

# City PRIDE

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

November 2004

## Letter from the Mayor

### CONGRATULATIONS!

Congratulations to this year's City of Memphis Award of Excellence winners! Your outstanding performance over the past year has been an invaluable component of the City of Memphis' quest to make Memphis the city of choice in which to live, learn, work and recreate. You truly are the key to the City of Memphis' successful efforts to bridge the gap between customers and service! Special thanks to each of you for going above and beyond the call of duty to provide quality customer service to your fellow coworkers and the residents of Memphis.

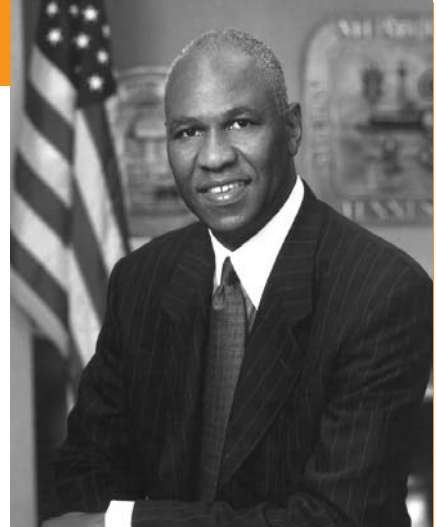
Any good manager knows the key to garnering the best efforts from his or her team members is to recognize them when they perform their best. I want to thank everyone who submitted nominations on behalf of their excellent team members. Your selfless efforts ensured that this year's excellence award winners received the proper recognition.

Congratulations to *The Efficiency Hounds* from the Public Works Division for winning this year's team competition. Winning the team award for excellence is no easy feat. It takes intensive planning and training, a dedication to quality, and a successful project that makes a positive impact on how we serve one another and Memphis residents.

Each year, Quality and Professional Development recognizes an individual who is a champion of the Quality movement at the City of Memphis. Congratulations to this year's Star Award recipient, JoAnn Nightingale of Public Works for her stellar contributions to our Quality efforts. Also, congratulations are in order for Crystal Award recipients Robert Clemmons and Billie Duncan of General Services, Public Works Division Director Jerry Collins, Reginald Hester of Public Works and Dale C. Jackson of Housing and Community Development.

See this month's CQI Corner on page five for a listing of this year's individual award winners and members of the winning team, *The Efficiency Hounds*.

*Congratulations to the winners and nominees and keep up the great work!*



Mayor Willie W. Herenton

# DIVISION NEWS

## HUMAN RESOURCES

### Kudos!

Kudos to Deneen Al-Sadi who recently was named the diversity chairperson for the Society for Human Resource Management's Tennessee State Council. Deneen is the coordinator of training and recruitment in HR's Testing and Recruitment service center and has extensive experience in labor relations with the City of Memphis. She also serves as an adjunct professor at the University of Memphis. *Congratulations Deneen!*



*Deneen Al-Sadi*

### Go redbirds! . . . through payroll deduction

The City of Memphis and the Memphis Redbirds are offering City employees the opportunity to purchase season ticket packages through payroll deduction beginning with the first payroll in January 2005 and ending with the last payroll in July 2005. Redbirds season tickets are a great way to treat your family and friends to a summer of fun at AutoZone Park. Great seats are still available.

For more information, contact Redbirds season ticket manager Cathy Allen at 722-0257 or via E-mail at [callen@memphisredbirds.com](mailto:callen@memphisredbirds.com). Check out the Redbirds website for seating chart and ticket prices at [www.memphisredbirds.com](http://www.memphisredbirds.com).

## PUBLIC WORKS

### Public Works scores big at equipment rodeo

Memphis Public Works employees represented themselves and the City well at a recent equipment rodeo held at the Farrisview Solid Waste Facility.

Sponsored by the Tennessee Chapter of American Public Works Association (TCAPWA), heavy equipment operators and solid waste drivers from Public Works departments throughout Shelby County participated in the day-long event that was directed by Memphis Public Works director and 2004 TCAPWA president Jerry Collins.

An equipment rodeo is a competition that consists of several standardized tests involving operating skills on various types of vehicles and heavy equipment. In each test, the competitor/operator drives or mechanically operates an assigned machine through a series of maneuvers. The operator that finishes with the fastest time and the fewest penalties wins!

After the dust settled and the results were tallied, guess who took home the most trophies? City of Memphis Public Works, of course! Of the 7 categories, City employees won five, placed second in five and third in three. The overall winner was Memphis' own Collins Yard Street Maintenance facility heavy equipment operator Kevin Wright! Wright took second place in the backhoe and gradall competitions and third place in the skid steer loader competition.

While the competition was keen, the true goal of the event was to give Public Works employees an opportunity to have fun and fellowship with equipment representatives and peers from Germantown, Collierville and Bartlett.

Winners will have a chance to test their skills again when the statewide competition is held later this year at the TCAPWA Conference and Rodeo in Germantown, TN.



*Ladies first! Bellevue Solid Waste Facility crew chief Vera Washington captured first place in the Refuse Collection Truck competition at the recent TCAPWA Equipment Rodeo.*

# DIVISION NEWS

In addition to Wright, congratulations to the following Public Works employees:

Employee	Department	Event	Placement
Terrence Nickleberry	Solid Waste Mgmt.	Wheel Loader	1st
Gary Hardin	Heavy Equip. Svcs.	Wheel Loader	2nd
Vera Washington	Solid Waste Mgmt.	Refuse Collection Truck	1st
Willie Harris	Solid Waste Mgmt.	Refuse Collection Truck	2nd
Jimmy Manning	Solid Waste Mgmt.	Knuckleboom	1st
Tommie Grayson	Solid Waste Mgmt.	Knuckleboom	2nd
Jesse King	Solid Waste Mgmt.	Knuckleboom	3rd
James Threlkeld	Street Maintenance	Gradall	1st

## YOU'RE AWESOME!

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

<i>Herman Adair</i>	<i>Leon Flowers</i>	<i>Keith McGee</i>	<i>Hettieann Spendlove</i>
<i>Peter Alfonso</i>	<i>Willie Fields</i>	<i>James Neville</i>	<i>Catrina Starks</i>
<i>Deneen Al-Sadi</i>	<i>Elbert Geeter</i>	<i>Florence Nightingale</i>	<i>Doris Starks</i>
<i>Tiffany Anthony*</i>	<i>Alvin Gibbs</i>	<i>JoAnn Nightingale</i>	<i>Claude Talford</i>
<i>Ora Applewhite</i>	<i>Don Gibson</i>	<i>Jerry Nichols</i>	<i>Ellen Tate</i>
<i>Hester Banks</i>	<i>Travis Greer</i>	<i>Keith Nichols</i>	<i>Nathaniel Taylor*</i>
<i>Rickie Berryhill</i>	<i>Roderick Grigsby</i>	<i>Annette Parker</i>	<i>Ronald Taylor</i>
<i>Felecia Boyd</i>	<i>Cyndy Grivich</i>	<i>A C Parson</i>	<i>Beufford Thomas</i>
<i>Stephanie Boyd</i>	<i>Sara Hall</i>	<i>Lavern Partee</i>	<i>Randy Thompson</i>
<i>Mike Brower</i>	<i>Sylvia H. Harris</i>	<i>Carolyn Pipkins</i>	<i>Jada Turner</i>
<i>Terri Brown</i>	<i>Steve High</i>	<i>Paula Polite</i>	<i>Alex Tyler</i>
<i>Pheobia Bruce</i>	<i>Yvonne Holmes</i>	<i>Cathy Porter</i>	<i>Kay Warren</i>
<i>Tracy Bryant</i>	<i>Dan Howsden</i>	<i>Shonda Ray</i>	<i>Kristi Watson</i>
<i>Barry Burton</i>	<i>Mattie Jarrett</i>	<i>Jennifer Richardson</i>	<i>Casey Wilder</i>
<i>Al Childers</i>	<i>Jillienne Jeff</i>	<i>Debbie Richardson-Davis</i>	<i>Darryl White</i>
<i>Karen Chunn</i>	<i>Fred Jones</i>	<i>Johnny Robinson</i>	<i>Angela Williams</i>
<i>Brenda Clark</i>	<i>Georita Junior</i>	<i>Nathan Rye</i>	<i>Audrey Williams</i>
<i>Henry Clark</i>	<i>Jack Mark Keith</i>	<i>Eric Sabatini</i>	<i>Berlinda Williams</i>
<i>Lawanda Clark*</i>	<i>Carolyn Lloyd</i>	<i>Morgan Saulsberry</i>	<i>Joy Williams</i>
<i>Larry Cooper</i>	<i>Dorothy Marlow</i>	<i>Patty Seeber</i>	<i>Virginia Wilson</i>
<i>Frank Cotton</i>	<i>Carlos McCloud</i>	<i>George Shaeffer</i>	<i>Eddie Yaun</i>
<i>Damon Davis</i>	<i>Robert McCormick</i>	<i>Jerome Smith</i>	
<i>Charles Delappe</i>	<i>Gail McGaha</i>	<i>Deborah Spencer*</i>	

\* Denotes two or more "...Awesome" notes received. List includes recipients who received electronic ...Awesomes September 17 – October 19, 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.

# I N S I D E INNOVATIONS!

## INFORMATIONS SYSTEMS' ORACLE ROLLOUT ROLLS ON Human Resources & Payroll Software Applications set for January 2005

**P**hase II of the City's deployment of Oracle's enterprise business suite of software applications will be complete this January. Phase II Oracle software applications will address human resources needs such as benefits, recruitment, and training. The software also will empower employees to perform self-service human resource functions such as benefits enrollment, training enrollment, and viewing and updating of employee profiles. In addition to addressing HR needs, Phase II applications also will address financial needs such as public sector budgeting and payroll.

The key benefit to using Oracle software is synergy. Such multi-step processes as employee recruitment and hiring will be more streamlined and benefits enrollment procedures will be simplified. Other excellent examples of the software's capability to streamline processes are the paperless pay slips (an optional capability), self-service time entry, and the self-service job application process that could eliminate redundant data entry. Oracle software also enables employees to generate accurate data reports with a few keystrokes.

According to Chief Information Officer Darryl Anderson, the implementation of the new software cannot succeed without the City's dedicated employees. "Cooperation, dedication, participation, ownership, and teamwork are critical to this project's success," Anderson said. "Beyond the core Human Resources and Finance team members, divisional personnel are playing an increased role in Phase II," he added.

According to Anderson, scores of City employees will be trained over the next few months to use the Oracle software applications. "As we roll out the process changes and self-service applications, City employees' commitment to adopt these changes and use the software applications will be paramount to the project's success," Anderson said.

The Oracle Phase II project team includes members from the Finance and Human Resources divisions; Affiliated Computer Services (ACS), the City's technology partner; and Oracle Consulting.

"We appreciate everyone's participation to make this project a reality," Anderson said. "When one of us succeeds, we all succeed."

The third phase of the project will begin early next year. Once Phase III rollout is complete, City employees will be able to use the software to manage inventory, enterprise assets and relationships with their internal and external customers.



*Chief Information Officer Darryl Anderson*

# CQI CORNER

## CONGRATULATIONS TO THE FOLLOWING 2004 CITY OF MEMPHIS INDIVIDUAL EMPLOYEE EXCELLENCE AWARD WINNERS:

Cynthia D. Banks – *Police Services*  
Estrice Boone – *General Services*  
Larry Bridges – *Public Works*  
Debra Rae Burroughs – *Public Works*  
Willie Cheairs – *General Services*  
Alvin Childers – *Public Works*  
Henry Clark – *Public Works*  
Bobby Coney – *Human Resources*  
Baldwin Eng – *Public Works*  
Deloris Evans – *Public Works*  
Yolanda Fullilove – *Finance*  
Tameka Futch – *Finance*  
Zanderia Garner – *Public Works*  
Mitchell Harvelle – *Public Works*  
Teresa Hubbard – *Public Works*  
Don Hudgins – *Public Works*  
Anita Hunt – *Police Services*  
Darryl Jackson – *General Services*  
Taunya Jumper – *Human Resources*  
Georita Junior – *Public Works*  
Kathleen Lanier – *Police Services*  
Thomas B. Lawrence – *Public Works*  
Robert Lipscomb – *HCD/MHA*  
Rhonda A. Lee – *Police Services*  
Michael W. Lee, Sr. – *Police Services*  
Vickie L. Lewis – *Finance*  
Glenda McKinney – *Public Works*  
Monica McMorise – *Human Resources*  
Venita McNeal – *Fire Services*  
James Miller – *Public Works*  
Loretta Miller – *General Services*  
Fred Moore – *Public Works*  
Diane Morrow – *Public Works*  
Dorothy Osradker – *Law*  
Mike Palmer – *General Services*  
Jeffrey Pelts – *General Services*  
Marilyn Pickens – *Human Resources*  
Larry Rapp – *Public Works*  
Keith Richardson – *Public Works*  
Timmie D. Robertson – *Police Services*  
Patricia Robinson – *General Services*  
Michael Smith – *Public Works*  
Ellen Tate – *Human Resources*  
John Michael Thron – *Public Works*  
Femia Tucker – *Police Services*  
Orlando Ward – *Public Works*  
Angela Williams – *Human Resources*

## 2004 TEAM AWARD FOR EXCELLENCE WINNER: THE EFFICIENCY HOUNDS OF PUBLIC WORKS!

### Team members are:

Peter Alfonso  
Michael Brower  
Al Childers  
Henry Clark  
Charles Delappe  
Alvin Grigsby  
Yvonne Holmes  
Jack Mark Keith  
Tom King  
Randy Thompson  
JoAnn Nightingale (facilitator)



Star Award winner JoAnn Nightingale (center) with HR Director Dr. Lorene Essex (far left), CAO Keith L. McGee (far right), and this year's team "The Efficiency Hounds" of Public Works.

## CALENDAR YEAR 2005 CITY HOLIDAYS

New Year's Day (Saturday, Jan. 1, 2005)  
Monday, January 3, 2005

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Martin Luther King, Jr. - Birthday  
Monday, January 17, 2005

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Good Friday  
Friday, March 25, 2005

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Martin Luther King, Jr. - Memorial  
Monday, April 4, 2005

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Memorial Day  
Monday, May 30, 2005

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Independence Day  
Monday, July 4, 2005

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Labor Day  
Monday, September 5, 2005

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Thanksgiving  
Thursday, November 24, 2005

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Day after Thanksgiving  
Friday, November 25, 2005

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Christmas Eve (Saturday, Dec. 24, 2005)  
Friday, December 23, 2005

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Christmas Day (Sunday, Dec., 25, 2005)  
Monday, December 26, 2005

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2006 New Year's Day (Sunday, Jan. 1, 2006)  
Monday, January 2, 2006

Employees, who may be required to work in operations or facilities that require 24-hour staffing or other designated operations, shall be notified by their supervisors as far in advance as possible so that those supervisory personnel and individual employees can make their plans accordingly. In accordance with their Divisions' rules and regulations, employees, who are required to work the holiday, shall receive an alternate day off to be taken within the same pay period given, or the next pay period immediately after the holiday, or shall be paid an additional 8 hours of pay in accordance with the applicable Memoranda of Understanding.



*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, Felecia Boyd, Dan Hope, John Hudson, Rochelle Williams, Berlinda Williams-Strong, and Glen Yaun.

Editor: Daphne J. Thomas

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

## MARK YOUR CALENDAR

### PINK PALACE FAMILY OF MUSEUMS

*Now showing at the Sharpe Planetarium — The Cowboy Astronomer.* Gather around the campfire to enjoy cowboy tales and Native American mythological legends about the starry sky. Hear the Fisher story of the cruel chieftain holding the birds of summer captive, and the Devil's Tower tale of the Seven Indian Maidens and the Bear. Some astronomical discoveries also are revealed. Learn how the colors of stars relate to their temperatures, and discover how to find some fascinating celestial attractions by star-hopping. This program is narrated by cowboy humorist and poet Baxter Black. *The Cowboy Astronomer* shows on Saturdays at noon, 3 p.m. & 4:30 p.m., and on Sundays at 3 p.m. through Nov. 21, 2004. Admission is \$4.25 for adults and \$3.75 for seniors and children ages 3-12 years old. Group rates also are available. For more information and reservations, call (901) 320-6362.

### CITY OF MEMPHIS EMPLOYEES

#### WEEKEND AT THE MEMPHIS ZOO

**Nov. 19-21** — The Memphis Zoo, Mayor Willie W. Herenton and The Memphis City Council present a weekend at the Memphis Zoo for City of Memphis employees! In honor of City employees' contributions toward helping the Memphis Zoo develop into a world class facility, on Friday, Saturday and Sunday (Nov. 19-21), each City employee and up to three members of his or her family will receive free general admission to the zoo, panda admission and parking. Employees must show his or her identification card at the gate during the weekend to receive free parking and admission. For more information, contact the Memphis Zoo at (901) 333-6500.