



A monthly newsletter published
by the Office of the Mayor
for City of Memphis Employees

December 2003/January 2004

Letter from the Mayor

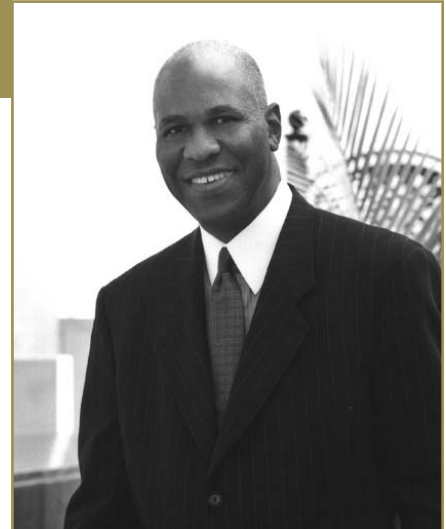
Let's have another great year!

The year 2003 was a memorable one.

Two beautiful and rare giant pandas arrived from China. The expanded Cook Convention Center and its centerpiece, The Cannon Center for the Performing Arts, whose beauty and acoustics rival Carnegie Hall, opened to the public. Construction of the FedEx Forum remained on schedule and within budget. Our international riverfront design competition came to a thrilling close with the selection of architects who will transform Beale Street Landing on the Mississippi River into a world-class entertainment center. And... early one morning, the most powerful windstorm in the history of our city blew through and in a matter of minutes caused millions of dollars in property damage, dumped a million cubic feet of debris on our streets and lawns, and left more than a quarter of a million people without utilities. Despite the shock and damage, City of Memphis employees performed marvelously to get the city back on its feet within a few weeks.

As I look ahead to another four years in office, I am humbled and thankful for the opportunity to serve this community once again. Although we have accomplished much over the past four years, there is yet more to be done. We face many challenges. Our public schools are not up to par. However, things are looking up with newly appointed superintendent Dr. Carol Rawls Johnson leading the way. Consolidation of city and county governments must be objectively

explored with the purpose in mind to make our community better and local governance more fiscally prudent. We simply cannot do things as we have always done.



Mayor Willie W. Herenton

Utility rates will rise in 2004, after 10 years with no increase. It is time. When costs escalate, it is necessary to raise rates. As the mayor of this great city, I have concerns about customer service and the air of separateness at our public utility. Since its creation, MLGW has been a division of City of Memphis government. Consequently, I will take a more hands-on approach in the leadership of this valuable asset to our city. Also, you may have read in the news that sewer rates will increase for the first time in 22 years. They will, but the impact is miniscule in comparison with other major cities in the United States. For example, according to Public Works Director Jerry Collins, sewer fees in metro Atlanta are expected to increase \$150 per month! The increase in Memphis only will be a little more than \$2, leaving our sewer rates the lowest of any major city in America.

Thank you for your outstanding performance in 2003. Let's have another great year! Our best days are ahead.

TOPPING OFF THE FEDEXFORUM

Mayor Willie W. Herenton signs a commemorative beam at the FedExForum topping off ceremony on Nov. 21, 2003. So far, the \$250 million project, the largest in Memphis history, is on schedule and within budget. Construction on the arena that will be home to the Memphis Grizzlies is scheduled for completion in the fall of 2004.



SECOND CHANCE FUNDS



Mayor Willie W. Herenton receives a check for the Second Chance Ex-Felon Program from United States Labor

Secretary Elaine Chao. Secretary Chao handed over \$1,050,000 dollars for the successful ex-felon employment program. Since Second Chance's inception, approximately 300 ex-felons have been placed in jobs throughout the community. The Second Chance Ex-Felon Program was established with Memphis City Council approval by Mayor Herenton to lower the recidivism rate in Shelby County by providing an avenue for Memphis and Shelby County residents with only one non-violent felony conviction to reenter the job market. Statistics consistently show that ex-felons who are able to gain employment following incarceration are less likely to re-offend.

LETTER FROM THE EDITOR THANKS FOR ANOTHER GREAT YEAR!

Writing City Pride has been a joy this year. I could not have produced issue after issue without my contributors. Each month they diligently sent in story ideas and articles for

publication. I especially want to thank Andy Ashford of Public Works, Dan Hope of Parks, and Berlinda Williams of Human Resources for contributing information to every issue this year! Also, special thanks to the



*Daphne Thomas
City Pride Editor*

following contributors for 2003: Nancy Jane Baker, Nora Boone, Richard Camp, Karen Chunn, Mary Daniels, Lt. Stan Eason, Michael Freeman, Pearl Gibson, Carey Hoffman, Juaness Keplinger, Carolyn Lester, Lt. Susan Lowe, JoAnn Nightingale, Paula Polite, Marijana Turnbow, Tonjala Warr, Rochelle Williams and Glen Yaun.

DIVISION NEWS

HUMAN RESOURCES

Open enrollment rolled on with ease

The Benefits Office recently completed a successful four-week open enrollment in which 1,898 transactions were completed!

Kudos to everyone who participated in open enrollment and filled out the customer satisfaction survey. Participants gave the Benefits Office an excellent customer service rating of 3.561 on a 4.0 scale.

“We are really proud of the score,” said Benefits Officer Pearl Gibson. “However, we are reviewing customer comments so that we can score even higher next year — we are shooting for a perfect 4.0,” she added.

This year’s Back to Work Express line was a popular addition to the process. “We had more than 300 people take advantage of this option, which allowed employees to quickly conduct their transactions during lunch,” Gibson said. This year, the office also raffled a VCR/DVD/CD player for those who filled out a survey. Sandra Owens of Police Services was the lucky winner.

In other Benefits news... the office has moved again! This time, Benefits staff moved from Room 2B-49 to Room 428 on the fourth floor of City Hall (formerly the office for Compensation, which moved to 1B-38). In addition to a new location, there are changes in employee benefits for 2004. They include an increase in premiums for PPO coverage, a \$100 co-pay for

each hospital admission, and deductible increases (from \$250 to \$350 for single coverage and from \$750 to \$1050 for family). Also, all maintenance prescription drugs must be filled via mail order. Call Benefits at 576-6761 for more information about these changes.

PARK SERVICES

Park Services receives top honors from State

The Tennessee Recreation and Parks Association (TRPA) presented two Four Star Awards to Park Services during its annual conference in Knoxville, Tennessee, on November 20.

Jim Prentiss, Chairman of the Memphis Zoological Society Board of Directors from 1993 to 2002 received the Four Star Individual Service Award. His leadership continues to serve as a major influence in the rebuilding and expansion of the Zoo, including the spectacular CHINA exhibit and the upcoming Northwest Passage Exhibit. “Memphians owe Jim a debt of gratitude,” Mayor Willie W. Herenton said in a statement. “This award is truly befitting of him and his service to our community,” he added.

On behalf of Park Services, Paul Evans, Administrator of Golf Operations, accepted the Four Star Renovated Facility Award for Galloway Golf Course. The \$3.5

million renovation began in September of 2000 and was completed in April of 2002, offering a challenging layout and new clubhouse. “Galloway captures the appeal of classical golf features, while incorporating current technology,” Parks Services Director Wayne S. Boyer said. “It is a ‘hole-in-one’ for the citizens of Memphis,” he added.

TRPA serves more than 1,300 park, recreation and leisure services in the State of Tennessee. The Four Star Awards are the highest honor TRPA can grant an agency for excellence.

PUBLIC WORKS

City household hazardous waste event establishes a new record

Despite steady rain, Memphians turned out in record numbers to discard their household chemicals, paints, and electronics at the household hazardous waste collection event held November 15 in the Liberty Bowl parking lot. Hosted by City of Memphis Public Works and sponsored by the Tennessee Department of Environment and Conservation, the event far exceeded last year’s collection event.



Public Works employees place computers and other discarded recyclable electronics on pallets.

DIVISION NEWS

More than 1,500 vehicles made their way through the six-hour drop-off event, filling several tractor-trailers with an assortment of electronic and hazardous materials. A full complement of community volunteers and Public Works employees stood in the rain to survey participants and to guide cars and trucks through long lines to a staging area where hazardous waste professionals contracted by the State of Tennessee collected the items.

A new twist was added this year — electronics. Residents dropped off nearly two tractor-trailer loads of computers, televisions and other electronic devices! City Recycling and Composting Administrator Andy Ashford, who served as event coordinator, was extremely pleased with the event. “Once again, Memphians showed their concern for issues relating to the environment and the community through their strong support of this hazardous waste collection event,” Ashford said. “This event sets the standard for other cities in Tennessee to follow,” he added.

Managing traffic for 1,500 vehicles is no small task. Special thanks to the Memphis Police Department for keeping traffic flowing. “The real testimony to the event’s success is the cooperation between the various City divisions, which included Parks, General Services, Police and Public Works,” Ashford said.

The next hazardous waste collection event is planned for May at the Shelby Showplace Arena parking area.

Director Collins gets a committee meeting surprise

The last thing Jerry Collins expected on his birthday was a surprise party, but thanks to a little sneakiness on the part of Councilmember Janet Hooks and Jerry’s wife Diane, our Public Works Director had no place to hide.

It was business as usual on November 18 for Director Collins at a City Council Public Works and Transportation Committee meeting when Committee Chairman Hooks and Diane Collins surprised him with an impromptu party to celebrate the big 5...0. It was only fitting that many of those in attendance wore black for the occasion and the birthday cake was covered appropriately with a decorative road complete with potholes, a dump truck, a recycling bin, a backhoe and two treatment lagoons. When the laughter settled and the plates were passed, it didn’t take long for members of Public Works’ administrative staff to help polish off the cake, potholes included. After all, isn’t it a Public Works guarantee that all reported potholes must be handled by the end of the workday?

Congratulations Director Collins!

CQI CORNER

“Thanks
to YOU...
It’s Working!”

Human Resources Director Sara Hall and the Quality and Professional Development staff would like to thank all of the class participants and volunteers who helped make 2003 another outstanding year for our Continuous Quality Improvement efforts. Thank you all for your class attendance, enthusiasm, creativity and teamwork.

Again, we reached exuberant heights thanks to the support and dedication of City of Memphis’ employees. We look forward to another prosperous year in 2004!

Sincerely,

Berlinda Williams

Quality and Professional

Development Manager

I N S I D E INNOVATIONS!

THE WESTWOOD COACT: MAKING A DIFFERENCE IN YOUNG PEOPLE'S LIVES

When the community policing concept was conceived, the objective was to extend the roles of police officers further into the communities the officers serve. No one dreamed of the impact such a vision would have.

On Oct. 13, 2003, officers from the Westwood COMMunity ACTION Unit, better known as the Westwood COACT, in Southwest Memphis traveled to our nation's capital to receive training and to be nationally recognized for their crime prevention efforts.

Westwood COACT officers John Grandberry, Sgt. Tyrone Currie and their supervisor Lt. Stan Eason traveled to Washington, D.C., where they received the National Crime Prevention Award of Excellence for a small community. They also attended seminars and rubbed shoulders with such famous criminal justice personalities as Domingo Herraiz, deputy director of programs for the Bureau of Justice Assistance; Charles Moose, former Montgomery County, Maryland, chief of police; Asa Hutchinson, under secretary at the U.S. Department of Homeland Security; the Honorable John Ashcroft, U.S. Attorney General; Thomas Faust, executive director of the National Sheriffs Association; Michael D. Brown, under secretary at the Department of Homeland Security; and, Jim Brown, former running back for the Cleveland Browns and now president and CEO of the Amer-I-Can Program, a mentoring program for youth.

"I am very proud of my fellow officers for their outstanding efforts," Lt. Eason said. "As their supervisor, it gives me great joy to see them recognized for going the extra mile to make the Westwood community a better place to live," Eason added.

The Westwood COACT was established in 1995 and covers an area of 3.2 square miles and serves about 3,200 residents. The unit has established partnerships with local businesses, churches, students, parents and community leaders and developed outstanding mentoring programs to foster positive growth in the community. Such programs include S.T.E.P.S. (Striving Towards Excellence and Promoting Education), G.I.R.L.S. (Guidance, Involvement, Responsibility, Leadership, Success), L.O.T. (Leaders Of Tomorrow) and S.T.A.R. (Stop to Always Read), along with Wisdom in Westwood, a program that assists elderly residents.



Legendary football player and founder of Amer-I-CAN Mentoring program Jim Brown (second from left) congratulates Memphis police officers (l-r) John Grandberry, Sgt. Tyrone Currie and Lt. Stan Eason.

The unit also hosts an annual Black History scholastic competition, partners in a 3-on-3 basketball tournament for youth and sponsors seminars and informational forums in the community. Officers Floresa Billingsley, Bobbie Jones, Essica Littlejohn, Jesse Neloms, Vernon Van Buren, Cornelius Vail and Kevin Williams also are members of the award-winning Westwood COACT unit.

The National Crime Prevention Council established the Award of Excellence in Crime Prevention in 1997 to recognize ordinary individuals doing extraordinary things to prevent crime and build safer, more caring communities.

Congratulations to the Westwood COACT!

Mayor's Recognition of Service Recipients

3RD QUARTER

40 YEARS

PUBLIC WORKS

Willie Cooper
Jerry Fleming
Joe L. White

35 YEARS

PARKS

Leslie M. Goodman

POLICE

James Pascale Childers
Danny W. Cooper
Alfred L. Gray
Shirley J. Smith
John A. Wilburn

PUBLIC WORKS

Willie R. Caldwell
Robert Daniel
Walter J. Dickerson
Woodly C. Hunt
Simual L. Redmond
Robert Rose Jr.

Congratulations
to these City
employees who
were recognized
for years of
service for the
third quarter
of 2003!

30 YEARS

ENGINEERING

Claudie B. Williams

FIRE

William Billings Jr.
Ronald Clayton
Thomas W. Fuller
Frank Gilbert Sr.
Gary Green
Donald B. Kuhn
Mary A. Main
Ronald Moore
Brian R. Nance
Andrew Patton
Roger Peck
Ronnie L. Purifoy
Roger Sawyer
William C. Sneed Jr.
Donald M. Stevens
Richard M. Thompson
Johnny Webb
Robert Welch

INFORMATION SYSTEMS

Linda Kay Warren

PARKS

Johnny E. Arnold
Alleane Sims Colbert
Dennis Ray Douglas
Ruby Jean Hooper
J. B. Hunter
Barbara J. Lawson
Mary Matthews
Brenda F. Powers
Curley L. Redford
Ira J. Richardson
Donna M. Simpson
Thelma M. Stewart
Robert Williams

POLICE

Norma Julie Barrow
Francis Carpenter
Walter Dayton Carver
Charles S. Cook III
James A. Crawford
Raymond L. Douglas
Dan W. Dowling
Leonard K. Edwards
Michael A. Fuller
Howard M. Gish
Robert H. Graue
Elton R. Hymon
Ernest L. Lancaster
Christopher L. Lee
Christopher W. Luhrs
Eldon K. Martin
James W. Miller
Danny L. O'Connor
William D. Phillips
Atwood Rawls
Owen M. Selby Jr.
Richard Strausser

PUBLIC WORKS

Peter Michael Alfonso
John C. Anderson
Lawrence Banks
Hosea Boone
George Brittman
Robert Cleveland
I. V. Cox
Robert Gooden
Charlene Hunter
Herman Irving
Oscar L. Jones
Stanley Walker
Grant Walker
Richard Wilson

25 YEARS

CITY COURT CLERK

Elfreda Boyland

EXECUTIVE

Elizabeth Collins-Moore

FINANCE

Donna Gail Setterlund

FIRE

Gary D. Kirk

GENERAL SERVICES

Gregory D. Boone
Wanda Cantrell
Samuel L. Dawson
Everett E. Gilkey
Benjamin Hayes
Leroy Jackson
Larry A. Yale
Glen Alan Yaun

HOUSING AND COMMUNITY DEVELOPMENT

Will E. Redmond
Hugh L. Whiteside

PARK SERVICES

Betty Elliott

POLICE

Shirley W. Ervin
Launa Yvonne Murphy
Jeanette Poole
Annette L. Taylor
Patricia K. Turnmire
Lillie M. Whitelo

PUBLIC WORKS

David Dotson
Joe H. Euell
Clarence H. Pate

YOU'RE AWESOME

Congratulations to the following ... Awesome recipients for providing excellent customer service.

Happy Holidays!

Gina Asaro	Barry Levine
<i>Tiffany Anthony*</i>	Gene May*
<i>Herman Adair</i>	<i>Monica Mcmorise</i>
<i>Stephanie Barringer</i>	<i>Dale Melton</i>
Kenneth Beech	<i>Edna Middleton</i>
<i>John Black</i>	<i>Serita Morton</i>
<i>Patricia Black</i>	<i>Jaye Mosby-Wharwood</i>
<i>Kevin Brooks</i>	Henry Nakayama*
<i>Cynthia Buchanan</i>	<i>Florence Nightingale*</i>
<i>Joyce Burford</i>	<i>Damon Owens*</i>
<i>Barry Burton*</i>	<i>Lavern Partee</i>
<i>Virgie Chaffen-Munn</i>	Rosalind Phillips
<i>Nora Clifton</i>	<i>Marilyn Pickens</i>
<i>Jerry Collins</i>	Michelle Pollion-Becton
<i>Bobby Coney</i>	<i>Luey Rhodes</i>
Bonita Conard	<i>Jennifer Richardson*</i>
Cassandra Davis	Robert Sheard
<i>Regina Davis</i>	<i>Donna Simpson</i>
<i>Hester Driver*</i>	Monet Smith
<i>Rolandria Dunlap*</i>	<i>Ellen Tate</i>
<i>Rose Echols</i>	<i>John Taylor</i>
<i>Deloris Evans</i>	<i>Dathey Thompson</i>
<i>Dwan Gilliom*</i>	<i>Judi Waldrip</i>
<i>John Hall</i>	Mae Walls
<i>Rachelle Hart</i>	<i>Karen Ward</i>
<i>Larry Hicks*</i>	<i>Kristi Watson</i>
<i>Melvin Jamerson</i>	Terrice Watson
<i>Judy Johnson</i>	Jim Wells
<i>Terre Johnson</i>	<i>William Westberry</i>
Janice Jones	<i>Angela Williams*</i>
<i>Taunya Jumper</i>	<i>Joyce Williams</i>
<i>Ronald Kirby</i>	<i>Bill Wilson</i>
<i>Joyce Konieczny</i>	<i>George Zhao</i>

* Indicates recipients who received multiple "...Awesome" notes this month. Italicized names are electronic ...Awesome recipients Nov. 1 - Dec. 10.

"You're Awesome" forms are available in the Quality and Professional Development Service Center (Rte. #66, 4225 Riverdale Road), and from Quality Coordinators/Trainers and Division Directors.



CITY OF MEMPHIS 2004 Holiday Schedule

New Year's Day
Thursday, Jan. 1

Martin Luther King Jr. Birthday
Monday, Jan. 19

Martin Luther King Jr. Memorial
(Actual Date 04/04)
City Employees Day Off - Monday, April 5

Good Friday
Friday, April 9

Memorial Day
Monday, May 31

Independence Day
(Actual Date 07/04)
City Employees Day Off - Monday, July 5

Labor Day
Monday, Sept. 6

Thanksgiving
Thursday, Nov. 25

Day after Thanksgiving
Friday, Nov. 26

Christmas Eve
Friday, Dec. 24

Christmas Day
(Actual Date 12/25)
City Employees Day Off - Monday, Dec. 27

2005 New Year's Day
(Actual Date 01/01/05)
City Employees Day Off - Monday, Jan. 3

MARK YOUR CALENDAR

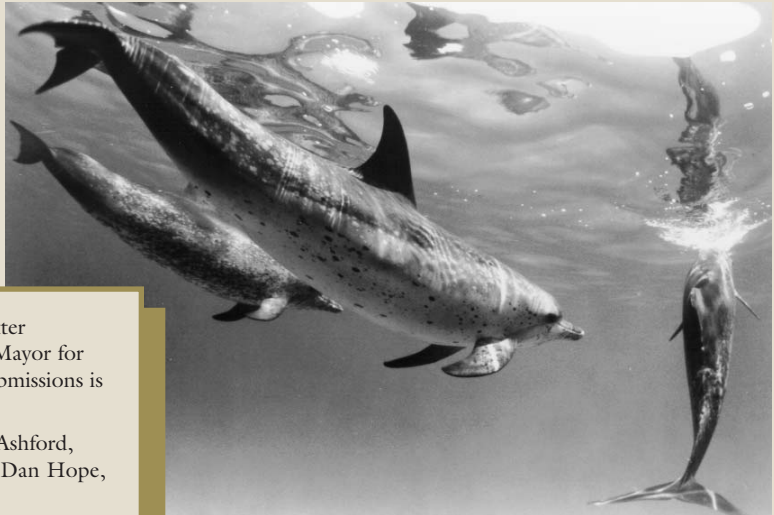
PINK PALACE FAMILY OF MUSEUMS

Now through Jan. 4, 2004 — *Enchanted Forest Festival of Trees*. Get into the Holiday spirit as you stroll through this magical winter wonderland on display in the Bodine Exhibit Hall and on the mezzanine of the Pink Palace Museum. Walking through the *Enchanted Forest*, children of all ages will be charmed by the animated characters. Teddy bears beckon, and elves are busy at work as penguins play in the snow and thousands of twinkling lights dazzle your youngster. Proceeds from this year's **Enchanted Forest** will benefit the cardiovascular services department at Le Bonheur. Admission is \$5 for adults and \$4 for seniors and children (ages 3-12). Group rates are available. For more information, call (901) 320-6362.



Enchanted Forest Festival of Trees

Jan. 16 – Feb. 16, 2004 — *5th annual Memphis IMAX Film Festival* featuring six great films shown Friday evenings, Saturdays and Sundays every weekend from January 16 through February 16, and on Martin Luther King Jr. Day and Presidents Day in the Union Planters IMAX Theater. The film lineup (subject to change) includes *Everest*, a compelling adventure to the top of the world's highest mountain; *Dolphins*, a wonderful romp in the ocean with these magical creatures; *Pulse, A STOMP Odyssey*, a larger-than-life look at percussion around the world hosted by the rhythmic group "Stomp;" *Journey into Amazing Caves*, an underground exploration into some of the Earth's most amazing caverns; *Jane Goodall's Wild Chimpanzees*, experience the realm of chimpanzees with the world's most famous female scientist; and *Coral Reef Adventure*, a look at amazingly colorful South Pacific coral reefs. Admission to each film is \$7.50 for adults, \$7 for seniors and \$6 for children (ages 3-12). Group rates are available. For general IMAX information, call (901) 763-IMAX. For tickets and reservations, call (901) 320-6362.



Dolphins



City Pride is a monthly newsletter published by the Office of the Mayor for city employees. Deadline for submissions is the first week of the month prior to the next issue.

Special thanks to the following contributors: Andy Ashford, Karen Chunn, Lt. Stanley Eason, Carrey Hoffman, Dan Hope, Lt. Susan Lowe, Berlinda Williams, and Glen Yaun.

Editor: Daphne J. Thomas

Comments, suggestions and submissions are welcome. Call Daphne J. Thomas at 576-6006.