

CQI CORNER

2004 Quality Leadership Forum Speakers



Lenora Billings-Harris

TOPIC:

"Bridging the Gap by Understanding Diversity"



Bobbie Staten

TOPIC:

"Bubba Assists the City of Memphis with Quality Customers and Service"



Bodine Balasco

TOPIC:

"Capturing the Heart of Your Customer: Creating Service Excellence in the 21st Century"



Brian Holloway

TOPIC:

"Quality is Bridging the Gap between Customers and Service"

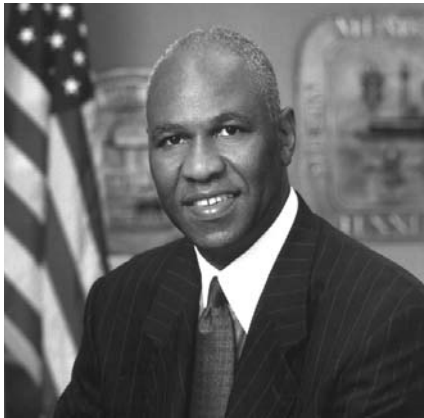
Don't miss this year's Quality Month finale — the Quality Leadership Forum on **Thursday, October 28** from 8:30 a.m. – 4:30 p.m. at the Cook Convention and Cannon Center! Quality and Professional Development has selected a line-up of stellar, diverse speakers who are renowned for their oratory talents.

"The goal of the Forum is to provide employees with an exciting day of quality topics on leadership and best customer service practices and skills that can be utilized in the professional and personal environment," Quality and Professional Development Manager Berlinda Williams-Strong said. "This type of training allows you an opportunity to see how other professionals are successfully doing what you do... maybe with a different twist," she added. "We hope this will revitalize City employees' thinking and attitudes."

Please mark your calendars and plan on a day filled with motivation and learning as customer service continues to improve throughout City government. For registration information, contact LaWanda Clark in QPD at 576-6424.

SEE PAGE 5 FOR INFORMATION ABOUT THIS YEAR'S EXCITING LINEUP OF SPEAKERS!

Letter from the Mayor



Mayor Willie W. Herenton

My fellow City of Memphis employees:

These are times of austerity — times when we must travel light and fast, so to speak.

We must face the current budget challenges head-on with prudence, patience and perseverance. These fiscal challenges are unlike any others we have faced in the past decade. Our reserves took a striking hit this year due to significant budget shortfalls precipitated by the

Fiscal prudence is a priority

devastating July 2003 windstorm, higher than expected expenditures in our public safety divisions, lower than expected revenue collections and a sluggish economy.

We are not desperate. However, we must be vigilant. I have requested all division directors to analyze cost-saving measures and curtail spending on supplies and other materials for Fiscal Year 2005. Also, our workforce of temporary employees has been scaled back. The hiring freeze on positions (except those involving public safety and internal promotions) has been extended and salary raises for many employees will take effect on January 1, 2005, six months later than is customary.

Year after year, you perform heroically in the face of Mother Nature's tempests, political firestorms, hiring freezes and a

tight economy. Your service to our community is valiant and appreciated.

Despite cutbacks and belt-tightening, I encourage you to face these challenges as you have with all others — with unshakable dedication to the citizens of Memphis. Also, know that the administration, as your public officials, leaders, fellow employees and citizens, is doing what it can to maintain the City's stellar credit rating and the quality of service that has become the hallmark of City of Memphis government.

We will get through these tough fiscal times and emerge with renewed commitment to excellence in all we do and to all we serve.

Thank you for your patience and continued dedication.

UNITED WAY 2004 IS HERE!

Members of the United Way 2004 City of Memphis campaign committee brainstormed last month about ways to reach the City's \$300,000 fundraising goal this year. This year's goal is six percent higher than last year's amount of \$282,820 raised. Activities kicked off on Sept. 24th. Mayor Willie Herenton encouraged everyone to support United Way as divisions large and small prepared to compete for top fundraising bragging rights. For more information about donating to United Way, contact Paula Polite at 576-6265.



DIVISION NEWS

HUMAN RESOURCES

City and unions reach agreements

Congratulations to the members of the Human Resources Equal Employment Opportunity (EEO)/Labor Relations team for successfully negotiating the 2004-2006 collective bargaining agreements for the City of Memphis.

“We have seven unions that generate 23 Memoranda of Understandings,” EEO/Labor Relations Manager Attorney Jaye Mosby-Wharwood said. Union employees work in all City of Memphis service divisions. “We are very proud that we have reached agreements with the more than 4,700 employees who make up the unions,” she added.

Mosby-Wharwood, along with EEO/Labor Relations specialists Virgie Chaffen-Munn and Rachelle Hart are responsible for the interpretation and administration of the Memoranda of Understandings, as well as the enforcement of these documents.

“We managed to reach agreements that are beneficial to both the union members and the City,” Mosby-Wharwood said. “We appreciate the efforts of the chief negotiators and members of the negotiation teams on both sides of the table for partaking in amicable interactions and discussions.”

For the first time ever, employees can review all 23 Memoranda of Understandings via the City’s Intranet site at <http://cityintranet.city-ofmemphis.org>. Employees also can contact the EEO/Labor Relations Office at 576-6874.

FIRE SERVICE

Grant boosts fire safety

While driving about town this month, you may notice fire safety billboards here and there thanks to the United States Department of Homeland Security and the Office of Domestic Preparedness which recently awarded the Memphis Fire Services’ Fire Prevention Bureau an Assistance to Firefighters – Fire Prevention and Safety Program grant of \$42,762.

The funds make up 70 percent of the approved cost of the Fire Prevention Bureau’s proposed safety program designed to reduce fire loss, injury and death to Memphis children. The City will cover the remaining 30 percent cost of the project, which amounts to a little more than \$18,000, bringing the total cost of the project to about \$61,000.

“Our strategy is to deliver compelling fire safety messages to children and their families,” said Fire Services Contract Coordinator Brack Henderson. According to Henderson, the messages will target children between the ages of 8 and 14. “We will place billboards in close proximity to schools and community centers, along with additional signs placed on or near local bus stop shelters,” Henderson said.

Clear Channel Communications partnered with Fire Services to get the word out about fire safety. According to Henderson, the communications company is donating space on many of its prominent billboards. “We have three billboard designs — one will show a family that has been burned out of their

home with nothing left but memories,” Henderson said. “Another billboard design will include a ‘Rest in Peace’ message along with a family who has lost a loved one, and the third billboard will depict a grieving family of a firefighter who lost his life while fighting a fire,” Henderson added.

“The goal of the program is to stress the clear and present danger of fire to all,” Henderson said. “We want to send out a persuasive message of the benefits associated with practicing fire safety.”

PUBLIC WORKS

Public Works and TVA produce “Green Power”

Tennessee is very fortunate to have a strong and dependable power source thanks to the Tennessee Valley Authority (TVA), which operates a major power plant in southwest Memphis. Adjacent to the TVA Allen Fossil Fuel Plant is the City of Memphis T.E. Maxson wastewater treatment facility.

Operated by the Division of Public Works, the wastewater facility receives and treats approximately half of the wastewater from Memphis, Germantown and a portion of Desoto County, Mississippi.

A bi-product of the waste treatment process is methane gas that is produced when organic wastes decay. At the Maxson facility a large covered lagoon containing the processed wastes captures the methane gas and, rather than releasing or burning it, Public Works sells the captured gas to TVA’s nearby plant as a means of generating ‘green power.’

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DIVISION NEWS

“‘Green power’ refers to electricity that is generated by cleaner, more renewable resources such as solar, wind and methane gas,” T.E. Maxson Plant Manager Pete Alfonso said.

According to Alfonso, the environmental-friendly source of power gets its name from a TVA initiative called ‘Green Power Switch,’ which offers consumers in the Tennessee Valley a choice in the type of power they buy.

“For example, an investment of an additional \$8 per month on one’s power bill buys enough green power to equal the environmental benefits of planting an acre of trees in the Tennessee Valley,” Alfonso said. “Although utilizing green power is currently more expensive than traditional power generation,

increased demand may someday lead to expanded power production capacity and, eventually, lower costs,” Alfonso added.

According to Alfonso, while no source of energy is impact-free, renewable resources such as methane gas create less waste and less pollution.

The list of power distributors participating in the Green Power Switch program is continuing to grow, Alfonso says, along with the number of homes and businesses benefiting from this unique form of power. “Thanks to the hard work of the facility’s staff of wastewater

professionals, our lagoon produces more than 85 percent of the green power currently being produced by TVA,” Alfonso added.

To learn more about green power visit www.greenpower-swich.com or www.tva.gov.

Go Public Works!



(From left) T.E. Maxson Treatment Facility Manager Pete Alfonso tours the plant’s methane gas recovery lagoon with TVA Green Power Switch officials Carmen Ledbetter and Angela Hamlin.

City of Memphis Employee Appreciation Day!



Yo! Memphis Show Choir performed at last year’s employee appreciation day and will return this year.

LET’S RIDE!

Mayor Willie W. Herenton and the Human Resources Division invite all employees and their immediate family to the annual City of Memphis Employee Appreciation Day on **October 30, 2004**, from 10:00 a.m. to 4:00 p.m. at

Libertyland Amusement Park! Enjoy thrilling rides and sizzling entertainment...fun for the whole family! The Yo! Memphis Show Choir will perform at the Sundome and there will be a Karaoke contest with prizes awarded to those competing in the children, teenage and adult categories! Also, the Memphis Grizzlies mascot “Grizz” will be on hand along with the Memphis RedBirds’ “Rockey Redbird.” Drawings for door prizes will be held from 11 a.m. to noon.

All employees and family members must have a ticket to enter Libertyland. Tickets must be obtained by Oct. 13 by contacting the following division coordinators:

Division	Coordinator	Phone
City Council	Sophia Wordlaw	576-6798
City Court Clerk	Loralon Walker	545-4520
City Court Judges	Teresa Garner	545-5440
Engineering	Kristi Watson	576-6906
Executive	Carol Handy	576-6558
Finance	Carolyn Farmer	576-6657
Fire Services	Chief Mike Starrett	320-5448
General Services	Etoile Jackson	576-6326
HCD	Nadolyn Matlock	576-7314
Human Resources	Karen Chunn	576-6416
Law Division	Tonjala Flowers	576-6511
OPD	Elores Hicks	576-6602
Park Services	Vicki Stewart	454-5235
Police Services	Matthew Jordan	545-3429 or 601-6930
Public Services & Neighborhoods	Dedrienne McKenzie or Demetria Adair	576-6503
Public Works	Lavern Partee	576-7126

Quality Leadership Forum Line-Up

Lenora Billings-Harris: Ms. Billings-Harris, a certified speaking professional, is an internationally recognized speaker, performance improvement consultant, and author with more than twenty-five years experience in the public and private sectors. As a workforce diversity specialist and performance improvement consultant, Billings-Harris has developed a unique way of presenting sensitive topics in a high-energy, fun-filled, yet thought-provoking way. Her interactive style and immediately applicable “how to’s” have caused clients to invite her back again and again. She works for Fortune 500 companies, as well as for several professional associations and non-profit organizations. She also serves as an adjunct professor for Arizona State University. Billings-Harris founded Excel Development Services, Inc., in 1986. She has presented to audiences in South Africa, Spain, Germany, Belgium, Russia, Ukraine, Mexico and Canada. She is the recipient of numerous awards and recognitions for her business successes as well as for her civic activities.

Bobbie Staten: This is a funny, funny lady! Bobbie Staten is a rare talent with spontaneous, creative, contagious humor. She delivers clean, original material that leaves the participants laughing, thinking, reflecting and growing. Her timing is superb; her message upbeat, and her style...entertaining. Ms. Staten’s background as a nurse and business entrepreneur allowed her to see first-hand the pain, stress and frustration that so many people experience at home and work. Her topics are results of her personal battle with life, health and finding happiness. For years, Staten felt unfulfilled, working in positions that didn’t especially match her talents or personal nature. She was unhappy and it showed. In her presentation she will share how she turned her life around by having the courage to take responsibility for finding her own happiness. Her message reflects a universal theme as old as time, yet fresh and relevant for today’s hectic lifestyle, “If you have your health and your family, you just about have it all,” Staten says. “So lighten up. Take your work, but not yourself, so seriously! Learn to use laughter to let out little puffs of pain!” In her own witty way, Staten manages to have audiences laugh through topics of wellness, happiness, life and stress management, and customer service and human relations skills.

Bodine Balasco: Bodine Balasco has established himself as one of the country’s most knowledgeable and entertaining keynote speakers. At their annual conference, members of the Institute of Management Consultants gave Mr. Balasco a 10+ rating on their 5-point scale. Over the past 20 years, Balasco has accumulated an adventurous entertainment background while in the process of becoming one the premiere sleight-of-hand entertainers in America. His peers at the world famous Academy of Magical Arts have nominated him “Best Sleight-of-Hand Magician of the Year.” His magical skills are equaled only by his ability to make his audiences laugh. For three years in a row, members of the Academy of Magical Arts also nominated Balasco as the “Best Comedy Magician of the Year.” His academic training, multifaceted background and years of research have given him an extraordinary knowledge of human behavior and human achievement. Balasco delivers his information and insights with an entertaining showmanship that makes his messages unforgettable and truly makes learning fun.

Brian Holloway: A Stanford All-American and five-time National Football League All-Pro, Brian Holloway excelled as the team captain for the 1985 New England Patriots, AFC Championship Team. In 1986, at age 26, Mr. Holloway became the youngest vice-president in the history of the NFL Players Association. He was one of the principal architects of the NFL’s growth strategy that produced a landmark \$18 billion TV contract in 1998. Holloway’s “future thinking” insures that he will be an active presence in the NFL for years to come. As an international Motivational Futurist, his speaking engagements reach over a million people worldwide. Audiences and clients are given an inside look into the future of world competitors who consistently out-perform the competition. His credibility comes from achieving bottom-line results by turning around underperforming teams, transforming organizations and building championships. Holloway founded the WFN: Center for Competitive Excellence, a holding company that specializes in organizational breakthroughs, for those leaders who are actively seeking and committed to an extraordinary future.

MARK YOUR CALENDAR

PINK PALACE FAMILY OF MUSEUMS

Oct. 15 & 16 — 16th Annual Fall Native Plant Sale at the Lichterman Nature Center. If you're looking for some plants that will thrive in your Mid-south garden, you can find over 250 kinds of wildflowers, plants, shrubs and trees that Lichterman Nature Center has available for sale. This year's sale features plants like Beauty Berry, Button Bush, Common Milkweed, Perennial Sunflowers, and many more. Admission to the sale is free. Sale hours on Friday are 9 a.m. – 6:30 p.m., and on Saturday from 9 a.m. to 4 p.m. For more information, call (901) 767-7322, ext. 121.

QUALITY MONTH ACTIVITIES

Brown Bag Luncheons in the Hall of Mayors at noon:

Oct. 12 – Captain Helen F. Dunn of the United States Navy will compare City government's Quality activities with those of the U.S. Navy in her presentation, *"The Navy... Like Memphis City Government... is Moving Full Speed Ahead with Quality Customer Service."*

Oct. 19 – Cato Johnson, Senior Vice President of Corporate Affairs for Methodist Healthcare Systems will discuss Quality efforts in the healthcare industry during his presentation, *"Methodist and Memphis City Government: Using Quality to Provide Customer Care and Service."*

The luncheons are from noon to 1 p.m. Dessert and beverages will be provided.



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, Cynthia Banks, Felecia Boyd, Karen Chunn, Rachelle Hart, Brack Henderson, Dan Hope, Rochelle Williams, Berlinda Williams-Strong, and Glen Yaun.

Editor: Daphne J. Thomas

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

YOU'RE AWESOME!

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

<i>Arthur Adams</i>	<i>Robert McCormick</i>
<i>Peter Alfonso</i>	<i>Lt. Queen McMahon</i>
<i>Wesley Arije*</i>	<i>Sgt. Dennis McNeal</i>
<i>Darlene Armstrong</i>	<i>Randy Mickens</i>
<i>Cynthia Buchanan</i>	<i>Marcus Mitchell</i>
<i>Barry Burton</i>	<i>Barbara Moore</i>
<i>Felecia Boyd</i>	<i>Henry Nakayama</i>
<i>Estrice Boone</i>	<i>Michael Palmer</i>
<i>Michael Brower</i>	<i>Lavern Partee</i>
<i>Al Childers</i>	<i>John Patterson</i>
<i>Henry Clark</i>	<i>Michael Priola</i>
<i>LaWanda Clark</i>	<i>Andre Rhodes</i>
<i>Susan Clark</i>	<i>Morgan Saulsberry</i>
<i>Jerry Collins</i>	<i>Larry Sims</i>
<i>Tammy Cox</i>	<i>Estelle Sowell</i>
<i>Glenn Cunningham</i>	<i>Gloria Shack</i>
<i>Damon Davis</i>	<i>Valerie Snipes*</i>
<i>Charles Delappe</i>	<i>Danny Styers</i>
<i>Elbert Geeter</i>	<i>Vicky Taylor</i>
<i>Alvin Gibbs</i>	<i>Daphne Thomas</i>
<i>Pearl Gibson</i>	<i>Randy Thompson</i>
<i>Willaine Hampton</i>	<i>Rodney Thomas</i>
<i>Eddie Heaston Jr.</i>	<i>Arthur Vaught</i>
<i>Yvonne Holmes</i>	<i>Judi Waldrip</i>
<i>David Horne</i>	<i>David Walker</i>
<i>Larry Horn</i>	<i>Joan Washington*</i>
<i>Aditya Joglekar</i>	<i>Evelyn Williams</i>
<i>Kenneth Johnson</i>	<i>Wayne Williams</i>
<i>Krishna Kasi</i>	<i>David Wylie</i>
<i>Michael Lambert</i>	<i>Lisa Yarbrough</i>
<i>Jenice Mays</i>	

* Denotes two or more "...Awesome" notes received. List includes recipients who received electronic ...Awesomes August 26 – September 16, 2004.

"You're Awesome" forms are available at the Quality and Professional Development Service Center (4225 Riverdale Road, Route #66) or from Quality coordinators/trainers and division directors.