



The Lighthouse

**NMA...The Leadership Development Organization
Columbus Public Service Chapter**
The *first* Public Sector Chapter - est.1981



311 Call Center & MyColumbus!



Lois Bruce from the City of Columbus Service Center, better known as “3-1-1”, presented at February’s member luncheon. In operation since 2004, 311 grew out of the old Refuse Division service system. Averaging 350,000 calls per year, requests to 311 are processed and work orders generated within other agency systems, including BZS and Public Service.

ing BZS and Public Service.

There is also a 311 website where customers can set up user accounts that allow them to submit service requests online. Users can also track various aspects related to their requests, including history, service days, and bulk pickup requests. Users can receive email notices with updates about their requests and 311 hopes to provide text updates in the future.

The 311 website also features a service request city map that shows all the various service requests submitted over the last 7 days. There users can sort the results by status or service request type and look for geographic patterns. The site also lists the top 10 service request types. Historically, 13% of all service requests go to code enforcement.



Nicole Woodward from DoT presented the MyColumbus mobile app. Created by DoT in 2011, My-

Columbus has been downloaded over 2500 times. A single mobile interface for the City, users can enter new 311 service requests or check active requests among other features. Over 12,000 service requests were entered through MyColumbus since 2011, with an average of over 400 per month.

NMA members were then taken on a tour of the 311 call center after the luncheon.

February 2016

**Visit the Columbus
Public Service Chapter
website:**

www.nma-cpsc.org

Visit us on Facebook at

[www.Facebook.com/
NMACPSC](http://www.Facebook.com/NMACPSC)

**Read the latest issue of
Breaktime at**

[www.nma1.org/nma-
breaktime](http://www.nma1.org/nma-breaktime)

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NMA Family Scrapbook



Members are invited to like our Facebook page, which can be found at

www.facebook.com/NMACPSC.

There is a link to the page from our website, which can be found at

www.nma-cpsc.org.

Road Trip

Exploring Portland's Treasures by Beth Fairman Kinney

This January, I traveled across the country to celebrate my sister's birthday in Portland, Oregon. My sister is a transplant, and wanted to show her big sisters around her new City. "Keep Portland Weird" is a slogan that appears on buildings throughout the City, and my sister was determined to show it to us in all of its "Portlandia"-inspired oddness.



As soon as we got off the plane, we visited downtown Portland. Portland has over 500 food carts in the City and most are organized

in "pods"; surface lots with several carts. My sister, armed with Yelp, directed to us to Alder Street where we tried The Frying Scotsman, Emame's Ethiopian, and Mac & Trees. After lunch, we ventured to Rogue Brewery to sample from their three page long beer list. I sampled brews that have not made it to Cbus yet, including an 11 hop, 7 hop and 8 hop IPA and a Purple Pale ale made with purple corn. After our samples, we walked to Voodoo Donuts for desert. My favorite donut was "Captain My Captain" which was covered in Captain Crunch Cereal.

On day two of our Portland adventure, I began my day with my sister's Urban boot camp class, followed by a shopping trip on Hawthorne Blvd. We lunched at Umai, one of Portland's top food carts, a ramen and noodle food cart along the Indie boutiques. The food was delicious, but I might have been a little more comfortable eating in doors. For desert, we ventured to Portland Cider House and enjoyed handcrafted, fresh pressed ciders. My favorite was one with cayenne pepper. .

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Announcements

March Event

Presenter: NMA Speech Contest Winner

DATE: Tuesday, March 29, 2016

TIME: 6:00 PM—8:00 PM

LOCATION: Rice Bowl
2300 South High Street

MENU:

Appetizer: Egg Drop soup or Wonton Soup

Entre': Pepper steak, egg roll, fried rice, or

War Sue Gai, egg roll, fried rice, or

Vegetable Chop Suey, egg roll, fried rice or

Shrimp fried rice, egg roll

AGENDA:

6:00 Registration & Social Time

6:30 Invocation and Pledge of Allegiance

6:40 Dinner is Served

7:10 Speech Contest Winner Presents Winning Speech

7:40 President: Jeff Emhuff, Committee Reports, Raffles

8:00 Meeting Adjourned

**Please make your reservations by
March 25 to**

**Judy Johnson, at jajohnson@columbus.gov or
645-0526**

(Let us know if you are bringing a guest)



January Winners

The 50/50 winner of \$37 was **Cindy Fruth**.
Congratulations!

Miriam Siegfried was the Bonus Bucks Winner, but was not present. Next month's prize will be \$20.

Jeff Emhuff won a special NMA Member cookbook as part of a special drawing.

Announcements



WIN UP TO **\$5,200.00**

\$\$\$\$CASH PRIZE\$\$\$\$

Columbus Public Service Chapter #220

NATIONAL MANAGEMENT ASSOCIATION Annual Speech Competition

- WHAT:** Chapter 220 Local Level Annual Speech Contest
- WHO:** Open to all High School Students Grades 9-12 (regardless of public, private or home schooled)
- WHEN:** 6:00 PM, Wednesday, March 9, 2016
- WHERE:** Columbus Division of Fire Administration and Training Complex
3639 Parsons Avenue, Columbus, OH 43207

CONTACT: Bee Tolber at bvtolber@columbus.gov at 645-7496,
LaVerne Freeman at lafreeman@columbus.gov at 645-0550 or
Teresa Langer at tlanger@columbus.gov at 645-4128

HOW TO ENTER: Candidates must write a speech on the subject of Leadership, timed four to six minutes in length. You will be sent an NMA entry form for your completion into the Speech Competition. Both forms must be emailed to Bee Tolber, LaVerne Freeman or Teresa Langer by Friday, February 10, 2016 for consideration.

PRIZES: **Chapter Level:** First Place Prize is \$200 and advancement to the Regional competition for chance to win \$1,000.00. Second Place Prize is \$100, with Third and Fourth Place receiving \$25.

(Please note: Must win all three levels for \$5,200.00. Student and Chaperone will be sent to Regional and National by NMA Chapter who will be responsible for airfare/transportation, room and food per diem costs.)

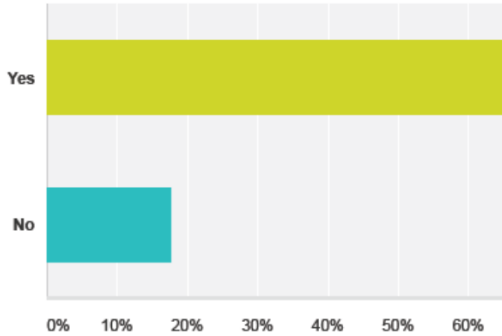
To download and print the entry form, go to www.nma-cpsc.org/Assets/SpeechContestForm.pdf.



NMA January Speaker Survey Results

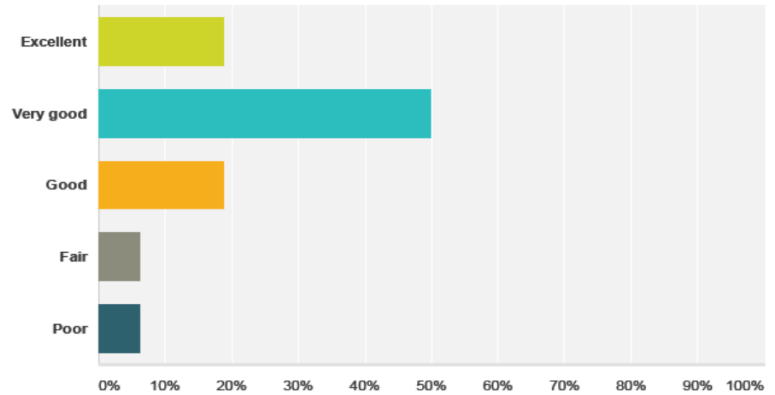
Did you attend the NMA meeting on Wednesday, January 20?

Answered: 17 Skipped: 0



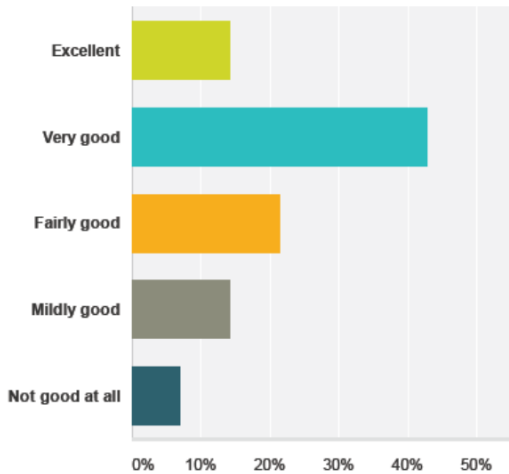
How would you rate the venue/location? (757 Carolyn Avenue)

Answered: 16 Skipped: 1



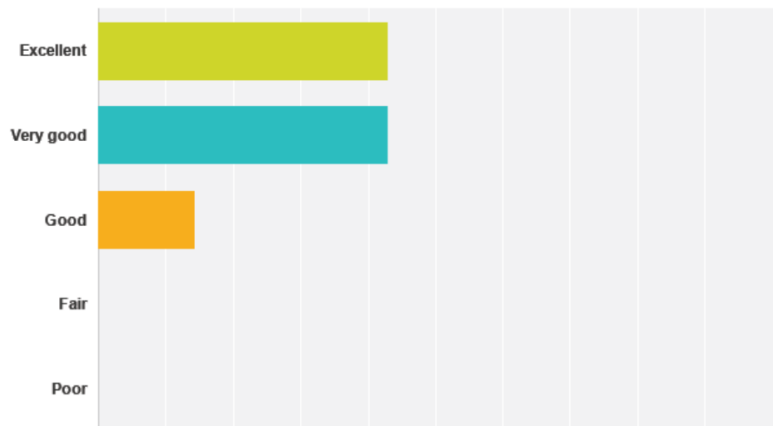
Overall, how would you rate the food or menu? (Donatos Catering)

Answered: 14 Skipped: 3



How would you rate the speakers, Financial Wellness, Terrance Lumpkins?

Answered: 14 Skipped: 3





NMA's Helping Hands

NMA believes in Community Service, and our members volunteer many hours of their time to help make a difference:

NMA Calendar

2016

March

- 8 - International Women's Day
- 14 - National Pi Day
- 15 - Idgs of March
- 17 - St. Patrick's Day
- 20 - Palm Sunday
- 23 - NMA lunch
- 25 - Good Friday
- 26 - Easter

April

- 1 - April Fool's Day
- 7 - World Health Day
- 14 - Board Member Meeting
- 22 - Earth Day
- 23 - Passover Begins
- 28 - Take Your Daughter To Work
- 29 - Arbor Day
- 30 - Passover Ends

Yvette Anigolu is the Chair of Weavers of Nigeria Charitable Donations Committee, and volunteers at the Community Outreach with the Center for Healthy Families.

Bruce Black is President of the Berwick Civic Association, and mentors students from OSU, Eastmoor and The Graham Schools.

Julia Carter volunteers for the Mentoring for Leaders of Tomorrow program.

Jeff Emhuff volunteers at the Franklinton Tutoring Program at Avondale Elementary School.

LaVerne Freeman helps out with childcare at her church two Sundays each month.

Cindy Fruth continues to volunteer as the Treasurer of the Columbus Employees Association and is also the Treasurer of her church.

Debbie Ioia is Secretary of the Executive Board at Central Ohio Chapter of Huntington's Disease Society of America (HDSA).

Beth Fairman Kinney is treasurer of the United Crestview Area Neighbors Civic Association; mentors students from OSU, Eastmoor and The Graham School.

Teresa Langer continues to sell candy bars to support the NMA speech contest.

Lisa Landoll volunteers at the information desk at Riverside Methodist Hospital.

Victoria Landrum volunteers with Stories Behind Their Eyes.

Terry Neal volunteers on the Board of Directors for the Eastgate Garden Civic Association.

Tami Peters continues to volunteer for the Ginkaku-Ji Karate Dojo.

Kasia Richey volunteers with the Project Mentor Program at South High School with Big Brothers, Big Sisters of Central Ohio.

Kathy Spatz volunteers on the Westerville Shade Tree Commission.

Terrell Spencer currently holds the office of President of The Livingston Heights Place Civic Association.

Bee Tolber continues to volunteer as a mentor in the Alpha Minority Youth Engineering program.

Jeff Ushry is a tutor at Eastmoor Academy where he also volunteers for the Touchdown Club.

Scott Ward is an Executive Board Member for American Legion and the Association of the United States Army.



Road Trip, continued

To finish our day, we danced all night at Kells Irish Pub with Rocking Irish Music, bagpipes, and my sister's Irish fiddle (her stage name is "Fire Fingers Fairman").

On day three we drove to Cannon Beach, two hours west, made famous by "The Goonies" movie. After getting caught up in some very cold Pacific Ocean waves while taking a selfie, we lunched at the Wayfarer lounge, which is located right on the beach. We enjoyed our window view of the ocean while eating local seafood and cheeses. My sister was on the search for Oregon sunstone, which is a yellow orange gem that shimmers in the light, and we visited many jewelers and shops. One of our favorite stores was the Cannon Beach Treasure Company, which sold authentic shipwreck and buried treasures. As my sisters and I relaxed over cups of coffee at sunset, we made plans to return.



Professional Development

Welcome New Members

Janellen Lane

**Department of
Technology**

The NMA Leadership Model



Derived from a similar model in Results Based Leadership by Ulrich, Zenger, & Smallwood.



NMA now has a full calendar of webinar discussions and pre-recorded programs. Many of the third Thursday webinars are available for CEU credit. The full calendar can be found at <https://www.nma1.org/nma-webinars-calendar>

- February 18 3:00 pm EST The Role of an NMA National Director Lisa Hart
- March 17 Noon and 3:00 pm EST Understanding LEAN and Its Basic Tenets Melinda Hester, CM
- April 21 Noon and 3:00 pm EST The Secrets of Working on a Virtual Team Steve Bailey, CM
- May 19 Noon and 3:00 pm EDT Growing Tomorrow's Leadership Team NOW Scott Chesnut
- June 16 TBD Workplace Trends We're Seeing in 2016 Alisa Armstrong
- July 21 3:00 pm EDT * Communications – Exact title TBD TBD
- August 18 3:00 pm EDT Fostering Employee Engagement Don Hart
- September 15 3:00 pm EDT * Risk Management Bob Noel
- October 20 TBD Emotional Intelligence TBD
- November 17 3:00 pm EDT * Leadership and Wellness Candi Creel, CM

All are welcome to attend:

**City of Columbus
Toastmasters**



Meetings:

1st Thursdays

Citywide Training Center
750 Piedmont Rd.
Training Room C
12:00 to 1:00 PM

2nd Thursdays

77 North Front Street,
Lower Level
Columbus Stat Room
12:00 to 1:00 PM

3rd Thursdays

Columbus Public Health
240 Parson Ave.
Room 119-C
6:00 to 7:00 PM

What is NMA?

NMA The Leadership Development Organization is a professional association headquartered in Dayton, Ohio. The Association is a national not-for profit organization serving about 20,000 members worldwide.

NMA Code of Ethics

I will recognize that all individuals inherently desire to practice their occupations to the best of their ability.

I will assume that all individuals want to do their best.

I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.

I will be guided in all my activities by truth, accuracy, fair dealing and good taste.

I will keep informed on the latest developments in techniques, equipment, and processes.

I will recommend or initiate methods to increase productivity and efficiency.

I will support efforts to strengthen the management profession through training and education.

I will help my associates reach personal and professional fulfillment.

I will earn and carefully guard my reputation for good moral character and good citizenship.

I will promote the principles of our American Enterprise System to others, by highlighting its accomplishments and displaying confidence in its future.

I will recognize that leadership is a call to service.

NMA Statement of Principles

NMA is dedicated to managerial excellence, personal and professional growth, and leadership development. The following principles identify NMA's core beliefs and provide the basis for the Association's Mission Statement.

We believe in the highest standards of personal and organizational integrity and respect for the individual.

We believe in lifelong learning, continuous improvement, and the development of a workforce capable of sustaining a competitive posture in the global economy.

We believe management is a creative, dynamic, and essential process enabling people to achieve personal and organizational objectives.

We believe that managerial responsibility is shared among all individuals at all levels of the organization and that leadership is critical to management success.

We believe that individuals and organizations have a community and civic responsibility.

NMA Mission Statement

NMA creates leadership development products and opportunities that maximize the potential of our members, sponsoring organizations, and communities.

NMA OFFICERS AND BOARD MEMBERS – JULY 2015-JUNE 2016

<u>Officers/Term End</u>	<u>Name</u>	<u>Phone</u>	<u>Email</u>
President	Jeff Emhuff	645-3655	JTEmhuff@columbus.gov
1st Vice President	Teresa Langer	645-4128	tlanger@columbus.gov
2nd Vice President	Beth Fairman Kinney	645-7116	bfkinney@columbus.gov
Secretary	Amy Ackerson	645-8119	aackerson@columbus.gov
Treasurer	Vacant		
Immediate Past President	Scott Ward	645-1834	RSWard@columbus.gov
National Director	Kathy Spatz	645-0487	kaspatz@columbus.gov
National Director (Retired)	Bill Mahaffey	795-1582	Billm4715@sbcglobal.net
<u>Board of Directors</u>			
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Sherry Kish	Deputy Chief of Staff	Mayor's Office	SRKish@columbus.gov
Dr. Richard Westerfield	Administrator	Public Utilities	RCWesterfield@columbus.gov
Scott Ward	Past President	DPU/DoSD	RSWard@columbus.gov



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