

NOTICE OF CHANGE

Administrative Regulation 2.18

Excessive Accumulation and Carryover of Vacation Credits

Effective July 1, 2018, Carryover of Vacation credits will be restored to the *original* Standard Carryover amounts as outlined in Administrative Regulation (A.R.) 2.18, which establishes limits on the number of vacation hours an employee may roll over year-to-year.

Previous revisions of A.R. 2.18 established a temporary carryover amount to allow for employees to roll over an additional 40 hours. These additional carryover amounts were provided due to the elimination of vacation sell-back and furloughs in some units.

Starting July 1, employees will no longer be able to include the additional time when rolling their vacation balance over into the next calendar year. This means if employees have accrued leave beyond the *original* Standard Carryover amounts, they will need to use that vacation time by December 31, 2018, or lose those hours.

A.R. 2.18 has been updated to reflect the *original* Standard Carryover amounts. Employees are expected to manage their leave balances to ensure vacation hours are not lost at the end of the calendar year. Please work with your supervisor or HR liaison if you have any questions.

CUSTOMER SERVICE



“A SATISFIED CUSTOMER IS OUR PRIORITY”

The Information Technology Services (ITS) customer service team is committed to a common goal – to consistently deliver quality results and ensure a high level of customer satisfaction.

As part of this commitment, ITS will implement customer satisfaction surveys beginning next week to measure and enhance our customer service performance.

When an internal customer calls the Enterprise HELP desk (534-4357), or submits a ticket or a technology service request online through Sharepoint or Remedyforce, a customer service satisfaction survey will be sent by email to that customer as soon as the service request is closed.

The satisfaction survey contains five questions and should not take more than three minutes of your time. If you receive the survey by email, ITS would appreciate your participation to help improve customer service levels and better serve customers.



Helpful information for COPERS members every other week this summer. Brought to you by the City of Phoenix Retirement Office.



THE BIG PICTURE

All of us were new employees at one time, getting the "big picture" about how the City of Phoenix Employees' Retirement System (COPERS) works. It's automatic, and starts on your first day of work. Over the course of your career with the city, COPERS manages the contributions deducted from your paycheck to ensure money will be there to pay your retirement benefits when the time comes.

Here's a refresher on the three income sources that help provide for your benefits.

FROM YOU

The amount you put in is set by Phoenix City Charter and is automatically deducted from your paycheck.

Tier 1 Employees: 5%

Tier 2 & 3 Employees: 11%

FROM THE CITY

While your rate typically stays the same year over year, the city's rate often changes based on COPERS' financial health. Those contributions don't go to your account, but are used to fund the system.

FROM INVESTMENTS

COPERS is guided by the "fiduciary standard" and "prudent investor" rule. That means -- members' interests come first. As the money comes in, it grows to help provide benefits to members when the time comes. Over the years, investment income has paid for much of the benefits.

ADDING IT ALL UP

After you retire, you'll get a monthly payment from COPERS for the rest of your life. Here's the formula used to calculate that amount.

Final Average Salary x Statutory Multiplier x Years of Service

For More Info: Phoenix.gov/copers 602-534-4400



COLLEGE DEPOT CAMPS

At Burton Barr Central Library Throughout July

Your teen can attend a free College Depot summer camp. They will meet and spend time with peers, learn valuable information, play games, hear from guest speakers, get ready for college and have fun!

Summer camps are customized for students entering 9th through 12th grade in the fall of 2018. Camps are reserved for students only. Each grade level camp is offered twice during the summer. Since both sessions cover the same material, please only sign up for one session.

Seats are limited so secure your spot today!

JOB OF THE WEEK

Featured Listing: Administrative Assistant I, Water Services, \$20.44 - \$30.44/hour.

"Current vacancy in water meter division. Handles a variety of administrative duties such as gathering information, performing statistical analyses, program monitoring, studying administrative problems and developing improved systems, procedures and forms. Requires administrative or financial experience or education. Apply by July 16."

Each Monday, the city posts jobs available for current employees to consider. Here's the link to the most recent job opportunities.

LEAVE DONATIONS

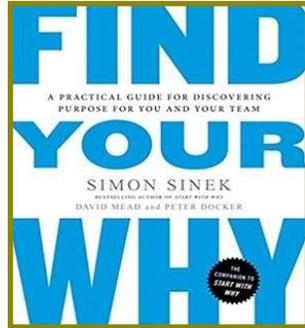
The following employees are accepting leave donations. If you'd like to help, use eChris to make your donation:

- David Rivera, utility specialty technician, Water
Manuel Cruz, communications director, Water
Rachel Mure, emergency planner, OEM

READ FOR DIVERSITY CREDITS

No, this is not some late-night TV scam or scheme... you can actually read books to earn diversity credits! The Emerging Leaders are excited to offer a bi-monthly meeting of the newly-formed Leaders Book Club. All you have to do is order and read the selected book and then join the group to discuss it. All city of Phoenix employees are welcome to participate. **Details:**

- ◆ Current book: *Find Your Why*
- ◆ Next meeting:
Wednesday, Aug. 15
- ◆ Noon - 1 p.m.
- ◆ Calvin C. Goode Building,
10 HR training room
- ◆ Sign up in eCHRIS using
code **LEADBC**



You will earn diversity credits when you join the discussion. Feel free to bring your lunch. Questions? [Contact Vanessa Castillo](#).

READING TO KIDS

Did you know there's a fantastic program in the Valley where trained volunteers, aged 50 and older, help children become proficient in reading? The program taps into the experience and passion of older Arizonans to ensure that every child has a chance to succeed in school and in life. Ninety percent of the students who receive one-on-one coaching with Experience Corps Phoenix have shown gains in critical literacy skills. [PHXTV had the opportunity to see how it works.](#)



MONSOON 2018 IS HERE!

Monday's storm hit Phoenix, and much of the Valley, with some serious force. Thank you to all who play a role in helping in the city's response.

Also, make sure you are prepared for whatever the monsoon may bring you. Check out the city's [new Summer Safety web page](#) for valuable tips and information to prepare yourself ahead of, during and after a monsoon storm hits.

When you are looking through your own social media, we hope you will follow the city's pages which brings topical and relevant storm information as it happens. Use #PHXSummer to search for content and follow all the city's main accounts at @CityofPhoenixAZ on Facebook, Twitter, Instagram and YouTube.

Finally, have you seen the #PHXCityCams? They have amazing views of the storms. [Check out this time lapse from Monday](#). Watch them live 24/7 at [Phoenix.gov/CityCam](#).

