City of Springfield employees walked nearly 13,000 miles, exceeded their goal by 772 miles and raised more than $1,000 for the American Heart Association during the City’s second employee walking challenge April 8-22.

The 12,772 miles logged is the equivalent of walking from Springfield to Anchorage, Alaska, down to San Diego, across the U.S. to Miami, up to Boston and back down to Springfield.

Organized by inBalance, (the City’s employee wellness program) the walking challenge encourages employees to track all steps taken during the two-week time period with a pedometer and log them via an online survey tool. Because City jobs vary so widely, the challenge included a desk division and a field division.

With 352,588 average steps per team member and 2,820,706 total team steps, first place in the desk division went to a team called “Sole Mates,” from the Building Development Services department.

“Smooth Operators” from the Public Works department took second in the desk division, with 288,165 average steps per team member and 2,305,232 total team steps.

In the field division, the one-person “team” of Custodian Kim Jones from the Springfield-Branson National Airport won first place with 317,767 average steps per team member and 317,767 total team steps.

“SGF Zoo Crew,” comprised of Dickerson Park Zoo staff, placed second in the field division, with 314,523 average steps per team member and 2,516,185 total team steps.

First-place winners received inBalance hooded sweatshirts and $20 gift cards to Big Momma’s or Price Cutter. Second-place winners received $10 gift cards to Big Momma’s or Price Cutter and inBalance salad shakers.

inBalance offers a variety of programs and services designed to positively influence the overall well-being of City of Springfield employees. This year’s programming includes wellness seminars, yoga classes, a smoking cessation program, cooking classes, Weight Watchers at Work, “boot camp” workout groups at various City locations, annual health-risk assessments and access to Mercy’s digital mammography bus.

City employees log nearly 13,000 miles in second walking challenge

Broyles remembered as humble, funny, kind, ‘class act’

Broyles died March 29 after a brief battle with cancer.

“Phil possessed a ‘can do’ spirit, but with the easy-going style of a long-time friend that made people want to work with him,” said City Manager Greg Burris. Whether it was accomplishing the APWA accreditation or achieving the recognition of Top 10 Public Works professional of North America, Phil stood for honesty, transparency.

→ See BROYLES on page 3

inBalance University

Healthy Cooking Seminars

Presented by Chef Chadwick Isom of Hy-Vee. Each week will offer a different session.


• 2:30-3:30 p.m. Tuesdays, May 6, 13, 20 and 27, Jordan Valley Community Health Center Kitchen (440 E. Tampa).

• 9-10 a.m. Wednesdays, May 7, 14, 21 and 28, the Old Mill Building (216 W. Central).

• 3-4 p.m. Thursdays, May 8, 15, 22 and 29, Hy-vee Demo Kitchen (1720 W. Battlefield). To register, visit the Training page on CityShare.

Sole Mates, comprised of BDS’ Kimberly Batson, Barbara Jones, Jenny Layton, Jeff Volkmer, Kevin Pierce, Deena Woolsey, Christi Edwards and Bruce Gorman, won the walking challenge.
Landmark desegregation case has ties to Springfield

May 17 marks the 60th anniversary of the landmark Brown v. Board of Education decision. Declared by law, establishing separate public schools for black and white students became unconstitutional. The decision overturned the Plessy v. Ferguson decision of 1896, which allowed state-sponsored segregation, insofar as it applied to public education.

Handed down on May 17, 1954, the Supreme Court’s unanimous (9–0) decision stated that “separate educational facilities are inherently unequal.” As a result, de jure racial segregation was ruled a violation of the Equal Protection Clause of the Fourteenth Amendment of the United States Constitution. This ruling paved the way for integration and was a major victory in the civil rights movement.

For much of the 60 years preceding the Brown case, race relations in the U.S. had been dominated by racial segregation. The plaintiffs in Brown asserted that this system of racial separation, while masquerading as providing separate but equal treatment of both white and black Americans, instead perpetuated inferior accommodations, services and treatment for black Americans.

The named plaintiff, Topeka, Kansas resident Oliver L. Brown, was a father, a welder for the Santa Fe Railroad, an assistant pastor at his local church and an African-American.

In the fall of 1950, Brown’s daughter Linda, a third-grader, had to walk six blocks to her school bus stop to ride to Monroe Elementary, her segregated black school one mile away, while Sumner Elementary, a white school, was seven blocks from her house.

Linda Brown Thompson later recalled the experience of being denied enrollment to Sumner Elementary:

“... we lived in an integrated neighborhood and I had all of these playmates of different nationalities. And so when I found out that day that I might be able to go to their school, I was just thrilled, you know. And I remember walking over to Sumner school with my dad that day and going up the steps of the school and the school looked so big to a smaller child. And I remember going inside and my dad spoke with someone and then he went into the inner office with the principal and they left me out ... to sit outside with the secretary. And while he was in the inner office, I could hear voices and hear his voice raised, you know, as the conversation went on. And then he immediately came out of the office, took me by the hand and we walked home from the school. I just couldn’t understand what was happening because I was so sure that I was going to go to school with Mona and Guinevere, Wanda, and all of my playmates.”

Six years after the Brown decision was handed down, Oliver Brown become pastor of Springfield’s Benton Avenue AME Church and the Brown family moved here. His daughters entered the Springfield public school system.

Brown Thompson graduated from Central High School in 1961. Her father died a month after seeing his daughter graduate from an integrated school.

Brown Thompson and her sister Cheryl Brown Henderson will be in Springfield to share the story of “Brown v. Board of Education and How it Changed America,” at 7 p.m. Thursday, July 31, in the Central High School auditorium, 432 E. Central St.


Hints from the Help Desk

Windows 7 presentation mode connects AV to computer easily

Microsoft added this helpful feature to Windows 7 to make it easier than ever to connect a projector to your computer.

1. Make sure the video cable from the projector to your computer is securely plugged in.
2. Use the following keyboard shortcut (press the Windows logo key + P)
3. Select how you want your desktop to be displayed:
   • Computer only
   • Duplicate
   • Extend
   • Projector only.
Phil Broyles was a consummate public servant. He could bring out the best in people,” said MoDOT Director Dave Nichols. “He and I worked quite a lot on the re-engineering of MoDOT. Many of the strategies we deployed as best practices in our Bolder 5 Year Direction, Phil had thought of many years before. But as good as Phil was at process improvement, his best skill was working with people. As a leader, he related so well to field staff. He could converse with any MoDOT maintenance supervisor about chip sealing roads or plowing snow and they respected him for his expertise. My fondest memories of Phil were of him as a coach and mentor. He was someone I could talk to about the inner workings of MoDOT and he would give me candid, yet honest advice. He was a friend and I can hear his unique voice as I write. I will miss him very much. To his family, all of us at MoDOT offer our heartfelt sympathy and sorrow in Phil’s passing. Know that he touched us all. “Phil was a true public servant,” said Becky Baltz, district engineer, MoDOT Southwest District. “He was smart, kind and had the respect of everyone who worked with him. He touched many lives both during his career at MoDOT and his time with the City. We will miss him greatly.”

After retiring from MoDOT, Broyles resumed service to the people of Springfield as the assistant director of Public Works, and he replaced the retiring director of Public Works on an interim basis in 2010. Broyles was confirmed in the position permanently in 2011.

He was a member of several professional and technical organizations including the American Public Works Association, National Society of Professional Engineers, Institute of Transportation Engineers, and the Transportation Engineers Association of Missouri. He held a bachelor of science degree in civil engineering from the University of Missouri-Rolla and was a registered Professional Engineer.

Phil Broyles’ Major Accomplishments

- Named one of the Top 10 Public Works Professionals in the U.S. in 2012.
- In a two-year period (2010-2011) Broyles effected a complete reorganization of one of the largest departments in the City and continued a tradition of award-winning excellence,” said President of the APWA Missouri Chapter, William L. Schwer, PE.
- Broyles also sanctioned and supported the creation of Neighborhood Traffic Committees to work with neighborhood associations and area stakeholders to solve small-scale, traffic problems that might not otherwise merit attention from traffic engineers. He placed engineers and neighbors into a cooperative committee, and they all worked together to go beyond the textbook in creating workable, maintainable, and effective solutions to satisfy the needs of the neighborhood.
- Public Works activities touch our citizens’ lives every day in many ways they may not even realize,” Broyles said when receiving the award. “The vital infrastructure, services, and programs that our employees provide 365 days a year range from where the water goes when you brush your teeth in the morning, to the sidewalks and streets you travel on.”
- Public Works received accreditation from the American Public Works Association (APWA) under Phil’s leadership. Less than 1 percent of Public Works agencies are accredited.
- Oversaw the creation of the nation’s first diverging diamond intersection (Kansas Expressway and I-44) Then, added one at James River Freeway, Kansas and Republic Road and U.S. 65 and Chestnut Expressway.
- Received the Distinguished Service Award from the Missouri Bicycle & Pedestrian Federation. Under Phil’s direction, Springfield added bicycle lanes to nine miles of Springfield roads and shared lane markings to another nine miles.

Broyles was preceded in death by his parents and his son, Adam. He is survived by his wife Jan of 46 years; his son Philip and his wife Erika; his daughter Robin and her fiancé Brandon Cox; his brother David and his wife Sharon, and sister-in-law Jane Broyles; his sister Carolyn Foster and her husband Dave; two grandsons, Jason and Erik; three nephews, Dan and Ted Broyles and Tim Hill and their families.
MILESTONES

30 years
David Burrell
Plant Maintenance
Mechanic I
Environmental Services – 5/14/1984

25 years
Bradley Karr
Fire Equipment Operator
Fire – 5/8/1989
David Scheiderer
Battalion Chief
Fire – 5/8/1989
David Hall
Fire Chief
Fire – 5/8/1989
Karyn Highfill
Control Systems Specialist
Environmental Services – 5/15/1989
Dean Westermeyer
911 Telecommunicator
Emergency Communications – 5/22/1989

20 years
Heith Aldridge
Jason Bogema
Phillip Rolewicz
Fire Captains
Fire – 5/16/1994
Scott Jones
William Smart
Battalion Chiefs
Fire – 5/16/1994
Lane Walden
Willis King
Homer Walker
Fire Equipment Operators
Fire – 5/16/1994

15 years
Sheri Davis
Community Recreation Coordinator
Parks – 5/3/1999
Heather Anderson
Police Sergeant
Police – 5/24/1999
Anthony Gomez
Katherine Dunnegan
Casey Wilson
Jeffrey Burnett
Police Officers
Police – 5/24/1999

Michael Terrill
Matthew Farmer
Police Corporals
Police – 5/24/1999
Mark Priebe
Firecorporal (Acting)
Police – 5/24/1999

10 years
Jonathan Gano
Assistant Director of Public Works
Public Works – 5/24/2004
Cheryl Hagler
Loan Technician
Planning and Development – 5/2/2004
Eric Jones
Brian Stark
Firefighters
Fire – 5/10/2004
Timothy Hendrix
Fire Equipment Operator
Fire – 5/10/2004
Kevin Byfield
Equipment Technician
Parks – 5/10/2004
Philip Curtis
James Jordan
Golf Course Workers
Parks – 5/30/2004

5 years
Ron Hardt
Airport Police Officer
Airport – 5/5/2009
Jennifer Biri
Business Services Specialist
Workforce Development – 5/18/2009

Promotions
Heather Anderson
Chad Hampton
John Wilson
Police Sergeants – Police

Retirements
Vince Crunk
Production Manager
Public Information – 19 years
Randy Dunlap
Registered Architect
Public Works – 12 years
John England
Police Officer
Police – 19 years
Aaron Goddard
Rescue & Salvage Specialist
Fire – 10 years
Becky Hollis
Police Officer
Police – 25 years
Joe Jones
Fire Captain
Fire – 22 years
Merleene Knapton
Executive Secretary
Building Development – 10 years
John Matthews
Police Officer
Police – 22 years
Linda Paxton
Workforce Development Specialist
Workforce Development – 8 years
Patrick Planer
Program Compliance Coordinator
Workforce Development – 23 years

Welcome
Jana MacLachlan
Shelia Shenoy
Alice Wood
Human Resources Specialists – Human Resources
Kathryn Wall
Public Health Information Administrator – Health
Lloyd Marshall
Parks Caretaker – Parks

The City MARKETPLACE

FOR SALE

For Sale 1993 Lexus ES-Good Condition
65,751 original miles – second owner – garaged
$8,500. There is an additional set of tires &
wheels and a wing for the trunk available
at an additional cost. 2004 Buick Rendezvous
Good condition, 96,600 $6,600. Great
vehicles for anyone! For more information,
call 417-872-7636.

Attention crafters! Bling available! Loose
Swarovski rhinestones, various colors in
two sizes. See full listing at www.ri.ms/
bling . Used Aiwa car CD player $20 or offer.
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.

HELP WANTED

Our 22 year old daughter recently became
fully incapacitated and requires 24/7 care.
We are looking for individuals to provide
care for her in our home. Night and day shifts
available. Looking to hire quality individuals
able to assist with transfers, pass meds,
administer tube feedings and provide lots
of hugs and cuddling. Nurses, CNAs and PCAs,
and nursing, OT and PT students welcome.
This is a great opportunity to gain hands-
on experience. Night shifts would allow
students to study. Pay is negotiable. Please
call Theresa Williams at 827-3481 after 4:00
p.m. Monday-Friday.

REAL ESTATE

Super cute, unique, 2 bedroom house for
sale. 1638 S Broadway, borders Portland
Elementary School. Hardwood floors, stucco
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.

SERVICES

Special 20% discount to city employees
and their family members during April & May
(New clients only) Haircuts, color, waxing
and much more with Shelly Cantrell @ After
Effects Salon, 3811 C. S. Campbell Call 417-
224-6285 for appointments.
MAY BIRTHDAYS

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WELCOME TO THE CITY

Front Row: Lisa Colbert, WFD; Kathryn Wall, Health.
Second Row: Nora Saenz, WFD; Jonathan Woodside, Airport; Todd Cox, Finance.
Third Row: Julie Crouse, Health; Dustin Holmes, PW; Denise Neuleib, Finance.
Back Row: James Smith, Parks; Paul Nahon, Parks; Jill Norton, Health; Chris Eury, PW; Denise Vaugha, Health.

SCENE
Police heroes, volunteers recognized April 21

The Springfield Police Department hosted an awards ceremony for 18 officers, one citizen and 10 volunteers April 21 at the Springfield Regional Police and Fire Training Center, 2620 W. Battlefield. These officers and citizens were commended for their service, and in some cases, their bravery and extraordinary actions.

**Purple Heart Award**
This is awarded to department personnel who are seriously injured in the line of duty. On Feb. 22, 2013, Sergeant Travis Wilson responded to 2506 W. Grand to assist patrol officers with a search warrant. As members of the Special Response Team (SRT) were clearing a building on the property of the target location, he and another investigator were fired upon by a suspect hiding in the building. While under fire, he engaged the suspect in an effort to stop his aggressive and potentially deadly assault. During the gun battle, he received a non-life threatening flesh wound from a bullet fired by the suspect. After being struck, he continued to engage the suspect. Wilson’s actions resulted in no serious injury to officers on scene or nearby innocent community members. He placed the protection of the community and other officers on scene as a top priority.

**Medal of Valor – Silver**
This is awarded to department personnel who distinguish themselves by performing courageous acts of bravery or heroism above and beyond the call of duty in the protection of life or furtherance of justice, in doing so place their own safety in imminent danger.

The following patrol officers, SRT members and investigators were also fired upon by a suspect during the search warrant execution at 2506 W. Grand:

- Officer Dawn Davis
- Sergeant Chad Eutsler
- Officer Jason Friend
- Officer Michael Karnes
- Officer John Loe
- Officer Tyler Mallow
- Officer Don Mitchell
- Officer John Stowe
- Officer Jason Trusler
- Sergeant Travis Wilson

**Meritorious Service Award**
This is awarded to department personnel who, in the protection of life or furtherance of justice, exhibit conduct which is exceptional.

Officer Jason Carter has engaged in many acts of proactive police work that resulted in several felony arrests. On Dec. 2, 2013, he arrested the primary suspect in a convenience store robbery that just occurred. On Dec. 17, 2013, while at the Greene County Courthouse during a court appearance, he saw a suspect (unrelated to the case he was subpoenaed for) who was wanted for questioning in a variety of felony investigations. He confirmed the probable cause item for the person’s arrest and then made the arrest despite being there on an unrelated matter. On Dec. 31, 2013, he observed suspicious activity at a convenience store, conducted an investigation, recovered a stolen vehicle on the parking lot and arrested the suspect. Then, on Jan. 12, he was dispatched to an armed robbery call and his detailed preliminary investigation led to the arrest of the suspects.

**Command Commendations**
This award shall be presented to department personnel who distinguish themselves by a single act or series of actions that impact the community in a positive manner, or significantly improve the ability of this department to fulfill its mission.

Officer Mark Foos assisted with the security of the scene in the 2506 W. Grand stand-off as a member of the SRT. Due to members of his unit being on mandatory leave, he took the initiative to perform several additional tasks usually divided among all of the members of the team, including planning and supervising the successful execution of numerous search warrants and providing a week of instruction to SRT members.

Officer Chris Snipes assisted with the security of the scene in the 2506 W. Grand stand-off. While the SRT was removing suspects from a building on the property of the target location, officers were fired upon by another suspect who had been hiding in the building. Snipes observed investigators backing away from the building while they were exchanging gunfire with the suspect. He realized one of the investigators had been struck by a bullet fired by the suspect, so he took cover and directed the investigators to pull back while providing them with lethal cover.

Officer David Hatch and Corporal Rod Noble investigated a series of home invasion robberies in which the suspects targeted elderly members of the community. During the course of the investigation, they developed leads based upon the collection of physical evidence not recovered in the preliminary investigation. They were able to determine four prime suspects were responsible for the crimes. As a result of their investigation, more than 30 criminal charges have been presented to the Greene County Prosecutor’s Office. Also, they were able to recover some of the property taken from the victims as well as connect the suspects to a series of unsolved commercial burglaries previously unsolved.

Corporal Rob Schroeder volunteered to take on the role as the department’s historian in 2012, and he has spent over 200 hours of his personal time preserving and organizing over 150 years of SPD’s history. He created a tourist attraction out of the Calaboose.

Last year, over 2,000 citizens visited the museum. He also started a “Springfield Police Museum” Facebook page. Schroeder has located and coordinated the restoration and preservation of photos, films and newspaper articles, and he identified and obtained information on over 40 officers employed prior to 1930. He also completed a thorough list of past constables, marshals and chiefs and organized displays at the Calaboose and Headquarters which tell stories about Springfield citizens, individual officers and policing events.

On Nov. 19, 2013, while assigned to Uniform Operations, Officer Aaron Pearson developed information concerning a suspected drug house within his assigned patrol beat. During the course of his shift, he conducted surveillance on the target location and developed information that led to a traffic stop of a vehicle leaving the location.

Officer Aaron Pearson, Officer Nick Masterson, Officer David Hatch, Corporal Rod Noble, Officer Michael Karnes, Officer Chris Snipes, Sgt. Travis Wilson, Officer Tyler Mallow, Officer Jason Friend, Officer Dawn Davis, Cpl. Rob Schroeder, Officer Don Mitchell, Officer John Loe, Officer Jason Trusler, Sgt. Chad Eutsler, Officer John Stowe, Officer Jason Carter. Officer Mark Foos not pictured.

See SPD on page 8
What is your earliest memory? Riding to my grandma’s house in my dad’s old pickup.

Who had the greatest influence on you during childhood? My big sister.

What’s the one thing about you most people don’t know? My family and I raise sheep.

What are you most proud of? My family. We’ve been through it all and we’re still strong.

What do you like most about your job? Listening to the police officers’ stories who come in for vehicle maintenance.

Bike to Work Week is May 12-16

The City encourages employees to leave their cars behind at least one day May 12-16 and commute to work by bicycle, bus, carpool, walking or any combination of these. The department with the largest percentage of participation will win bragging rights and a special traveling trophy! So gather your co-workers and do something good for the environment! *City Clerk, City Manager’s Office, PIO and Human Resources have been combined to one category.

E-mail Julie Schnurbusch at jschnurbusch@springfieldmo.gov and provide your department, mode of transportation, miles of round trip, dates and number of round trips you plan to participate.

All registered participants will receive a voucher for a free bagel and coffee or cookie from Panera, and there will be prizes and giveaways all week.

Visit Ozark Greenways’ Web site for more information.

Volunteers needed for Spring Ring fund-raising drive for Salvation Army

Every year, the local Salvation Army chapter provides extreme emergency cold weather shelters to those most in need. The City allocates $10,000 to the Salvation Army to cover their expenses for this important service to our community.

This winter was extraordinarily rough and long. The Salvation Army’s expenses were $30,000 this year instead of $10,000, leaving a gap of $20,000.

To help fund that shortfall, the City is helping the Salvation Army with a one-week fund-raising campaign May 10-16, called Springfield Spring Ring. Salvation Army red kettles will be placed at locally owned businesses that one week only.

The City has agreed to adopt Monday, May 12 as “Government Day” and needs 70 volunteers to staff red kettles at Price Cutter locations, Battlefield Mall and Bass Pro Shops Outdoor World in two-hour time slots from 10 a.m. until 7 p.m. Please call Audrey Esther at 417-862-5509 ext. 116 or e-mail her at audrey_esther@usc.salvationarmy.org if you want to volunteer.

Paul Nahon Jr. named general manager of Springfield Lasers

The Springfield Lasers Mylan World TeamTennis franchise has named Paul Nahon Jr. as general manager.

Nahon, 53, was appointed general manager March 31, after serving as director of sales and marketing for the Lasers since April of 2013.

“I’m excited to take the helm as general manager,” said Nahon. “I plan to examine the organization as a whole, continue to enhance the fan experience and build on the success we’ve had in the past, including the Lasers’ 2013 Western Conference Championship title.”

Nahon succeeds Larry Haugness, who served as interim general manager for the 2013 season, and founding General Manager Tom Adams, who retired in 2013 after 17 years of service.

Police launch volunteer program to assist stranded motorists

On April 1, the Springfield Police Department launched the Motorist Assist Program (MAP) staffed by volunteers from the community. The mission of the MAP is for trained volunteers to make contact with stranded motorists whose vehicles have become immobile on the streets of Springfield and utilize the MAP vehicle to provide those motorists with cover and to alert other motorists to use caution while driving past the stalled vehicle until it can be safely removed from the roadway. The MAP vehicle is a white, unmarked police car equipped with amber overhead lights and door magnets that identify them as part of the MAP.

Diane and Dennis Scharpf are MAP volunteers with SPD.
Follow the GOLDEN GOOSE

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.

**I think I speak for the entire Help Desk when I say that even before we begin a ticket for the Southwest Wastewater Treatment Plant, we know it will go smoothly. And that is because Karyn Highfill is there always going above and beyond to help us. Even if the issue itself isn’t simple, Karyn makes it so we don’t have to worry about anything other than resolving it. Whether it is coordinating access to a computer, guiding us to where or who we need, or even knocking out all the troubleshooting that steps her account will allow beforehand, she consistently makes our job easier and more efficient. There is just something to be said for having a single point of contact for anything we might need to do out there and Karyn is always in the know even though I know she has plenty of her own work to keep her busy. I am happy to present her with the Golden Goose for all the great work she has done for me and for the Help Desk and all the great work to come.**

**Skylar Desa, IS**

**Pitch, Hit & Run May 3**

The Springfield-Greene County Park Board will host Pitch, Hit & Run, a free youth baseball and softball skills competition 9-11 a.m., Saturday, May 3 at Cooper Sports Complex, 2701 E. Pythian.

Pitch, Hit & Run is the official skills competition of Major League Baseball designed to provide youth athletes ages 7-14 an opportunity to showcase core baseball/softball skills.

Boys and girls are divided into four age divisions: 7-8, 9-10, 11-12, 13-14. Competitors throw strikes at a designated target, hit from a stationary batting tee for distance and accuracy, and sprint from second base to home.

Individual pitching, hitting and running champions, along with all-around champions in each age and gender group will received awards and advance to the sectional level of competition. Competitors may eventually advance through four levels, including Team Championships at Major League ballparks and the National Finals at the 2014 MLB All-Star Game.

Participation is free. All competitors must bring a copy of their birth certificate and have their parent or guardian fill out a registration/waiver form, available on site the day of the event or online at mlb.com/phr.

For more information visit parkboard.org/sports or mlb.com/phr, or call Killian Sports Complex at 417-837-5817.
To: Bob Belote, Springfield-Greene County Park Board Director
I am writing to acknowledge four outstanding employees with the Parks Department. I have an incapacitated child whose birthday was in March. It was her desire to go to the zoo. Due to her disabilities, this was not going to be an easy undertaking. I contacted Karen Herron to see if there was any accommodation that could be made. From the moment I made contact with Karen, it was a “can do” attitude from everyone.

Karen got me in touch with Mike Crocker, assistant director of Parks. Mike took the ball and ran with it. He arranged for a private, behind-the-scenes tour of the zoo, complete with golf carts and personnel, to open the doors of the zoo to our daughter.

Sheila Samek, one of the zookeepers, accompanied us on this tour, as well as Melinda Arnold from Friends of the Zoo. It was obvious from the three of them that they love what they do, love the animals and are true heroes for individuals with disabilities.

Karen got the ball rolling and Mike, Sheila and Melinda provided a memorable experience and an outstanding birthday for our daughter at the zoo. Never once did we feel rushed or that we were an inconvenience. Everyone focused on our daughter, her comfort and giving her access to the zoo, which otherwise would not have been possible.

I cannot thank the four of them enough, and our family will forever have a special place in our hearts for our friends and the animals at the zoo.

Sincerely,
Theresa Williams
Health Department

To: Steve Meyer, Environmental Services Director
Thank you for the helpful employee Randy Reed at the recycling center. I am 81 years old and he is so helpful when I take the plastic and newspapers to recycle. He is an asset to the City.

Velma Hite

To: Public Works
Thank you so much for the wonderful tribute that the Public Works family presented to my family as we passed by on Glenstone Avenue toward my brother’s final resting place last Friday. I was very moved by the outpouring of love and respect that this signified. I am overwhelmed by the support for the family of Phil Broyles and wanted to express my deepest gratitude for everything that was done for us during this most difficult time. It is apparent to the City of Springfield and beyond that Phil was a beloved employee and friend.

Carolyn Broyles Foster

To: Health Department
I just wanted to let you know how grateful I am to Animal Control Officer Rob Rem. One Friday I went to Ava. Among our clinic clients that day was a man who dropped off a cat and a dog for surgery. Staff called him to let them know he could pick up his pets a little early that day. By 5 p.m. he had not collected them, and we close at 5 p.m.

I was on my way back from Ava by then, and told them to board the dogs for the night and I would take care of the situation in the morning. I was concerned about being at the clinic alone if and when he showed up. I called Animal Control, and Rob was aware of the situation. I called the man when I got into the clinic, and I asked Officer Rem if he would mind being at the clinic when the client came to pick up his pets, as I was by myself. Rob’s presence really made a difference in this situation.

The man collected his pets without incident. Springfield is so fortunate to have Animal Control officers of such a high caliber. We are very grateful to have Animal Control as one of our partners.

Mary Crawford
SAAFhouse S/N Clinic

To: Springfield-Branson National Airport Night Custodians
We were visiting from New Jersey to see our soldier graduate from Fort Leonard Wood. While trying to depart from Springfield, we missed our flight, only to have to wait until the following morning to board a flight. Your night crew was so welcoming and nice. They provided amazing hospitality – blankets and a menu so we could eat. Thank you!

Mark Miller and Shevelle Clair

To: Sam Brakebill, 911 Emergency Communications Telecommunicator
On March 28 at approximately 9:56 p.m., a citizen called 911 due to her infant son choking. The call-taker, Sam Brakebill, talked with the mother of the infant, Casey Hermiz, while sending the information to be dispatched. Battlefield Fire, Greene County Sheriff’s and a medic were sent to the location to assist the mother. She wrote, “Hoping I never have to speak to the dispatchers again, but whoever I spoke to (a few weeks back) when my infant son had a choking episode leaving him temporarily cold and blue, was awesome. Kept me on the phone until I was comfortable getting off the phone.”

Casey Hermiz
Battlefield

To: Drew Meyer and Kayla Smith, 911 Emergency Communications
A Springfield citizen had to call 911 on March 28 and March 30 for medical assistance regarding her husband, whose health is declining. Betty Murphy’s daughter, Stacey, indicated her parents are from the era where you do not call 911 unless someone is dying. After both calls, Betty said the dispatchers were “patient with her, caring” and did excellent work. The call-takers did not make her feel like she was a burden or calling in with something that was wasting our time. Stacey is a 911 telecommunicator herself and said she appreciated knowing Drew and Kayla talked to her mother like she would have during these stressful situations. Betty has done nothing but “rave about all the good folks at 911.”

Betty Murphy and Stacey Watson

To: 911 Emergency Communications, 2nd Shift
On April 9 at approximately 9 p.m., officers were dispatched to a 10-year-old female who had reportedly walked away with a male stranger in her neighborhood. The 10-year-old was quickly located and returned home safely within approximately 30 minutes by the Springfield Police Department.

The responding officers and 911 personnel did a great job of communicating information among Springfield Police Department and other law enforcement agencies. Information was broadcast out very quickly. The Greene County Sheriff’s Office and the Missouri State Highway Patrol immediately assisted with the incident.

It was a great response from everyone as the officers and telecommunicators treated the call accordingly.

Lt. Stacey Parton
SPD