



A monthly newsletter published
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for City of Memphis Employees

May 2004

INSIDE INNOVATIONS!

THE OFFICE OF CONTRACT COMPLIANCE: HELPING BUSINESSES DO BUSINESS WITH THE CITY OF MEMPHIS

The Office of Contract Compliance may be small, but it is doing big things.

This two-person shop is responsible for ensuring that minority and women-owned businesses get a fair chance to do business with City government.

“The City’s Minority and Women Business Enterprise (M/WBE) Program was established to level the playing field for M/WBEs that seek contracting opportunities with the City,” said the office’s administrator Carlee McCullough. “To do this, we work in conjunction with various divisions and departments throughout City government, such as Purchasing, Building Design & Construction, Engineering, and Public Works,” McCullough added.

According to McCullough, the goal of the program is to increase the amount of money the City spends with M/WBEs. “In FY 2003, the City of Memphis spent approximately 29 percent of total eligible dollars with M/WBEs,” she said.

According to McCullough, when the office was established 8 years ago, minority participation was only about 7 percent. She attributes the office’s success to the myriad of services it offers.

“We alert our M/WBEs of contracting opportunities with City of Memphis by monitoring all professional services contracts of \$50,000 or more, along with construction contracts that are over \$100,000,” McCullough said.

The office also enables projects of these sizes to meet their various minority participation goals. “We work diligently to get the word out to both the City departments and the M/WBEs on the subcontractor

level and the prime level,” McCullough said. “We want City departments to be aware of the availability and capabilities of the M/WBEs that are eligible to do business with the City, and we want the M/WBEs to be aware of City government business opportunities,” she said.

According to contract compliance analyst Patrick Woods, the office does whatever it can to help the more than 400 certified M/WBEs. “We help settle contract disputes and even facilitate prompt payment to the participants when necessary,” Woods said.

As a testament to its success, the Public Building Authority has chosen the Office of Contract Compliance to monitor the M/WBEs that are involved with the new FedExForum Arena construction project. “This is an awesome responsibility,” said McCullough. “We welcome it because the arena project is the largest public construction project in the history of our city.”

The office also has been charged with implementing and enforcing the Center City Commission’s Equal Business Opportunity Program. “We are excited about partnering with the CCC because so much development is going on downtown and this is an awesome opportunity for us to help our M/WBEs get a piece of the pie,” McCullough said.

For more information about the Office of Contract Compliance, contact Carlee McCullough or Patrick Woods at 576-6210.



Contract Compliance Administrator Carlee McCullough and Contract Compliance Analyst Patrick Woods.

DIVISION NEWS

FIRE SERVICES

Bravo Zulu!

On Wednesday, March 10, 2004, the Division of Fire Services received the Federal Express Bravo Zulu Award for providing outstanding fire suppression and rescue services when a Federal Express plane caught fire upon landing.



(from right) Allen Carter of Federal Express congratulates Acting Air Crash Chief Mark Boyd, Pvt. Lawrence Lee III, B/C Dale Lock, and Pvt. Timothy Montague on their outstanding performance during fire and rescue operations at Memphis International Airport.

The award was issued to members of Station #33 - "C" Shift and the companies that assisted them when on December 18, 2003, Federal Express Flight 647 from Oakland, California, lost its right main landing gear upon touch down at Memphis International Airport. The rough landing ruptured the aircraft's wing fuel tank, causing the fire.

Thanks to a job well done, seven members of the flight's crew were rescued with only minor injuries, 99 percent of the cargo was saved, and fire damage was minimal.

**Congratulations
Fire Services!**

PARKS

Thousands enjoy new backyard wildlife center

Kids and their families enjoyed wildlife such as "Tobin" the barnyard owl at the grand opening of the new Backyard Wildlife Center at the Lichterman Nature Center last month. The event was a hit with more than 2,000 people showing up to get a peek at the new facility!

Visitors enjoyed a netted meadow habitat with native plants, insects and songbirds, a below-the-surface view of creatures living in a pond, and much more. The Backyard Wildlife Center is a fun, interactive place to learn how to encourage native plants and wildlife in your backyard.

Nature Center admission is \$6 for adults, \$5.50 for seniors and \$4.50 for children 3-12 years old. Admission is free to members. For more information, call (901) 767-7322, ext. 121.



Susan Zietlow shows off Tobin, a one-year-old barnyard owl, to visitors of the new Backyard Wildlife Center at the Lichterman Nature Center.

POLICE

Kudos!

Congratulations to PST Officer William Carver for earning the prestigious John Bacon Academic Award! Police Services recognized Carver at a ceremony at the Macon Campus for earning a 4.0 grade point average during his studies at Southwest Tennessee Community College. "When our officers excel academically, we view it as a bright spot in our PREP and PST programs' efforts to develop professional, qualified officers," said his supervisor, Lt. Anthony Rosser.



PST Officer William Carver

PUBLIC WORKS

Fourth recycling center opens

Residents living in apartments and private developments in Southeast Memphis now have access to curbside recycling thanks to a new drop-off center that was opened last month at 3910 Ridgeway Road.

Solid Waste Management opened the new center on Earth Day (April 22nd) as part of its week-long festivities to celebrate environmental conservation.

DIVISION NEWS

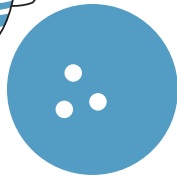
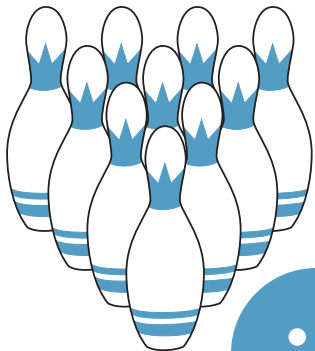
Southeast Memphis has the largest concentration of apartments in the city and recycling officials are excited about the potential of the new drop-off center. "In the last two years, Memphians' growing interest in recycling has been evident as we have collected record volumes of recyclable material," Recycling and Composting Administrator Andy Ashford said.

Bowl-A-Thon 2004 Rolls in the Cash!



City of Memphis employees had a ball raising more than \$12,000 in this year's Bowl-A-Thon! The annual event raises funds for Junior Achievement, an organization dedicated to enriching the lives of local youth.

Special thanks to this year's bowling coordinators, and the more than 170 employees who, on an early Saturday morning in March, rolled up their sleeves and put on those ugly bowling shoes for a great cause!



YOU'RE AWESOME!

Congratulations to the following ...*Awesome* employees for providing outstanding customer service to their fellow employees and the residents of Memphis!

Demetria Adair	<i>Carletha Knight</i>
<i>Herman Adair</i>	<i>Kenneth Martin</i>
Patrice Armstrong	JoAnn Meade
<i>Ora Applewhite*</i>	<i>Edna Middleton</i>
Sharon Baker	Sidney Minton
<i>Deborah Banks</i>	<i>Jaye Mosby-Wharwood</i>
<i>Michelle Becton</i>	Roselyn Mosley
Linda Benson*	<i>Florence Nightingale</i>
<i>Willie Bile</i>	<i>Marshall Porter*</i>
Pat Black*	<i>Tina Quattlebaum</i>
William Blevins	Fredrick Reading
<i>Felecia Boyd</i>	<i>Jennifer Richardson</i>
<i>Pheobia Bruce</i>	<i>Iris Robertson*</i>
<i>William Burstyne</i>	Shirlean Robertson
<i>Barbara Butler</i>	<i>David Rutledge</i>
<i>John Cameron</i>	<i>William Sawtelle</i>
<i>Lenny Capas</i>	<i>David Schultz</i>
<i>Virgie Chaffen-Munn</i>	<i>Dianna Sealander*</i>
<i>Karen Chunn</i>	<i>McKenna Shewmake</i>
<i>Brenda Clark</i>	<i>Flora McKinley</i>
<i>Lawanda Clark*</i>	Monet Smith
<i>Darlene Cooper</i>	<i>Danny Styers</i>
<i>John Covey*</i>	<i>Randall Tatum</i>
<i>Brenda Davis</i>	<i>Nathaniel Taylor</i>
Monice Davis	<i>Rodney Thomas</i>
<i>Regina Davis</i>	<i>Dathey Thompson</i>
<i>Rolandria Dunlap*</i>	Joyce Threatt
Bessie Goodman	Debra Tucker
<i>Michael Gray</i>	<i>Marion Tucker</i>
Earl Gregory	Alex Tyler
<i>David Han</i>	Belinda Vinson
<i>Walter Hanna*</i>	<i>Georgette Walls</i>
<i>Arch Harris</i>	<i>Joan Washington</i>
<i>Georgia Holley</i>	<i>Shelia Watson*</i>
Tonia Jackson	Hugh Whiteside
<i>Elbert Jefferson</i>	<i>Angela Williams</i>
Joyce Jenkins	<i>Audrey Williams*</i>
Mattie Jerrett	<i>Berlinda Williams*</i>
<i>Taunya Jumper</i>	<i>Delories Williams</i>
<i>Michael Leonard</i>	<i>Rochelle Williams</i>
Carolyn Loyd*	<i>Wayne Williams</i>
Dedrienne McKenzie	

* Indicates recipients who received multiple "...Awesome" notes this month. The list includes electronic ...Awesomes awarded March 13 - April 30, 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.

CQI CORNER – CONTINUOUS QUALITY IMPROVEMENT

Inspiration, wisdom and beauty abound at 2004 Secretarial Seminar

More than 80 City secretaries celebrated Administrative Assistants Day by attending Quality and Professional Development's 2004 Secretarial Seminar at the Doubletree Hotel last month.



(r-l) Cindy Henley and Alice Neville of Fire Services enjoy Secretarial Seminar.

The seminar featured four local speakers who provided tips on personal and professional development. Sheila Bentley got the day rolling with her speech on how to motivate yourself and others. Sisterhood Showcase founder and Grace Magazine publisher Tina Birchett touched everyone with her inspirational story as a breast cancer survivor. "The doctor called me and said, 'Tina, I have bad news,' and I said 'No, you have information,'" Birchett told the stunned audience. She went on to tell the secretaries that the best thing they can do is take care of themselves first.

After lunch with their supervisors and co-workers, the secretaries received beauty tips from Chanel color expert Oscar Anderson III. He lectured on the importance of skincare while he gave Police Services secretary Carrie Glenn a makeover. "Too often women cut corners when it comes to buying products for their face," Anderson said. "They spend more money on shoes, something they walk on, than they do on their skin," he added.

The final speaker, Toxis St. Clair, emphasized the importance of effective communication. She conducted a variety of experiments with seminar goers to demonstrate the power of words. "Communication is simply the sending and receiving of messages," St. Clair said, "however, being an effective communicator is up to you." She also advised the audience that keys to effective communication include listening, knowing your audience, and the appropriate use of humor.



Chanel color expert Oscar Anderson III uses makeup to give Carrie Glenn of Police Services a new look.

DON'T FORGET...

The annual Team and Individual Awards for Excellence competitions are quickly approaching. Employees are encouraged to recognize fellow outstanding employees by submitting nominations to Quality and Professional Development (QPD). Although the competitions kick off in August, QPD recommends everyone to begin today. Awards for Excellence trophies are presented at the annual Quality Month Kickoff Celebration in October. For more information, contact Felecia Boyd at 576-6448.

SIGN UP FOR FREE TRAINING TODAY!

Quality and Professional Development invites City employees to enjoy the following training classes this month:

- May 19, 8 a.m.-NoonPrioritizing Your Time
- May 21, 8 a.m.-4:30 p.m.Adult/Infant CPR & First Aid
- May 28, 8 a.m.-4:30 p.m.How to Conduct an Effective Performance

QUALITY AND PROFESSIONAL DEVELOPMENT

Core Curriculum Courses Schedule

S U M M E R / F A L L

JUNE	8Welcome to City Government8am – 4:30pm
	17-18	...Public Speaking8am – 4:30pm
	23Practicing Positive Habits8am – 4:30pm
JULY	8Understanding Yourself and Others8am – Noon
	13Welcome to City Government8am – 4:30pm
	15Experiencing Change in the Workplace8am – 4:30pm
AUGUST	3Welcome to City Government8am – 4:30pm
	11Safety in the Workplace8am – Noon
	13Family Medical Leave Act/FMLA1pm – 4pm
	19Employee Policies and Procedures8am – 4:30pm
	27How to...Prevent Sexual Harassment1pm – 4 pm
	31Writing Meaningful Goals and Objectives8am – 4:30pm
SEPTEMBER	8Diversity in the Workplace1018am – 4:30pm
	10Adult/Infant CPR & First Aid8am – 4:30pm
	14Welcome to City Government8am – 4:30pm
	17How to Conduct an Effective Performance Review8am – 4:30pm
OCTOBER	1Quality Month Kickoff10am – 1pm
	5Welcome to City Government8am – 4:30pm
	12Brown Bag LuncheonNoon –1pm
	14How to Perform a S.W.O.T. Analysis8am – Noon
	19Brown Bag LuncheonNoon – 1:00pm
	28Quality Leadership Forum8am – 4:30pm
NOVEMBER	2Welcome to City Government8am – 4:30pm
	4Diversity in the Workplace 2018am – 4:30pm
	8-11Team Leadership-9 Step Problem Solving8am – 4:30pm
	12Family Medical Leave Act/FMLA1pm – 4pm
	19How to...Prevent Sexual Harassment1pm – 4: pm
DECEMBER	2Employee Policies and Procedures8am – 4:30pm
	3Adult/Infant CPR & First Aid8am – 4:30pm
	7Welcome to City Government8am – 4:30pm
	8Safety in the Workplace8am – Noon
	10How to Conduct an Effective Performance Review8am – 4:30pm
	14-16	...Managing Our Way8am – 4:30pm

MARK YOUR CALENDAR

PINK PALACE FAMILY OF MUSEUMS

Now showing at the Sharpe Planetarium — *Ring World*. The Cassini-Huygens interplanetary probe will finally arrive at Saturn this July to explore the ringed planet after more than six years in space. Take a fascinating journey to Saturn, learn about the space probe and find out what we know about the ringed planet in *Ring World*. For more information, call (901) 320-6362 or visit www.memphismuseums.org.

May 21 — *Observing on the Lawn*. Spring is a great time for stargazing on the front lawn of the Pink Palace Mansion. Planetarium staff, along with members of the SLO astronomy club and the Memphis Astronomical Society, will have telescopes set up from 8:30 p.m. – 10:30 p.m. for observing the moon, planets and deep sky objects. This spring, the planets Venus, Mars, Jupiter and Saturn will be visible in the evening sky, a rare celestial treat. Bring blankets and lawn chairs to the observing event and get comfortable. Pets, radios and alcoholic beverages are not allowed. Admission is free, but donations are appreciated. The event will be cancelled if the sky is cloudy. Call 320-6333 for updates.

June 26 — *NASCAR: The IMAX Experience* at the Union Planters IMAX Theatre. Experience the speed and heart-pumping excitement of NASCAR on a screen towering four stories high, surrounded by 12,000 watts of digital surround sound. Through the magic of The IMAX Experience®, audiences are transported behind the wheel of a NASCAR racecar and are immersed in the on-track excitement at speeds of up to 180 miles per hour. Narrated by Kiefer Sutherland, *NASCAR: The IMAX Experience* provides an insider's perspective of the nation's number one spectator sport, with a brief look back at how it all began. It introduces the revered drivers and their lives both on and off the track, as well as their dedicated teams and fans whose unflinching support is essential to success. The film also steers its focus on the science of today's racing technology and the teamwork that binds it together. Packed with heart pounding, behind-the-wheel action, *NASCAR: The IMAX Experience* delivers high-speed thrills at every turn. Tickets are \$7.50 for adults, \$7 for seniors and \$6 for children ages 3-12 years old. Group rates are available. For general IMAX information, call (901) 763-IMAX. For tickets and reservations, call 320-6362.



City Pride is a monthly newsletter published by the

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Special thanks to the following contributors: Andy Ashford, Felecia Boyd, Mark Boyd, Dan Hope, Carlee McCullough, Linda Nesbitt, Lt. Anthony Rosser, Berlinda Williams, and Glen Yaun.

Editor: Daphne J. Thomas

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

SUPER FAIR A SUPER SUCCESS!

Mayor Willie W. Herenton was all smiles when he got his blood pressure checked last month at the Super Fair hosted by Benefits Services. The health fair was held at the Cook Convention Center where vendors from local hospitals and insurance agencies were on hand to provide a wealth of information about health, wellness, and City benefits packages.

