



Team Chesapeake

Employee Newsletter

Summer 2013

NEW CITY OPERATING BUDGET APPROVED

While Chesapeake's economy continues to show signs of recovery, the City's budget situation still requires a cautious approach. On May 14, the City Council adopted the FY 2013-14 Operating Budget for the year beginning July 1, 2013. The \$906.3 million budget was approved by City Council as proposed by City Manager **Jim Baker** on March 19, 2013. The Operating Budget continues funding for citizen services at existing levels. No service expansions or curtailments are planned.

The City Council also approved the Capital Improvement Budget to guide the City's investments in facilities and infrastructure throughout the City. This includes the replacement of the 22nd Street Bridge in South Norfolk, critical school repairs, stormwater upgrades, and the widening of Dominion Boulevard (Route 17) south of Cedar Road.



Finally, City Council retained all current tax rates. The real estate tax rate remains at \$1.04 per \$100 of assessed valuation. The personal property rate remains at \$4.00 per \$100 of valuation.

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PREPARING FOR POTENTIAL HURRICANES.....

Hurricane season has arrived and, if the forecasts are correct, it's going to be another active year. Chesapeake has been fortunate in recent years, but memories of 2003's Hurricane Isabel still linger and that was a relatively low-level storm. It can't be stressed enough - the time to prepare for a storm is NOW, before the skies darken and the wind picks up.

As City employees, it's important to remember that we may have to be at work before, during, and after the storm arrives. Taking time now to prepare your home and family can go a long way towards easing your mind when you're on the job during a storm. While not every employee will be asked to work during a storm, we all have a vital role to play. Your supervisor can give you more information on the specific storm-related requirements of your position.



A great deal of information about preparing for a storm is available on the City's website at CityOfChesapeake.net/EM. Everything from an emergency kit checklist to special preparations for children, the elderly and pets, and much more. And when a storm does arrive, be sure to monitor WCTV Chesapeake Television, WFOS-88.7FM radio, and the website for the latest local news and information. Be prepared and be safe!!

CITY MANAGER'S MESSAGE

JAMES E. BAKER



Welcome to the first edition of *Team Chesapeake*, a name I find extremely appropriate given that we all must function as teammates if we are to continue to maintain the high quality of life our residents and visitors have come to expect. Each of us has a mission to serve the citizens, and we depend upon one another to fulfill that goal every day.

Serving others is, truly, a noble calling; serving the public at large, even more so. No matter what role you play in the City organization or at what level, I urge you to never fail to place "public service" as your highest priority. Our citizens expect us to serve them, they trust us to provide appropriately high levels of service whenever we interact with the public, and we must live up to that mandate.

We can't please every person, every time. There are rules and regulations to which we must adhere that can, for some, be upsetting. But how we present these, how we explain them, and how we work to raise understanding can make all the difference. Again, I challenge you to always temper your public interaction with that desire to serve, and to remember that you and your teammates ARE the face of the City. You set the tone, you deliver the service, and you make a difference.

James Baker
City Manager

BENEFIT UPDATES



NEW MAIL ORDER PHARMACY PROGRAM

Mail order is a more convenient way to fill maintenance prescription drugs and now City employees have the opportunity to participate in the new mail order pharmacy program. Participants receive a three-month supply for two-monthly co-pays and have the added convenience of home delivery. Mail order is typically used for maintenance medications that help treat chronic, long-term health conditions such as high blood pressure or diabetes. For more information, contact Optima Health's Member Services Department at 757-552-7110.

EARN WELLNESS DOLLARS!

Employees have a new opportunity this year to earn wellness dollars! The City of Chesapeake has partnered with Optima Health to provide a new wellness program to City employees. Employees who engage with a health coach over the telephone will earn \$100 on a wellness card. Employees can use the \$100 to offset medical, dental and vision expenses. For more information contact the Human Resources Department at 382-6492.

CITY TRIVIA

Chesapeake
VIRGINIA

1. Chesapeake City Council meets the second, third, and fourth _____ of each month at 6:30 P.M.
2. What year was the City of Chesapeake formed?
3. What is the Customer Contact Center number?
4. What is the name of the local Chesapeake TV Station?
5. How many people live in Chesapeake?

ANSWERS: 4. WCTV Chesapeake Television
1. Tuesday 5. 225,898
2. 1963
3. 382-CITY(2489)

NEWS & ANNOUNCEMENTS

CHESAPEAKE SOCIAL SERVICES RECEIVES 2012 HUNGER CHAMPIONS AWARD

Congratulations to **Harry Cromer** and the Benefit Programs staff for their dedication and hard work which resulted in Chesapeake Social Services receiving the 2012 Hunger Champions Award! The annual Hunger Champions Award honors local social services agencies nationwide that provide exemplary service in assisting eligible households to apply for and obtain SNAP (Supplemental Nutrition Assistance Program) benefits. Chesapeake was one of only three local agencies in Virginia, and the only agency in the Eastern Region, to receive a 2012 Hunger Champions Award. Thank you to the Benefit Programs staff for their outstanding service to the citizens of Chesapeake.

CUSTOMER CONTACT CENTER RECEIVES TOP-NOTCH AWARD

The City of Chesapeake Customer Contact Center was named one of the Top 10 Small Centers in the 2013 Top 100 Call Center Contest. Congratulations to **Patricia Morrow** and her team for a job well done!

PUBLIC SERVICE AWARD RECOGNITION PROGRAM

The City of Chesapeake launched the Public Service Award program last fall to help reinforce 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 first quarter of 2013:

Anna Riddlehoover, *Finance*
Darlene Esbrandt, *Information Technology*
S. Chase Cowan, *Public Utilities*
Steven Perkins, *Public Utilities*
Calvin Beveridge, *Police*
Ella Wermus, *Chesapeake Juvenile Service*
Debbie Sherwood, *Chesapeake Juvenile Service*

2013 CHILD WELFARE CERTIFICATE OF APPRECIATION AWARD WINNER

Congratulations to **Mary Riley** for being honored with the 2013 Child Welfare Certificate of Appreciation Award! This award recognizes people whose prevention, intervention, and treatment efforts in the area of child abuse and neglect have shown exceptional merit in Virginia.

KUDOS TO CHESAPEAKE VOLUNTEERS

In 2012, Chesapeake volunteers contributed 106,894 hours of service to the City with an estimated value of \$2.6 million. Volunteers of the quarter in 2012 were **Mary Montero**, *Fire Department*, **Nancy Morris**, *Parks and Recreation*, **Belinda Elliott**, *Library Services* and **Joe Noha**, *CERT Volunteer*.



You schedule meetings and appointments each week, so why not schedule time for recreation? Be sure to set time each week for activities you enjoy. Whether it's dinner with family and friends, or turning your phone off



and curling up with a good book, be sure to block out time on your calendar with activities that you enjoy and will rejuvenate you.

Going to the doctor only when you're sick isn't going to cut it. For both your physical and mental well-being, it's wise to have a routine annual physical examination. Especially if your family has a history of health problems (such as heart disease, diabetes or high blood pressure) getting regular check-ups can help prevent or detect serious health issues. Between work, family and extra activities, it's sometimes difficult to get the necessary 6 to 8 hours of sleep per night. Be sure to avoid caffeine or exercising right before bed. Instead, try reading a book or meditating.

We will reveal more healthy tips in the Fall edition of Team Chesapeake.



EMPLOYEE INNOVATION AWARDS

Employees deserve to be recognized for all of their hard work and contribution to the City of Chesapeake. The Innovation Awards is a new City-wide program to recognize employees who have gone above and beyond in their jobs.

In April, Innovation Awards were given out to four commendable staff members in the Information Technology Department (IT) and the Finance Department. The IT Department is continuously working to enhance City processes, and the following three IT employees have worked extra hard to modernize the way we communicate and reach out to citizens: **Andrea Vanderberg**, led the development of electronic materials for the City Council; **Billy Demark**, automated a number of Human Resources processes; and **Cameron McCormick**, created a system to allow residents to see their Storm Surge Zone online. The Finance Department recognized a very deserving staff member for her dedication and effectiveness in streamlining payroll processes. Congratulations to **Bobbie Berger**, the unflappable Payroll Guru, for being the fourth person to receive an Innovation Award.



If you have story ideas or suggestions, we want to know!
Please contact: Jen Bichara, Public Communications Department,
382-6241 or e-mail jbichara@cityofchesapeake.net.

CITY MANAGER/EMPLOYEE MEETINGS Q&A

Earlier this year, City Manager **Jim Baker** met with employees at various locations throughout the City to discuss his goals and answer staff questions. This was an opportunity for Mr. Baker to get to know employees, especially those who work on the front-line and deliver quality service directly to the citizens of Chesapeake. Mr. Baker intends to hold more employee chats on a periodic basis. The following are Mr. Baker's answers to some of the most commonly asked questions from the meetings:

Q: What happened to the Employee Communications Committee (ECC) meetings?

A: *I believe communication is critical to our success serving the citizens. The current ECC process is under review so that we may enhance our communication.*

Q: What about the compression adjustments in the pay plan?

A: *When the pay plan was proposed back in 2008, the cost to implement a compression adjustment was more than 17 million dollars. While City management remains committed to our high performing employees, this money is simply not in the City's budget in these economic times. However, we will still focus on providing competitive salaries; not just for new hires but for employees at all stages of performance and experience.*

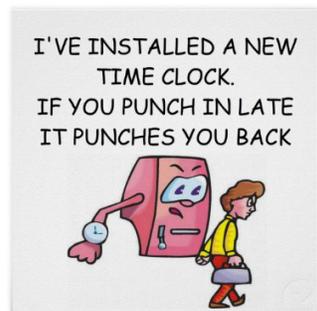
Q: My supervisor told me I could not be scored higher than a "3" on my annual evaluation. Is that true?

A: *Any direction about specific evaluation values did not come from City management. In a high performing organization, evaluations must inspire accountability and ownership of one's work and tie to the department/organizational goals and initiatives. This renewed focus may cause employees' scores to be lower than they have been in the past, but no target scores were discussed or established.*

Q: What ever happened to the suggestion awards?

A: *A new employee recognition program was created and disseminated to the workforce in October 2012. There are two types of recognition awards. The first is the Public Service award (\$100) for outstanding customer service. The second award is the Innovation Award (\$500/\$750) for great ideas that improve efficiency, streamline processes, conserve taxpayer dollars, etc. Please see Administrative Regulation 2.36 for a detailed description of the program.*

COMEDY CORNER



**EMPLOYEE
ALERT
HOTLINE**

382-6550