

# Looking for effective ways to streamline processes, improve service

## By critically examining how we do things today, eliminating inefficiencies

### Manager Carl Metzger

Solve the resources and expertise to serve on small teams that eliminate inefficiencies and their investment in the city.

## CITY'S VEHICLE FLEET

Managing everything from snowplows to maintenance breakdowns, the vehicles must be maintained annually. Keeping records up to date is a challenge.

By implementing a system of timely maintenance and confirming the status of vehicles, the team mapped out a list of actions that will include:

- Maintain vehicles and equipment records for each department. Fleet Maintenance will inspect equipment each month and will report to email. Additional process change will be added into an inventory system in

- Provide equipment inspection from a higher level of accountability for users of equipment to initiate service and repair.
- Provide vehicle and equipment inventory tracking and overall reduced ownership cost.
- Increase productivity as well as related safety by providing a safer environment for city employees. Reduces time and paper usage associated with equipment. Helps to decrease the number of urgent

- Public Works
- Public Works
- Municipal Utilities
- Otter Creek Golf Course
- Police Department
- Information Technology

## HOW?

The City of Ankeny's Public Works Department currently maintains **222 vehicles** including maintenance vehicles, city inspection trucks, and ambulances. In addition, they service generators, weed eaters, chain saws and anything mechanical is serviced. The department is also responsible for the maintenance that is located across the street from the Maintenance Facility on Lorenz Drive.

## AN INNOVATIVE APPROACH TO EMPLOYEE WELLNESS

The City of Ankeny does not shy away from taking new approaches to old issues, such as the relationship between employee productivity and health care costs. That's why City officials approached Iowa-based nutrition ingredient supplier, Embria Health Sciences, leader in immune health research and production, to help enhance the City's existing employee wellness benefit program.

City employees were given the opportunity to participate in a wellness program initiative that entailed taking Proactive Health Products' EpiCor®, a natural immune health supplement comprised of protein, fiber, vitamins, minerals, and antioxidants. Employees took the supplement over the course of six months during cold/flu season. EpiCor, which is clinically proven to support and balance a healthy immune system, was provided to the City and its employees at cost by Iowa-based company ProActive Health Products.



Embria Health Sciences continues to do research and produce the EpiCor product in at their Ankeny facility.

The City's human resource department noted a 28% decrease in employees' doctor's visits for cold, flu, and upper respiratory illnesses. This decrease paralleled and complemented clinical research on the ingredient EpiCor, noting a 26% decrease in cold and flu illness in adults who took the supplement.

Assistant City Manager Jim Spradling says this initiative

is exactly the type of approach the city is looking for to help keep employees healthy and productive. "The City of Ankeny's most important resource is our workforce," said Spradling. "Having healthy, productive employees is good for them, good for the city organization and good for the citizens we serve."

With the success of the EpiCor initiative, the City is now considering this and other wellness program opportunities for employees to utilize in the future.

### What is EpiCor®?

EpiCor is an all-natural nutritional health ingredient that helps support the immune system. It is a unique, complex ingredient comprised of protein, fiber, vitamins, amino acids, antioxidants, and other metabolites. Taken daily, EpiCor has been shown to be a safe and effective way to help support immune health and maintain wellness. EpiCor does not stimulate or "boost" the body's immune system; it balances it.



The main ingredient of EpiCor is commonly known as baker's yeast. It was discovered to have human health benefits accidentally when insurance adjusters noticed the employees of a leading animal nutrition product has much lower sick-leave rates and fewer health care claims. After determining what it was that was contributing to keeping them healthy, the company investigated the product and determined a variety of human benefits such as protection against bacteria, less tissue inflammation and doesn't interfere with other pharmaceutical drugs.

For more information on the benefits of EpiCor and where it can be purchased, go to [www.epicorimmune.com](http://www.epicorimmune.com).

# 28%

decrease in doctor's visits for cold, flu and upper respiratory illnesses

# 26%

decrease in cold and flu illness in adults who took the supplement

# 60%

of employees felt better after taking the supplement for six months