

Above & Beyond *Employee Recognition Reception*

November 1, 2016

*Honoring City of Rowlett employees recognized for their
Above and Beyond customer service in Fiscal Year 2016.*

*Advocate for the Customer
Outstanding Communication*

Be Proactive

Exceptional Teamwork

Pride



Our Purpose is to Serve. It's the Rowlett Way.

Advocate for the Customer and Be Proactive

Mary Lynn Saxton



Mary Lynn and a fellow employee were in the break room together having lunch. Suddenly and unexpectedly, Mary Lynn's co-worker began to choke. Seeing her co-worker in distress, Mary Lynn performed the Heimlich maneuver. Her co-worker's affirmative nods kept Mary Lynn going, although it took at least six thrusts for the food to become dislodged. Staff alerted paramedics, who upon arrival checked her out and affirmed that she was okay thanks to Mary Lynn's quick thinking and compassion in response to a life-threatening situation. Mary Lynn's co-worker expressed their gratitude, saying,

“Thank you. You saved my life!”

Exceptional Teamwork and Pride

Francisco Rico



Although there are many who deserve recognition for all of the hard work and effort it took to keep the Kids Kingdom build rolling, Franco proved to be a standout in the eyes of those coordinating the project. Franco displayed tireless effort and extreme dedication to getting the job done. He was everywhere and anywhere accepting jobs that needed to be completed, be it digging, trenching, manhandling lumber, cutting, sawing or mitering. Anything that was required. He did this effortlessly with a smile on his face, a great attitude and pride in whatever project he was tasked with. Franco is one to recognize for doing whatever it takes to get the job done!

Advocate for the Customer and Pride

Franco was also recognized in this category. On a quick trip to Valero a few weeks back, a citizen was purchasing a case of water and a 12-pack of Cokes. Overloaded, she was amazed when Franco not only offered her his place in line, but then carried the case of water to her car for her. *“In this crazy world of rude and hurried people, I cannot tell you how impressed I was,” she said.*

“This employee is a credit to the City of Rowlett!”



*You
Make a
Difference!*

Advocate for the Customer, Be Proactive and Pride

Claude Causey

A Wylie resident was so thankful for the roadside assistance she received from Claude on Stacy Road in Allen while on the way to a memorial service. After realizing she had a flat tire, Marva pulled over in the grass and was followed by the vehicle two cars behind her. Politely thanking the driver for his offer of assistance, she let him know she would call a service for help. Claude ignored this and, after confirming she had a spare, directed her to a nearby parking lot where he proceeded to change her tire. He also kept up a dialog with her to ease her mind, they chatted about kids, grandkids, and their shared hometown of Wylie. Marva noted that his smile while mentioning that his entire family was all together recently made her feel safer and not as stressed.

Marva offered to pay, which he refused, all he wanted in return was a hug and for her to wish him a Merry Christmas! He even made her laugh, saying his wife would be thankful for the tire “distraction” because he wouldn’t be at Cabelas spending money.



“We hear stories daily about bad things that happen when people are stranded or need assistance on the side of the road. Unfortunately, in today’s society people don’t get involved or help others anymore due to the uncertainty of how we believe people will react or what they may do. He made me feel good about humanity again!”

Marva did make the memorial service. Later, she visited Rowlett.com and read the City’s mission statement, realizing Claude represents and stands for every word. She expressed her gratitude to the Rowlett Fire Department for having men such as Claude as part of the family.



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Advocate for the Customer, Be Proactive and Proud

Scott Martinez



After viewing the devastation Rowlett experienced firsthand during the immediate aftermath of the December 26, 2015 tornado, Scott felt called to help the people whose lives were so severely impacted. For just that reason, to simply help. His first “project” was a home the Fire Fighters Association identified, turned out he had done some repairs and painted it a few years back. The homeowner recognized him, came to shake his hand and say thank you for helping. Her “thank you” was so heartfelt and meaningful, Scott was determined to help those in this community he serves.

In those first few days, the Fire Fighters Association president asked Scott to be point person for those wishing to help. They jointly coordinated projects and manpower, driving the affected areas in the morning to identify those needing assistance, then putting a team together to respond. As he tackled more and more projects and picked up members along the way, the teams ended up consisting of firefighters from all over north Texas, as well as Rowlett citizens. He worked with many relief organizations, one of which said they do work across the country and have never seen a better, harder working, friendly and happy group of volunteers. Words that fueled Scott’s enthusiasm to keep going!

Selflessly and quietly, on his off duty time, Scott spent months helping residents tarp roofs, clear debris, pack up and move belongings, and make repairs to their homes, often spending his own money for supplies such as chain saws and drinking water. He was very moved by the Rowlett citizens. They may have cried, not known what to do next and been overwhelmed, but they never stopped smiling nor did they give up hope.

And, just like the very first location at which he helped, the thanks were heartfelt. Scott never asked for payment, financial assistance or even days off from work in order to do this. He’s truly the embodiment of the level of dedication firefighters have to their respective communities.



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Advocate for the Customer, Outstanding Communication, Be Proactive, Exceptional Teamwork and Pride

Officers Wes Moore, Evan Clark and Josh Hutchins

Four-year-old Tony loves Paw Patrol, his favorite character is Chase, the police dog. One day, while out shopping with his Mom, Tony met motorcycle Officer Moore. The impact was immediate, so much so that Tony decided to become a police officer and he adopted Officer Moore as “his officer.” Of course, Tony invited his officer to his birthday party! Not only did he and his family show up bearing gifts, he was in full uniform on his day off and drove nearly an hour to the party. It didn’t stop there, though. Officers Clark and Hutchins also attended the party in full uniform and brought the SWAT vehicle, welcoming the kids (and adults) to take pictures with them, the van, motorcycle and their gear. Tony’s Mom was extremely moved and grateful, saying

“All the officers went above and beyond the call of duty, leaving no doubt that the Rowlett Police Department is definitely doing something right!”

What a shining example of how the PD strives to serve our community every day.

Ed Balderas

Ed showed exceptional leadership during the December 26 tornado response, and has continued excelling every month since! Not only was he an integral part of the response efforts by coordinating resources from the Emergency Operations Center, but he was also boots on the ground in the field as well. He was everywhere! In the ensuing months of recovery, Ed has spent countless hours every week working on the various FEMA disaster assistance requests, serving on the Long Term Recovery Committee, and assisting our citizens during this historical disaster. His efforts to prepare staff *before* this disaster happened were also of immeasurable value and led to a much more prepared response organization-wide!



Advocate for the Customer, Outstanding Communication, Be Proactive, Exceptional Teamwork and Pride

Patricia Saenz

One of the critical elements of any community's recovery from a disaster is its fiscal recovery. TORNADOS are expensive and tracking and validating the expenditures to seek FEMA reimbursement is a daunting task. FEMA requires specific documentation to justify each and every expense. This backup documentation is the key to keeping all the FEMA funds received when, years from now, this disaster is closed out, and audited by the federal government.



Once the Finance department started receiving documentation, Patricia was tasked with establishing a data collection point for review by the disaster management contractors. She took the initiative to do so much more, spending countless hours organizing and sorting thousands and thousands of Form-214's, invoices, checks, scraps of paper and hand written notes. Each item was organized by cost code and assigned to a notebook, which was clearly labeled, and ensured all documentation was identifiable. She took the time to research the gaps in the data when it just did not make sense, and she included descriptions to clarify the extraordinary expenditures.

When CDR Maguire arrived, they were shocked, stating they had never seen someone go to such lengths to ensure the data was so organized, easy to justify, and validate. FEMA representatives stated they had never seen documentation so well prepared. Because Patricia took the initiative and went the extra mile, FEMA and CDR Maguire were able to hit the ground ahead of schedule, saving countless hours, and saving the City immeasurable dollars.

Patricia's efforts, along with those of other City employees, ultimately led to freeing up millions in tax dollars set aside for disaster related expenses just six months after the disaster occurred. This provided Council with the opportunity to allocate those funds to planned projects and address community needs resulting from the disaster. Faced with a challenge, Patricia took the initiative to be forward thinking and look for solutions. Working way beyond the normal scope of her job, she made a significant contribution to our recovery efforts!



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Tyler Baker

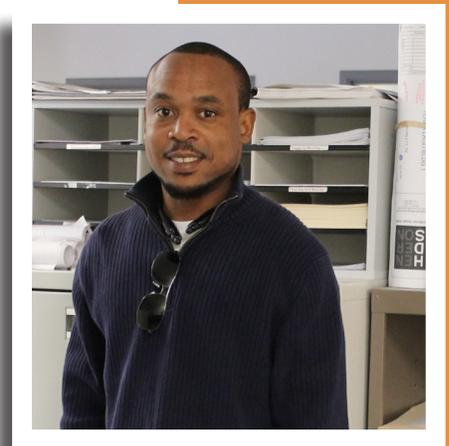
When, on day three of the Phase I Kids Kingdom build, both the Parks Manager and the Director of Parks and Recreation left their employment with the City of Rowlett, Tyler stepped up and owned the project. In addition to ensuring those he directly supervises on a daily basis were on point during the remaining build days, Tyler exhibited extraordinary leadership and facilitated the project's forward momentum through the Community Build Week.

Once the Community Build was complete, Tyler tied up loose ends to ready the park for the final build day. Even during the tornado clean-up, Tyler made sure the Kids Kingdom progress continued, working hand in hand with Dynamo playground to successfully install the specific pieces that were not on site during the build. This installation took creativity and thinking outside the box to make the pieces work in the playground layout. Tyler also took complete ownership of the Pour in Place rubber flooring, working with the City's vendor to ensure a smooth application. He was dedicated and thoroughly organized in both instances to make sure everything met both Parks and Recreation Department and federal playground standards. He dealt with vendors, engineers, contractors and employees from many departments to achieve the completion of this project. Tyler insists that the successful Kids Kingdom build process was not due to him, but was a team effort from everyone involved!



Martin Donk

After joining the City, Martin quickly identified some information tracking inefficiencies. Martin took it upon himself to find a solution with his teammates and roll out a program, clearly outside of his normal scope of duties. Martin developed a project management interface and a record storage system that is now hosted on the intranet and can be accessed by his teammates. This project management solution provides vastly increased efficiency in the department by allowing all users to see where projects are in the development cycle. Not only is it now the backbone of the department "status" meetings, it has shortened these meetings by providing a space for timely information to be shared. This solution is something that clearly saves money through increased efficiency! Through his background in computer programming and his coordination with other City team members, this solution was built from the ground up and coded by Martin, who spent a few hundred hours of personal time on nights and weekends to complete it!



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A Note from the City Manager...

Our organization's response to two projects this year absolutely epitomized *Above and Beyond* performance; the Kids Kingdom build and the December 26 EF4 tornado response and ongoing recovery process. Hundreds of employees deserve recognition for one or BOTH, indeed there is not an employee in this organization who has not gone to extraordinary lengths this year to serve our citizens.

Kids Kingdom really captured the can-do spirit of this organization. From staff members who had no building experience to our professional craftsmen, everyone pitched in together and spent days, even weeks, helping to "build this playground!" The build process was a labor of love for our City's children and is a shining example of what dedication and teamwork can accomplish.

I would also like to recognize the entire City of Rowlett team for their tremendous contributions to our community during the December 26 EF4 tornado response and ongoing recovery process. This is truly a situation no organization can be fully prepared to face, but our employees rose to the occasion with an incredible passion and excelled beyond any possible expectations. From first responders ensuring affected citizen's safety, to Public Works and Parks and Recreation clearing mountains of debris from our streets, to Animal Control rounding up and housing displaced pets, to Development Services processing thousands of permits and building plans, the list is endless. Every employee's daily job was affected by this disaster and the grace with which you've all responded makes me very proud of each and every one of you.

Brian

Above & Beyond Customer Service

These are the criteria that describe *Above and Beyond* customer service, which translates into going that extra step to ensure a customer comes away with the feeling of being "WOWED."

Advocate for the Customer

See a customer's need and does not 'pass the buck' or ignore the need.

Outstanding Communication

Ensure the customer's needs and issues were addressed through issue resolution.

Be Proactive

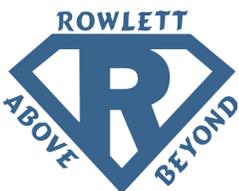
Showing the initiative to look for solutions to unique problems.

Exceptional Teamwork

Working outside of normal job function to accomplish the mission.

Pride

Taking pride through action in the City of Rowlett and/or their job.



*Our Purpose is to Serve.
It's the Rowlett Way.*

