brushfires. We believe that work is done and have begun to turn our attention to a structure that is not dependent on any single person. That effort is well underway.

**Develop a strong committee system** - The beauty of a functioning committee system is that lots of people are involved in day to day business and planning. The loss of one or two people does not cripple the organization. We now have three functioning joint committees which serve both DALRC and RAP. DALRC has two dedicated committees and is working on appointing a third. These committees are working in the areas of communications, finance, marketing, planning and legislative oversight.

**Employ a business manager** - A part time business manager has been retained on a contract basis. That step alone has dramatically reduced the amount of time a retiree volunteer has to spend at the job. Additionally, it allows for organization and development functions so very necessary to any business entity.

I expect to retire for good at the end of this term of office (December 31, 2013). Nothing will give me greater personal satisfaction than to be able to look back and say to myself, "I was a part of that!" My thanks to all of you for giving me this chance to serve you!

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## **Legislative Affairs Campaign Successful** **Terry Jones, Chairman—Legislative Affairs Committee**



Over the course of the last two years the State of Georgia has been working on tax reform legislation that would have substantially raised income taxes for all retirees in the state. Our Legislative Affairs Committee began monitoring the situation last year. Using our online advocacy program called CAPWIZ, several hundred members sent emails to members of the Georgia General Assembly and the Governor expressing our dismay with the legislation being considered. It worked! Rather than losing all retirement income exclusions, we were able to salvage a \$65,000.00 retirement income exclusion PER TAXPAYER which will allow each retiree to keep more of their income. This was an important accomplishment, but it could only happen with member participation.

DALRC is working on improving its reach into the halls of the United States Congress and all state legislatures. Our goals are twofold: first we need to continue building a network of volunteers to help monitor legislative activity in all states where we live. Second, the Board has authorized formation of a new program for direct lobbying of lawmakers. You will hear more about that later.

DALRC knows that any successes will be because of the thousands of you in the Community of Delta Retirees. We must continue to band together now more than ever as we face the uncertainty of these economic times and the resulting pressures on our pensions and health care. No one will look out for us like we will. In the words of that venerable statesman Benjamin Franklin: "By failing to prepare, you are preparing to fail."



### **DALRC & RAP Now on FACEBOOK**

DALRC & RAP invite you to view and participate in our new social media communication tool using [www.facebook.com/dalrc](http://www.facebook.com/dalrc). To view this new feature, type the following link in your computer's internet browser address bar...[www.facebook.com/dalrc](http://www.facebook.com/dalrc). You will be able to read the latest information for all retirees along with some enjoyable features of interest. However, if you wish to interact with the DALRC & RAP Facebook page, you need to sign up for Facebook first. Just follow the instructions on FACEBOOK to join. We invite all of you to not only regularly view this new site to stay current on the latest news, but also post your comments. Let us also know if you "LIKE" this new communication tool and give us suggestions on how to make it better.

## RAP Chairman's Report

Roger H. Nix, Chairman— RAP, Inc.



It is truly a pleasure to report to you the progress the DALRC Retiree Assistance Program, Inc. (RAP) made during 2011.

We immediately set out to establish very objective guidelines

for assistance grants. The objectivity of the guidelines takes the guesswork out of who qualifies for assistance and who does not. This process has been very successful and we are gratified that grants are now being awarded to very deserving and financially distressed recipients. Our biggest challenge now is to locate those retirees who are in desperate financial condition due to health related issues but do not know RAP exists and that help may be available. If you know of a retiree, spouse or survivor such as this, please let them know about us or if you are in this same situation, please let us know.

RAP is privileged to have assistance from Delta and the Delta Cares Fund allowing donors to conveniently have their donations deducted from retirement or survivor checks. This process would in no way be possible without the cooperation of Delta and Delta Cares. A big RAP "THANK YOU" to both. Surprisingly in this distressed economy, the last annual round of donations has increased by 39%. This is a strong testament to the "Delta Family" still existing within the ranks of the Community of Retirees.

Continuing progress is being made to re-

duce the administration cost of RAP, since we are a benevolent organization whose financial assets need to go to deserving recipients. Other than onetime costs in 2011 such as developing the new website and mailings to seek updates for a very outdated mailing list we inherited, costs have been held to a minimum. Some of the ways we are reducing costs are shopping around to find reasonably priced meeting space, sharing the cost of a meeting room with DALRC for joint Board meetings, utilizing less expensive hotels for out of town Board members, not having expensive meals in the hotel during Board meetings, etc. On behalf of the entire RAP Board of Directors, thank you for your support and please contact me personally if you have any questions, comments or suggestions. I may be reached at :

[rogernixdelta@gmail.com](mailto:rogernixdelta@gmail.com).

### *A letter received from a recent RAP grant recipient*

*My sincerest and deepest thanks to all involved to make the approval of my grant possible. These days, I never know when, how or where I will receive my blessings. For this one, you guys receive the full credit.*

*I was made aware the DALRC Retiree Assistance Program had been revamped and that I could possibly be a candidate for an assistance grant. I am now a very humble and grateful recipient of a grant and a proud member of DALRC. The financial aid is an enormous help and I can finally breathe a sigh of relief. I am not accustomed to being on the receiving end; rather I have always felt comfortable giving and lending a hand. I guess this is the full circle I have heard about. God bless all of you.*

## The Board of Directors—DALRC 2012



Front Row: Billy Duke, Paulette L. Corbin , Carl Brul — Chairman

Back Row: Fred DiSano, Tom Magura, Dave Gleeson, Marcos Ortega Jr

Not Pictured: Dudley Haralson, Denny Schmidt , Lin Ringler , Mike Podett

## The Board of Directors—RAP 2012

Front Row: Judy Tedder, Roger Nix— Chairman, Judy Aleman—Vice Chair

Back Row: Jean Smith, Lydia Manning, Richard Ealey, Sandy Phillips, Bill Selby, John Ritter



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## The DALRC Elevator Speech

DALRC is an organization managed and directed by a group of dedicated volunteers focused on serving the best interest of the Delta<sup>®</sup> retiree community in a manner that fosters positive relations with Delta. As part of that service to the Delta retiree community DALRC carefully monitors and responds to any government action or changes in Delta's policies which might impact the community.

*~ Failing to prepare is preparing to fail ~*

[www.dalrc.org](http://www.dalrc.org)