



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

March 2004

CQI CORNER

4th Annual Secretarial Seminar *Secretaries... Keys to Excellence*

Secretaries: Get ready... set... and mark your calendar as City government gears up for the 4th Annual Secretarial Seminar on **Thursday, April 22, 2004!** This year's seminar will be held at the Double Tree Hotel, 5069 Sanderlin Avenue, from 8:30 a.m.- 4:30 p.m. This daylong fun learning experience is open to all City government secretaries. The theme is *Secretaries... Keys to Excellence*. If you serve as the secretarial key for your service center and/or your division, this seminar is for you!

Not only will you see and hear presenters speaking on topics that encourage and motivate you, but also gain new ideas and ways of thinking that will enhance your credibility and the way you do your job. Make plans to attend this exciting and inspiring seminar that is designed with you in mind! For more information or to register, contact Quality and Professional Development at **576-6455**.



Mayor Willie W. Herenton

Mayor makes the POWER 100 LIST!

Congratulations to Mayor Willie W. Herenton for being chosen as one of the 100 most powerful people in Tennessee! The April issue of *Business Tennessee* magazine features the Power 100 list that includes accomplished Tennesseans from business, politics, government, religion, education and civic affairs.

The list was compiled based on findings from hundreds of background interviews conducted by the magazine's statewide editorial team. "While those chosen for the list represent diverse fields of interest and geography, each possess and wield sufficient power and influence to merit the regard of our readership," *Business Tennessee's* editor David A. Fox said.

Business Tennessee was launched this January as the only broadly circulated business and public affairs journal to cover the entire state. Roughly 40,000 businesses and political and civic leaders will receive the upcoming Power 100 issue.

DIVISION NEWS

GENERAL SERVICES

Buchanan appointed director

Congratulations to Cynthia Buchanan on her appointment as the new General Services Director.

As director, Buchanan oversees a crucial support division for City government. With its \$23 million annual operating budget, General Services' operations include the maintenance of the city's fleet of vehicles, buildings and facilities; the sale and acquisition of property; city beautification efforts and street sweeping; all City Hall printing and mail services, and more. Prior to her recent appointment, Buchanan served as deputy director of Public Works.

Buchanan began her career with City of Memphis in 1978 as city planner and manager of the Office of Planning and Development. Her ascent to the deputy director position in 1997 was comprised of a series of promotions that included her serving as director of the Public Services Division and executive director of the Depot Redevelopment Agency. Ms. Buchanan earned her bachelor's of arts degree in



Cynthia Buchanan

Government from Ohio University in 1976 and her master's of city and regional planning degree from Ohio State University in 1978.

PARKS

Don't miss the Senior Games!

Parks Services is the presenting sponsor for the 23rd Annual Memphis District Senior Games for men and women ages 50 or older. The games will be held April 27 – May 7, 2004, at various sites around the city.



The Games include 17 Olympic-style events such as badminton, bowling, cycling, golf, swimming, tennis, shuffleboard, horseshoes and track and field. The registration deadline is **April 8**. Registration forms are available at the City's four senior centers: Frayser-Raleigh, Lewis, McWherter, and Orange Mound.

Those who want to compete in track and field also can attend a track and field clinic on **Friday, April 2, at 1 p.m.** at Halle Stadium on Mt. Moriah. Track and field rules will be covered along with special training.

Call **761-2462** for more information.

POLICE

MPD has new PIO

The Memphis Police Department welcomes new public information officer (PIO)/media relations coordinator Rhonda A. Lee.



Rhonda Lee

A former TV news journalist, Lee is the designated liaison between the media and the department. She works closely with Police Services Director James Bolden to coordinate all press materials and events, along with serving as the department's media spokesperson. Lee is a proud graduate of Kansas State University and has worked in the media industry for 13 years. Welcome aboard, Rhonda!

VFW posthumously recognizes officer

On Friday, January 23, 2004, the VFW Post 11333 posthumously honored Officer Jimmy Dower as the Officer of the Year. Jimmy, who lost his hard fought battle with cancer in 2002, joined the Memphis Police Department in 1969. After leaving the department in 1980 to pursue a career in the private sector, he returned in 1998 as a rookie.

DIVISION NEWS

“Once you are a cop, it stays in your blood,” he once said. Only months prior to his death, Officer Dower, known for being tough, but fair, earned Officer of the Year honors from the East Precinct and the White Station Optimists Club. Local and state law enforcement personnel and officials were on hand to honor Dower. Dower’s widow, Maria, daughter Mandy Gossett and grandson Hunter accepted the award on his behalf.



Officer Jimmy Dower's grandson, Hunter, accepts the VFW Award from VFW Commander Henry Hooper and VFW President Andrea Payne.

Retirees honored

On January 14, 2004, the Memphis Police Department honored four outstanding retiring officers for the professionalism and integrity they exhibited throughout their law enforcement careers.

Alfreda S. Davis joined the MPD 30 years ago. During her career she served in several capacities prior to becoming a dispatcher, where she worked until her retirement.

Beth Fuller, also a dispatcher upon retirement, joined the department 21 years ago and served in both clerical and law enforcement capacities during her career.

Captain Jesse C. Richardson joined the department in 1975 as a police academy recruit. During his stellar career that spans nearly three decades, Richardson, in addition to his duties at various precincts and Crime Stoppers, also fought crime through song as a member of the

MPD's Peacemakers singing ensemble.

Captain Lonnie F. Thweatt's 34-year career was a steady ascent



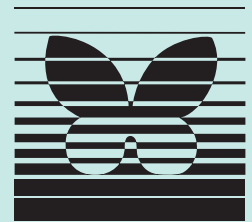
(L-R) Dispatcher Alfreda Davis, Inspector Tusant, Dispatcher Supervisor Willaine Hampton and Dispatcher Beth Fuller.

from recruit to Captain of the Downtown Precinct's C-shift. Captain Thweatt honorably served the MPD in various special units and squads such as Organized Crime, Homicide and Special Traffic Investigation.

Congratulations to these fine retirees for their outstanding service to the City of Memphis!

City Beautiful Hosts Statewide Arbor Day Celebration

Congratulations to Memphis City Beautiful for being chosen to host the statewide Arbor Day Celebration!. City Beautiful, along with the Tennessee Department of Forestry, provided free tree seedlings to local citizens and neighborhoods. “It was truly an honor for us to host this event,” said General Services Director Cindy Buchanan. Mayors Willie W. Herenton and A C Wharton also proclaimed March 5th as Arbor Day in Memphis and Shelby County.





We do it your way!

Quality and Professional Development (QPD) is rolling out the red carpet for City divisions with Phase II training! This training is in addition to QPD's core curriculum of professional development opportunities. Designed with the division in mind, Phase II training focuses on each participating division's working relationships within and without the division, job skills and knowledge, and environmental safety and improvements.

So, what's different about Phase II training? We actually will provide *more* customized training for City employees. Before we developed these new specialized training modules, we conducted needs assessment interviews in City divisions. To do this, I, along with each senior training analyst, visited various work sites and asked the managers or supervisors, "What training does your staff need to improve work performance, morale, etc.?" We gathered a wealth of information that enabled us to plan and develop modules that are acutely designed to produce effective training results.

In addition to developing tailored training, each participating division has been assigned a QPD training analyst to serve as the division's training consultant and liaison. We are extremely excited about Phase II training. Senior Training Analyst Felecia Boyd succinctly describes our newest development: "We can help City employees achieve personal and professional goals as we realize the City's vision to be the City of Choice in which to live, learn, work and play!"

Well-said Felecia!

As Quality and Professional Development moves forward with new ways to improve training, City Government is, again, forging ahead in its quest to consistently provide quality customer service to City employees and the citizens of Memphis.

I look forward to seeing everyone in class!

— *Berlinda Williams-Strong, QPD Manager*

2004 CORE CURRICULUM TRAINING SCHEDULE

The following are core curriculum courses offered by Quality and Professional Development in 2004. Remember: these classes are provided for both your personal and professional development at no cost to you. Please take advantage of your employee educational benefit.

MARCH

2 Welcome to City Government
 5 Adult/Infant CPR & First Aid
 12 .. How to Conduct an Effective Performance Review
 16-17 Basic Supervision (Mgr./Supv.)
 25 Delivering Exceptional Customer Service

APRIL

1 Teambuilding...Gung Ho!
 7 Safety in the Workplace
 13 Welcome to City Government
 15 Employee Policies and Procedures
 25 2004 Secretarial Seminar
 27-29 Managing Our Way (Mgr./Supv.)

MAY

4 Welcome to City Government
 7 Family and Medical Leave Act (FMLA)
 10-13 Team Leadership 9-Step Problem Solving
 14 How to...Prevent Sexual Harassment
 19 Prioritizing Your Time
 21 Adult/Infant CPR & First Aid
 28 .. How to Conduct an Effective Performance Review

JUNE

8 Welcome to City Government
 17-18 Public Speaking
 23 Practicing Positive Habits

JULY

8 Understanding Yourself and Others
 13 Welcome to City Government
 15 Experiencing Change in the Workplace

For additional information or a class registration form, please contact LaWanda Clark at 576-6455 or fax information to 576-6455.

AUGUST

3 Welcome to City Government
 11 Safety in the Workplace
 13 Family Medical Leave Act (FMLA)
 19 Employee Policies and Procedures
 27 How to Prevent Sexual Harassment
 31 Writing Meaningful Goals and Objectives

SEPTEMBER

8 Diversity in the Workplace 101
 10 Adult/Infant CPR & First Aid
 14 Welcome to City Government
 17 .. How to Conduct an Effective Performance Review

OCTOBER

1 QUALITY MONTH KICKOFF
 5 Welcome to City Government
 12 Brown Bag Luncheon
 14 How to Perform a S.W.O.T. Analysis
 19 Brown Bag Luncheon
 28 Quality Leadership Forum

NOVEMBER

2 Welcome to City Government
 4 Diversity in the Workplace 201
 8-11 Team Leadership 9-Step Problem Solving
 12 Family Medical Leave Act (FMLA)
 19 How to...Prevent Sexual Harassment

DECEMBER

2 Employee Policies and Procedures
 3 Adult/Infant CPR & First Aid
 7 Welcome to City Government
 8 Safety in the Workplace
 10 .. How to Conduct an Effective Performance Review
 14-16 Managing Our Way

Note: All courses in **green print** are mandatory training for management personnel.

INSIDE INNOVATIONS!

ELEMENTARY SCHOOL STUDENTS LEARN IT'S NOT COOL TO POLLUTE

The United States Department of Agriculture has “Smokey Bear”. The City of Memphis has Sharon Gordon. One works to prevent forest fires and the other crusades against environmental pollution. Both target children.

“It is important to teach them when they are young— before they develop bad environmental habits,” Gordon said.

Gordon is an environmental technician who goes to area schools to teach children how common pollutants enter into and harm our environment. The goal is to raise awareness. “Many people don’t realize how common activities such as changing the oil in your car and improperly disposing of the oil affects the environment,” Gordon said.



Sharon Gordon teaches students at Locke Elementary how pollutants enter the environment via the city's storm water drainage system.

Gordon is able to educate local children about the ins and outs of the City’s storm water drainage system with the help of “Enviroscape,” a nifty watershed model. It includes a farm, construction site, residential

area, wastewater plant, an area with erosion-prone terrain, golf course, a storm drain inlet and a lake and stream.

“It is one of the best learning tools,” Gordon said. “I just love it!”

Gordon and other Public Works employees got the idea to purchase the model when they saw it demonstrated during a program at the Lichterman Nature Center. “I was really impressed,” Gordon said. “We immediately went online and found (the Enviroscape model) to use in our storm water education program,” she added.



Students get hands on experience with pollution using the Enviroscape water drainage model.

continued on next page

Gordon recently visited Locke Elementary School near downtown Memphis where a class of second graders got to use cocoa, Kool-aid and other “pollutants” to demonstrate how oil, soil, and other real pollutants enter area lakes, streams and rivers. Students sprinkled their mock pollutants in various places on the model, such as the farm and the construction site. One student daubed “oil” onto the roadways. Their fellow classmates, armed with water bottles, then sprayed the model to simulate rain. The Kool-aid and cocoa became colorful streams of “pollution” that ran down into the model’s crystal clear lake. The water soon turned murky. And, on cue, Gordon began to explain the process of storm water drainage and pollution.

“See how stuff gets into our environment,” she pointed out. “When it rains, anything that is on the ground runs straight into our waterways,” Gordon said as the kids looked on with rapt attention. She also shared how pollutants that wash into the Mississippi River eventually end up in the Gulf of Mexico where there is a 50-square-mile “dead zone” off the coast of New Orleans. “Due to the pollutants, there is no life there— no fish— not even bacteria,” Gordon said.

Gordon says the presentation makes an impact. “This program is such an effective tool for teaching kids about the environment. “They really get into the experience and they come away with a better understanding of how pollution affects them.”

At the end of the presentation, Gordon asked the students to visualize the real life watershed they live in and to think about pollution and how it can be prevented. So far, Enviroscope has been a tremendous addition to the City’s Storm Water Program and more presentations are planned.

For more information, contact Sharon Gordon at 529-0237.

YOU'RE AWESOME!

Congratulations to the following ...*Awesome!* employees for providing outstanding customer service.

James Adams	<i>Jenice Mays</i>
<i>Ora Applewhite</i>	<i>Leigh Mcelwee</i>
<i>Hester Banks</i>	<i>Richard Merrill</i>
<i>Stephanie Barringer</i>	James Neville
<i>Audrey Bennie</i>	Annette Parker
<i>Shericka Blair</i>	Earnest Parson
<i>Felecia Boyd</i>	Toya Partee
<i>Barry Burton</i>	<i>Marshall Porter</i>
<i>Lenny Capas</i>	Freddrick Redding
<i>Chee Chew</i>	<i>Carmen Sandoval</i>
<i>Lawanda Clark</i>	<i>Dianna Sealander</i>
<i>Steven Cole</i>	<i>Paula Sealander*</i>
<i>Jerri Collins</i>	Patricia (Patty) Seeber
Dale Cunningham	<i>Gloria Shack</i>
<i>Deloris Evans</i>	Catina Stark
<i>Juanita Hamilton</i>	<i>William Steward</i>
<i>Walter Hanna</i>	<i>Veronica Swan</i>
<i>Arch Harris</i>	<i>Anita Taylor</i>
Reginald Hester	<i>Nathaniel Taylor</i>
<i>Georgia Holley</i>	<i>Jada Turner</i>
<i>Jacqueline Johnson</i>	<i>Gary Vaden</i>
Dale Jones	<i>Natalyn Vaughn</i>
<i>Terrie Lamica</i>	<i>Myra Watkins</i>
<i>Charice Lobbins</i>	Lillie M. Whitelo
Julianne Mabry	<i>Angela Williams</i>
<i>James Manuel</i>	<i>Berlinda Williams</i>
Gene May*	

* Indicates recipients who received multiple “...Awesome” notes this month. *Italicized names are electronic ...Awesome recipients Jan. 12 - Feb. 11, 2004.*

“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.

MARK YOUR CALENDAR

PINK PALACE FAMILY OF MUSEUMS

March 6 – June 25 — *Australia: Land Beyond Time* at the IMAX® Theatre at the Pink Palace Museum. More like another planet than another continent, Australia is the largest island on Earth. From the miles of red, weathered sand dunes that characterize the continent's famed Outback to the cascading waterfalls and lush wildlife of its scattered rainforests, it is a land of extremes. *Australia* lets you experience the strange, fascinating landscapes and even stranger creatures that inhabit this exotic and isolated island continent on the opposite side of the world.

Admission to this 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.



Australia: Land Beyond Time

FAMILY FUN AT THE LICHTERMAN NATURE CENTER

March 21, 2004, 2–4 p.m. — *Family Fun Sundays series feature “Backyard Magic.”* Spring is in the air! Discover the many plants, insects and animals found in your backyard and discover ways you can make your yard wildlife-friendly. Attract butterflies, hummingbirds and much more, and then enjoy the natural show from the comfort of your home! Each Family Fun Sunday program is free with regular Nature Center admission: \$6 for adults, \$5.50 for seniors and \$4.50 for children (3-12). Admission is free to members. For more information, call (901) 767-7322, ext. 121.

Now through May 26 — *Raindrops spring series!* There's a whole new Raindrops spring program series on Tuesdays and Wednesdays from 10–11 a.m. at Lichterman Nature Center. Raindrops is an hour-long interactive program specially designed for preschoolers and their parents or grandparents to learn about nature together.

Some of the upcoming programs include: “Tracks and Traces” (Mar. 16 & 17), “Tree-mendous” (Mar. 23 & 24), and “Deep Down Underground” (Mar. 30 & 31). The cost for Raindrops is \$5 for a non-member child and chaperone and \$4 per child and chaperone for Pink Palace Family of Museums members. Special program dates can be arranged for groups of ten or more children. Due to the popularity of Raindrops, reservations are required. For information, call (901) 767-7322, ext. 121.



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, Feleica Boyd, Dan Hope, Terrie Kirksey, Rhonda Lee, 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.