Employees help city weather the storm

The blizzard of Feb. 1, 2011 was a strange and exceptional day in Springfield, and City employees responded in exceptional ways during and after the storm.

City offices were officially closed by the City Manager early that day — something many other offices, business and schools also did that day (and some following days). But for about two-thirds of City employees scheduled to work on Feb. 1, there was no “snow day.” Well, not the typical snow day anyway.

For the Public Works Streets Maintenance workforce, the blizzard prompted nearly a week of non-stop, 24-hour plowing and salting. During snow events, Public Works employees work in 12-hour shifts, either from midnight to noon or from noon to midnight. The 12-hour shifts began overnight Monday, the night before the storm — and continued though the evening of Friday, Feb. 4.

Snow removal continued over the weekend in 8-hour shifts, too.

While the normal “A” and “B” routes were plowed, Public Works also took the unusual step of plowing residential streets. This was done because of the exceptional amount of snowfall — about 10 inches overall. With that much snow, emergency vehicles such as fire trucks and ambulances can have trouble navigating the streets. So Public Works put forth a plan to quickly plow those streets just enough to take the “top” off and allow easier access. In the days that followed, Public Works took hundreds and hundreds of calls for further plowing on residential streets as the packed-

Records system launch was team effort

The Springfield Police Department recently became the first U.S. municipal agency to go live with the Niche Records Management System (RMS) used by more than 75,000 police officers in Canada, the United Kingdom and Australia. SPD went live on schedule with the full Niche RMS plus mobile capability on Jan. 31.

In preparation for the implementation, SPD appointed a project team, led by Police Services Administrator Sherry Royal, made up of 21 members including officers, technicians, data administrators, investigators and analysts. The project team trained more than 350 SPD employees on the Niche system prior to going live, and all officers are now using the system. The installation process received support at every level of the department, from the top down. “We are very excited about the abilities of Niche,” said Chief Paul Williams. “It’s tied directly to our dispatching software, it combines all of our various databases, and increases the potential to exchange and share information with other agencies.”

Niche RMS replaces two SPD legacy systems, Tiburon RMS and Mobile, and brings new capabilities to the Department as well as the promise of increased efficiency and the potential to share information between other RMS users.

SPD will use Niche RMS to help eliminate duplicate entry of information, streamline report entry by officers in their vehicles, and make much more information available to everyone both in police stations and in the field. SPD selected Niche in part because of its functional support of operational policing, as well as its proven implementation model.

The City’s Information Systems Department played a key role in getting the system up and running.

Employee information is available online at CityShare and on CityView at springfieldmo.gov/CityView or on Mediacom 80

See page 3 for Council ‘thank you’ notes.

See BLIZZARD on page 3.

See PLAN on page 6.
Cyr retires after 16 years at SGF

Gary A. Cyr, director of aviation for Springfield-Branson National Airport (SGF), is retiring, effective April 1.

Cyr has been with SGF since 1995 and in his current position since December 2004. Prior to serving as director of aviation, he served as SGF’s assistant director for nearly nine years. Previous to his tenure with SGF, Cyr managed the Gunnison County Airport in Gunnison, Colorado.

From SGF Cyr moves to Greeley-Weld County Airport Authority, in Greeley, Colorado, where he’ll serve as airport manager.

“I was not planning to leave Springfield for another five or six years,” says Cyr. “But when this opportunity came up, my family and I could not pass it up. We’ve always planned to move back to Colorado, our first home.”

During his tenure at SGF Cyr directed the largest capital improvement program in the airport’s history, culminating with completion of the midfield terminal in 2009. Other projects included a new fire station, fuel farm, taxiway, and rental car facility.

On March 24, SGF’s current assistant director, Shawn Schroeder, will become interim director of aviation. The search for a new director of aviation is expected to begin this spring.

A retirement party for Cyr will be held from 5-7 p.m. on March 15 in the Board Room at the Airport. All employees are invited to attend.

Commissioner Greven remembered

The City of Springfield expressed its condolences to the friends and family of Greg Greven, following the death of the local advocate for the disabled and the recently elected chair of the Mayor’s Commission on Human Rights and Community Outreach.

“Mr. Greven was a tireless advocate for accessibility rights in our community,” said Mayor Jim O’Neal. “He was passionate, and he was engaged. He helped all of us think more broadly about accessibility and inclusiveness—not only in our physical facilities, but in our words and our actions.”

Greven often communicated with the City, speaking on behalf of those with disabilities in the community. He spoke to Council as recently as Feb. 4, about how the recent snow storm would affect voters with disabilities coming to the polls for the City Council primary election.

Greven assisted the Springfield-Greene County Office of Emergency Management in making preparations for a special needs shelter following the January 2007 ice storm. Greven also was a member of the Missouri Governor’s Council on Disability, having been appointed in 2008.

“After the Human Rights Commission’s strategic plan was approved by City Council last summer, Greg volunteered to become a commissioner and help the group make those goals a reality in the future,” said Commission member Carol Zablocki, who is the immediate past chair.

“When it came to dealing with folks with disabilities and the problems they faced, he was a great resource. He knew who to contact and how to go about doing it,” Zablocki said. “He was persistent, but never in your face about it.”

Mike Brothers, DPI

Hints from the Help Desk

When we ask for your IS number.....

Don’t look for your glasses. Don’t turn your pc upside down and all around. Don’t crawl under your desk trying to locate the tag. Simply, double click on the “blue Z” located in the system tray (lower right corner of your desktop)

The ZENworks Adaptive Agent window will open.

The Device Name is located on the second line down. The IS number being requested is the last 5 digits of this device name.
The Fire Department responded to several fires likely caused by space heaters as the temperatures plunged near or below zero for several days. Using water apparatus in those temperatures is trying, even for experienced firefighters.

And as always in these situations, the Springfield-Greene County Emergency Management staff was preparing all of these agencies (and many more in the area) well in advance for what might happen.

Even after the situation began returning to normal the week after the storm, there was more work to be done. An emergency closure of City offices due to weather had not happened since the early 1990s, and so the procedure for timecards and pay was somewhat uncharted territory for staff members from Information Systems, Finance and Human Resources, who worked to develop and test ways to accommodate the double time pay and timesheet instructions for employees. Unfortunately, the new method failed in the testing process, but the group reconvened to develop a “Plan B.”

“Employees in all three departments stayed focused on the number one priority, which was to ensure employees would be paid timely and accurately for the work performed on Feb. 1,” said HR Director Sheila Maerz. “The patience displayed by all employees and supervisors while we worked through this issue was exceptional.”

Even before the storm set in, several employees worked late into the evening on Jan. 31 to ensure that any possible closure of City offices would not affect the Feb. 3 paychecks. Those employees include Karen Stever and Rhonda Puetz in HR and Terry Moore, Jenni Lewis and Brian Stranhoener in Finance.

- Mike Brothers, DPI

Thank you notes from Council

- I want to say a big “thank you” to all of the City employees who have worked so diligently in response to the Feb. 1 weather emergency. I am so proud of the way the City staff has responded. It required a true team effort, and that’s what has happened.

    Whether it’s the Public Works snow plow drivers working through the blizzard conditions; or the police officers on patrol assisting citizens in distress and checking on neighbors; or the firefighters pushing cars out of ditches and shuttling employees between work and home; or the 911 staff taking calls and dispatching assistance throughout the city; or the Finance and Human Resources staff who, anticipating a possible weather-related problem, worked until midnight on Jan. 31 to get payroll completed so that everyone will get paid on time this week; or the many “exempt” employees who worked yesterday, even though they were supposed to be off ... I’m so proud of the way everyone has worked together.

    Thank you again for all you’ve done and all you continue to do to make our City a great place to live and work.

- City Manager Greg Burris

The following are notes from City Council that were sent to the City Manager:

- This was a historic weather event and we were right in the middle of it. Our staff has responded extremely well. We can’t control the weather, but we can control our attitudes and our work ethic, and both were positive during this emergency condition. Our staff has done a marvelous job. I know ALL of Council is very proud of the work they have done this week, just like every week.

- Mayor James E. O’Neal

- Please extend my gratitude to all of the City employees who have given the extra measure to help our city during this record winter event. Being willing to accept long and sometimes unscheduled assignments in order to help our community is a noble endeavor, especially in a time when their own families need extra attention. The families of these employees also deserve thanks and recognition. Although often unrecognized, I want everyone to know that their efforts are valued and appreciated.

- Councilman Jerry Compton

- I agree that anyone that worked in this emergency deserves the extra pay and lots of kudos. I thought about our people who were working through the worst of the storm and I’m grateful that everyone came through unscathed. Please extend my congratulations and thanks.

- Councilwoman Cindy Rushesky

- Please pass on my sincere thanks to all the folks who worked such long hours through the recent weather emergency. Their efforts on behalf of the citizens of Springfield and those who visit our city were phenomenal. All too often it’s easy to overlook the efforts of the folks who labor at times and places not readily visible to most of us. But when the majority of us got up the next morning, it was nice to see all the streets of Springfield plowed and traffic moving. Again, my thanks.

- Councilman Bob Stephens
MILESTONES

Service Anniversaries
25 years
Jonathan White
Rescue & Salvage Specialist
Fire – 03/17/86

20 years
Karen Prescott
Environmental Health Administrator
Health – 03/10/91

20 years
Police – 03/05/01

15 years
Administer

Parks – 03/20/06
Administrative Assistant

10 years
Kathleen Hufford
Police Services
Representative
Police – 03/05/01

Michael Raney
Equipment Operator III
Public Works – 03/25/01

5 years
Darrel Baldwin
Golf Course Worker
Parks – 03/20/06

Christi Norris
Administrative Assistant
Public Works – 03/04/06

Welcome

Jefferson Wood
Staff Nurse – Health

Cynthia Scheuer
Museum Educator – Art

Museum

Samuel Brown
Fleet Administrator – Public Works

Warren Sharp
Workforce Development Supervisor – Workforce Development

Ryan Timmermon
Tracy Whipple
911 Telecommunicators – Emergency Communications

David Dees
Police Services
Representative – Police

Daniel Dale
Aircraft Services Specialist – Airport

Promotions

Jean Hale
Senior Workforce Development Specialist – Workforce Development

Erin Elliott
Signal Technician – Public Works

James Burton
Mark Phillips
Fire Equipment Operators – Fire

Jerry Wilson
Airport Maintenance Supervisor – Airport

Retirements

Lawrence Bess
Fire Equipment Operator
Fire – 15 years

Important Dates
Feb. 21 – Presidents Day, City offices closed
Feb. 22 – City Council primary election
March 13 – Daylight Saving Time begins
March 15 – Police/Fire retirees meeting; 6:30 p.m., Heritage Cafeteria, 1364 E. Battlefield Road


Online Computers can handle viruses; data backup; consultation and installation of new hardware and software; and Wi-Fi for your personal computer. Call Jason Hicks at 860-3008.

Professional powerwashing, gutter cleaning, yard cleanup. Free estimates. Call John at 742-2347 or 766-1754.

Quilting Services. Would you like to have a baby quilt made? How about a t-shirt quilt for a special grad? Long arm quilting at very reasonable rates. Call Carolyn at 850-6301 or e-mail ltrsortr@netscape.net for quotes.

Need work done around the house? Small projects to major remodels, no job too big or small. 10 years experience, references available. Contact Patrick at 268-5683.

Grizzley Mountain Saw Works – Hand-crafted wood art, custom stump carving. Send email to: favorite848@hotmail.com or call 742-1888.


Professional Handyman. All types of home repair or remodel, inside or out. No job too large or small. Craftsman extraordinaire. Can build anything you have a picture of. Licensed and insured. Call Caleb at 540-0070.

Guitar and bass lessons. Over 20 years experience. All styles; beginning through advanced. Best rates in town. Contact Brad at 869-1284.

FOR SALE
2008 Nissan Armada LE 4x4 seats eight, loaded, 24,000 ml. $34,200, factory war. till 10/2012. For details call Kevin @ 872-7234.

Visioneer flatbed scanner, model 9420. USB Driver and Software disk included $25. Call Phil 864-1371.

SERVICES

The City
MARKETPLACE
MARCH BIRTHDAYS

1
Dennis Budd MC
Libby Harris POL
Richard Mansel POL
David Pennington FR
Matthew Shackelford POL
Lyle Smith PW
Eric Werbitzky PW

2
Toby Sherrill PW
Richard Tracy AIR
Brendan Griesemer PDV
Jacquelyn Adams WD

3
Stephen Miller POL
Holly Mills PDV
Karen Stewart PW
Clifford Stutz HL
Allison Carson HR
Daniel Jones PRK
Alana Owen PDV
Travis Scudder AIR
Andrew Whitener PRK
Jason Copley PDV

4
Megan Robert PRK
James Thomas PRK
Diana Young PRK
William Davis POL
Frank Long PW
Helen Wilson POL

5
Brittany Donnellan PRK
Jeffery Eagleburger PW
Barbara Lucks PW
Jose Martinez AIR
Brian Pows PW
Kevin Swearengin PW
Chris Thompson FR

6
Thomas Cowens POL
Teressa Jackson AIR
Cathie Lehman PW
Joshua Steele POL
Karen Chandler PW
Lisa Coney PW
John Dunlap PW

7
Mavis Jackson FN
Michael Karnes POL
Sharon Pitts IS
Nicholas Robinson PRK
MaryJane Wheeler PRK
Bill Dowling WD
Randy Greer MC
Carolyne Halford PW
Janet Hicks HL
David Park FR
John Swanson POL
Philip Yarnell POL
Katelyn Haymes PRK
Don Smith PW
Brandon Bowling POL

8
Ellis Campbell PRK
Gary Reese PW
Howard Curtis FR
Christina Hale HL
Raymond Jones PRK
Steven King PRK
Olan Morelan FR
Heith Aldridge FR
James Andela POL
Drew Coffman PRK
Tanner Counts PRK
Angelia Merritt PRK
John Norton PRK
Stuart Rutledge PW
Charles Young PW

9
Allen Criger POL
Thomas Deckard AIR
Donald Hampton POL
Roger McCormack PRK
Darin Miller FR
Patricia Cooper MC
Michael Keller PRK
Elizabeth Langley POL
Richard Miller PW
Blake Spellman PRK

10
Steven McMurray FR
Sue Schofield POL
Bryan DiSylvestor POL
Kyle Williams HL
Ralph Rognstad PDV
Charles Smith PW
Dorrell Duquette BDS

11
Dean Bogart PRK
Sarah Kerner AIR
Hannah Larino PRK
Duke McDonald LAW
David Nokes AIR
Collin Quigley CM
Jonn Strahl HR

12
Lee Grover FR
Celia King WD
Kelly Ross PRK
Jason Shuck POL
Mark Smith PW
Ryan Timmermon 911

13
Sandra Fanning HL
Dennis Hahn PW
Julie Randolph HL
Bruce Scheiderer FR
Patricia Sullivan LAW

14
Ian Carleton PRK
David Hall FR
John Marion FR

15
Belinda Gonzalez PW
Robert Johnson PRK
Benjamin Norman PRK

16
Dennis Bright PW
Kevin Cantrell POL
Shawn Schroeder AIR

Abbreviations
911 Emergency Comm.
AIR Airport
ART Art Museum
BDS Building Dev.
CC City Clerk
CM City Manager
EM Emergency Mgt.
FN Finance
FR Fire
HL Health
HR Human Resources
IS Info. Systems
LAW Law
MC Municipal Court
OG Ozark Greenways
PRK Parks
PDV Planning & Dev.
DPI Public Information
POL Police
PW Public Works
WD Workforce Dev.
Did you know that LAGERS (Local Government Employees Retirement System), the Springfield Police and Fire Pension System and ICMA (Deferred Compensation Plan) all have information available via the Internet? Each retirement plan has a website that offers information about each plan’s rules and regulations. LAGERS and ICMA websites also have interactive tools that can help you plan for retirement.

The LAGERS website at www.molagers.org has a retirement benefit calculator that can be used to estimate your future pension benefit. In addition, you may learn more about retirement payment options and other issues related to this pension plan.

On the ICMA site, www.icmarc.org, you may set up a login and password to access your individual account information. Once logged in, you may view your deferred compensation plan account balance, make changes to your beneficiary designation, change your investment allocation, as well change your address and other personal information.

Police and Fire Pension Plan information is available on CityShare, the City’s intranet site, at http://sharepoint.springfieldmo.gov/workgroups/bc/retirement/default.aspx. By going to this site, you may learn more about plan rules and regulations, print forms to apply for retirement and access other valuable plan information.

There are also several links to retirement-related resources from CityShare. The links appear on the navigation bar located on the right-hand side of the Human Resources home page at http://sharepoint.springfieldmo.gov/hr/services/default.aspx. You will also find a “Retirement” link on the navigation bar located on the left-hand side of the page, which will allow you to access informative documents from LAGERS, as well as an overview of all retirement plans offered by the City.

It’s never too early to learn more about retirement planning, especially in today’s economic times. So, go online and use these websites to plan for a more secure future!

Peggy Thompson, Senior Human Resources Specialist, is the City staff contact for retirement issues and questions. You may reach her via City email or at 866-1608.

Cold-weather shelters result from City changes

Some Springfield churches are now serving as overnight cold-weather shelters for homeless men and women. These churches are filling a need identified by the community during 2009 and 2010, by a variety of citizen and non-profit groups.

At that time, churches were identified as possible shelters for Springfield’s growing homeless population during extremely cold overnight weather. City zoning regulations were identified as one of the issues preventing local churches from taking people in for overnight stays.

In December 2009 and May 2010, City Council passed resolutions declaring, and then extending, an economic and housing access calamity in Springfield. This eased some zoning rules for churches, allowing those that are able to meet required building, safety and health codes to establish facilities providing food and lodging to the unemployed and working poor without a permanent home.

Employees from Building Development Services and Planning have been working with the community on this issue for many months. Council of Churches of the Ozarks Executive Director Mark Struckhoff recently updated City Council on the progress of the churches that are now filling this need. The two churches currently operating as overnight cold-weather shelters are East Sunshine Church of Christ (adult men) and Pathways United Methodist Church (adult women).

East Sunshine Church of Christ began shelter operations in late December and is averaging about 30 men per night. Pathways United Methodist began its operations Jan. 16. Struckhoff said a third church, First Baptist Church, is in the process of setting up as an emergency overnight shelter for young males ages 17-21. First Baptist will work with Rare Breed Youth Services to coordinate this effort.

“We want to take the opportunity to give credit to the churches and volunteers who have stepped up to fill a desperate need in the community,” said City Manager Greg Burris. “After the City’s zoning rules were identified as one of the roadblocks to allowing churches to serve in this capacity if they so desired, City staff and City Council began working to turn that around. We want to help facilitate this kind of work any way we can, so long as life safety is not compromised.”

The economic calamity resolution passed by City Council remains in effect until May 2011.

Our staff met weekly with Sherry Royal and the Police project team and Donna Cordick, the Niche project manager, to review the progress and deal with any outstanding technical issues for the project,” Coiner said. “JASON MORROW coordinated the IS project team which included JONATHAN ALLEN, MATT ROBERTS, JUDY STANGL, RICH KENNEHAN, NICHOLE PLOWMAN, ADAM TURNER, JASON HICKS, JASON DENNEY, KEVIN DILL, PAM CUMMINGS, STEVE BRAWN, MIKE FONNER and two members of the Police Department; DEB WESTALL and KEVIN JOHNSON.” Now IS employees are working on software interfaces that will connect the Greene County Jail, the Municipal Court and E911’s computer systems to some parts of the Niche RMS. This will streamline information flow and workload across all of these agencies.

“The Niche project was by no means a single accomplishment and was very much a team effort,” Royal said. “I can’t say enough good things about the help we received from IS. Without the work of the core group, including employees from IS, JENIE PRIEDE and PAIGE ROGERS, we wouldn’t be where we are today.”

SPD and IS are also sharing information about the Niche system with the Greene County Sheriff’s Office and the Republic Police Department. Those organizations are looking at Niche as a possible RMS for their organizations, and if that happens, even greater communication and information sharing across agency lines could result.
In Brief

Sales Tax Update
The City of Springfield’s February 2011 one percent sales tax check from the Missouri Department of Revenue is up 18.55 percent compared to February 2010. Revenue collected totaled $8,948,586 compared to $2,483,085 in February 2010.

Year-to-date, sales tax revenue for Fiscal Year 2011 is 3.43 percent above the previous year. Year-to-date collections total $24,081,129 compared to $23,282,070 in 2010 — a difference of about $800,000.

Planning Dept., signs mark neighborhoods
The City of Springfield will soon install 12 neighborhood identification signs in the Bradford Park Neighborhood. The sign program is available only to Registered Neighborhood Organizations in the City of Springfield, and is facilitated through the Planning and Development Department, Office of Neighborhoods and Planning.

The cost of fabricating and installing the signs is entirely paid by the neighborhood organization. The Public Works Department coordinates fabrication and installation of the signs, some of which are installed on the backs of stop signs and other existing signs and poles. The signs are placed around the perimeter of the neighborhood and at other prominent locations to help identify the area and raise awareness for the neighborhood.

Pothole patrol
With warmer temperatures allowing Springfield streets to thaw and snow to melt, potholes will become more prevalent on road surfaces.

As always, the City’s Department of Public Works is taking information from the public about the location and severity of potholes within city limits. Please let your friends and neighbors know they can be of great help by identifying the locations of potholes as they appear.

To report a pothole, call the pothole “hotline” at 864-1966 between the hours of 7 a.m.-5 p.m. on weekdays, or the City’s general service request line at 864-1010 between the hours of 8 a.m.-5 p.m. on weekdays. Voicemail messages can be left after hours or on weekends. To fill out a service request form at any time online, click on the “Pothole?” graphic on the left column of the City’s homepage at www.springfieldmo.gov.

Police aid mother and child reunion
On Oct. 18, 2010 Springfield police officers were dispatched to the lobby of the Springfield Police Department to speak with a woman who said her son had been taken out of state by her boyfriend without her permission. The woman, identified as Brittany Cavazos, said her 3-year-old son was taken by the suspect but did not believe he was in any immediate danger. Since October, officers have worked with Cavazos to collect information regarding the whereabouts of her son.

The case was assigned to CID investigator Cpl. Robert Byrne who contacted the National Center for Missing and Exploited Children and also the local office of the US Marshalls. Cpl. Byrne was able to obtain information which led his investigation to Los Angeles, where he obtained a warrant for the arrest of the suspect, Bernard Rheaves. Rheaves was contacted by the Los Angeles U.S. Marshalls office and arrested on the warrant.

Cavazos’ son has returned to Springfield to be reunited with his mother.

Kite Festival
The Mizumoto Japanese Stroll Garden at Nathanael Greene/Close Memorial Park, 2400 S. Scenic Ave., will open for the season by hosting the 8th annual Cherry Blossom Kite Festival from 11 a.m.-3 p.m., Saturday, March 26. Admission to the Festival is free for all ages. Bring your own kite, or a limited quantity of kite-making kits for younger children are available for $3. For more information call 864-1191.

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

Brad Musick
Public Health Investigator – Environmental Health
11 years

What was your first job? Doing odd jobs for a small farmer next door when I was a kid.

What was your first car? Jeep.

What did you want to be when you grew up? A park ranger for the National Park Service.

What are you most proud of? My country.

What might people not know about you? I have 25 nieces and nephews.

What do you like most about your job? I enjoy helping people, even when they aren’t in a pleasant mood.

From the SCENE archives
20 Years Ago - February 1991
• SPD installed a new group of citizens called HEAT – Handicapped Enforcement Action Team. The group received training in police radio communications, court procedures, first aid and parking ordinances. As “conservators of the peace,” HEAT volunteers were authorized to issue citations for handicapped parking violations.

• The Busch Building underwent tuck-pointing renovations, and the City received a grant from the Missouri Department of Natural Resources to install energy conservation measures in the building.

10 Years Ago - February 2001
• A task force on youth violence thanked City employees for participating in the “Red Ribbon/Make a Difference Day.” Employees from Police, Planning and Public Works helped with neighborhood clean up efforts.

• Employees contributed nearly 300 books to the community wide “Reading Roundup” effort.
To: Police Chief Paul Williams

Officer Kevin Holle has helped our neighborhood make the transition of being behind locked doors on our blocks to walking out on our porches and caring about our neighbors because of the ease and strength he conveys to us monthly at our Robberson Neighborhood Association meetings. I have never been proud of a police department and never looked at you as my neighbors, until now, because of him. We are thankful he is on our “Beat.” Thank you Officer Holle and God bless you.

Lawana Dingman
Robberson Neighborhood Association

To: Greg Burris, City Manager
Re: Salute to Legislators Event in Jefferson City

I wanted to let you know how much we appreciate the work of Kathy Hardt, Vince Crunk, Mike Brothers and Bruce Murrell. They do so much to pull it all together and spent countless hours as you already indicated.

Kathy, in particular, is a fantastic partner who helps us in numerous ways with so many of the details ... quietly and efficiently behind the scenes.

Kathy, as well as Vince, Mike, and Bruce are always willing to lend a hand wherever needed.

The Salute reception works because of the coalition behind it ... the Chamber couldn’t do it alone and we’re grateful for partners like these four folks. The City is lucky to have them, but I suspect you already knew that!

Please pass on our thanks and again my apologies for the delay in sending this.

Sandy Howard
Vice President, Public Affairs
Springfield Area Chamber of Commerce

To: Jonathan Gano, Interim Assistant Director of Public Works

I know the Streets Department can get a “bad rap” when it comes to snow removal, but I wanted to say THANK YOU to the guys and gals driving the plows.

Our business’s street was missed, and I called Monday morning around 10 a.m. to ask that we be put on the list. By Tuesday morning, the street was cleared of the loose snow, which made driving akin to driving on loose beach sand.

Also, it was nice that by Wednesday morning, I noticed most of the connector roads to the residential areas had been scraped down to pack snow. Have another cup of coffee, hot chocolate and some doughnuts, you guys deserve it!

Harry Harris
Springfield

To: Claudia Crighton, Citizen Service Coordinator
Re: Online service request to fill a pothole

Wow!!! I am so impressed! That was quick work. I was driving home today and didn’t have to swerve to avoid that annoying pothole. Thank you so much!!

Jamie in Springfield

To: Police Chief Paul Williams

Officer David Snider came to our house to meet and speak with our Cub Scout den. Officer Snider was kind enough to come to our house on his off time and in the snow to speak with our kids. He did an incredible job with a bunch of 8 and 9 year olds. He answered a ton of questions and gave all of the boys a Child ID Kit. We wanted to be sure that the Chief found out that Officer Snider did such a great service, not only to us, but to the City of Springfield as well. Thanks for all of the Police Department’s hard work and dedication!

Jason Voelkl

Send your notes of Appreciation and Recognition to Mike Brothers at mbrothers@springfieldmo.gov for consideration in the SCENE.