



*Above & Beyond
Employee Recognition
Reception*

November 5, 2013

Advocate for the Customer

Follow Through

*Find Long Term Solutions
for Customers*

Be Proactive

Teamwork Beyond the Job

Pride Through Action

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



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It's the Rowlett Way.*



*You Make a
Difference*



Above & Beyond Customer Service



Advocate for the Customer

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

Find Long Term Solutions for Customers

Follow Through

Calling back to ensure good customer service was given if customer was passed on to another employee, department or organization.

Be Proactive

Proactively look for solutions to problems that customers did not identify.

Teamwork Beyond the Job

Working beyond normal job function - either within or outside their department.

Pride Through Action

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

Join us as we honor City of Rowlett employees recognized for their *Above and Beyond* customer service in Fiscal Year 2013. These are the expectations 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". These guidelines offer employees the opportunity to serve in a way that gives customers much more than they expect.

When these expectations are exhibited, an employee may be recognized by a coworker, supervisor or the customer. Employees are then invited to lunch with the City Manager and are formally recognized at this City Council meeting.



Advocate for the Customer

Firefighters Clinton Byrd, Morgan Conoly, Jeremy Powers, Driver/Engineer Todd Higgins & Captain James Wilson

Captain Miller with the Highland Park Department of Public Safety offered his gratitude and admiration for an exceptional job treating his daughter when she was involved in a serious wreck, the impact of which pushed her car completely off the road. Because this young lady complained of severe back pain, the crew worked as a team to “package and transport” her, taking

every precaution to immobilize her spine. Turns out she had suffered a “burst fracture” and a large piece of bone was in her spinal canal, which could have easily severed her spinal cord had she not been handled so carefully. After surgery, eight days in the hospital, months in a brace and physical therapy she will walk again and eventually resume her normal life. Captain Miller thanked these guys for making such a huge difference in his daughter’s life!

Pride Through Action

Officer Robbie Steed

A Garland resident took the time to thank Officer Steed for the care he provided her and her granddaughter after a traffic accident in Rowlett. She was grateful that he was courteous and professional while showing a caring and calm attitude. This demeanor helped to ease her anxiety during an extremely stressful situation and she expressed that the citizens of Rowlett should truly take pride in their Police Department!

Michael Williams and Forrest Whittington

One evening, a citizen noticed water leaking near a fire hydrant on his street. He emailed the City that night and was astounded when the leak was promptly dealt with the very next morning. The impression made on this citizen was so positive, he wrote in to thank Michael and Forrest for the excellent customer service, for a job well done AND that his tax dollars were being well spent!



*You Make a
Difference!*



Many employees' actions resulted in recognition in multiple categories!

Advocate for the Customer and Follow Through

Officer Bruce Richardson

A grateful resident expressed her thanks for the compassionate assistance offered when her vehicle broke down on Lakeview Parkway. It was nighttime and she was stranded without a cell phone or any means to contact anyone. Officer Richardson stopped and upon learning she didn't have a cell phone, called AAA for her – and then waited with her until they showed up. It's always a little scary when something like this happens at night and Ms. Ross stated that this made her feel safe and secure – and it doesn't get any better than that.

Steven Santos

A citizen facing the prospect of hosting Thanksgiving at her home with clogged plumbing was so grateful for the ownership Steven took of her situation and the compassion he exhibited! After calling a plumber to fix her backed-up plumbing, Ms. Zhou was told to call the City because the sewer pipe was broken. Although it isn't "his department", Steven realized she had been transferred a few times so he took her call and wrote a work order without transferring her again. After staff was not able to get to her home the next day, she called Steven again and he tracked down the crew, and then called Mrs. Zhou back to update her they would be onsite that afternoon. Fortunately, the line was repaired and she was able to get the house ready for her Thanksgiving Day guests!

Officer Patrick Ray

Officer Ray's actions and professionalism during the routine stop of a motor vehicle for speeding so impressed the citizen stopped that he emailed Chief Brodnax. It's not often that a person will email the Chief of Police to give an officer praise after being issued a violation! After expressing frustration with his daughter, also in the car, and allowing that this was the reason for his distracted speeding, Officer Ray told the teen about a personal experience he had as a child. This message was positive and very much appreciated! This citizen is now a fan of Officer Ray and the Rowlett Police Department even though he received a speeding ticket that day.



Advocate for the Customer and Follow Through

Officer Tim Hardman

After a Rowlett resident called in a suspicion that his step-son was using his credit card to make online purchases without his permission, Officer Hardman responded and instead of simply taking a report and leaving, put forth the extra effort to ask questions and pursue leads. After locating the home where the illegal purchases were performed, he gathered important documentation regarding this felony case, including

emails of receipts showing the name, address, phone number and credit card number used to make purchases. He then spoke with the juvenile suspect, locating stolen property outside of his bedroom window and an admission to committing the offenses of Credit Card Abuse and Theft. This thoroughness provided resolution for two offenses on the spot and the recovery of \$550 in stolen property all within a single shift!

Officer Timothy Jennings

Officer Jennings responded to a Rowlett resident who was experiencing criminal mischief to his solar lights. Mr. Ferris stated that while investigating the offense, another citizen made contact concerning a similar offense to his property. Combining the input from both victims, Officer Jennings was able to identify the juvenile suspects and resolve the issue. Although his issue was minor in nature, this citizen expressed his appreciation for the determination, professionalism, patience and approach. Instead of simply taking a report, extra effort was made to resolve this mischief and avoid the escalation to more serious property damage.

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Advocate for the Customer and Find Long Term Solutions

Amanda Mitchell

A newly educated resident made a point to stop by the Utility Billing office to personally thank Amanda for the services and extremely fast response time she provided. Ms. Laurant had a major water leak at her residence and called for an emergency shut off. She was astounded by Amanda's response time, expressing she wouldn't even expect the police to respond so quickly! Amanda turned off the water, and then explained the procedure to the resident so she could avoid water damage to her property in the

Advocate for the Customer and Be Proactive

Ryan Kellerhuis

A resident, Ms. Knight, wrote in to thank Ryan for his kindness, adding that his actions gave her such a positive feeling about the City she calls home! Answering an after-hours service request for a backed-up sewer line, he found it to be working properly. After affirming that the issue was not on the City side, instead of packing up and leaving, Ryan then offered to try plunging the toilet to see if that was the problem. Turns out it was! Ms. Knight was very appreciative of the extra care shown to her that evening.

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case of any future leaks. Ms. Laurant was so impressed with Amanda's knowledge and willingness to help that she felt a personal visit to thank her was warranted.

Advocate for the Customer and Teamwork Beyond the Job

Robert Harris, Ryan Kellerhuis and Will Plexico

Captain David Hooker recognized these employees for their assistance at a house fire. They brought out a large back hoe and used it to remove the roof so firefighters could ensure all the hotspots were detected and the fire fully extinguished. Captain Hooker expressed that they were a true asset to the Fire Department that day!



Advocate for the Customer and Pride Through Action

Fred Burns and Michael Meager

The daughter of an elderly citizen expressed relief and gratitude to Fred and Michael for the assistance and care offered to her mother when they were answering a service call to fix a leak. Upon arriving at the property, Ms. Griffin was observed standing outside, unable to get into her house. Her daughter was

extremely grateful to them for fixing the jammed door and ensuring she was able to get back in her home as the neighbors that normally assist her were gone at that time. No telling how long she would have remained outside had Fred and Michael not gone above and beyond to assist her!

Officer Vedran Nasic

After experiencing a routine traffic stop by Officer Nasic for an equipment violation on his motorcycle, a young citizen was so impressed by the professionalism displayed that he called Chief Brodnax to commend the officer! He stated Officer Nasic was not only very polite, but engaged him in conversation and made him believe that the officer cared – not just about him but his safety too. As a result of this effort, the young man's perception of police officers has changed and he even vowed to be more careful!

Follow Through and Teamwork Beyond the Job

Al Krajc, Joe Tilger and Wade Williams

An after-hours call regarding a plumber at a neighbor's home engaging in the improper disposal of waste material on a residential street resulted in immediate action by Al and Wade! The following morning Joe came to investigate the incident to ensure the situation posed no additional health risks for the neighborhood. This citizen was very grateful for their handling of this very unpleasant situation so quickly and thoroughly.



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Be Proactive and Teamwork Beyond the Job

Gary Lester

Human Resources really appreciated the proactive assistance with two new hires in Meter Services. With Gary facilitating mandatory viewing of the three policy training webinars and discussing the City's Wellness Accountability Program then assisting with their enrollment, HR's role in the new employee orientation process was eased tremendously. Both employees even came to the New Hire Orientation prepared with all the information needed for TMRS! Gary embodied the City's philosophy: Customers are our number one priority – whether external or internal!

Evette Whitehead

Dr. Tom Watson was very grateful for the assistance offered him when he conducted the City's Time Management training classes. With the Human Resources Department in a transitional period at the time, Evette stepped in and organized a location, set up online training calendars and handled all the questions or issues that arose. She also



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facilitated the room setup and supplies for Dr. Watson. With her ownership of this project, the training went off without a hitch and was a success!

Be Proactive and Pride Through Action

Officer Domingo Gallardo

After a Rowlett citizen experienced a home break-in, neighbor Captain McCully from the Garland Police Department was very thankful for the courtesy shown, and impressed with the professionalism exhibited, while Officer Gallardo conducted the investigation. The homeowner had irreplaceable personal items taken from his residence and was very emotional over the loss, so the support demonstrated helped him through this difficult time. Officer Gallardo was also observed in the neighborhood the day after the burglary and that gave residents reassurance that their safety was valued!

Sergeant Oscar Cantu

The Oncor Electric Safety Conference Co-chairman wrote in to commend Sergeant Cantu for his fantastic presentation, delivered on his own personal time, at their conference. The message was informative and the presentation was professional and very well received.

Teamwork Beyond the Job and Pride Through Action

Tyler Baker, Jim Bonner, Jonathan Ferguson, David Hewitt, Al Krajc and Alan Reitmire

Chief Brodnax commended these employees for their invaluable hard work and effort to build a fitness course for the police officers. The project was based on the principle of an obstacle course with numerous apparatus. After realizing that in order for the course to be a success it would need to be built by professionals, the Police Department turned to this team from Parks. They provided expert

craftsmanship and quality materials while working countless hours, regularly meeting with police representatives throughout the construction to ensure a superior product was delivered. The end result is a course that will stand the test of time and afford an excellent means to establish and measure organizational fitness standards for the department.

Drew Rist

A leader in Rowlett's senior citizen community expressed his gratitude for Drew's commitment to providing information and assistance to the citizens on an ongoing basis. He stated that Drew has covered nearly every public meeting the City has, takes video or pictures of the special events and offers professional, friendly and courteous

assistance with the technical aspects of meeting setups. He also stated the video projects shown on RTN16 are outstanding and far above the normal expectation of what a city should produce. Drew received praise for serving the citizens of Rowlett from behind the scenes and making this community look great!

Robert Harris and Will Plexico

After an accident involving a glass transport truck left several inches of glass on the roadway, Captain Sean Fay requested assistance from the Public Works Department in clearing the scene. Engine crews are only equipped to recover small amounts of debris, so Robert and Will responded immediately

with a light dump truck and promptly cleared the hazardous glass off the road. Captain Fay was very appreciative of the quick, professional assistance offered as it allowed them to reopen the lanes to traffic and mitigate the impact of this accident on the traveling public.

Harland Mayes

A coworker was grateful for the actions Harland took when a new Coke machine was delivered for the break room at the Library. Arriving early and not yet "on the clock", Harland noticed the driver was having difficulty removing the old machine so he jumped in to assist. Together they were able to navigate both machines around corners, up and down hallways and safely through patrons. This teamwork shown to an external customer did not go unnoticed. He even cleaned the floor before the new machine was installed, and all this was accomplished before his official workday even began!

Detectives Chris Frosch and Mark Hardman

Rockwall County Sheriff Eavenson expressed his appreciation for the assistance offered in their undercover narcotics investigation in the City of Fate. The investigative information and support during undercover drug purchases and expertise offered by these detectives was crucial to the success of this operation. Controlling the illegal drug trade is truly a regional issue and Sheriff Eavenson commended Chris and Mark for representing the City of Rowlett in such a positive way in their support of this effort.

Advocate for the Customer, Follow Through and Find Long Term Solutions for Customers

Officer Tim Hardman

A great service was provided to one of Rowlett's youngest citizens and for that her grandmother is extremely grateful! The nine-year-old didn't like wearing a seat belt so when Ms. Walters spotted Officer Hardman, she asked for assistance in stressing the safety ramifications of using a seat belt. It's not always easy getting a child to understand or respond to such an important request, but Ms. Walters thought he did a wonderful job and showed a high level of professionalism.



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Her granddaughter now buckles her seat belt without being asked!

Advocate for the Customer, Follow Through and Be Proactive

Officer Vedran Nusic

Through Officer Nusic's extra efforts on her behalf, a Rowlett citizen's property was recovered after her purse was stolen from her garage. While on the phone cancelling her credit card, the victim learned that it was just used at a Quick Trip in Garland. Officer Nusic drove to Garland to investigate the video surveillance and got a detailed description of the suspects and their vehicle. In the meantime, the victim's credit card had been used at several

more locations close by. Working with the Garland Police, it was determined that the suspects were also wanted for several aggravated robberies. After a joint search, the suspect's vehicle was stopped, they were arrested and the stolen property recovered.

Advocate for the Customer, Follow Through and Teamwork Beyond the Job

Joey Brock, Chris Stout, Carrie Treadwell, Evette Whitehead and Christina Williams

The City experienced a catastrophic failure of the phone system in October of 2012. A dedicated team of employees worked through this problem to take care of the community and customers. Joey and Chris stayed until 4:00 A.M., working diligently on the issue. Carrie stayed after her shift ended to field calls. Christina and Evette pitched in

wherever needed to see this through to the end. Because everyone dropped their own work to assist, Rowlett citizens continued to receive great customer service!



Advocate for the Customer, Follow Through and Pride Through Action

Brandie Gustafson

Brandie's actions while assisting one of Rowlett's older citizens apply for a Toll Tag gave this gentleman firsthand knowledge of how his City's customer service goes above and beyond. After he entered the wrong door to purchase a Toll Tag, Brandie escorted him

to the kiosk. She waited, and observing his confusion at the computer, offered to enter all of the information for him. He gratefully accepted and volunteered that he may have left without ever getting his Toll Tag if Brandie hadn't gone out of her way to help him!

Advocate for the Customer, Find Long Term Solutions and Teamwork Beyond the Job

Wylie Webb, Rhonda Wilson, Officers Scott Fundling, Robbie Steed and Bob Williams

In a joint effort displaying extraordinary teamwork, these officers and communications officers were able to save a citizen from a possible suicide attempt on the railroad trestle over Lake Ray Hubbard. Officers Steed and Williams were first on the scene and kept him calm until

Officer Fundling, the department's hostage negotiator, arrived. Those first few minutes of contact were critical in preventing the subject from following through with his intentions. Officer Fundling, utilizing his negotiating skills and caring manner, was able to thwart this attempt and talk him into surrendering. The communications team alerted the railroad to stop any trains, stayed on the phone calming witnesses and kept Fire Rescue abreast of the changing situation. This day could have had a very different ending without the dedication and quick actions of these employees.

Officer Kevin Moore

Through outstanding teamwork with the Rockwall Police, a potential suicide on the bridge between the cities was thwarted. While family members and Rockwall Police offered a distraction, Officer Moore was able to grab the citizen from behind and pull him away from the bridge's edge, he was then safely transported to a hospital. Rockwall Police Sergeant Brassil was very impressed and appreciative of Officer Moore's actions on the bridge that day.



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Mitchell Talley

The residents of Larry Street were grateful for the care and concern shown them before a neighborhood preconstruction meeting. Prior to the meeting, Mitchell went door to door personally inviting everyone because he thought they would want to know about the construction work planned for their area. By taking this extra time and effort, almost every resident showed up for the meeting and received detailed information about the reconstruction of their road, drainage and utility infrastructure and sidewalk installation. As a result, this project went much more smoothly, with all residents informed up front about the amount of work and the length of time it would take.

Philip Barott

A citizen expressed his surprise and gratitude at the level of unsolicited service he received from Phillip. While attempting to research R Software and Google Blog, Mr. Dobson found that the Library did not have any books in the collection on these subjects and mentioned this to Phillip. A few weeks later, he received notification that he had some books on hold at the Library. Upon arrival, he realized that Phillip had ordered books on the subjects he

was researching, and then placed them on hold for him, all without being asked. Mr. Dobson was extremely grateful for this level of customer service and it truly reinforced his opinion of the value a Library has in his community.

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Advocate for the Customer, Teamwork Beyond the Job and Pride Through Action

Joey Brock, Chris Stout, and Christina Williams

A fellow employee was impressed and grateful for the quick action taken on her behalf by the IT team. She needed to conduct some employee training class without a lot of lead time, so this team pitched in and ensured participants had

laptops with the software installed, user access and the specialized phone equipment on their desk along with pass codes for each of them. The training went off without a hitch and was a big success!

Vikki Lane, Officers Scott Fundling, James Schroeder, Kimberly Wepler, Detectives Jeff Freeman and Cruz Hernandez

While in town for a family member's funeral, a couple unexpectedly discovered another family member deceased in the home where she lived alone with her two dogs. They wrote in to commend these employees for their compassionate assistance on that difficult day. The husband, who teaches Pastoral Counseling at Loyola University, expressed that *"Staff was professional, empathetic, informative and supportive. I could not have asked for these*

employees to do any better, say things with any more respect and they provided exactly what was needed to our confused minds and hearts." He was also very touched by the concern they showed *each other*; exchanging reassurances, a small hug or physical connection so that they might move on to the next family that needed their help without carrying this emotionally challenging experience out the door with them.

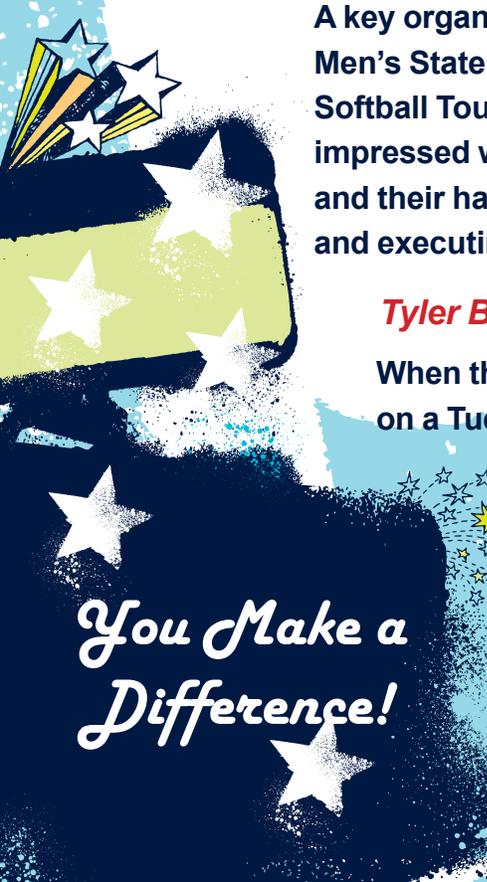
Travis Brown, Jonathan Ferguson, Al Krajc, Alan Reitmer, Derek Yarbrough

A key organizer for the USSSA Men's State Championship Softball Tournament was very impressed with these employees and their hard work preparing and executing this event,

especially given the oppressive heat conditions. The fields were in excellent condition and the players definitely noticed the extra work done on them. Over 50 teams participated, double what they had in 2012, and the tournament was a great success!

Tyler Baker, Travis Brown, Al Krajc and Steve Long

When the Rowlett High School football coach called the City Manager's Office on a Tuesday morning asking for a community service project his teams could perform that same Saturday, these Parks Maintenance folks sprang into planning mode. They formulated a project at the newly renovated Community Park playground that would not only give the boys a sense of community pride and ownership, but would save considerable staff time as well. Over 40 football players (and some of the coaching staff as well) spread 105 yards of playground safety surface in about two hours, a project that would have taken staff at least a day!



You Make a Difference!

Follow Through, Teamwork Beyond the Job and Pride Through Action

Mitchell Talley

Mitchell was recognized for outstanding customer service to his coworkers. When the City's Right-of-Way Coordinator retired, it was important to quickly find an interim replacement. Mitchell was called upon to assist in developing an expedient screening method to find that person. Well out of his realm of responsibilities, he crafted an open book test that is comprehensive in nature and very thorough. This enabled Public Works to move forward and

ensure construction projects were not stalled, therefore providing excellent customer service!

Advocate for the Customer, Follow Through, Find Long Term Solutions and Pride Through Action

Amanda Mitchell

While on her cut-off route, Amanda was flagged down by an elderly couple who, turns out, just wanted to chat for a moment. She then noticed they were shoveling dirt that had been delivered to the street into their yard. Seeing that they were in their late 70's and learning the gentleman had lung cancer, Amanda took over and finished the job amid their protests that she didn't have to do that. They were

thrilled with the extra assistance provided even though it wasn't her "job", and even stated she didn't leave until they assured her someone was coming later to move the dirt around on their yard.

Advocate for the Customer, Follow Through, Be Proactive and Pride Through Action

Mary Lynn Saxton

During the Summer Reading Program, the busiest time of the year for the Library, Mary Lynn also took on the role of Project Advisor to a Rowlett Girl Scout working toward her Gold Award. This scout planned a lecture series for local teens on "Healthy Relationships" and many hours of speaker coordination, event set up and assistance at each

lecture was necessary. Mary Lynn happily went out of her way to help this young lady achieve a very significant goal and made a tangible difference in the success of her project!

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Advocate for the Customer, Follow Through, Be Proactive and Pride Through Action

Al Krajc

The mother of a Boy Scout expressed her deepest gratitude to Al for his assistance in planning and facilitating her son's Eagle Scout project: refurbishing the boat ramp at Paddle Point Park. She wrote that the project would not have gotten off the ground nor been as successful without Al's unwavering commitment to helping her son throughout multiple planning meetings and equipment and materials acquisition. "I do get choked

up to know that there are good, honest, hard working people that care about things other than just getting a paycheck. Al is a shining example of a dedicated employee making a difference in his community," she said. Over 40 volunteers executed the project and as a result this boat ramp is now a brighter, safer destination for all who use it!

Advocate for the Customer, Follow Through, Teamwork Beyond the Job and Pride Through Action

Fred Burns, Ryan Corbello and Jake Gilliland

The Library staff recognized these employees for their assistance and participation in the Touch-a-Truck and Dig into Summer Reading Kick-off events. Supplying and setting up the heavy equipment for these events was just the start. They brought "hard hats" for the kids, gave 'tours' of the vehicles, and even set up a special area in front of a large tractor to read event-specific books to the gathered children. None of this is part of their "regular" jobs and the Library staff was very appreciative of the special added sparkle this crew and their enthusiasm brought to these events!

Al Krajc

Late one Wednesday afternoon, the manager of Raising Canes Restaurant requested a community service project for his employees to perform that Saturday. Embracing the City's philosophy to never turn away citizens willing to volunteer, Al sprang into action. By 9:00 A.M. the next morning, he had a project lined up and had even gathered the materials needed! As a result, seven Raising Canes employees ranging in age from 17-25 reported for duty that Saturday to water seal the docks at Lakeside and Paddle Point Parks. The City benefitted from Raising Canes volunteer efforts and the manager was very grateful he didn't have to go outside Rowlett to find a project for his staff.



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Shauna Davis

After retrieving a suspicious check from one of the City's utility payment drop boxes, Shauna contacted the bank to ascertain its legitimacy. Turns out, it was drawn on an out of state account that did not match up with the customer issuing the check. The incident was reported to the Police Department and it was determined that the account holder was the victim of multiple fraudulent debits to her account and the PD had already been investigating this customer. Shauna not only was a wonderful advocate for the out of state account holder, but for every Rowlett citizen by protecting the City against fraud!

Orlando Gutierrez, Robert Harris, Gary Jones, Earl Maxie, Wylie Webb, Rhonda Wilson and Corey Yancey

Battalion Chief Sean Fay

***Captains Chris Ensley, John Garrett,
David Hooker and Randall Lipsey***

***Driver/Engineers Steve Fattig, Michael Ray,
and Brent Sandlin***

***Firefighters Tony Boroughs, Josh Brock,
Cole Hobbs, Chris Holloman, Ethan Lowe,
Chad McLerran, Wayne Moseley,
Ronald Myers, Chad Poe, Justin Reyes,
Cory Roberts, Mike Youngblood and
Eric Zimmerman***

This team of employees is recognized for their combined mass response efforts to assist citizens and clear the streets after a severe thunderstorm and micro burst hit Rowlett with no warning. The Communications Center processed 127 phone calls from citizens needing assistance or reporting debris and downed power lines blocking streets. By 10:30 P.M. crews had cleared the roads and responded to a combined 71 incidences!

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Follow Through, Be Proactive, Teamwork Beyond the Job and Pride Through Action

Vicki Alfaro

With the absence of an administrative assistant in Human Resources and Finance, Vicki volunteered to process the license plate tags and vehicle titles for the new motorcycles and any other new vehicles purchased by the City. This entailed physically taking all of the new vehicle paperwork to Dallas County and working with the representatives there to provide timely response for the tags and titles required. Through this effort,

the departments affected had current tags on their new vehicles rather than outdated paper tags. This was time consuming and very much appreciated by these departments. Vicki also stepped in to assist with administrative tasks for the Human Resources and Finance departments as well, ensuring that City business ran smoothly and citizens received the excellent customer service they deserve!

Advocate for the Customer, Follow Through, Find Long Term Solutions, Be Proactive and Pride Through Action

Kelly Praslicka

As a School Resource Officer, Kelly has the opportunity to not only change the lives of “her kids,” but also the opinions they form about police officers in general. One student wrote in to express just those

sentiments: *“I have never had a Mom or Dad in my life. You never judged me, you always had faith in me and have never let me down. Now it’s like when I see you I feel safe, like nobody can hurt me! I never thought you would be the one who feels like a Mom to me,”* says the student. *“Now when people say police officers are no good, I tell them about how great my other Mom is. I look up to you and got love for you!”* This young citizen’s life has been altered in such a positive and meaningful way through the caring actions of Officer Praslicka.

You Make a Difference!

Many employees' actions resulted in recognition in ALL of the categories!

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Marisela Anderson, Natasha Castille, Lori Gadbury, Pat Griffith, Janet Miller, Lidia Rodriguez, Marilee Stanley and Officer Janyce Gardner

The First Annual Warrant Recall Day, offering a “one time opportunity” to defendants to clear their outstanding warrants, was an unqualified success due to the diligence and hard work of this collaborative effort between the Police and Municipal Court Departments.

- 700 letters were mailed
- 51 defendants showed up
- 1 defendant had their case completely dismissed
- 44 defendants were put on a payment plan
- 4 defendants chose to pay in full
- 1 defendant paid in full online
- Collected a total of \$3695.20
- 91 warrants with a value of \$23,726.80 were cleared.

Vikki Lane

One morning, staff arrived to find a very pregnant black and tan Dachshund left in a box at the front door of the Animal Shelter. It was decided that “Daisy” was a name that fit her sunny personality so, duly named and photographed, she was posted on the shelter’s website and Petfinder.com. Daisy looked ready to deliver any day, so Vikki took her home to monitor the birth, as small breed dogs very often experience delivery complications. Two days later, after a rough few hours with Vikki by

her side, Daisy delivered five puppies. The search for homes was on! All of the local rescues were full so the search was expanded outside the Metroplex. All Texas Dachshund Rescue in New Braunfels agreed to take Daisy and her pups into their care and a volunteer pilot flew the dogs to New Braunfels in his own private plane! Daisy and her puppies were delivered to a foster family with forever homes lined up as soon as they were old enough! This was an incredible ending to a sad situation and if it weren’t for Vikki’s extra efforts on Daisy’s behalf, the outcome might have been quite different.



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Fred Burns, Firefighters Kyle Spry and Barry Sullivan, Driver/Engineer Michael Ray

One citizen was overwhelmed at the kindness and professionalism shown her during an extremely stressful 24 hour period at her home. After discovering that water was pouring through the ceiling in her closet and bathroom as well as in the living room, Ms. Knight called the City and Fred immediately responded, turning off the main water line to stop the flooding. After relocating to a hotel that evening

due to the extensive damage in her home, she received a fire alarm call from her security company at 1:00 A.M. Michael, Kyle and Barry met her at the home, checked it out before letting her enter, and then stayed with her while she spoke with her security company. She was very grateful for this extra level of care from both the Water Utilities and Fire Departments, it brought a little sunshine into a pretty dark day!

Firefighters Tony Boroughs, Scott Hamilton, Matt McWhorter and Jordan Stone, Driver/Engineer Claude Causey

One Rowlett resident and his family is very thankful for the lifesaving services provided by these employees! The resident suffered a heart attack and this team responded, each working to save the man's life. The attending physician at Baylor Garland stated that information sent to the hospital in advance by Rowlett EMS enabled him to determine exactly what needed to be done so that when the patient arrived, he could start the correct procedures. The physician gave much of the credit for saving this life to Tony, Claude, Scott, Jordan and Matt for the care rendered to this resident. This is a great example of the well-deserved level of trust established between Baylor Garland and Rowlett medics!

Tyler Baker, Keith Flournoy, Al Krajc and Shelly Monroe

A Rowlett Mom wrote in to say how much she appreciated the quick action these Parks and Recreation employees took! While riding his bike in Shorewood Park, her son was stung multiple times by hornets from a large nest. The boy was not allergic so he was treated and OK, just a little scared! This proactive Mom called in to report the nest and was so impressed by the way these employees dropped everything to get this nest (and even the branch it was attached to!) removed to ensure the safety of other families utilizing this park on a daily basis!



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Will Plexico

At the request of the City Manager, Will created a PowerPoint presentation/ script on the Pavement Condition Index (PCI) for an informational video to air on the City's cable TV channel, RTN 16, illustrating what the Streets Department does on a daily basis, why, and showing value to citizens for their tax dollars. He took a detailed process and simplified it to the extent anyone can understand it and see the need through the visual cues, video, clip art and charts created to reinforce the message...all essential pieces of effective communication. This was Will's first attempt at such a task and he spent hours of personal time learning PowerPoint from YouTube videos in order to tell this story professionally and effectively. As a result, the project was completed and has received many positive comments from now-educated citizens!

Lieutenant Marvin Gibbs

When hosting a luncheon for the Waste Management drivers to show appreciation for the great job they do for Rowlett citizens, Marvin took ownership of this project and went far above just providing them a meal. After searching for emails from citizens regarding these drivers doing a great job, he then wrote individual letters to each one on the Chief's letterhead, thanking them for their outstanding job. When the stories were told at the event, each driver beamed with

pride, and then they were awarded Citizen Recognition Coins. This is a coin reserved for citizens – or in this case, someone who works in the City of Rowlett - who makes extraordinary efforts to advance the quality of life in the community. Marvin planned an event to make the Waste Management drivers feel appreciated and valued, and thereby continue their outstanding service to Rowlett citizens.

*You Make a
Difference!*



Advocate for the Customer, Follow Through, Find Long Term Solutions, Be Proactive, Teamwork Beyond the Job and Pride Through Action

Fred Burns, Jake Gilliland, Robert Harris, Clayton Hubbard and Will Plexico

These employees are a shining example of delivering above and beyond customer service internally to their coworkers as they championed the cause of wellness and the need for a gym in the Public Works facility to the City Manager! This team researched the benefits of an in-house gym and surveyed their peers, shopped and gathered estimates, developed rules and processes and put everything into

a succinct PowerPoint presentation to 'sell' the concept. Much of this work was done on their personal time. As a result, new skills were learned as a gym business plan was developed, the gym was installed, personalized Public Works art for the walls was created, several employees were certified as personal trainers and wellness is now part of the daily routine in Public Works!

Ella Li

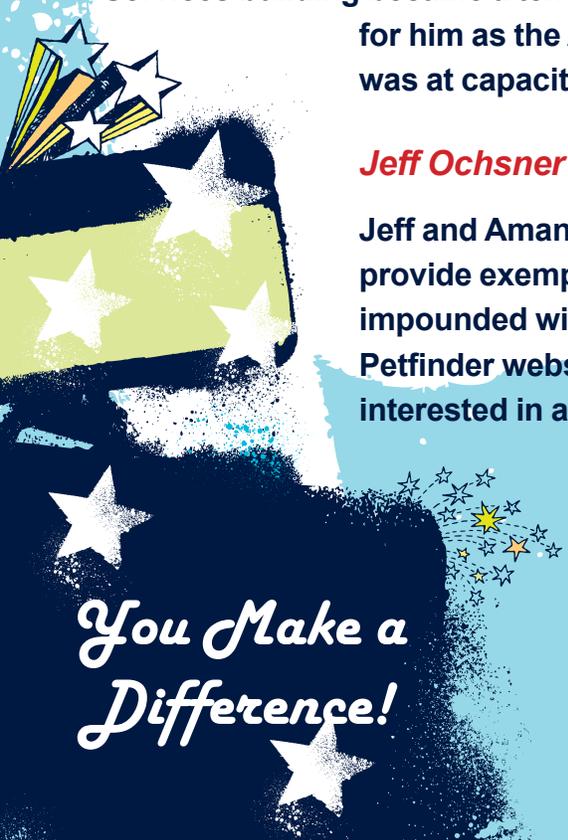
When a stray dog followed her into her building, Ella rolled out the red carpet and set about finding its owner! "Ole Blue Eyes" enjoyed Ella's lunch while a coworker bought him more food along with a harness to prevent further escape attempts. The Development Services building became a temporary shelter for him as the Animal Shelter was at capacity. Jeff Ochsner

at the Animal Shelter scanned "Ole Blue Eyes" and he had a microchip. The owners were identified, contacted and a family reunion was scheduled. Turns out he lived in Grapevine! "Ole Blue Eyes" must have been quite familiar with DART since there was no other explanation for his arrival in Rowlett, but his choice of foster parents was clearly a good decision on his part!

Jeff Ochsner and Amanda Traister

Jeff and Amanda demonstrated their ability to "think outside the box" to provide exemplary customer service, in this case to a 12 week old lost puppy impounded with no collar or microchip. After posting the puppy on the Petfinder website, a woman in Richmond, California saw her and was very interested in adopting. Now came the hard part – transportation to California!

Amanda involved the "Friends of Rowlett Animals" group, who were very helpful in assisting and making the required arrangements to get the puppy on a plane to California. After working out all the details, a foster family picked her up and two days later was placed on a plane and safely arrived in California. The puppy's new family reported that they were extremely happy with their new family member, naming her "Tre Eszike Macias".



*You Make a
Difference!*

Battalion Chief Sean Fay

Captains Chris Ensley and Patrick Murphy

Driver/Engineers Randall Lipsey, Eric Poe, Tommy Robnett and Brent Sandlin

Firefighters Chris Holloman, Ethan Lowe, Scott Martinez, Jeremy Morphis, Guy Moss, Maleah Patterson, Justin Reyes, Kyle Spry, Jordan Stone and Chris Weinzapfel

These members of the Rowlett Fire Department unselfishly gave personal time to honor the fallen firefighters after the tragedy in West, Texas this year. The support shown that community, and specifically the professionalism, care and empathy shown to the Perry Calvin Family, has illustrated that

greatness can come out of tragedy. All of these employees bring great honor to the the Rowlett Fire Department.

The Rowlett Honor Guard was selected by the Texas Line of Duty Death Taskforce to be one of 12 Honor Guards statewide to be assigned to the families of the fallen firefighters prior to and during the community-wide Memorial Ceremony on April 25 in West. The Rowlett Honor Guard was assigned to the Perry Calvin family to ensure that all of the needs of that family were met. The special care shown to the Calvin Family made such a profound impact on them that each member of the Rowlett Honor Guard was invited to participate in the funeral of Firefighter Calvin on May 2. This special recognition is a significant accomplishment given the numerous honor guards statewide.

Individual Honor Guard Actions:

Captain Ensley spent a significant amount of personal time coordinating the activities and providing oversight over all of the Honor Guard deployments to West, Texas to ensure Rowlett personnel were available and deployed where they were needed.

Battalion Chief Fay gave personal attention to Firefighter Calvin's mother, who clearly needed to understand why the fire service is a "calling" and why her son didn't think twice about running toward the fire to help others, when instinctively she wanted him to run the other way.

Firefighter Patterson made a personal connection with the children of Firefighter Calvin, giving them a much needed friend and companion during this difficult time.

Firefighter Weinzapfel stayed in the visitor room during the community-wide Memorial Service and entertained all of the small children, allowing their parents to focus on themselves and their grief during the ceremony.

Firefighter Reyes, as a member of the Rowlett Firefighters Pipes & Drums Emerald Society, was included in the assignment to assist the Calvin Family during the Community-wide Memorial Service on April 25 and also participated in the event as well. Pipes & Drums Corps are a time-honored tradition in the fire service, as evidenced by the 200+ members from all over Texas and beyond, who participated.

Rowlett Honor Guard:

Served on one or more occasions to Stand Deathwatch – whether at the community of West or at the Dallas Medical Examiner's Office.

Served as an escort during transport to a funeral home in Mesquite or to DFW Airport – to honor the ultimate sacrifice of these fallen firefighters and to ensure that they were never alone until they could be permanently laid to rest.

Attended both the community-wide Memorial Service on April 25 and the funeral of Firefighter Calvin on May 2.

Attended the funeral service of Captain Harris of Dallas Fire Rescue.





*You Make a
Difference*

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

