

CITY MANAGER'S UPDATE

March 31, 2022

Message from the Manager:

The City's Leadership Team has been doing a study of the book *The Servant Leader* by James A. Autry. Autry makes the case early in the book that your actions are what ultimately display to those around you what you truly believe. Our Vision Statement as a City says the following: *Providing public services that empower people to focus on what matters most: their goals, hopes and dreams.* It's a vision that we believe in and have a passion for. We want our citizens to not worry about the basic public services we provide. We are going to provide them so well that they can focus solely on what they desire the most. It's a vision that sits on the horizon. Sometimes we fall short, but we never rest in our journey to achieve it.

How do I know we have a real belief and passion for our Vision? Simple, as Autry alludes to in his book, you display it in your actions. For example, recently PD's Sergeant Eugene Cuthbert noticed two citizens struggling to carry their groceries while walking home. He stopped and assisted in getting the individuals and their groceries to their home. You won't find that job duty in Sergeant Cuthbert's job description, but he lives our Vision and that called him to provide that service upon seeing a need.

Public Works' Patrick Wilson was called out to a residence due to a water leak on the property. Patrick shut off the water to the residence to stop the leak. Patrick noted that the citizen was elderly and would be without water. He came back to the residence bringing bottled water and turned the water back on to help the citizen fill some buckets with water before shutting the water back off. Patrick's job description certainly includes responding to water leaks, but you won't find the items of additional care that Patrick performed in his job description. Those items came from his passion to serve, a passion that honors our Vision.

I could write pages of examples just like this! You all make me so proud by the extra mile you go in service to our citizens! I've always said that if we take care of our citizens then everything else will take care of itself. I am honored to serve alongside a team that is so passionate about service. Our Vision lives in the actions of you all! Through your actions, all know what it is we believe. Thank you all for your service!

David

"There are no traffic jams on the extra mile." - Zig Ziglar

"No one ever attains success by simply doing what is required of him." – Charles Kendall Adams

"I'll give a little bit

I'll give a little bit of my life for you

So give a little bit

Give a little bit of your time to me

See the man with the lonely eyes

Oh, take his hand, you'll be surprised" – Song **Give A Little Bit** by Supertramp

General Updates:

Congratulations to Recent Promotions:

Alexandra Roques was promoted to Deputy Court Clerk on March 14th.
Bridgette Chihuahua-Franco was promoted to Full Time Telecommunicator on March 19th.
Raelin Fiscus was promoted to Administrative Assistant on March 21st.

Welcome to Our New Hires:

Benjamin Becerril hired for the position of Water Service Worker on March 9th.
Jennipher Larino hired for the position of Part Time Telecommunicator on March 15th.

Makerspace: The Activities Center and Library's Makerspace had their Grand Opening on Monday March 14. This collaborative workspace is available for the public to learn and explore using a variety of resources. Resources include specialty craft tools, sewing machines, robotics kits, electric keyboard, learning kits, craft supplies and more. The space is open every Tuesday and Thursday in March from 2 p.m. to 5 p.m.

Adult Soccer League: Registration for the first ever Adult Soccer League hosted by the Harker Heights Parks and Recreation is open now until April 15.

National Library Week: National Library Week is April 3 to April 9. This is a time to celebrate our nation's libraries, library workers' contributions and promote library use and support! Harker Heights is blessed with one of the top Library staffs in the nation! Take some time to enjoy our great library and say a word of thanks to our fine staff while you are there.

Spotlight on Service:

Lieutenant Duiker and Officer O'Hala Recognized: Lieutenant Duiker and Officer O'Hala of our PD were recognized by a citizen for going above and beyond the call of duty in helping him and his sister.

Sergeant Cuthbert Goes Above and Beyond: PD's Sergeant Eugene Cuthbert went above and beyond when he noticed two citizens walking down FM 2410 struggling with large bags of groceries. Sergeant Cuthbert stopped to assist them and was able to get the individuals to their final destination safely.

Officer Clark and Mascarenas Thanked: PD Officers' Clark and Mascarenas were thanked by a citizen whose garage was left open one evening. The officers made contact with the citizen and made them aware of the door being open. The citizen was very appreciative and wanted the officers recognized as a job well done.

Animal Services Officer Albert Musgrove Admired: A citizen called the Pet Adoption Center to share their gratitude and admiration for Animal Services Officer Musgrove. He acted quickly in grabbing a dog out of a street and caring for a dog that had been hit by a car. The citizen had a dog in the past get out and was struck by a car so she was moved to see the love and compassion that Albert had for the injured animal.

PAC Shelter Manager Shiloh Wester and Adoption Coordinator Rose Ramon

Complimented: Shiloh Wester and Rose Ramon were complimented by a citizen for the PAC's social media and website usage. The citizen noticed a huge improvement in the past year of the posts, photos, and changes on all platforms. He was very impressed and said that he could tell that

PAC has really excelled in the utilization of their resources, and that he is extremely proud of the hardworking staff there. The citizen also dropped off cookies for the staff!

HR Praised: The American Legion's National Veterans Employment and Education Commission thanked HR for participating in the American Legion and Texas Veterans/Workforce Commission Career Fair.

FD's Combs, David, Fussell, Moore, Newman, and Ayer Give Care: A patient's daughter called to give thanks to Anthony Combs, Corey David, John Fussell, Jason Moore, Cody Newman and David Ayer for taking care of her mother on a call. She said they were all very helpful and she really appreciates each and every one of them.

HR and Interns Provide Assistance: Planning and Development Director Kristina Ramirez wrote a note to thank HR and our interns for "stepping in and helping us" when they had staff out of the office. Kristina wrote, "Everyone's willingness to jump in and do more than answer phones took some stress off of our other staff and was greatly appreciated."

Public Works John Fox Recognized: The Pastor of Northside Baptist Church wrote to the City to recognize the work of John Fox. He stated his hard work does not go unnoticed!

Public Works Water Department Assists: An employee of the Water Department saw a citizen struggling to unload a generator out of their truck. The employee stopped and assisted the citizen. The citizen stated that "these are the type of people we want in our community."