



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

June/July 2004

Letter from the Mayor

Welcome to the New Fiscal Year!

The City Council recently approved a \$495.6 million operating budget for City of Memphis that calls for no property tax increase — a testament to our fiscal prudence and outstanding service delivery.



Mayor Willie W. Herenton

Not only are we fiscally sound, according to the twelfth annual Memphis Poll, residents are pleased with the quality of life in Memphis overall.

The highest rated services were fire and solid waste disposal, along with City amenities such as the Memphis Zoo, the Pink Palace

Museum and the Botanic Gardens.

Also, citizens gave City government high marks for its response efforts in the aftermath of the July 2003 windstorm. As with past Polls, citizens ranked crime protection as the highest service priority. Fire services and schools ranked as second highest priorities.

To the right are highlights of the Fiscal Year 2005 operating budget, along with statistics from the 2004 Memphis Poll.

Job well done! Let's make this year another great year.

FY 2005 Operating Budget

Division	.in millions
Executive	\$ 2,867
Finance	4,845
Fire	106,140
Police	177,900
Public Works	21,130
Human Resources	3,453
Public Services	8,361
General Services	12,393
HCD	8,000
Law	5,783
Engineering	8,870
Information Systems	14,848
City Council	1,632
City Court Judges	536
City Court Clerks	3,118
Other	2,580

2004 Memphis Poll Highlights

Citizen Ranking of Service Priorities

Crime Protection	.90%
Public Schools	.85%
Fire Protection	.85%
Disaster/Disease Plan	.78%
Solid Waste Collection	.74%
Communicating	.74%
Libraries	.73%
Street Repair	.71%
Environmental Quality	.69%
Recreation for Seniors/Children	.68%
Revitalizing Neighborhoods	.66%
Public Learning Groups	.54%
Slowing Traffic Speed	.49%
Recreation for Adults	.41%

DIVISION NEWS

PARK SERVICES

New pool opens

City of Memphis' Park Services Division opened to the public the \$2.5 million Ed Rice Aquatic Center, 2907 Watkins, on Saturday, June 5. More than 900 excited Frayser residents showed up to enjoy the new state-of-the-art facility.

"This new pool includes water toys, six lap/racing lanes, and a zero-depth entry that is ideal for

Park Services also provides free swim lessons to Memphis youth who are 17 years old or younger. On Aug. 2, 2004, there will be a citywide swim meet at the Bickford Aquatic Center. The competition will be open to members of the pool swim teams only.

For more information about pool hours, swim lessons or how to become eligible to compete in the citywide swim tournament, contact David Han at 566-9685 or 547-8018.

result is customized training for City employees! Based on the findings of these needs assessments, QPD has developed customer-specific, half-day and full-day classes that are free to City employees.

"This allows us an opportunity to assist our internal customer even more than before," QPD Manager Berlinda Williams-Strong said. "We really get to know the managers, supervisors and employees better because this is actually 'hands on' and we go to their space where they feel comfortable," she said.

The launch of Phase II training also has opened City employees' eyes to the core curriculum courses offered at the Professional Development Center on Riverdale. "This lets employees know that not only are we here, but also we are here to serve them," Williams added. "Sometimes, knowing this fact makes all the difference in the world when it comes to open interaction and learning."

Phase II training also allows QPD trainers to reach employees who otherwise would not have the time or opportunity to attend training classes at the Professional Development Center.

So far, General Services and Public Works employees have received Phase II success and technical skills training. QPD trainers also began in late May and early June conducting Phase II training sessions for Parks Services' aquatics managers and the Northeast Zone's recreation summer camp employees.



Local residents enjoy the new Ed Rice Aquatic Center in Frayser.

youth, seniors and the disabled," said Aquatics Manager David Han. Ed Rice pool hours are noon to 7 p.m.

In addition to the Ed Rice Aquatic facility, the City has 14 outdoor pools open and free to the public through Aug. 8, 2004, along with two indoor pools (Bickford and Hickory Hill) that operate throughout the year.

HUMAN RESOURCES

QPD Phase II Training in Full Swing!

Division leaders spoke... Quality and Professional Development (QPD) listened! Last year QPD Trainers interviewed City divisional leaders to identify the specific training needs of their fellow employees. The

DIVISION NEWS

Before conducting Phase II training sessions, QPD coordinates a training plan with division leaders that includes an assessment of the type of training needed and suggestions for the best time and location to conduct the training.

As Phase II training continues to become more accessible, division leaders are taking comfort in knowing that many goals and objectives are being met, employees' skills are being strengthened, and the quality of life for employees and citizens is being improved. Meanwhile, the focus remains on exceptional internal and external customer service.

To request Phase II training for your division or service center, please contact QPD Senior Training Analysts Ora Applewhite, Felecia Boyd or Walt Hanna, or QPD Manager, Berlinda Williams-Strong at 576-6424.

PUBLIC WORKS

Public Works recognizes "SMART" performance

No matter where you work or the position of employment you hold, hearing the words "Good Job!" can make a big difference in how you feel about yourself, your job and those you work with. Being able to recognize special efforts made by others in the workplace and to express the appropriate appreciation are equally important.

Public Works employees have a simple, yet effective, way to do both through the "SMART" Card

program, a reward and recognition concept developed by a Public Works quality team in 2001.

SMART cards are small, colored, business-sized cards that one employee gives to another to recognize special job-related performance. On one side of the card are the City's core values and a place for the person giving the card to sign and date. On the other side are blank squares for checking the corresponding performance qualities a person fulfills, along with a space to enter the recipient's name and the subject matter.

Receiving a SMART Card is quite an honor for Public Works employees and getting multiple cards has become a source of pride

and friendly competition. As further reward, quarterly and annual meetings are held where everyone's cards are pooled and winners are drawn for gift cards or similar items.

A 2003 Public Works Reward and Recognition Celebration recently was held at the Maynard Stiles North Waste Water Treatment Facility. SMART Card recipients representing each of the Public Works facilities were in attendance. The celebration included words of appreciation from Public Works Director Jerry Collins, presentation of awards, and a reception.

"Good Job," Public Works!



Winners of 2003 Public Works SMART Card awards (front, L to R) James Patterson, Tony Mabry, Hettieann Spendlove, Larkin Brown, Bobby Moore, Claude Owsley, (back row) Robert Collins, Sylvester Duckett, Roger Webster, Lee Thomas, Dennis Jefferies, and Mike Jones. (Ervie Patrick not pictured)

K U D O S !



Ora Applewhite, senior training analyst in Quality and Professional Development in the Human Resources Division, was named the Employee of the Quarter for the fourth quarter of Fiscal Year 2004. This prestigious honor makes Ora a finalist for Human Resources Employee

of the Year. QPD Manager Berlinda Williams nominated Ora. "She truly deserves this honor as she has made tremendous contributions to our department, both as a trainer and as a team player.



Chantay Yvette Branch, senior compensation analyst for the Human Resources Division, recently earned her Professional Human Resources Certification from the Society for Human Resource Management. Branch, who holds a Master's degree in Business

Administration, has more than 10 years experience in HR and this past spring served as chief negotiator during City government's employee negotiations process.



Sharon Kay Lowery, accounting clerk in General Services Division's Vehicle Services Center, recently earned a Bachelor's of Arts degree in Applied Psychology with a concentration in Organization Management from Christian Brothers University. Lowery also holds

an Associates degree in Legal Assistance Technology from State Technical Institute. Her legal assistance degree afforded her an opportunity to work as an intern for F. Lee Bailey, former legal council to O.J. Simpson. Lowery also has worked in General Services as a real estate technician and in the Housing and Community Development division as a legal specialist.

CQI CORNER

Awards for Excellence!

Calling all City employees! The Human Resources Division and Quality and Professional Development challenge you to observe and recognize not only your peers, but also any employee who distinguishes himself or herself as individual role models for quality excellence.

Those employees eligible for Quality excellence recognition: 1) distinguish themselves as champions of quality by meeting and exceeding customer expectations, 2) have implemented improvement processes within the work environment, 3) are team players and work with other employees to identify and resolve issues, 4) have received recognition for their achievements; and 5) exemplify the City's mission by being responsive, cost effective, honest, fair, and excellent at what they do.

QPD encourages everyone to identify and recognize individuals in City Government who meet the abovementioned criteria. Examples of such employees are those who exemplify continuous quality improvement through growth and accountability, innovation through improvement ideas, and customer service excellence.

Reward and recognition play a crucial role in the City's quality improvement efforts. These incentives foster better work environments and help employees become better civil servants.

QPD also recognizes outstanding work teams. Division directors, quality coordinators, and divisional work teams are encouraged to acknowledge teams that continually work to improve work processes through the continuous improvement process philosophy. Quality excellence teams are group-based employees who use the 9-Step Problem Solving Methodology to achieve continuous improvement service delivery. Eligible teams must demonstrate they use quality tools within the 9-Step Problem Solving Methodology to collect, illustrate, and analyze data as they identify improvement opportunities for new and/or existing processes.

Team and Individual Awards for Excellence competitions will be held in August. Awards for Excellence trophies will be presented at the annual Awards for Excellence program during the Annual Quality Kickoff Celebration on October 1, 2004, in Council Chambers.

Start recognizing excellent employees by submitting team and individual nominations today! For applications and additional information on team and individual Awards for Excellence competition criteria, contact Felecia Boyd at 576-6448.

I N S I D E INNOVATIONS!

INFORMATION SYSTEMS ROLLS OUT ORACLE THIS MONTH

City employees soon will enjoy a multitude of applications in a single software program. The City of Memphis purchased Oracle Corporation's enterprise business suite of software applications last August.

Also known as Enterprise Resource Planning (ERP), Oracle is a versatile software application that enables City government to meet its employees' diverse software needs through a single vendor. This single software vendor approach promotes greater integration between software modules throughout City government, enabling the City of Memphis to maintain state-of-the-art software for many of its core business functions.

The City embarked on its implementation of Oracle software in September, 2003. A project of this magnitude and complexity requires many months to implement. The Finance division will be set up with Oracle during Phase I, which rolls out in July. Such departments and functions to be enhanced are general ledger, treasury, cash management, fixed assets, receivables, accounts payables, and purchasing.

During Phase II, which is set to go into production in Jan., 2005, the Human Resources division will be set up with software geared towards benefits, recruitment, training, time and labor information maintenance, public sector budgeting and payroll.

The Oracle project team includes personnel from Information Services, the Finance and Human Resources divisions, Affiliated Computer Services (the City's technology partner) and Oracle Consulting.

At the project kickoff meeting last October, four critical success factors were established: cooperation, dedication, participation, and ownership. "Today, these factors remain the key to successfully implementing this project," said Chief Information Officer Darryl Anderson. "Teamwork is essential to our success, and enough cannot be said about the tremendous effort all project members have put forth to make this project a success," he added. "City employees have not only worked tirelessly on this project, but also have continued to perform their regular work responsibilities as well."

Fundamental to any project is the establishment of key project assumptions. To that end, the City sought to leverage best practices included in Oracle's system design and implement the system with no customizations. According to Anderson, it is more prudent to employ product extensions and enhance the applications via software configurations in order to ensure supportable upgrades. "Our focus for software setup is on future processes versus current processes," Anderson said. "The system will be continually enhanced from a setup prospective long after we go live," he added.

Besides the benefit of integration, the software includes web-enabled and self-service applications. Other benefits include online approval processes, the opportunity to lower annual costs for purchased goods, standardization of procedures, enhanced employee productivity, and state-of-the-art infrastructure.

"This software should impact all divisions in some form and help us work together more seamlessly to manage data between divisions," Anderson said.

At right: Information Systems recently supervised software upgrades to computers throughout City government. Computer vendor representatives give Mayor Herenton a brief tutorial on his upgraded Windows XP software.





Public Services and Neighborhoods director Keenon McCloy (right) donates blood at the recent blood drive.

CITY EMPLOYEES SAVE 75 LIVES

City employees gave 25 pints of blood, saving 75 lives, last month at the LifeBlood blood drive in the Hall of Mayors. “Each pint of blood saves at least three lives,” blood drive coordinator Rolandria Dunlap said.

According to Dunlap, blood is made up of three components: red blood cells, platelets, and plasma. The red blood cells are used for people suffering from traumatic injuries, the platelets for cancer patients, and the plasma for burn victims.

She hopes the drive will be an annual event. “We appreciate each and every employee who gave blood this year,” she said. “We hope our efforts will emphasize the importance of blood donation.”

MAYOR AND GRIZZLIES' WRIGHT KICKOFF 7TH ANNUAL B-BALL CAMP

Grizzlies' Forward Lorenzen Wright presents Grizzlies memorabilia to Mayor Willie W. Herenton to mark the kickoff of the 7th annual Lorenzen Wright/City of Memphis Basketball camp, which will be held in the Pyramid in July. Wright's generosity, along with the support of the City of Memphis, each summer enables more than 200 local youth to receive free basketball instruction from Wright and local coaches.



YOU'RE AWESOME!

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

<i>Deneen Al-Sadi</i>	<i>Bonita Conard</i>	<i>Patricia Lewis</i>	<i>June Smith</i>
<i>Tiffany Anthony*</i>	<i>Bobby Coney*</i>	<i>Hope Lloyd</i>	<i>Chandre Smyth</i>
<i>Ora Applewhite</i>	<i>Jerri Collins</i>	<i>Tammeria Martin</i>	<i>Estelle Sowell*</i>
<i>Patricia Ange</i>	<i>Jerry Collins</i>	<i>Jenice Mays</i>	<i>Danielle Spears</i>
<i>Deborah Banks</i>	<i>Angelina Dagastino</i>	<i>Jacqueline McDougale</i>	<i>Patricia Speck</i>
<i>Michelle Becton*</i>	<i>Cassandra Davis</i>	<i>Monica McMorise</i>	<i>Detric Stigall</i>
<i>Rickie Berryhill</i>	<i>Damon Davis*</i>	<i>Debra McNabb</i>	<i>Danny Styers</i>
<i>Audrey Biller</i>	<i>Regina Davis</i>	<i>Cynthia McShane</i>	<i>Ellen Tate</i>
<i>Deborah Boyd</i>	<i>Catrechia Deener</i>	<i>Edna Middleton*</i>	<i>Randall Tatum</i>
<i>Felecia Boyd*</i>	<i>Bridgette Dickerson</i>	<i>Fred Moore</i>	<i>Dana Taylor</i>
<i>Donna Boyber</i>	<i>Peggy Duncan</i>	<i>Jaye Mosby-Wharwood</i>	<i>Daphne Thomas</i>
<i>Chantay Branch</i>	<i>Rolandria Dunlap</i>	<i>Rosalind Y. Mosley</i>	<i>Jada Turner</i>
<i>Juanita Briggs</i>	<i>Rose Echols*</i>	<i>Florence Nightingale</i>	<i>Alex Tyler</i>
<i>Dana Brown</i>	<i>Barbara Gales</i>	<i>Lavern Partee</i>	<i>Carol Walker</i>
<i>Marcia Brown</i>	<i>Pearl Gibson</i>	<i>Marilyn Pickens</i>	<i>Georgette Walls</i>
<i>Terri Brown</i>	<i>Brenda Gray</i>	<i>Adrienne Pinson</i>	<i>Mae Walls</i>
<i>Denise Brittenum</i>	<i>George Green</i>	<i>Marshall Porter</i>	<i>Joan Washington</i>
<i>Pheobia Bruce</i>	<i>Cyndy Grivich</i>	<i>Belinda Pratcher</i>	<i>Tara Watkins*</i>
<i>Barry Burton*</i>	<i>Carol Handy</i>	<i>Tamara Rhodes</i>	<i>Shelia Watson</i>
<i>Barbara Butler</i>	<i>Walter Hanna</i>	<i>Jennifer Richardson</i>	<i>Angela Williams*</i>
<i>Gale Carson</i>	<i>Rachelle Hart</i>	<i>Nathan Rye</i>	<i>Carol Williams</i>
<i>Virgie Chaffen-Munn*</i>	<i>Yolanda Hauer</i>	<i>Eric Sabatini</i>	<i>Delories Williams</i>
<i>Christy Chandler</i>	<i>Deborah Hillman</i>	<i>Patricia Sargent</i>	<i>Evelyn Williams</i>
<i>Karen Chunn</i>	<i>Terre Johnson</i>	<i>Paula Sealander</i>	<i>Rochelle Williams</i>
<i>Brenda Clark*</i>	<i>Antonio Jones</i>	<i>Patricia Seeber</i>	<i>Whit Williams</i>
<i>Lawanda Clark*</i>	<i>Taunya Jumper</i>	<i>Venus Sanders</i>	<i>Berlinda Williams-Strong</i>
<i>Lajune Cleaves</i>	<i>Georita Junior</i>	<i>Kristina Scott</i>	<i>Gwen Willingham</i>
<i>Andre Cleveland</i>	<i>Carletha Knight</i>	<i>Gail Setterlund</i>	<i>Charlotte Vaughn*</i>
<i>Julie Coffey</i>	<i>Thomas Lanier</i>	<i>Shelly Shorter</i>	<i>Arthur Vaught</i>
<i>Latina Cole-McNeil</i>	<i>Dedra Lawson</i>	<i>Jerome Smith</i>	<i>Belinda Vinson</i>

* Indicates recipients who received multiple "...Awesome" notes this month. The list includes electronic ...Awesomes awarded May 1 – June 9, 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

Now showing in the Bodine Exhibit Hall — *Skulls and Skeletons*. Head bone connected to the neck bone... Neck bone connected to the backbone... However connected, bones, skulls, skeletons – and fossils – can give us a pretty good idea what a living creature from the past might have looked like. Visit the “boneyard” this summer and discover the fascinating world of skeletons. *Skulls and Skeletons*, an interactive traveling exhibit produced by the Potomac Museum Group, includes several specimens, artifacts, skulls and skeletons from the Pink Palace’s own collections. You’ll discover what a skeleton is, how skeletons function



and how they benefit animals. You also will learn what kinds of creatures rely on skeletal systems for support and structure (known as vertebrates) and how these creatures differ from invertebrates. *Skulls and Skeletons* includes dinosaur and prehistoric skeletons and the newly unveiled mosasaur skull, a 73 million-year-old fossil found at the Pink Palace

Family of Museum’s Coon Creek Science Center. *Skulls and Skeletons* will be on display in the Bodine Exhibit Hall at the Pink Palace Museum through October 31, 2004. Admission is \$8 for adults, \$7.50 for seniors and \$5.50 for children. Members are admitted free. Group rates are available. For more information, call (901) 320-6362 or visit www.memphismuseums.org.

Now Showing — *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. *NASCAR: The IMAX Experience*®, transports audiences behind the wheel of a NASCAR racecar and immerses them 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 unfailing support is essential to fair 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 Office of the Mayor for city employees. Deadline for submissions is the first week of the month prior to the next issue.

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Editor: Daphne J. Thomas

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