



# Team Chesapeake

## Employee Newsletter

February 2015

### MEET YOUR CO-WORKERS

#### PUBLIC COMMUNICATIONS DEPARTMENT

If you ever wondered what those “communications people” on the 5th floor of City Hall or over at the TV station on Cedar Road do, here is your chance to delve into the multi-faceted world of public communications. Serving as the voice of Chesapeake via TV, radio, online, social media, print media, or face-to-face interaction, the City’s Public Communications Department is your source for local news and information. To build relationships internally and externally, the Public Communications Department utilizes all forms of mass communications to interact and exchange information between citizens, businesses, community leaders, and employees. They also serve as the official source of City information during emergencies, and are responsible for the City’s emergency communications plan.

The Public Communications Department is responsible for maintaining and continuing to uphold the City’s image throughout the Hampton Roads region and to ensure appropriate communication between the City and citizens. They utilize a number of public relations tools to accomplish this mission. WCTV Chesapeake Television is the primary source for communicating City information to citizens. The station airs a variety of programming to meet citizens’ needs, ranging from City Council meetings and local newscasts to human interest shows, cultural activities, sports, and more!

The department coordinates a Citizen Survey to gather information from residents about their perception of the City and provide that data to City Council, the City Manager’s Office, and other City departments. In doing this, they are able to determine the citizens’ needs, concerns, and recommendations. They produce internal employee newsletters and City-wide community newsletters to connect both employees and the local community on key topics, news, and information. In keeping with the mission to maintain a positive image for the City, the department creates brochures, flyers, and advertisements to educate the public on services, programs, and amenities that the City provides.

Serving as the in-house public relations agency, the Public Communications Department is responsible for handling everything from media relations and community engagement, to relationship building, and interpreting public opinion on issues that could impact the City. They are the liaison between City departments and the local media, and are usually the first point of contact for reporters.

Small but mighty, the Public Communications Department employees 12 staff members who each wear multiple hats and take on numerous roles. If you work in this department you might be on-camera one day, and behind the camera the next, or writing news stories one day and being interviewed by a reporter the next. It’s an exciting fast-paced environment with a new adventure awaiting every day.

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Check out WCTV’s programming on Cox 48, Verizon 43, or On-Demand at [www.CityOfChesapeake.net/TV](http://www.CityOfChesapeake.net/TV).



# CITY MANAGER'S MESSAGE

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Let me begin this first message of 2015 by wishing each of you a very happy new year. I hope you found an opportunity over the busy holiday season to spend some time with family, and to pause and reflect on the many blessings we share here in Chesapeake. The start of a new year is a great opportunity to look both back at how things went last year, and forward to how we can improve in the coming 12 months. We all need to make time for that evaluation, in our professional and personal lives, in order to continue positive growth.

With the new year comes a renewed focus on what I consider to be one of the cornerstones of our mission as public servants – outstanding customer service. We've all no doubt experienced both extremely good – and extremely bad – customer service in our private lives, be it on the telephone or in person. And we all know the long lasting impact bad service can have. It's been said that a person receiving good service will tell one other person, but a person whose service experience was poor will share that with up to 10 others. Thus, it is all the more vital that we make every encounter we have with others a positive experience in customer service.

To be candid, once you become intentional about it, providing positive customer service really takes no more effort. In fact, you may even find that the very act of giving good service helps improve your own outlook and mood, making the workplace all the better for you and your co-workers.

Below, you will find information on positive customer service with telephone callers. This is a first step, and similar guidance will be forthcoming for areas such as face-to-face contacts. And be sure to note, positive customer service is not just between the City and its citizens; we also need to provide exemplary service to our fellow teammates, both in person and on the telephone. They are your customers, too.

In closing, I want to acknowledge the work of the City's Customer Service Team, made up of staff from many departments and led by Dr. Wanda Barnard-Bailey, for their work in driving this initiative forward. They've only just begun, and your input is welcome. Please seek out the team members in your department and offer them your thoughts and suggestions. Customer service is everyone's business, and everyone has a stake in its success. Have a great new year!

**JAMES E. BAKER**

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## EMPLOYEE TELEPHONE ETIQUETTE GUIDE

The following telephone etiquette guidelines will help ensure you provide the utmost in internal and external customer service.

1. Greet – Answer the phone as though you are happy to hear from the caller.
2. Speak Clearly – Avoid answering a call while eating or drinking.
3. Listen – Don't respond too quickly. Pay attention to a caller's facts and feelings.
4. Ask Questions – Your questions will help clarify the concern.
5. Empathize – Hear and understand the concern and acknowledge its importance.
6. Address the Issue – Do everything in your power to offer a resolution.
7. Test Questions – Ask follow-up questions to make sure the need was met.
8. Offer Additional Help – Allow the conversation to end on a positive note.
9. Follow-through – Stay in contact until it's certain the issue is resolved.



Consider your tone, inflection, pitch, rate and the volume of your voice when assisting a caller. Remember to say "please" and "thank you." Exceptional customer service is not only what we practice...it defines us.

*Dale Carnegie Training*

# VOLUNTEER OF THE QUARTER

**M**arie Belkofer has been a member of the Community Emergency Response Team (CERT) for four years. She serves two roles with the team: Assistant Greenbrier Team Leader and Marketing Coordinator. As the marketing coordinator, Marie has spent many hours at various City and civic league functions promoting CERT and emergency preparedness, as a volunteer with the City. Among other duties, she is responsible for setting up tents, creating eye-catching displays, and engaging citizens in community preparedness events.

Additionally, Marie assists with new members' orientation and keeps volunteers "response ready" through drills and training. She is also working to create an Equestrian Team within CERT. These volunteers will be highly trained in riding horses in order to assist with recovery and response events.

Marie takes pride in her duties with CERT and, just this year, she has generously donated more than 100 hours in new members' and team training, and an additional 80 hours in marketing at various events.

Congratulations to Marie for her hard work with the Community Emergency Response Team!



*Pictured left to right: Robert Gelormine with the Fire Department, Marie Belkofer with CERT, and Markkita Coleman with Human Resources.*

## ACTIVITIES IN CHESAPEAKE - FEBRUARY 2015

*For more information about these events or for other events going on in Chesapeake, visit [www.visitchesapeake.com](http://www.visitchesapeake.com).*

- **Chesapeake Planetarium presents:** "The Mysterious Universe" on Thursdays at 8:00 p.m. throughout the month of February.
- **Learn the Basics of Flyfishing:** Come out and enjoy this FREE workshop about fly fishing, hosted by Bill Wills, SE Virginia Chapter of Trout Unlimited. The event takes place on Saturday, February 7, from 10:00 a.m. - 12:00 p.m. Advanced registration is required. Call 421-7151 to register.
- **Night Hike at Northwest River Park:** Take a short guided 2.5 mile walk through the park and discover its nocturnal side, on Friday, February 13, from 7:00 p.m. - 9:00 p.m., at the Northwest River Park Campground. Reservations are required. Contact the park at 421-7151.
- **TBMA Monthly Bluegrass Concert:** Saturday, February 28, at 7:00 p.m., at the Hickory Ruritan Club. The concert features music by Ream's Station.

### FUN INDOOR IDEAS DURING COLD WEATHER MONTHS:

Need ideas for indoor things to do in Chesapeake on the weekends during these cold winter months? Below are a few family-friendly options for indoor activities this winter.

- Spend the afternoon at the bowling alley.
- Take the kids to an arcade or an indoor play gym.
- Get some exercise and have fun ice skating at an indoor rink.
- Take a crafting class at a local craft store.
- Grab lunch and a matinee.
- Paint pottery at a local pottery shop.
- Be adventurous and go indoor rock climbing.
- Feeling the need for speed? Take the kids to an indoor go-karting track.



# NEWS & ANNOUNCEMENTS

## CENTRAL FLEET RECEIVES AWARD

Congratulations to Chesapeake Central Fleet's **David Gauthier** and **Mike McColgan** who received a Sustained Distinguished Performance award from the Elizabeth River Project/River Star Business in January.

*Pictured left to right: "Princess Elizabeth," David Gauthier, Mike McColgan with Central Fleet, and Karen Squires, President, Elizabeth River Project Board of Directors.*



## 2014 CHESAPEAKE CITIZEN SURVEY RATES CITY SERVICES

City employees are viewed very favorably by Chesapeake residents, according to a recent survey of 323 randomly selected residents. When it comes to the courtesy of City employees, 74% of residents said they were "satisfied" and 19.8% said they were "very satisfied," which translates to 94.7% of residents feeling positive about working with City employees.

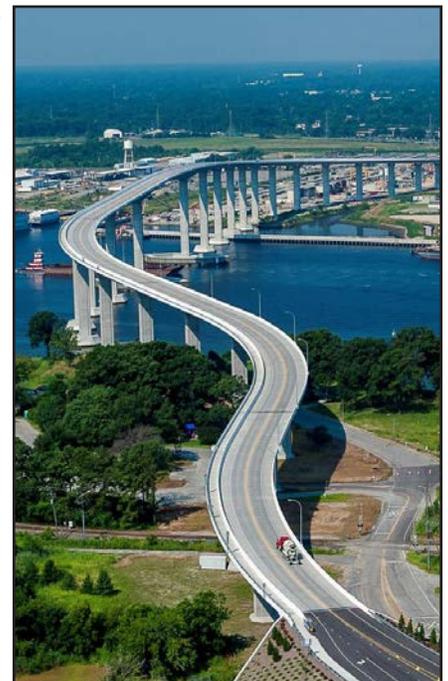
When asked to rate specific City services, the Fire Department got the top score of 99.7% satisfaction. The Chesapeake Public Libraries received a 97.5% score for percentage of satisfied residents, with WCTV Chesapeake Television coming in with 96.4%. The survey asked about 24 City services or related topics. The lowest rated item was the traffic flow on City roadways, which is also rated low in other cities across Hampton Roads.

The survey also asked residents to name the most important challenge facing Chesapeake, and traffic congestion topped the list with 18% of residents naming this first. The survey has a margin of error of 5.45%. While there is room for improvement in every category, it is clear that Chesapeake residents value the services provided by the City of Chesapeake employees.

The survey covers a variety of topics about life in Chesapeake, and the complete survey results are posted on the City's website at [CityOfChesapeake.net](http://CityOfChesapeake.net).

## CITY EMPLOYEE WINS PHOTO CONTEST

The South Norfolk Jordan Bridge (SNJB) has selected another quarterly winner in its 2014 photography contest. Chesapeake resident and City of Chesapeake employee **Bryan Barbee** snapped this gorgeous aerial shot of the new SNJB in April of 2014. Barbee's photo, along with three others, will be included in a set of commemorative notecards and featured in SNJB marketing materials.



## DID YOU DELETE YOUR W-2 FORM?

If you accidentally deleted your electronic copy of your W-2, or if you lost your hard paper copy, then you may request a reprint. Please note that all W-2 reprints will not be issued until after February 17. You can ask your department's payroll clerk for a copy of the W-2 request form. Once the form is completed then return it to either the Finance Department or your payroll clerk.

## CITY GARAGE RECEIVES NATIONAL WASTEWISE AWARD

Recognition is a key element of the Sustainable Materials Management Program and WasteWise. The Environmental Protection Agency recognized the City of Chesapeake garage for their outstanding leadership in waste prevention and diversion in 2013. The City garage received the 2014 *Local Government, Honorable Mention* award. Congratulations to the **Garage/Fleet Management** team!

# EARN \$300 IN WELLNESS DOLLARS

We are excited to share that the City's Wellness Incentive has increased for 2015! You now have the opportunity to earn \$300 in Wellness Incentive monies (compared to \$200 last year), by simply completing your Personal Health Assessment (PHA), and utilizing both the Nutrition Digital Health Assistant (DHA) and the Exercise Digital Health Assistant. These wellness incentive programs are now powered by WebMD for an enhanced customer experience.

City of Chesapeake employees and retirees can earn one hundred dollars (\$100) by completing a PHA; \$100 can be earned by completing an exercise DHA and \$100 can be earned by completing the nutrition DHA. The PHA is a health questionnaire and specific biometric information including your blood pressure and cholesterol numbers will be requested. The DHA provides an online experience designed to engage and coach you with forming healthy exercise and nutrition habits. You will update your progress and activities in each DHA in order to earn your incentive reward in 2015.



## Not Sure How to Get Started?

**Step 1:** Get your numbers—You can obtain your numbers from your physician or by participating in a free biometric screening session offered by Optima Health. Biometric screening sessions will be offered at the following dates/times:

**Thursday, February 12, 2015, 10:00 a.m. - 3:00 p.m., Waste Management Training Room**

**Friday, February 27, 2015, 10:00 a.m. - 3:00 p.m., Central Library, Downstairs Conference Room**

**Thursday, March 19, 2015 12:00 p.m. - 4:00 p.m. Human Resource Training Room, 4th floor, City Hall**

**Step 2:** Complete the PHA—You can access your PHA by logging onto [www.optimahealth.com](http://www.optimahealth.com), selecting Members and entering your user name and password. Once logged in, select Personal Health Assessment under My Optima. Once you complete the PHA, you will have earned \$100 on a wellness card. You should receive your card within 30-60 days following completion of the PHA. If you already have a card, the funds will be loaded onto your existing card.

**Step 3:** Once you complete the PHA, you also have the opportunity to complete the Exercise DHA and Nutrition DHA for an additional \$100 each.

For more information, contact Andre Moore in Human Resources at 757-382-6075 or Optima Health at 757-552-7110.

**EMPLOYEE HOLIDAY** *Mark your Calendar*

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**PRESIDENTS DAY**  
**MONDAY**  
**FEBRUARY 16**

## COMEDY CORNER

Strange new trend at the office. People putting names on food in the company fridge. Today I had a tuna sandwich named Kevin.



your  cards  
someecards.com

# INNOVATION AWARDS



**Chase Cowan** assessed and implemented new ways for the Public Utilities Customer Information System to provide much more efficient and timely customer service and to better track customer status.

Pictured left to right: Director of Public Utilities David Jurgens, S. Chase Cowan, and City Manager Jim Baker.



**Steven Gilbert** implemented a new process for meter reading and allowed the department to capture \$1.45 million in revenue for FY14.

Pictured left to right: Director of Public Utilities David Jurgens, Steven Gilbert, and City Manager Jim Baker.



**Gilbert Cartwright** is responsible for the zoning portion of permit applications and for proffer/stipulation inspections. He improved the process by designing routing forms and a more efficient filing system to keep track of applications.

Pictured left to right: Development and Permits Director Jay Tate, Gilbert Cartwright, and Mr. Baker.



As the Food Services Supervisor, **Doreen Habersham-Davis** ensures that the Chesapeake Juvenile Detention residents receive tasty, nutritious meals in keeping with her allotted budget. Overall she has saved the City approximately \$20,000 by taking advantage of cost-saving opportunities.

Pictured left to right: Sam Taylor and Doreen Habersham.



**Robert Barrett** was instrumental in working with City departments and outside agencies to create an efficient and transparent automated procurement process, which will save the City countless man-hours.

Pictured left to right: Director of Public Works Eric Martin and Robert Barrett.



**Tracy Gregory's** leadership and organizational skills have positively impacted Public Utilities. She has implemented significant improvements, which allowed for more streamlined and efficient financial processes.

Pictured left to right: Public Utilities Director David Jurgens, Tracy Gregory, Sadie Miller, and Rhonda Beckelhimer.

**Avis Hinton** is a Principal Planner in the Planning Department. She provided assistance to the Chesapeake Redevelopment and Housing Authority and completed work on several federally mandated reports and plans. She also ensured that proper financial accounting and procedures were implemented. Without her help, the City would have likely received penalties from the US Department of Housing and Urban Development.

## 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:

**Susan C. Paulk**, Public Utilities

**Jennifer S. White**, Planning

**Robert Brinson**, Central Fleet

**Norris R. Jones**, Central Fleet

**Jerry J. Kenney**, Central Fleet

**Sgt. Dave Rosado** - Sheriff

**Sharron J. Meadows**, City Manager

**Sandra K. Copeland**, City Manager

**Phyllis M. Edwards**, City Manager

**Dean Allan Williams**, Central Fleet

**Keith Squires**, Central Fleet

**Raymond Hall**, Central Fleet

**Nat Butler**, Central Fleet

**William "Bud" R. Burke, Jr.**, Central Fleet

**Bertie Dixon**, Central Fleet

**Barbara S. Brumbaugh**, Public Works

**Kimberly Finnerty**, Human Services

**Pamela Davis**, Public Utilities

**May I. Catolico**, Development & Permits

**Jacqueline J. Yancey**, Development & Permits

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 <http://citypoint/Departments/HumanResources/Pages/Rewards-Program.aspx> for more information on the awards and to download the nomination forms.

## STAFF THAT CARES

Over the past several years, **Romeo (Ron) Bilugan** has been a tremendous asset to the City of Chesapeake and an ally to Central Fleet. As an MEO3 for the Public Works Streets & Highway Division, Ron has continually demonstrated exceptional care in the operation, maintenance, and overall appearance of his primary vehicles – concrete trucks numbered YH201 and YH219. His communication with the garage is among the very best within the City.

Ron would regularly bring his vehicle in at the first indication of a problem so it could be resolved before becoming a major repair or failure. In the case of YH201, it was issued to Ron from March of 2004 to July 2013. He then received YH219, a newer concrete truck. In both case, these trucks were kept in pristine condition, only making appearances at the Garage for regular maintenance and minor repairs the majority of the time. Ron can be seen at the wash rack several times each week cleaning the interior and exterior of his trucks. His efforts have kept the vehicles looking new, which shows the citizens of Chesapeake that Ron is a good steward of the taxpayer's dollars entrusted to him through this vehicle. Ron sets the standard by which all operators should emulate.

Whether its staying on top of his operator maintenance, keeping his vehicle clean, or communicating with garage personnel to keep his equipment running properly, Ron understands that when operators take care of their equipment they spend more time serving the citizens, and less time at the garage.



# SAFETY CORNER

It's that time of year to discuss winter driving. Winter driving can be hazardous and scary. Additional preparations can help make a trip safer, or help drivers deal with an emergency. The information below provides safety tips to help prevent motor vehicle injuries and vehicle/equipment damage due to winter storms.

## The Three P's of Safe Winter Driving: **PREPARE, PROTECT, PREVENT**

### 1. **PREPARE**

**Maintain Your Car:** Check battery, tire tread, and windshield wipers; keep vehicle windows clear, and ensure washer reservoir has fluid.

**Have On Hand:** Snow brush and ice scraper, warning devices (like flares), a blanket, and a cell phone.

**Stopped or Stalled?** Stay with your car, don't over exert, put bright markers on antenna or windows and shine dome light, and, if you run your car, clear exhaust pipe and only run it just enough to stay warm.

**Plan Your Route:** Allow plenty of time when driving conditions are hazardous (snow/ice).

### **Practice Cold Weather Driving!**

- Steer into a skid
- Know what your brakes will do: stomp on antilock brakes, pump non-antilock brakes
- Stopping distances are longer on water covered roads and ice

### 2. **PROTECT YOURSELF**

- Proceed with caution and **BUCKLE UP**

### 3. **PREVENT CRASHES**

- Drugs and alcohol never mix with driving
- Slow down and increase distances between cars
- Keep your eyes open for pedestrians walking in the road



Please contact Mark Butler in Risk Management if you would like additional information/materials on safe winter driving. Mark can be reached at 382-6445.

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# EMPLOYEE ASSISTANCE PROGRAM

Did you know that the City offers an Employee Assistance Program that is confidential, FREE, and convenient for employees and their family? Life can be difficult at times, and most of us or one of our family members are dealing with one or more of the following issues. job stress, marital stress, substance abuse, family issues, depression, anxiety, bereavement, etc.

**DID YOU KNOW?**

The Employee Assistance Program through Bon Secours can help you identify serious problems and navigate the services, provide short-term counseling, connect you and your family to wellness and prevention, and more. The Bon Secours group provides qualified, specially trained counselors and therapists who are ready to step in and help provide calm and focus through tough situations. Sometimes you just need someone to talk to about a certain situation other than friends and family, or you might have a family member who is in need of counseling. There is no judgement, just help, guidance, and people who are willing to listen.

If you or a family member is interested in the Employee Assistance Program call 757-398-2374, or visit their website at [virginiaemployeewellness.com](http://virginiaemployeewellness.com). Appointments and times vary by location, so call their main line to schedule an appointment that is convenient for you.

## EMPLOYEE PHOTOS - THE CITY CLERK RETIRES

Chesapeake City Clerk Dolores Moore closed the book on 20 years with the City following her retirement January 31st. Moore, who previously worked for the City of Portsmouth, was honored with a City Hall reception prior to her departure. Many past City officials, as well as representatives from surrounding cities, joined Mayor Alan Krasnoff and the City Council in thanking Dolores for her service and wishing her a happy retirement.



Dolores was joined by her entire staff, including newly-appointed Acting City Clerk Beverly Pender (2nd from left) at the reception.



Sheriff Jim O'Sullivan appointed Dolores as an Honorary Deputy, with the suggestion that she report for work as soon as possible after retirement.



The Mayor and City Council presented Dolores with a cherry clock, handmade by Chesapeake First Citizen, Mr. Phil Johnson (left) using wood from the Chesapeake Arboretum, as a token of their gratitude.



Members of Dolores' family, including her daughter Kim, granddaughters Reagan and Rachel, and her husband, Rad, joined Mayor Krasnoff in celebrating her special day.



City Council Members Roland Davis, Dr. Ella Ward, and Robert Ike share suggestions for Dolores' retirement "bucket list" of things to do.



Former Mayor William E. Ward, who hired Dolores for the post of City Clerk, returned to City Hall to help her close out 2 decades of service to Chesapeake.



Members of the City Council each shared their memories and good wishes with Dolores.

# EMPLOYEE BENEFIT UPDATES



## Remember to Use Your Flexible Spending Account (FSA) Dollars

Employees enrolled in flexible spending in 2014 have until March 31, 2015, to submit claims for expenses incurred by December 31, 2014. Not sure what counts as an eligible expense? Refer to WageWorks' website for an alphabetical, all-inclusive listing of eligible expenses:

**Health Care** - <https://www.wageworks.com/employees/benefits/healthcare-flexible-spending-accounts-fsa/fsa-eligible-expenses.aspx>

**Dependent Care** - <https://www.wageworks.com/employees/benefits/dependent-care-flexible-spending-account-fsa/eligible-expenses.aspx>

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## Insurance Cards

Vendors have mailed insurance cards for 2015 benefits. Please see the information below detailing which vendors send new cards and which do not.

### Health Insurance/Optima Health

Sends new cards annually. If you enrolled in health insurance and have not received your card(s) or your card(s) are incorrect, please contact Human Resources at [hrbenefits@cityofchesapeake.net](mailto:hrbenefits@cityofchesapeake.net).

### Dental Insurance/Delta Dental

Does not send new cards annually. Only those who newly enrolled will receive cards. The card is issued in the employee's name only. Employees enrolled in 2014 can continue to use the same dental card. If you are newly enrolled in dental insurance and have not received your card(s) or your card(s) are incorrect, please contact Human Resources at [hrbenefits@cityofchesapeake.net](mailto:hrbenefits@cityofchesapeake.net).

### Vision Insurance/UniCare

All employees who enrolled in vision should have received a card. If you enrolled in vision insurance and have not received your card(s) or your card(s) are incorrect, please contact Human Resources at [hrbenefits@cityofchesapeake.net](mailto:hrbenefits@cityofchesapeake.net).

### Legal/Legal Resources

Does not send new cards annually. Only those who newly enrolled will receive cards. The card is issued in the employee's name only. Employees enrolled in 2014 can continue to use the same card. If you are newly enrolled in legal and have not received your card(s) or your card(s) are incorrect, please contact Human Resources at [hrbenefits@cityofchesapeake.net](mailto:hrbenefits@cityofchesapeake.net).

### Flexible Spending/WageWorks

Does not send new debit cards annually. Only those who newly enrolled will receive cards. The card is issued for medical flexible spending only. Employees enrolled in 2014 can continue to use the same flexible spending card. If you are newly enrolled in medical flexible spending and have not received your card(s) or your card(s) are incorrect, please request a new card at [www.wageworks.com](http://www.wageworks.com). You will need to call the number on the back of your card to activate/use the monies.



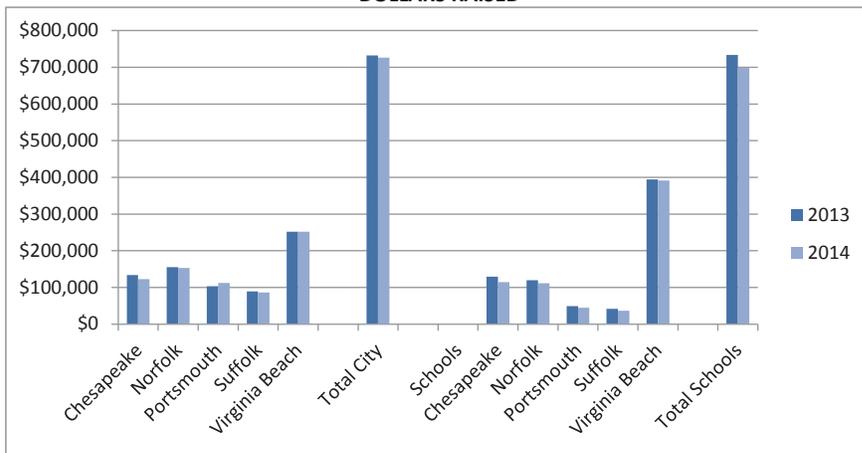
# UNITED WAY CAMPAIGN RESULTS

Below are the United Way campaign results for Chesapeake, the surrounding cities, and schools. Thank you to those employees who continue to donate to this great cause. Your generous donations are greatly appreciated.

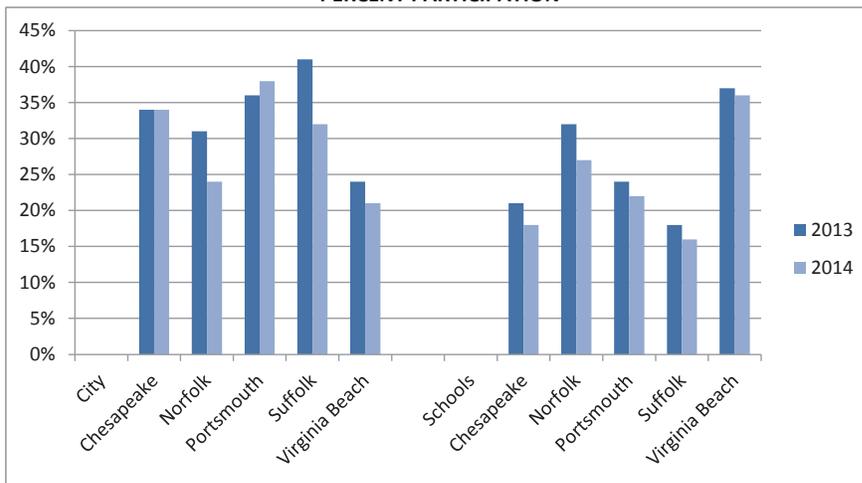


## 2014/15 CCC Campaign Results

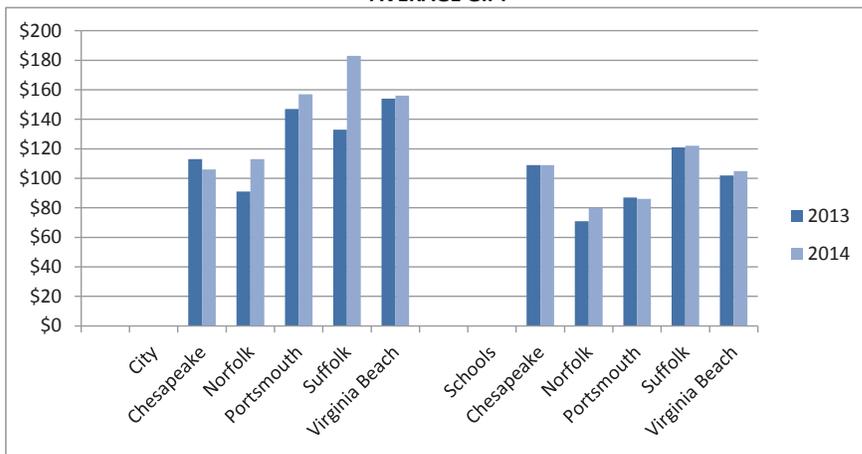
DOLLARS RAISED



PERCENT PARTICIPATION



AVERAGE GIFT



## 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, then please send the details to Jen Bichara.

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  
382-6241 or e-mail  
jbichara@  
cityofchesapeake.net