THE ENGINE

CITY OF MEMPHIS
GENERAL SERVICES DIVISION

"OUR PEOPLE! OUR STRENGTH!"

2018 | FEBRUARY

SPOTLIGHT

MEMPHIS COUNCIL HONORS LIFESAVING CITY HALL GUARD PETER MCNEAL

By Ryan Poe, Commercial Appeal & Tara Matthews, Contributor

Peter McNeal

Two days before Thanksgiving, Peter McNeal, off-duty Memphis City Hall security guard — was eating a slice of custard pie in the Piccadilly restaurant on Poplar when a man behind him began choking on a piece of rare prime rib. McNeal, a native of South Memphis, had never used the Heimlich maneuver outside of his Memphis International Airport Police Department training in the late 1970s, but witnesses described him as calmly walking over to the dying man, wrapping his arms around him and squeezing for minutes that seemed longer than hours to the large, anxious crowd of onlookers and the man's frightened wife. The pre -Thanksgiving "miracle" was so miraculous, word got to Memphis City Council member Patrice Robinson, who presented McNeal with a resolution honoring his lifesaving service during Tuesday's council meeting. McNeal, unassuming as usual, didn't ask for the honors or thanks from the council or at the restaurant, McEwen-Bunkley said. After he calmly finished saving the man's life, he just as calmly returned to his seat, sat down and finished his custard pie.

GSSS (GENERAL SERVICES SUPPORT SERVICES) PROJECT MANAGEMENT STAFF

De Keishia Tunstall
Project Analyst, City Hall

De Keishia joined the General Services Support Services team in July of 2017 as a Project Analyst. De Keishia's specialties include professional level research, administrative and analytical duties to support the Division. Her primary responsibility is project management of the Division's many initiatives. De Keishia's peers say she is "Accommodating and always willing to do what it takes to get the job done!!" When not working, De Keishia enjoys spending time with family, traveling and all things FOOTBALL!!!

Christina Ortego
Scheduler Planner,
Property Maintenance

Christina has been a City of Memphis employee since 2010. In 2017, she joined the organization as a fulltime Planner/Scheduler with General Services. Christina sharpens her service skills through data and information management and exemplary communication while providing Pulitzer-worthy reports that only the most capable of paper pushers could provide. She spends her days tracking maintenance on projects big and small from initial requests to PMS to the final check request. Christina's peers say "Christina does an excellent job and is a great addition to our family, her smile and professionalism is contagious, we are happy to have her here at property maintenance."

Service Centers

Technical Assistance on the Americans with Disabilities Act

Operation of City Hall

Parks Operations

Printing and Mail

Property Maintenance

Real Estate

Office of Fleet Management

Memphis Advisory Council for Citizens with Disabilities

THE MAN BEHIND THE BIG HAT:

ERIC HUNTER, FLEET ADMINISTRATOR

The Office Fleet Management Spotlight by Barbara Tuggle

Eric Hunter leads the Office of Fleet Management. Eric became the Fleet Administrator in September of 2012 and he has created a phenomenal culture for his organization. 105 City of Memphis team members serve under his leadership to maintain over 5000 City of Memphis vehicles and more each day. Eric says "As a member of the American Public Works Association, I was able to introduce our fleet management enterprise to the best business practices outlined in the APWA methods of fleet management operations. Using the top APWA performance measures we have been able to increase fleet availability and establish a productive fleet maintenance operation. We monitor and maintain a repair part inventory that promotes 70% availability of repair parts. The repair parts inventory has proven to support our productivity and fleet availability of over 95% availability. We provide quality automotive training and monitor the quality of repairs we provide. We have created an employee recognition program and have seen a healthy competitive spirit that has also contributed to the level of services we provide."

Eric is a retired US Army Veteran who served under General Norman Schwarzkopf. He married his wife of 41 years at the age of 18 while in boot camp. As for me, Barbara Tuggle, I am tremendously grateful for his compassion. I experienced the death of my only son November 7, 2016, family living in Houston suffered in the flood, and my youngest brother died November 8, 2017. Eric has helped me through it all! His support has made a difference for me.

ORGANIZATIONAL PERFORMANCE INDICATORS

- **Fleet- 95% of City's Fleet was mission available**
- **Closed Work orders**
- **Property Maintenance- 2700**
- **Carpenters - 353 (13%)**
- **Electric - 491 (18%)**
- **Grounds - 133 (5%)**
- **HVAC - 293 (11%)**
- **Plumbing - 468 (17%)**
- **Preventative - 130 (5%)**
- **Paint - 51 (2%)**
- **Roof - 81 (3%)**
- **Zoo - 415 (15%)**
- **City Hall and Public Safety Bldg Ops- 246**
- **Printing- 254 jobs completed**

PROPERTY/GROUNDS MAINTENANCE DIVISION

Paulette L. Bryant, Accountant Associate - City of Memphis, Property Maintenance

ON THE WAY UP WITH CARLTON OSBORNE

Real Estate Service Center Spotlight by Sharon Thomas

Carlton Osborne has over fifteen years of work experience in appraisals and real estate. Carlton has worked for the City of Memphis for 6 years and started as a Senior Right of Way Agent in January 2011. With hard work and dedication, he then became the Real Estate Supervisor in December 2016. Carlton received his Professional Energy Manager Certification in August 2017 and his IRWA Right-of-Way Certification in November 2017 also he is a Certified Lean Master. While Carlton continues his studies in Statistics, Engineering and Computer Science it has given him a vast knowledge of computer and statistical analytical skills. Carlton has proven to be a dependable staff member and continues to build his technical knowledge to help our department achieve its goals. Carlton has been involved with Boy Scout of America for over 15 years and his 3 sons are Eagle Scouts.

While being a great husband to Trudi Osborne and a father of three boys Christopher, Langston, Austin and one daughter Faith Osborne he loves to cook in his spare time. Carlton has put in a lot of hard work in leading the team and encouraging them to stay focused and continues to thrive. The staff wants to let Carlton know that his dedication is valued throughout our journey to meeting our goals. Thank you, Carlton for giving us your best!

Once a year the Property/Grounds Maintenance division celebrates the Christmas holiday by joining with all of the various crafts in the Carpenter Shop.

The director, Antonio Adams, and assistant, Gregory Woods, joined us along with some GS office staff from City Hall. Employees provided the food and drinks. We had a $1 raffle for a cash prize and Ms. Annie, our lead painter, drew names for door prizes. It was all in fun and everyone enjoyed.

NEXT NEWSLETTER

April 2018

If you know someone who should be featured in the next issue, please inform your Department Manager.