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Vol. 08-03

2008 SW Chapter Board

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President's Message

LEP News

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IALEP Meetings/Events

Board Info

We're on the web!

See us at:

www.ialepsw.com

Any organization is only as good as its people and, in my humble opinion, our chapter is fortunate to have some of the best folks around. It is a real thrill to hear what each agency is doing in our roundtable discussions and the quarterly meetings are a great opportunity to chat with colleagues about mutual challenges that occur

regardless of agency.

I'd also like to send along a special thanks to some "unsung heroes" who engaged in *the Battle of Bureaucracy* with a local bank over changing the signature cards for our organization. You can read a first hand account of this epic struggle elsewhere in the newsletter under the title

of "A Lesson In Customer Service".

Again, thanks to all of you out there who are making our organization such a success.

Upcoming Chapter Meeting

Mark Your Calendars

Date: Tuesday, May 13th, 2008

Location: Sierra Vista

More information to come!

IALEP SW Connection Corner

Remember, spaces such as this are reserved for members. You can post opinion pieces, editorials, current events related to you, your organization, or planners in general.

Remember that this year's IALEP SW goal isConnections!



IALEP SW Connection Corner

Member Info Posted on Website

By Tiffany Anderson

The member list has been posted on the IALEP website. We apologize for the lack of advertisement. You can access the member list by going to the website (<http://www.ialepsw.com/>). Click on the “Member Info” tab on the left side of the web page. You will see each member's name listed. You can click on each member’s name and their information will appear. If there is other information you would like included, please do not hesitate in contacting us.

A Lesson in Customer Service

By Steve Gendler

Chapter 1

Once upon a time, in a village that rhymes with Chandler, two loyal subjects named Judy and Candace began a quest. Their mission, the result of an election, given by members of the “House of Planners”, was to travel to the Castle of “Chase the Great” and petition for a change in tribal leaders entrusted with the House of Planners fortune.

After a harrowing journey, fraught with peasants in passenger chariots clogging the roads, freight wagons belching diesel smoke, and brightly colored lanterns of various colors slowing their progress at every intersection, our heroines arrived at the castle of Chase the Great and observed an army of scribes adorned in blue shirts and brightly colored bling-like pins emblazoned with their names. “Ah”, thought our heroines, with this many scribes and so simple a task we will surely be able to accomplish our mission on behalf of the House of Planners.

They approached one of the scribes and explained their plight asking for help. “Surely you jest” said the scribe, I am responsible for the coin of the realm and cannot help you in your quest. They approached a second scribe and explained their plight. “Surely you jest” said the second scribe, I am the purveyor of sub-prime loans and cannot help you in your quest...and so it went until our mild mannered heroines asked a simple question, “who can help us with our quest?” They were directed to a spacious cubical with deep pile carpeting, walnut wood, a mahogany desk, tract lighting and other accouterments reserved for the status of a scribe in the Castle of Chase. Then, a scribe sashayed into the cubicle, screeching “it can’t be done”, and called another scribe and another and another until six scribes surrounded our heroines in a menacing manner demanding documents, identification, portraits, security numbers, the names of their first born, a recitation of the 36 Presidents in alphabetical order, and all the names of American Idol winners for the last six years.

After three hours, thirty seven minutes and twenty two seconds chanting “it can’t be done, it can’t be done, the heroines had answered every challenge (except the American Idol winners). They were then accosted by the leader of the scribes, a teenage mutant manger of scribes who arrived on her broom and screamed “be gone with you, return another day with more scrolls, portraits, documents and the new tribal leaders from the House of Planners to affix their signature in my presence.

Chapter 2

Several weeks later, on February 12th to be exact, the loyal Candace, now a tribal leader herself, accompanied by two other tribal leaders from the House of Planners, Kim and Steve, returned to the castle of Chase the Great armed with scrolls, portraits, and affidavits as well as quill and ink to affix their signatures to the documents demanded by Chase the Great’s scribes. Once again the castle was awash with scribes in blue shirts herding the peasants to a waiting area like cattle while they plotted ways to maximize any inconvenience with unexplained delays. It was then that the loyal Candace, who had learned from her previous experience, sought out the one scribe who seemed to have graduated from elementary school. With Kim and Steve in tow, our heroes were confident that this time they would prevail.



IALEP SW Connection Corner

After being led to a spacious cubical with deep pile carpeting, walnut wood paneling, a mahogany desk, track lighting and other accouterments reserved for the status of a scribe in the Castle of Chase our heroes were again presented with an opportunity to calmly explain their quest. The scribe who had graduated elementary school listened intently but all three members of the House of Planners saw a distinctly blank look on the scribe's face. He then uttered the apparent motto of Chase the Great, "no it can't be done". He then proceeded to spew forth a litany of excuses ranging from the 911 attack on the World Trade Center and problems with his computer (which he referred to as a paperweight and beat on persistently with his fist for no apparent reason). He went on to say there was no one in the castle of Chase the Great who had been employed there more than three weeks and our heroes would have to return at another time with additional documents and tribal leaders from the House of Planners.

It was then that the mild mannered Candace began to rise as if to smite the scribe. She wounded him with the immortal words, "we want our money back!"...a splendid display heartily endorsed by Kim and Steve. The elementary school graduate, apparently a scribe in training, was taken aback by this bold display of defiance and, in a manner befitting a car dealership salesman, begged our heroes to wait while he talked to the manager, a noble in the Castle of Chase the Great. The noble, sensing that our heroes were not going to take it anymore, galloped to the cubicle to save the day for Chase the Great. After two hours, fourteen minutes, and thirty six seconds, a bargain was struck whereby the House of Planner's fortune would be transferred to a new account and our heroes would affix their signatures to the royal document thereby completing the quest. But alas, this was a ruse for at the last minute the noble representing Chase the Great fired off a litany of excuses proclaiming "it can't be done, it can't be done"and a verbal fencing match between our heroes and the representatives of Chase the Great ensued. The forces of good prevailed (mainly because it was 5 o'clock and quitting time for the Chase the Great legions)...and quit they did surrendering the entire fortune of the House of Planners to our heroes who took it to the "Castle of Tempe Schools" for safe keeping.

Thus ends the quest of "A Lesson in Customer Service" and this episode of your board members in action. I hope you all have learned something from this. Stay tuned to "Chapter Chatter" for other exciting real-life adventures as they occur.

Tough Time for Planners

By Kim de Beus

On February 12th The Arizona Republic reported that Maricopa County would be laying off 23 people as well as cutting 22 unfilled positions in its **Planning and Development Department**. Joy Rich, Assistant County manager, cited the reasons for the layoff as, "It's the economy. Our workload has dropped off, as well as our revenues."

Certainly the recent economic downturn has county, state and federal budgets, throughout the country, searching for ways to trim excess programs and departments. It is unfortunate, however, that planning and development is one of the first places to feel the "cutback".

An argument could be made that if there were ever a time that strong planning and development methods and strategies were needed it is in such a time as now.

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