

## **CITY MANAGER'S UPDATE**

**July 1, 2024**

### **Message from the Manager:**

Through your service to our community a beautiful story is being written. Who better to tell that story than you! Thank you for all you have done, and continue to do, serving our citizens and businesses. Now to let you tell your story:

### **Police Department:**

Department Achievements: TCOLE Training Provider Certification

Individual Achievements/Certifications:

- Madison Covington obtained CPR/BLS certification
- Karry Fow was selected as the Civilian Employee of the Quarter for 2023 Q4
- Daniel Huff was selected as the Sworn Employee of the Quarter for 2023 Q4
- Lieutenant Dennis McAfee obtained TCOLE Instructor certification
- Officer Daniel Huff obtained TCOLE Intermediate Peace Officer and TCOLE Instructor certifications
- Officer Anthony Kiefer obtained TCOLE Master Peace Officer and TCOLE Instructor certifications
- Sergeant Michael O'Hala obtained TCOLE Master Peace Officer Certification
- Sergeant John Howell obtained TCOLE Master Peace Officer Certification
- Stephanie Hall obtained TCOLE Master Telecommunicator Certification

Service Pins:

Diamante Parra - 5 years

### **Parks and Recreation:**

Service Pins:

- Sara Gibbs - 5 years
- John Leivan - 15 years
- Norris Lockett - 20 years

### **Pet Adoption:**

#### Service Pins:

- Molly Chauhan - 5 years
- Rose Ramon - 15 years

### **Planning and Development:**

#### Achievements:

- Sworn in 2024 International Code Council - Bluebonnet Chapter Board Members:
  - Richelle Otero – Secretary
  - Courtney Fye – 2nd Vice President
  - Alex McCoy – Director of Social Action
  - Yvonne K. Spell – Treasurer

#### Service Pins:

- Calvin Fleming - 30 years

### **Fire and EMS:**

#### Service Pins:

- Nathan Elliot - 5 years
- Justin Read - 5 years
- Justin Lewis - 15 years

### **Library:**

#### Achievements:

- Texas Municipal Library Directors Association 2023 Award for Excellence in Library Services.

#### Service Pins:

- Annette Jorgenson - 5 years

### **Public Works:**

Service Pins:

- Kristina Roach - 10 years
- Leslie Stevens - 10 years
- John Fox - 20 years
- Burl Lewis - 35 years

**Courts:**

Achievements:

- 2024 TML Leadership Fellow award - Catharina Hoffman

Service Pins:

- Catharina Hoffman -5 years

**Administration:**

Achievements:

- 2024 TML Leadership Fellow Award - Leona Clay
- 2024 We Hire Vets Award
- 2024 Disabled Veterans Department of Texas Mid-Size Employer of the Year
- 2024 3 Star Vets Index's Award

Service Pins:

- David Mitchell - 15 Years

**Star Awards:**

1. Carpe Diem Award – For making the most out of every day. *Melonie Matthewson*
2. 011010 Award – For his abbreviations and knowledge of all. *Gary Bates*
3. Move a Mountain Award – For his above and beyond approach to serve the citizens. *Nate Nesbit*
4. Bob the Builder Award – Can we fix it? Yes, we can! *Burl Lewis*
5. People Whisperer Award – For his ability to calm down people in any situation. *Chuck Adams*

6. Mission Impossible Award – For going above and beyond to ensure the success of the youth sports leagues and not letting weather interruptions deter them. *Kiarrah Carlisle and Tyrik Alderson*
7. Energizer Bunny Award – For his energy even while coming in early and staying late. *Angel Rodriguez*
8. Storyteller Award – For always having a story to share about everything. *Zully Reyes*
9. Mindy Weiss Award – Having the best event planning skills. *Kelsey Coffman*
10. Where is Waldo Award – For never being at his desk when 20 seconds ago he was. *Mark Hyde*
11. Acquisition Ace Award – For the virtuoso of tech acquisition, who secures the best deals and keeps our gadgets and tech supplies top notch. *Lorissa Byse*
12. Polar Bear Award – For the person who always stays cool under pressure. *Molly Chauhan*
13. “Koala”-ty Award – For being a top-quality employee. *Miranda Jones*
14. Sipper Award – Most likely to be drinking something during a meeting. *Benjamin Duiker*
15. Team Scribe Award – The best meeting note taker. *Yesmarie Burgos*
16. Event Planner Award – Has a hand in planning team activities. *Darlene Prechtel*
17. Swedish Chef Award – For his outstanding culinary skills. *Jerry Bark*
18. Most Organized Desk Award – All of his projects are digital. *Dan Phillips*
19. Flying Arches Award – For her ability to get to the heart of the matter with citizen’s concerns and staff requests. *Richelle Otero*
20. Best One Liner Award – For always having a quip to share with co-workers to help lighten the mood. *David McCoy*
21. Peter Pan Award – For always seeing the bright side of a situation and for his ability to become friends with all the residents who need help. *Fabian Brooks*
22. I Look at Clouds and I Know Things Award – For his weather forecasting skills. *Shannon Stephens*
23. Fashion Week Award – For the trendsetting fashionista with impeccable style and the brightest smile. *Aaliyah Smith*

Employees of the Quarter:

1<sup>st</sup> Quarter 2024: Sara Clark

“Seldom do we meet a person that’s 80 % of their day-to-day workings is interaction with people to be so uplifting and helpful. I enjoy working with a coworker who pays attention to people’s needs and shows their colleagues and patrons that she is fully listening and that what they’re saying is valuable. She is a coworker that comes to work each day with an upbeat attitude. Not to say that we should come into work with a smile plastered on our face, but Sara has a way to spread positivity to their colleagues and help them feel more excited to be at work. She is genuinely a helpful person and is always thinking of others. Sara embodies sunshine and helpfulness which I think we can all say we would love to have in our lives.”

2<sup>nd</sup> Quarter 2024: Jim Miller

“Jim's dedication and outstanding contributions have not gone unnoticed by the entire organization. Jim consistently demonstrates a positive attitude and unwavering commitment to his work and colleagues. His efforts go above and beyond expectations, evident in his diligent approach to providing high-quality technology assistance across the city. Jim is known for making everyone's job easier through his expertise and willingness to assist, both in technology matters and beyond. Furthermore, Jim's proactive support with our emergency services vehicles ensures that our critical operations remain uninterrupted. In times of computer problems or system failures, Jim can be relied upon to respond promptly and resolve issues efficiently, even outside regular hours. His reliability and dedication are truly commendable. Beyond his technical skills, Jim embodies qualities of approachability, trustworthiness, and teamwork. He willingly offers advice and coaching to fellow employees, contributing to a supportive and collaborative work environment. Jim's contributions make a significant impact on our team's success and morale. We are fortunate to have him as part of our team, and we sincerely appreciate all that he does.”

David

*“Those who are happiest are those who do the most for others.” – Booker T. Washington*

## **General Updates:**

### **New Hires:**

Welcome to all our new hires:

Jesus Hernandez hired for the position of Police Officer Trainee on June 10<sup>th</sup>

Luis Zelaya hired for the position of Police Officer Trainee on June 10<sup>th</sup>

Wesley Hicks hired for the position of Police Officer Trainee on June 10<sup>th</sup>

Patrick Mays III hired for the position of Police Officer Trainee on June 10<sup>th</sup>

Joseph Varley hired for the position of Police Officer Trainee on June 10<sup>th</sup>

Emily Weems hired for the position of Summer Library Page on June 12<sup>th</sup>

Jeesoo Min hired for the position of Part Time Receptionist/Clerk on June 18<sup>th</sup>

Lina Devora hired for the position of Telecommunicator on June 24<sup>th</sup>

### **Promotions:**

Antavious Collins promoted to Police Officer Trainee on June 8<sup>th</sup>

Davin Dick promoted to FOG Collections/Field Supervisor on June 8<sup>th</sup>

### **Awards:**

Sara Clark was awarded a scholarship to attend the Public Funds Investment Act Seminar.

Catharina Hoffman was awarded the Texas Court Clerk Association Scholarship for the 2024 Conference.

**June's Kudos Award Winners:** Congratulations to PD's Andrew Barnstable, Admin's Jerry Bark, and Finance's Susan Crawly for being our June Kudos Award Winners! Wow, what great work you all do and we have many, many more kudos winners coming up!

**May's Let's Thrive Challenge:** May's challenge was titled "Let's Thrive" and it was a 31-day journey towards wellbeing. Congrats to Clyde Hicks and Lisa Youngblood for winning the challenge!

**Wind in Your Sails:** The June Challenge is called Wind in Your Sails and it's a burnout prevention challenge. It will be 6 weeks of doing at least 30 minutes "me time." Simply doing things you enjoy doing!

**HH-N-GO:** The HH-N-GO bingo style challenge began on January 2. A new letter/number is pulled each week and there are specific things to do for that letter/number if you have it on your card. There is a game card for employees and one for citizens. The game helps us to get to know our organization better and for our citizens it helps them get to know the City better. You can still get a card and play so contact HR if you want to play! **No one has gotten bingo YET!**

**Read, Renew, Repeat:** The Library's summer reading program is open! Lots of special events at the Library related to the program. Visit the Library for more information.

**Learn Guitar Basics:** July 2, July 16 and August 6 from 2 to 3 p.m. bring your guitar to the Library and learn fundamental skills. The class is offered through instructors from Music and Arts of Harker Heights. Space is limited so call 254-953-5491 to register.

**Farmers Market:** The Harker Heights' Farmers Market is back! The Market will be held at City Hall parking lot from 9 a.m. to 1 p.m.

**Athletics Update:** Youth Soccer registration is open till July 17 for the Fall Season.

## **Spotlight on Service:**

**Utilities Staff Show Teamwork:** Finance Director Ayesha Lealiee wrote to express her thanks for Finance's Utility Staff. Ayesha wrote, "I would like to send a HUGE KUDOS to my utilities staff who have had a hard week but have managed through it. Eve and Nichole have handled large delays in their work (due to no fault of their own) with ease and calm as they try to look for solutions for now and the future. Zully has come back from time off and stepped in to help (with work and solutions). Chelsea and Annette have handled customers and stepped in as needed so that billing staff can accomplish their tasks. As a supervisor, I am so proud to see my staff exemplify being #teamheights by showing true #teamwork. This is truly why #financerocks"

**Tom Holubec Gets Kudos:** Finance's Michelle Smart wrote to share Finance's thanks for the good work of Tom Holubec. Michelle wrote, "The Finance Department would like to send a giant Kudos to Tom for all that he does! Tom is always there to help you out when needed, keeps the building in top notch condition and is always a pleasure to talk to. We would like to give a big Thank you to him!"

**Parks Gets The Love:** A citizen wrote on social media to share their grandchild's joy with the new playground at Carl Levin Park.

**Melissa Duenas Is a Big Help:** Court's Aaliyah Smith wrote to thank Melissa Duenas. Aaliyah wrote, "I would like to give a special thank you to Ms. Melissa Duenas. Ms. Melissa has been a such help to everyone here at court. Always the first to step in when needed, always the first to offer a kind word or gesture, and always the VERY first to make someone feel better. The community loves her just as much as we do. She is truly heaven sent and we here at court want to let her know how special she is to us."

**James Hoffman's Quick Action:** PD's Officer Weaver recognized PSO James Hoffman for taking quick action on a recent incident in the jail. He stated that James became concerned when he noticed something about one of the inmates in the jail. He didn't have a clear view of the inmate but did notice something was wrong. He immediately notified patrol officers. Officer Weaver responded to the jail and provided assistance to the inmate. Officer Weaver stated that James did the right thing and did a good job in contacting patrol to check on the inmate.

**Finance Staff Exemplifies Teamwork:** Finance's Susan Crawley wrote to thank the finance staff. Susan wrote, "I would like to express my gratitude to all of you who stayed after the Employee Recognition Ceremony to help clean up. Also, a special thank you to Chelsea who volunteered to take some leftovers to the Fire Department. You all have once again exemplified what true teamwork is and Ayesha and I are extremely proud of how you represent the Finance Department."

**Lyndsey Amundson Rocks:** HR Director Leona Clay expressed her appreciation for Lyndsey Amundson. Leona wrote, "Lyndsey did an amazing job putting together the employee recognition ceremony. Her dedication and creativity made this one of the best recognition ceremonies. Lyndsey you rock!"

**Adam Trujillo Gets a Huge Attaboy:** PD's Lt. Jack Wallace expressed his appreciation of Adam Trujillo's assistance with making videos to be used in the Kids Summer Camp. Jack wrote, "Adam went above and beyond expectations, adding headers and a timer to the videos, making them look like true surveillance videos. We all were impressed and the kids thought the videos were real at first. Those videos will go down in the history of HHPD."

**CID Efforts are Recognized:** PD's Commander Ben Duiker recognized the entire CID team. Ben wrote, "I gave them a vague notion of keeping some kids busy for a few hours and they turned it into a fun, educational, and engaging morning. The team put a great deal of creativity and effort into making their part of the camp a success."

**Nichole Broemer Is a Team Player:** Parks Director Amy Atkins wrote to give a couple of Kudos to Nichole Broemer. Amy wrote, "she has gone above and beyond to assist me in acclimating to the City. She shared the historical nature of operations for any event or function I have attended." Amy also wrote, "Nichole demonstrates being a team player."

**Chelsea Jennings Shows Compassion:** A citizen recognized Chelsea Jennings. The citizen wrote, "My sister needed help with changing her email for online payment, Chelsea went above and beyond

to help her figure it out. We just want to recognize her kindness and compassion in helping my sister as she is deaf.”

**Lyndsey Amundson Makes is Special:** I want to personally thank Lyndsey Amundson for making our Employee Recognition Ceremony so special! Lyndsey’s love for our team is evident by the effort she puts into making the event so special for us all. She has brought new ideas to the event that make it even more fun. Thank you Lyndsey for making our recognition day so memorable!