City Manager Greg Burris and Field Guide 2030 chair Mark McNay invite all Springfieldians to pull on their hiking boots and join them for a trek 20 years into Springfield’s future at the Field Guide 2030 launch party, 4:30-6:30 p.m. Feb. 6 at 425 Downtown event center. Attendees will learn how they can use Field Guide 2030 to affect change in their community through civic engagement.

For more than two years, community and business representatives, led by the Field Guide Strategic Plan Coordinating Committee, drafted a set of strategic goals for the next 20 years. This collective vision is detailed in Field Guide 2030, a 20-year strategic plan designed to establish a route for Springfield’s future. The guide contains 13 chapters with four unifying themes – sustainability, civic engagement, regionalism and minimizing poverty – that address the most pressing issues in our community at this time. The process included a listening tour of 45 meetings to collect citizen input, evaluation of five community assessments, consideration of organizational strategic planning processes and input from all segments in our community, regional counterparts, and City Council and the Greene County Commission. A Horizon Scanning Committee comprised of citizens and City and County staff identified “mega-trends” that could affect our community over the next 20 years, and their report was provided to each planning committee.

“This is not a typical City strategic plan, focusing on bricks and mortar. It is a community strategic plan that addresses a wide variety of issues some cities might shrink away from,” says City Manager Greg Burris. “That is not our style in southwest Missouri. Hundreds of citizens who are passionate about these issues spent hundreds of hours analyzing information and trends to put this plan together. Some of the action items have already been completed and yet others are in progress. We look forward to continued work with stakeholders on these goals for many years.”
Talmage Trail, newest section of The Link, to officially open March 6

The City of Springfield, with the Springfield-Greene County Park Board, Ozark Greenways and the Healthy Living Alliance, will host a ribbon cutting, walking summit and nationally known walking advocate, Mark Fenton, for the March 6 opening of the newest section of The Link.

Fenton is the former host of the PBS series “America’s Walking” and will be visiting Springfield as part of the Walkable Neighborhood Project.

Talmage Trail, a 1/3-mile section of The Link, connects Kearney Street to Doling Park with a combination of on-street bike lanes, paths and off-street trails, making it easy for walkers and cyclists to access the Springfield’s north side.

The trail continues The Link from Kearney Street to Doling Park with accessible sidewalks on the west side of Summit Avenue between Kearney Street and Talmage Street, a side path on the south side of Talmage Street between Summit Avenue and Benton Avenue, an off-street trail between Benton Avenue and Robberson Avenue and a walkway connection from the intersection of Robberson Avenue and Talmage Street to the Doling Family Center.

Hamilton & Dade Inc. was the contractor for the project, which cost nearly $756,000. The 1/4-Cent Capital Improvement Sales Tax funded $685,941.64 with the remaining $60,000 funded by the Healthy Living Alliance with a Missouri Foundation for Health Social Innovation for Missouri (SIM) grant. Utility improvements included in the project are estimated at $141,639 and will be reimbursed by City Utilities. This will reduce the net City cost funded by the 1/4-Cent Capital Improvement Sales Tax to $544,302.64 once reimbursement is received.

The Link is a planned north-south bicycle and pedestrian route running through Springfield’s core that will connect existing and planned greenways, bike routes, neighborhoods and activity centers from Doling Park to the Medical Mile. Plans for 2014 include 14 map signs and four bike repair stations.

The planned route runs through, or right next to, Doling Park, Commercial Street, Drury University, the O'Reilly Family Events Center, OTC, the IDEA Commons, Jordan Valley, Hammons Field, Downtown, JQH Arena, Missouri State University, Phelps Grove Park, the Mercy Hospital campus, Battlefield Mall, the South Creek Greenway, the Cox South campus and the Ward Branch Greenway.

Hints from the Help Desk

Use the Windows 7 Snipping Tool to easily capture screenshots and e-mail them

You can find the Snipping Tool by going to the Windows 7 Start button in the bottom left of your desktop and typing “Snipping Tool” in the search box.

1. Once you have located the program and opened it, click on “New.”
2. Hold down the left-click button on your mouse and drag the cross-hair cursor around the area you want to capture.
3. Release the left-click button on your mouse when you have finished selecting an area to capture.
4. You will now see your snip in the Snipping Tool program.
5. Click on the e-mail icon to send your snip.

Additional City info is available on our Web site at www.springfieldmo.gov. Videos may be viewed on CityView on the Web or on Mediacom channels 15.1 and 80 and AT&T U-verse channel 99.
Three opportunities to attend:
- **Tuesday, Feb. 4, 9-10 a.m.** City Council Chambers, 3rd floor of Historic City Hall (830 Boonville)
- **Thursday, Feb. 6, 3-4 p.m.** Springfield Police/Fire Training Center (2620 W. Battlefield) *With special introduction by City Manager Greg Burris.
- **Wednesday, Feb. 12, 9-10 a.m.** The Old Mill Building (216 W. Central)

Attend any session and your name will be placed in a drawing for a one in 10 chance to choose from three prizes: a $20 Academy Sports gift card, a $20 gas card, or 10 sessions with a Mercy health coach. To register, visit the Training page on Sharepoint. Family is welcome.

Coming next month: “Financial Wellness,” presented by Morgan Ash from Community Partners of the Ozarks. Join us for inBalance University the first Tuesday and Thursday and second Wednesday of each month.

**Yoga Class**

inBalance is excited to offer a FREE eight-week yoga class to all City of Springfield employees and their family members. All fitness levels are welcome. Beginning Feb 10, classes are 6-7 p.m. on Mondays, Wednesdays and Fridays at Fire Station 1, 720 E. Grand, across Grand from MSU.

To register, visit the Training page on Sharepoint. Following your registration, you will receive an email with more specific yoga class information.

**Make a Plan to Quit!**

inBalance is offering an eight-week Freedom from Smoking and Smokeless Tobacco class for all City of Springfield employees and their family members. Classes begin 5:30-6:30 p.m. Feb. 11. The cost is covered by inBalance.

For more information or to register, call Rinda Dunn at 864-1498, or email rdunn@springfieldmo.gov

---

**INBALANCE from page 1.**

learn more.

Follow the **GOLDEN GOOSE**

Each week, the Golden Goose is presented from one City employee to another as a way to say “thank you” and recognize fellow employees for a job well done.

Josh and I worked on the same crew years ago, and he’s always willing to help. His department has loaned mine a boom truck and a dump truck, and he’s always been a big help.

**Darren Schuman, Airport**

I was given the great opportunity to give Jeff Co overt in Public Works the Golden Goose this week. Jeff has always been there to help make life/work better for us. He is a phone call away if we needed equipment to help us complete a job assignment. His knowledge in our field of forestry is a true asset to me and the city of Springfield.

**Josh Curnutt, Parks**

Oftentimes our department has the need to know where the property line between City and private exists. Jack Dill and his crew can always be counted on to help me find the answers I need to help me resolve these issues in a timely manner. Most of the time, a citizen is involved and waiting for an answer from me. Jack helps me in being professional and responsive thereby fulfilling a part of the city’s common goal.

**Jeff Coovert, Public Works**

Over the past couple of years, Lisa Addington has helped us through reclassifications, contract employees, researching Public Works open positions and countless other Human Resource issues. She did all that while spending most of her time in Oracle training. We appreciate her dedication to helping us achieve our goals.

**Jack Dill, Public Works**

I am pleased to present the Golden Goose award to Nicole Hays in IS. Nicole started with the City in February 2013 and has gone above and beyond every day since! Nicole is instrumental to the success of the Oracle project. She is extremely pleasant and efficient. Nicole, thank you for all of your hard work and dedication.

**Lisa Addington, HR**

**Rules of the Goose:**
1. Present the Golden Goose to a fellow City employee in a different department.
2. You can only keep the Goose for one week.
3. It is highly encouraged that you present the Goose in a way that recognizes them publicly.
4. The Goose must be displayed in your work area for everyone to see. Accompanying the Goose will be a pin that you can wear all week.
5. A log book will document the travels of the Goose. When you give the Goose trophy, please send an e-mail to GooseShepherd@springfieldmo.gov stating to whom you are presenting the Goose and why.
35 years
Ronald Taylor
Senior Street & Sewer
Construction Inspector
Public Works – 2/23/1979

25 years
Eric Wahlquist
Police Sergeants
Police – 2/13/1989
Steven Licis
Police Sergeant
Police – 2/27/1989
Becky Hollis
Stephanie Still
Dennis Shook
Zaneta Gann
Joseph Curry
Police – 2/13/1989
Police Officers
Police – 2/27/1989

10 years
Bobby Berry
Maintenance Worker
Public Works – 2/29/2004
Carolyn Heavin
Accounting Clerk II
Parks – 2/23/2004

5 years
Meagan Munhollon
Aircraft Line Services
Technician
Airport – 2/16/2009

15 years
Rhonda Lewsader
Assistant City Attorney
IV
Law – 2/8/1999

20 years
James Noblitt
Wastewater Video
Technician
Environmental Services – 2/9/1994

10 years
Jeffery Eagleburger
Plant Maintenance
Mechanic I
Environmental Services – 2/8/2009

Promotions
Douglas Thomas
Chief Inspector – Public Works
David Stone
Police Sergeant – Police
Linda Arnold
Theresa Slagle
Licensing
Representatives – Finance
Thomas Kirby
Parks Maintenance

30 years
Chester Wheeler
Equipment Operator II

Welcome
Ashley Fears
Market Development Specialist – Environmental Services
Margaret Morton
Police Officer (Lateral) – Police

Services
Working Leader – Parks
Matthew Dwyer
Arborist Crew Leader – Public Works

Retirements
Patricia Cooper
Deputy Clerk Municipal Court – 14 years
Cecelia Copeland
Code Compliance Investigator
BDS – 6 years

REAL ESTATE
Updated, chic walk-out basement home in Ozark. Over 1,700 sq ft with two living areas counting the unfinished basement; large master bedroom; galley kitchen; formal dining room; attached garage; good schools all on bus route (elementary within walking distance). Professionally landscaped front yard with brick pathway. The backyard with a 10 by 20 concrete covered patio and landscaped brick entertainment patio area. Fenced dog pen. New water heater and ac/ heater motor; attic fan. 1 yr. old stove with matching microwave, large refrigerator, & dishwasher. Laundry room downstairs, with electric or gas hookup for dryer. Plumbing and plenty of room for a 1/2 bath downstairs. Plus an enormous amount of storage in the easy-to-reach, able to stand-up/walk-freely-in crawlspace. Recently reduced $5,000; now only $94,900. 2303 S.

FOR SALE
195/60R15 Falken Ziex ZE-512 tire, new from 2007, never mounted $40; pet microchipping and lifetime registration gift certificate $25; used Aiwa car CD player $20; Offers would be considered. Christopher at 862–7716.

Really nice square oak coffee table with large open storage space underneath, rounded corners, and 4-pane glass top. Casters on the bottom make it easy to move. Excellent condition. $60. Picture available by email. Call 838–0334 and leave a message.

When was the last time you saw a Tupperware catalog? Check out my website www.my2.tupperware.com/lisawoods6 for everything Tupperware and convenient online shopping. Like my Facebook page www.facebook.com/TupperwareByLisaW for amazing deals and giveaways! Contact me at 838-0334 for a current catalog or to host a catalog or online party.

References upon request
Stephanie Chase Cleaning Service
“Professional House Cleaning”
Licensed and Insured
299-9034 | Stephaniachase18@gmail.com

WELCOME TO THE CITY
Front Row: Bobby Hoaglin, PW; Leigh May, 911; Ashley Fears, E.S.; Tammie Smith, E.S.; Kristopher Kauffman, E.S.
Second Row: Ellen Herrmann, 911; Brian Chura, Parks
Third Row: Bryan Sanders, PW; David Strusz, Parks
Back Row: Dan Ream, Airport; Alex O’Quinn, Airport; Grant Bledsoe, PW

The City MARKETPLACE
195/60R15 Falken Ziex ZE-512 tire, new from 2007, never mounted $40; pet microchipping and lifetime registration gift certificate $25; used Aiwa car CD player $20; Offers would be considered. Christopher at 862–7716.

Really nice square oak coffee table with large open storage space underneath, rounded corners, and 4-pane glass top. Casters on the bottom make it easy to move. Excellent condition. $60. Picture available by email. Call 838–0334 and leave a message.

When was the last time you saw a Tupperware catalog? Check out my website www.my2.tupperware.com/lisawoods6 for everything Tupperware and convenient online shopping. Like my Facebook page www.facebook.com/TupperwareByLisaW for amazing deals and giveaways! Contact me at 838-0334 for a current catalog or to host a catalog or online party.
FEBRUARY BIRTHDAYS

1 Dan Dudley  LAW  Sheila High  POL  J. B. Lilley  FR  Monica Meador  PDV  Robert Monier  FR  Lauren Rosendale  POL
2 Jimmy Bench  Melissa Boles  Clayton Breashears  Lewis Burgess  Joseph Dittrich  FR  Brady Dunagan  POL  Laura Henderson  POL  Ryan Howard  PW  Peggy Mahan  POL  David Stretch  FR
3 Jeffrey Ferneau  Jody Galloway  Clay Goddard  Mary Jo Kerringer  PW  Clayton Breashears  PW  Joseph Dittrich  PRK  Brady Dunagan  PRK  Laura Henderson  HL  Ryan Howard  FR  Peggy Mahan  PRK  David Stretch  POL  James Williams  PW
4 Jimmy Avant  James Brown  Vicky Brown  Jason Denney  Magdeleena Hamaker  OL  Oliver Hoedel  Jacob Morris  Marvin Neuiller  Maria Luz Sanchez
5 Rebecca Conroy  Charity Gray  Ben King  Sang Lee  Michael Marshall  Brian Reeves
6 Charles Alexander  Michael Hunsucker  Kimberly Mahan  Anita Powers  Mark Sears  Kristy Stacy  Danielle Yaw
7 Jennifer Duzan  Mark Nelson  Jerry Reese
8 Charles Arnold  James Cox  Chalene Fecht  Scott Hill  Francene Marchant
9 William Blevins  Jason Strong
10 Mark Duncan  John Waitman  Anita Wood
11 Amber Campbell  Dwight Fast  Timothy Griese  Janice Hill  Mary Newton  Chad Ray  Steven Sharp
12 Jerrold Attni  Andrew Dierks  Katherine Dunmagen  Brad Eddy  Charles Kelley  Nancy Mills  Vanessa Morgan  Andrea Pace  Kent Shipley  Corine Stewart
13 Jesse Blanton  Marjorie Brown  Ariel Buckley  Claudia Crighton  Jason Gabathuler  Madison Giacon  Gina Graves  Joshua Hanes  Jason Kitta  Jeremiah Lockett  Terrence Moore  Harry Owen  Christopher Rasmussen  Donnie Rice  Brian Schafer  Ryan Van Fosson
14 Ashleigh Lewis  Mark Miller  Sheila Samek  Linda Westerman
15 Dorothy Hudson  Jeffrey Martin  John Matthews
16 Blake Beasley  Stacey Blair  Jonathan Blankenship  Paula Brookshire  Sandra Chapman  David Kenyon  Lynette McEntire  Danny Newton  Zachary Pugh  Clinton Ryan
17 Kelsey Etter  Timothy Gomas  Eric Jones  Michael Kuss
18 Jason Cross  Christian Gammon
19 Adam Rieker  Kevin Trogdon  Ryan Zinter
20 Eric Hawkins  Nelson Kibby  Vernon Morgan  Dennis Mork  Sally Pennington  DeAnn Reynolds  Todd Williams
21 Abby Glenn  Dana Hilton  Jacob Keller  Bette Schutt  Rachel Sloss  Octavia White
22 Grant Dorrell  Jubal Hicks  Rena Rippe  Jacinta Tolinos  Jessica Torres  Susan Urbina Rohrer  Christopher Walker
24 Chris Addison  Daniel Conklin  Courtney Devlin  Carolyn Heavin  Kathy Higbee  Brandy Ketel  Angela Lanzone  Randall Ragar  Amanda Smith
25 Ana Felix  Meredith Medley  Dean Westermeyer
26 Cara Erwin  Benjamin Huelskamp
27 Darrel Coney  Donna Rivers  Andrew Rues  David Snider  Randall Stevens
28 Ryan Swearingin  PW
29...
In 2013, the Springfield-Greene County 911 Emergency Communications Department averaged 20,000 calls per month with 77 percent from mobile devices, says Director Zim Schwartze.

The Springfield-Greene County 911 telecommunicators in the Operations Center fielded 474,962 total phone calls (emergency and non-emergency) with 241,494 of those as incoming emergency 911 calls. These are nearly the same number of 911 and total calls as seen in 2012, Schwartze says.

The 77 percent for wireless 911 calls in 2013 is slightly above the national average of 70 percent that most dispatch centers receive from mobile phones. With cell phone usage increasing over the past decade, dispatch centers have seen landline usage decrease while mobile devices increase. Springfield-Greene County has gone from approximately 40 percent in the early 2000s, to the current 77 percent.

Schartze says the volume of wireless calls provides a special challenge for telecommunicators who must take extra time to process the call, determine if multiple calls are being received about the same incident, and dispatch the appropriate emergency personnel. At this time, Missouri is one of only two states that do not collect money from wireless usage to help fund 911 dispatch centers. Several state organizations are working again this year in an effort to pass statewide legislation regarding wireless funding, Schwartze says.

Local funding for the Springfield-Greene County 911 Emergency Communications Department comes from the county-wide 911 sales tax passed by voters in April 2007. Currently, the department employs 64 full-time employees, including telecommunicators and administration, who dispatch for 14 fire districts and nine law enforcement agencies countywide. Medical calls are immediately transferred to the appropriate local hospital for assistance.

911 telecommunicators undergo an extensive training program and must successfully complete approximately 700 hours of training before they can be considered for release as a fully trained operator and dispatcher.

For the first time in history, Springfield-Greene County 911 has a certified Communications Training Officer (CTO) instructor through the Association of Public Safety Communications Officials (APCO) who can now train telecommunicators in-house for our Certification Program to save time and money.

“Our 911 telecommunicators must be able to handle many different types of calls and have working knowledge of how police, fire and medical disciplines operate. They are certified to handle emergency situations when our community needs our help the most. They are busy with emergency as well as non-emergency calls for assistance as part of their daily workload,” Schwartze says. “When you look at the calls taken and transactions handled, you understand the challenges our telecommunicators face every day.”

911 Facts … Did You Know?

In 2013, the Springfield-Greene County 911 Emergency Communications Department:

- **474,962**: Total calls fielded
- **20,000**: Average number of 911 calls each month
- **77%**: Number of 911 calls that come in from a wireless device
Police Chief Paul Williams appointed to crime lab commission by Gov. Jay Nixon

Springfield Police Chief Paul Williams has been appointed by Gov. Jay Nixon to the Crime Laboratory Review Commission. The commission’s purpose, as outlined on a state Web site is to “ensure quality management systems within the crime laboratories in the state.”

The board provides independent review of state or local crime labs that receive state funding. The Commission also reviews complaints of negligence or wrongdoing by crime lab employees or contractors that would “substantially effect the integrity of forensic results.”

Special offer for employees who donate $10 to the Route 66 Roadside Park fund

Drop off your $10 (cash only, please) contribution to Judy White in Planning (Busch Municipal Building 2nd Floor) and receive a cloisonné pin and transparent window cling as a special gift! For other donations, please visit croedit.com/route66sgf.

SPD Back the Blue T-shirts now available

This classic SPD T-shirt benefits the Springfield Police Cadet Unit in purchasing their badges and other program expenses. It’s also a great way for you to show your support for the Police Department. To place an order, email Jconklin@springfieldmo.gov with quantity and sizes. Please have all orders turned in no later than 5 p.m. Feb. 14.

- $15 for short-sleeved T-shirt
- $20 for long-sleeved T-shirt
- $26 for hooded sweatshirt.

Did you lose something?

A Lost & Found has been established at the front desk of the Busch Building. If you think any of the below items might be yours, please visit Kathy at the front desk to claim it: a pair of reading glasses, an orange stocking cap and a small Panera gift card.

Do You Know...?

A Q&A of City of Springfield employees.
To suggest a colleague for “Do You Know...?”, e-mail thescene@springfieldmo.gov.

Christopher Akins
Web Coordinator, Department of Public Information

Chris has worked for the City for 13 1/2 years.

What was the happiest day of your life?

It hasn’t yet happened. I plan on it being my wedding day. But the bride is yet to be determined. Where in the world is she? Maybe right here at the City somewhere?

What did you want to “be” when you grew up?

An astronomer or the drummer for a contemporary Christian group, especially The Imperials.

What will St. Peter say when you reach heaven?

No offense to Peter, but I hope my interest will not be in the words of any man, but only in seeing my Savior, Jesus Christ, to fall at His feet with gratitude. The only words I want to hear initially in heaven are, “Well done, good and faithful servant... Enter into the joy of your Lord.”

What makes you smile/cry?

Two answers: Dilbert! More seriously, the blessing of helping those in need, such as kids in Haiti or tornado victims in Joplin.

What is your favorite thing to make in the kitchen?

I enjoy baking breads. Anything I can knead is especially fun! I’ll help a bread machine along by kneading it by hand even though it’s doing a fine job on its own.

From the SCENE archives

10 years ago – February 2004
Springfield Named as Youth Olympic Training Site by USOC

On Monday, Dec. 15, 2004, the United States Olympic Committee (USOC) announced that Springfield, MO has officially been selected as a Community Olympic Development Program (CODP) site. The CODP was developed to give today’s youth a chance to be successful in sports, while giving them the opportunity to enhance their ability and introduce them to Olympic-level competition. The foundation of the program is to provide year-round, sport specific training programs, and high-quality coaches. Goals of the program are to create a clear pathway of athlete development and to increase sport participation in the community. The hope is that this program will identify new talent in the Greater Springfield area and create the opportunity for young athletes to expand on their athletic skills to reach their highest potential.

20 years ago – February 1994
“Working with the Community” Awards Presented

The City Council began giving a “Working with the Community” award to City Departments which have done something special to demonstrate our Mission Statement. The first recipient was Public Works for providing assistance to a neighborhood group to turn an island into a flower garden making it a beautification project rather than an eyesore. The second recipient was the Finance Department for working with every department to make sure our accounting practices are on target and highly rated.
A better way for employees to apply for City of Springfield job vacancies will be coming soon! As part of the upcoming Oracle upgrade, Information Systems and Human Resources are adding a new job application management system called iRecruitment. What does this mean to you, as a City employee? Beginning in late March, all job postings and vacancies will be managed through this new system and all job applications (both external and internal) will be submitted online through iRecruitment.

Applying for City vacancies will be easy and convenient for City employees. Simply log into iRecruitment using your existing Oracle ID and password, establish your Applicant Profile by adding your education, experience and licensure/certification information, then select the job vacancy that interests you. Profile information will remain stored until you want to access it again to either update your information or submit an application for a current vacancy.

More information and details will become available as we get closer to the “Go-Live” date in March. Stay tuned!
To: Police Chief Paul Williams

A few evenings ago, I experienced an unknown person attempting to break into my apartment. I called 911 after about a minute and within six minutes Springfield Police had an officer at my door. The individual had left just moments before he arrived. I just wanted to publicly applaud the police department for their quick response and their strong efforts to keep me and others safe. Thank you!

Rayla Renee

To: Police Chief Paul Williams

I just want to give a big shout out to Lori for her compassion and patience during a very difficult time for me. Our truck was stolen from Doling Family Center while my husband, who is a paraplegic was doing water therapy. Lori Everett was so kind and because of her, I was able to keep my wits! Lori, from the bottom of my heart I thank you! If you ever doubt that you are where you need to be in your profession, please remember me and how thankful I am that it was YOU on the other end of that phone!

Teresa Spoon

To: Police Chief Paul Williams

I greatly appreciated Corporal Steve Pratt’s assistance this morning! I was headed in to work and discovered a patch of black ice that turned my mustang into a tilt-a-whirl! Luckily no one was hurt. I soon discovered further down the road I had damaged my vehicle and pulled over. Later, a co-worker saw me sitting there and stopped.

It wasn’t long before I saw one of your officers in my rear view mirror. (I am sure he was overjoyed at the thought of filling out another accident report!) Officer Pratt had pulled up to make sure everything was ok. He had not been called to the scene. He could have just passed by, however he was being proactive and stopped. He checked on the ETA of the towing company for me and offered to stay till they arrived. I let him know that wouldn’t be necessary, but appreciated the help.

Perhaps it is not as heroic as stopping a wanted felon or catching a band of thieves in the act, however it is often the simplest things that go unnoticed. People are generally quick to complain of a supposed wrong doing and rarely offer a word of thanks when the situation calls for it. So, with that being said, I just wanted to say a simple “Thank you” and that I greatly appreciated Officer Pratt’s assistance. Take care and be safe out there!

Sincerely,
Margaret Dawson

To: City Manager Greg Burris

Just wanted to let you know of some great customer service with your street crew! I emailed them on Sunday letting them know about 2 pot-holes on Oak Grove and also one on Cherry. Within 48 hours both pot-holes were repaired, great job to you and your team!

Todd Lanning

To: Phil Broyles & Jonathan Gano

I would like to thank the crews that have been working on clearing the snow and ice from Government Plaza. Despite the difficult circumstances, the parking lots and sidewalks have been amazingly clear. Nancy Lucas has really gone above and beyond. An employee in the Finance Department has difficulty with pricing for additional work on the project so we asked Everett and Dan for a favor to have city crews come in and complete various removals and repairs. Everett sent his crew out first thing in the morning and completed the removals, in just a few hours, and Dan had his crew on the site within a minutes’ notice, as well. Public Works employees do these kinds of things on a daily basis and I just wanted to take the time to thank these guys and let them know how much they helped me out.

Thank You Guys!
Eric Claussen

To: Springfield Police Department

Thank you (for your response to my inquiries about the homeless issue from the SPD Facebook page)! I absolutely love living in a city where we can contact our Mayor, some council members and the police with a simple Facebook post! The homeless issue had a lot of potential to get people really riled up! I was impressed with how quickly they got back to me.

Brenda Treece

To: Todd Thornhill

I’d first like to say your Court Staff (Suzanne Blackburn more directly) have been the most professional and pleasant County/City employees I have ever had the pleasure to deal with. Which I’m sure Your Honor already knows but I wanted you to know I appreciate it. Refreshing.

Nanette Parton