



Team Chesapeake

Employee Newsletter

April 2015

OUR CUSTOMER CARE PROGRAM

In each edition of Team Chesapeake, we highlight certain aspects of the new and improved Customer Care Program. In the February issue we shared information about employee telephone etiquette, which emphasizes how to appropriately respond to callers both internally and externally. Congratulations to all employees for meeting the 100% telephone greeting goal. Moving forward, we will continue to provide on-going employee expectations for the program, and provide you with the information you need to deliver the very best customer service.

The Customer Care Program is a staff driven program, built by City employees, and led by Dr. Wanda Barnard-Bailey. The program began with a grassroots approach from the Frontline Team made up of representatives from 32 City departments/divisions. These frontline representatives are employees who are usually the first point of customer contact, and essentially form the City's brand.

The second phase of the program was to create an Ombudsman Team who were responsible for developing our core customer care standards. The individuals who make up the Ombudsman Team are City employees who often investigate and address citizen complaints. The Ombudsman Team will continue to enhance our on-going customer service expectations. Currently, the group is finalizing the customer care standards, which will be incorporated into employee evaluations next year.

Once the customer care standards are distributed to all employees, the internal secret shopper phase will begin. Employees will know what the expectations are before they are evaluated by a secret shopper. During this phase, there will be in-person secret shoppers who will approach City employees and interact face-to-face with them. This will help us with our goal of not only providing superb customer service over the phone, but also through everyday interactions with fellow employees and citizens.

This program has taken a grassroots approach to customer service. Driven by employees for employees, it was designed to positively change the culture of the organization and to help staff understand the importance of exceptional customer service both internally and externally.

Looking ahead, the Ombudsman Team is planning to develop a rewards program to recognize employees who go above and beyond the standard customer service expectations. There will be numerous opportunities to acknowledge individuals who have truly embraced this program and who are helping to show others that Chesapeake truly is, THE CITY THAT CARES.

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**EMPLOYEE HOLIDAY COMING UP!
MEMORIAL DAY - MONDAY, MAY 25**

CITY MANAGER'S MESSAGE



The calendar says it, the weather people agree, and I believe every Chesapeake team member earnestly hopes that Spring truly is upon us. This past winter brought many challenges to our City, and I want to take just a moment to again commend all of those who played a part in battling the elements, keeping our City running, and continuing to provide exemplary services to our citizens.

Spring is also the time when City Council considers the Operating Budget for the new fiscal year that begins July 1. I wish that I could tell you about dramatic positive changes in the budget, but given the relatively slow pace of economic recovery locally, I simply cannot. The proposed budget shows only a .88% change over the current year. While Chesapeake's long-term outlook is positive, the tax base, real estate values, and the consumer and business sectors have not yet returned to pre-recession levels.

What does this mean for you, our City staff? Simply put, it means we are asking you to continue to do what you do best: provide our citizens and customers with the best service possible while continuing to seek ways to use limited resources as efficiently as possible. Your creativity, your willingness to "go the extra mile," and your commitment to your City have allowed us to meet citizen service demands despite the slow recovery,

and I remain confident in each of you as we move forward. If you are interested in learning more about the budget, you can find a complete copy on the City website, CityOfChesapeake.net, or if you prefer, printed copies are available for review at all library branches.

Once again, I encourage each of you to get out and enjoy the many fun springtime activities Chesapeake offers for you and your family. After this winter's cold, spring truly offers us all a "breath of fresh air."

JAMES E. BAKER

EMPLOYEE BENEFIT UPDATES

Optima Treatment Cost Calculator



Optima has developed a Treatment Cost Calculator to help employees make informed decisions about health care. This online tool provides personalized out-of-pocket cost estimates for common medical services and procedures based on the member's specific benefit plan information (including copayments, coinsurance and real-time deductible and out-of-pocket maximum amounts) and actual claims payment data.

The Treatment Cost Calculator is integrated with the Optima Health Provider Directory, allowing members to receive estimated costs for all participating providers in their area, based on the employee's specific plan (HMO, POS, PPO). This tool is available at www.optimahealth.com/members.

Be Sure to Always Show Your Optima Health Card When Filling Prescriptions!

Many employees fill their prescriptions at pharmacies that advertise \$4 generics. When using one of these pharmacies, be sure to show the cashier your Optima Health card as the prescription may cost you less than \$4. See the link below for a sample of generic medications that are less than \$4 with your Optima Health insurance.

www.optimahealth.com/ches

VOLUNTEER OF THE QUARTER

Anthony Simmons joined the Court Appointed Special Advocate (CASA) program in March of 2014. He was appointed as a CASA worker for two troubled teenage boys that are in the foster care system. Anthony immediately built a strong relationship with the boys, and committed to be a consistent and positive male role model in their lives. Along with advocating for a permanent home placement for the boys, he motivated them to get involved with extracurricular activities and Tidewater Community College's Great Expectations Program for foster children.

Aside from working with CASA, Anthony also volunteers with the Juvenile Conference Committee (JCC) and the Juvenile Community Service Program, which he supports by leading and mentoring youth on overnight trips to various Virginia State Parks. Anthony also facilitates the Safe Healthy Ethical Lifelong Lessons classes in an effort to help build productive young citizens in the community.



Pictured left to right: Markkita Coleman with the Human Resources Department and Anthony Simmons, CASA volunteer.

PROPOSED OPERATING BUDGET - FY 2016

On March 24, City Manager James E. Baker presented the proposed Operating Budget for the fiscal year that begins July 1. The \$933.1 million budget balances existing revenue and other resources with immediate demands without compromising the City's ability to sustain the most critical citizen services. There are no changes proposed in general tax rates and only modest fee increases proposed. The FY 2016 proposed budget honors the commitment to Chesapeake Public Schools and addresses employee retention, recruitment, and health care costs.

The City Council is evaluating the proposal and is expected to vote on the budget on May 12. Citizens can provide input during the Public Hearings on Tuesday, April 28 and Tuesday, May 12. Citizens who wish to speak may register on the date of the meeting in the City Council Chamber before 6:30 p.m. Citizens may pre-register by calling the City Clerk's Office at 382-6151.

ACTIVITIES IN CHESAPEAKE - APRIL 2015

- **Food Truck Hump Days on the Great Bridge Waterways** - First and Third Wednesdays starting April 1 - October 21, at the Battlefield Historic Park from 4:00 p.m. until dusk. A huge variety of food truck gourmet dishes will be offered along with children's activities and live entertainment!
- **Dismal Swamp Stomp Half Marathon, 5K, and Children's Half-Mile Cup Run** - Saturday, April 11, at 8:00 a.m. (Swamp Stomp) and 11:30 a.m. (Cub Run). The event takes place at 1200 Dismal Swamp Canal Trail. Come out and enjoy the 13.1 mile run and the kids can participate in the half-mile cub run.
- **Chesapeake Virginia Spring Wine Festival** - Friday, April 17, from 5:00 p.m. - 11:00 p.m. at the Chesapeake Conference Center. This is an indoor tasting event featuring more than 10 Virginia Wineries. Other activities and entertainment are also offered at the festival. Don't miss out on this annual event!

For more information about these events or for other events going on in Chesapeake, visit www.visitchesapeake.com.

MEET YOUR CO-WORKERS

BUDGET DEPARTMENT

The primary responsibility of the Budget Office is to coordinate development of the City's annual operating budget. The operating budget establishes the City's spending plans and priorities for the year and is used to ensure that municipal spending does not exceed available resources. The office includes staff who work closely with each department to understand programs and resource requirements necessary to provide services to City residents. It also includes a senior analyst who researches and analyzes economic conditions, trends, and forecasts in order to estimate future revenue collection by the City.

The office works with the City Manager and other senior staff to identify spending plans that are consistent with broad policy goals established by City Council. Budget analysts then work with individual departments to (1) identify program plans and objectives, (2) establish priorities, and (3) finally translate programmatic planning into a spending plan. After thorough analysis, the Budget Office compiles department requests and plans from throughout the City for review by the Budget Review Team (BRT).

The BRT includes the City Manager, Deputy City Managers, City Attorney, and department heads with citywide responsibilities. In a serious and deliberate manner, the team weighs each department's requirements and then allocates available resources (money) according to Council goals and priorities. Based on direction provided by the BRT, the Budget Office completes the proposed budget document for consideration by City Council.

The Budget Office uses a similar approach in developing the Capital Improvement Program (CIP) and annual Capital Budget. Capital investments provide roads, water and sewer lines, and municipal buildings that form the community's infrastructure and house municipal services. The CIP identifies long-term capital investments that are needed in the City. The five year plan is consistent with the City's Comprehensive Plan and is balanced with the City's capacity to either pay or borrow funds necessary to build or acquire capital improvements.

Throughout the year, the Budget Office reviews City spending patterns, requests to adjust department budgets, analyzes the impacts of proposed changes in personnel, maintains the City's position control system, and monitors department spending levels. The Office also regularly reports the status of the operating budget to the City Manager and City Council.

While many of the Budget Office's responsibilities appear to overlap those of the Finance Department, the focus of the two groups is very different. The Budget Office is primarily focused on the future and identifying resources that will become available to support future spending. The Finance Department is focused on the proper recording and reporting of current transactions to insure that financial statements and related reports accurately reflect the City's financial condition.



Budget Department

*Pictured left to right:
Cynthia Randolph, Elizabeth Riggs, Claus Koepke, Sharon Latta, Steve Jenkins, Dawn Hagen, David Walker.*



WELLNESS 101: LOVE YOUR HEART

PHYSICAL INACTIVITY IS ONE OF SEVERAL MAJOR RISK FACTORS FOR HEART DISEASE THAT YOU CAN DO SOMETHING ABOUT...

The others are:

Smoking - People who smoke are up to six times more likely to suffer a heart attack than nonsmokers, and the risk increases with the number of cigarettes smoked each day. Quitting will greatly reduce your risk.

High Blood Pressure - Also known as hypertension, high blood pressure increases your risk of heart disease, stroke, kidney disease, and congestive heart failure. Your health care provider can check your blood pressure by means of a simple test using an inflatable arm cuff. Blood pressure often can be entirely controlled by getting regular physical activity, losing excess weight, cutting down on alcohol, and changing eating habits, such as using less salt and other forms of sodium. For some people, medication is also needed.

High Blood Cholesterol - High blood cholesterol can lead to the buildup of plaque in your arteries, which raises the risk of a heart attack. Starting at age 20, everyone should have their cholesterol levels checked by means of a blood test called a "lipoprotein profile." You can lower high blood cholesterol by getting regular physical activity, eating less saturated fat and trans fat, and managing your weight. In some cases, medication is also needed.



Overweight - If you are overweight or obese, you are more likely to develop heart disease even if you have no other risk factors. Ask your doctor to help you determine whether you need to lose weight for your health. The good news: Losing just 5–10 percent of your current weight will help to lower your risk of heart disease and many other medical disorders.

Diabetes greatly increases your risk for heart disease, stroke, and other serious diseases. Ask your doctor whether you should be tested for it. Many people at high risk for diabetes can prevent or delay the disease by reducing calories as part of a healthy eating plan, and by becoming more physically active. If you already have diabetes, work closely with your doctor to manage it.

Source: U.S. Department of Health and Human Services
http://www.nhlbi.nih.gov/files/docs/public/heart/phy_active.pdf

WIN A FITBIT!

Complete your Personal Health Assessment along with your Exercise & Nutrition Digital Health Assistant by April 30, 2015, and your name will be entered into a drawing to win one of FIVE Fitbit Flex fitness trackers courtesy of Optima Health!

Get started at www.optimahealth.com.



INNOVATION AWARDS



Detective Kurt W. Caish saved the City approximately \$12,200 by evaluating, repairing and re-programming laptops and license plate readers for the Police Department. Congratulations to Detective Caish for receiving an Innovation Award.

Pictured left to right: Police Chief Kelvin Wright, Detective Kurt W. Caish, and City Manager Jim Baker.



Kathryn Jessee has created partnerships over the last four years with community agencies, schools, and other City departments to create a comprehensive plan for Chesapeake youth. Ms. Jessee also partnered with the Chesapeake Technology Business Consortium and the Chesapeake Public Library to offer 100 children a free week long STEM camp at the South Norfolk Library.

Pictured left to right: City Manager Jim Baker and Kathryn Jessee.



Mary Moneyppenny, with the Information Technology Department, used the ArcGIS Online mapping system to update an interactive web map that the Health Department can view in real time to locate rabid animals.

Pictured left to right: City Manager Jim Baker, GIS Administrator Virginia Fowler, and Mary Moneyppenny.



Sgt. Richard J. Huttenbrauck developed a plan to adjust officers' schedules. This new schedule will save thousands of dollars each month through a reduction in overtime pay, fuel expenses, vehicle maintenance, etc., and has also improved morale and productivity in the department.

Pictured left to right: Police Chief Kelvin Wright, Sgt. Richard J. Huttenbrauck, and City Manager Jim Baker.



Rhonda G. Sommer has been a valuable resource throughout the City to creatively resolve a myriad of accounting, reporting, and internal control issues. Since she started with the City, she developed a Fiscal Administrator Manual and reconstructed the General Fund accounts.

Pictured left to right: Finance Director Nancy Tracy, Rhonda Sommer, and City Manager Jim Baker.



Christina T. Weber, with the Treasurer's Office, was able to track billing errors in the City's utilities account. She took initiative to bring up the irregularities, and her hard work allowed the City to correct citizens' accounts in a timely manner.

Pictured left to right: City Manager Jim Baker, Christina Weber, and City Treasurer Barbara Caraway.

PUBLIC SERVICE AWARDS

The City of Chesapeake's Public Service Award program reinforces the City's mission and commitment to providing quality service to all citizens equitably, in a responsive and caring manner. Congratulations to the following employees who received this award in the third quarter of 2014:

Christopher Maslyn, Public Utilities

Kimberly R. Casmer-Hill, Finance

Adam Trower, Central Fleet

Thomas Harrell, Central Fleet

Ryan C. Samuel, City Attorney

Deborah S. Butler, Development and Permits

Daniel Bowery, Public Utilities

Kevin Knight, Sheriff

Adrian Ivy, Purchasing

Maynard J. Scales, Public Communications

Billy C. Demark, Information Technology

Chara L. Samuel, Police

Deborah Goodman, Library

Jason A. Camyre, Central Fleet

Jonathan Scott, Public Works

Sheri L. Arnold, Human Services

Corinna L. Craver, Human Services

DeAndre J. Parham, Police

Bettina H. Carr, Finance

These awards are designed to promote equitable recognition of employees who demonstrate superior service and performance in advancing the City's overall mission, goals, values and initiatives.

Any City employee can nominate one of their fellow coworkers for this award, but the award has to be approved by the nominator's department head. Please visit City Point and click on Human Resources, Rewards Program for more information on the awards and to download the nomination forms.

STAFF THAT CARES



Pennie has 37-plus years with the City of Chesapeake, Public Utilities Department. She can tell you what size pipe is in the ground and what equipment is needed to work on it. Pennie has been the Safety Coordinator for her department for many years, and will quickly ring the bell when she feels something is wrong or unsafe with her trucks.

Today's aging fleet of trucks and equipment has placed several challenges on Pennie to keep her section running. When her equipment is in the City garage for repair, she makes every effort to ensure it is returned as quickly as possible. Pennie's top priority is the safety of her crew.

When the Utility Department moves forward with the purchase of new trucks and equipment, Pennie is called upon to help with specifications that will aid in the right equipment being procured. With her many positive accomplishments over the years, Pennie insures that the water flows for the citizens of Chesapeake.

The City of Chesapeake is lucky to have an employee like Pennie who cares deeply about her work, the safety of her staff, and the service that her department provides to citizens.

SAFETY CORNER - LOCK OUT/TAG OUT - LOTO

Lock Out/Tag Out was the SIXTH MOST VIOLATED OSHA PROGRAM IN 2014. OSHA standard 1910.147 governs employer responsibility to eliminate the release of stored energy (electric, hydraulic, pneumatic, static loads, etc...) during equipment servicing and/or maintenance operations. The standard covers the servicing and maintenance of machines and equipment in which the unexpected energization or start-up of the machines or equipment, or release of stored energy, could harm employees. The standard establishes minimum performance requirements for the control of such hazardous energy. Compliance with the lockout/tagout standard prevents an estimated 120 fatalities and 50,000 injuries each year. Workers injured on the job from exposure to hazardous energy lose an average of 24 workdays for recuperation.

Procedures shall be developed, documented and utilized for the control of potentially hazardous energy when employees are engaged in servicing or maintenance activities.

Locks, tags, chains, wedges, key blocks, adapter pins, self-locking fasteners, or other hardware shall be provided by the employer for isolating, securing or blocking of equipment from energy sources.

What do employees need to know? Employees need to be trained to ensure that they know, understand, and follow the applicable provisions of the hazardous energy control procedures. The training must cover at least three areas: aspects of the employer's energy control program; elements of the energy control procedure relevant to the employee's duties or assignment; and the various requirements of the OSHA standards related to lockout/tagout.



Whether you are an affected employee whose job duties are affected by the application of lock out/tag out devices or if you are an Authorized Employee who's authorized to install/remove LOTO devices, if you have questions about the LOTO process ask your supervisor!

If you would like additional information/materials please contact Safety Officer Mark Butler at 382-6445.

WE WANT TO HEAR FROM YOU!

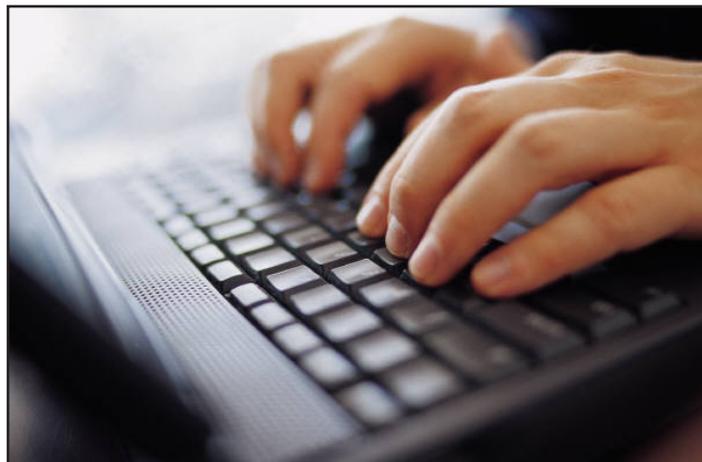
If you have story ideas or suggestions for Team Chesapeake, we want to know! We would love to hear ideas for things you would like to see in the employee newsletter. If your department has any information to share that would be beneficial to other City employees, or if you or a coworker were nominated for an award or acknowledged for something then please submit the information, and we will do our best to highlight them in Team Chesapeake.

This is YOUR newsletter, so we want to fill it with information that benefits YOU!

Contact: Jen Bichara, Public Communications Department, jbichara@cityofchesapeake.net.

CONTINUING EDUCATION CLASSES FOR FREE!?!?

The Chesapeake Public Library has a new program that offers web-based training classes for the citizens of Chesapeake. There are over 500 classes offered online for **FREE**. Citizens are welcome to enroll in up to five courses, which they complete on their own time. Students have access to their particular course 24/7 and have up to six months to finish each course. The idea is to allow people to attend class at a time that works for them. Each course has a real instructor who you may communicate with using email.



The classes are non-credit courses and are provided for your personal enrichment. They are not intended to be a substitute for any state, government, licensing, or educational requirements. The classes offer Continuing Education Units (CEU) at the completion of each course. CEUs are the industry measurement of non-credit education, so they are not the same as a college credit.

The program offers classes in numerous topics and areas of study, ranging from accounting and bookkeeping, to business, performing arts, psychology, photography, web development, and more! The program might offer a class that would help you with your current job, might help you discover a new hobby, or a new field of work that interests you - the possibilities are endless!



For more information or to review a list of classes offered, click on the link below. You can also contact the Chesapeake Public Library at 410-7101.

<http://chesapeakecentralva.universalclass.com/barcode-login.htm?enter+code>

The library also offers **FREE**, non-credit computer courses on an ongoing basis. The classes are held in libraries throughout the City. The classes cover various topics including basic keyboard and mouse use, internet and email as well as Microsoft Office Word, Publisher, PowerPoint, and Excel training.

These courses are offered in single sessions. Students should check current course schedules for listings of available courses, specific times, dates and locations.

Registration is required and opens a week prior to class. Students may register for classes on the Library's website or by calling the respective branch; students who are uncertain of which course to register for should check with library staff before registering.

In addition to classroom courses, the library offers instruction by appointment and technology drop-in sessions known as Tech Time. Both of these sessions give students the opportunity to learn on their own devices (laptops, eReaders, smartphones, etc.) or other skills not included in the current curriculum.

The class times and dates change from month to month. You can visit the Chesapeake Public Library Online Calendar to see a current list of the computer classes that are available and the dates and times of each class. Click on the link below to view the current calendar.

<http://host5.evanced.info/chesapeake/evanced/eventcalendar.asp>



For a list of computer course descriptions, visit <http://www.infopeake.org/computer-course-descriptions>.