Council tables controversial bill

Nearly 500 people attended the Aug. 27 Springfield City Council meeting, where Council made decisions on three high-profile issues. First up was approving a motion by Councilman Tom Bieker to table a bill that would have added sexual orientation and gender identity to the list of protected categories in the City’s nondiscrimination ordinance in the City Code. The categories were to be covered in the area of employment, public housing and accommodations.

The Mayor will seek input from City Council as to the specific charge to be given to a citizen-led task force to further address the issue, and also to the stakeholders that need to be included on the task force.

“Obviously, this is going to take some time and City Council is not going to rush this process. This is an important issue for our community and needs to be given due consideration,” said Mayor Bob Stephens.

Following input from Council, the application process will be developed and the public will be notified through a news release, the City’s website, and the social media channels the City consistently uses.

Council’s action tabled both the original bill that was heard Aug. 13, and an emergency bill offered by Mayor Pro Tem Jeff Seifried that appeared on the Aug. 27 agenda, which proposed to send this issue to the voters on the November ballot. Thus, there was no public hearing on either of these two bills during the Aug. 27 City Council meeting.

Category: News and Events
Classification: City Government

City and OEM launches OzarksReady

As the remnants of Hurricane Isaac moved into Springfield and Greene County, September begins National Preparedness Month with a stark reminder of why it is important for everyone to be ready for disaster.

Since 1990, Greene County has had 12 federally-declared disasters, tying for second place in Missouri. In June 2010, Missouri was ranked number 10 in the nation for total number of disasters. This region is certainly no stranger to danger.

The Springfield-Greene County Office of Emergency Management (OEM) coordinates local and regional response efforts in the event of disasters. Director Ryan Nicholls says the biggest threats locally are ice storms, tornadoes and fires.

Nicholls said an important part of any community’s ability to respond and recover from disaster actually happens before disaster strikes. That’s why OEM is teaming up with partners, such as the American Red Cross, the City of Springfield and City Utilities to launch a public awareness campaign to help citizens prepare for what they can and should do during a natural disaster.

The campaign will address the four themes pro-

Day of Caring
Find out how employees spent the day giving back.

CODE 3 Boot Camp
inBalance unveils new program with the Police Department

Do you know?
Get to know Robert Monier with the Fire Department.
City of Springfield employees participated in the 20th annual United Way Day of Caring held August 23.

• 15 members of the Springfield Police Department, including Chief Paul Williams, helped trim trees and landscape at Boys & Girls Town.
• Public Works provided heavy equipment and manpower (about 60 volunteers) for projects at a Girls Scout camp outside Rogersville.
• The Springfield-Greene County Health Department worked at the Salvation Army on July 30, handing out backpacks and helping families shop for back-to-school clothing.
• The Department of Public Information and City Clerk’s office boxed canned goods and stocked backpacks at Ozarks Food Harvest.

Passwords
Effective this month, we are implementing new password requirements and a login prompt for the City of Springfield computer network. This change is necessary to meet the security requirements for a number of systems on our City network. The new password requirements will be effective the next time you change your password.

The new password requirements will be as follows:
• You will be required to change your password every 90 days!
• You will not be allowed to use your user account name or parts of your full name that exceed two consecutive characters in the password.

For example: Changing your password from MSUBears1 to MSUBears2 or MSUBears3 will not be acceptable.
• Passwords must be 8 characters in length.
• Passwords must include three of the following four categories to be accepted:
  1. Uppercase letters (A - Z)
  2. Lowercase letters (a - z)
  3. Numeric characters (0 - 9)
  4. Non-alphabetic characters (!, @, #, $, %, etc.)

   For example, an acceptable password would look like: MSUB3ars, msub3ars$, or Msube@rs
Police respond Code 3 in emergencies with sense of purpose and urgency—that’s lights, siren, and driving quickly. This boot camp has all of those things that are important as related to a Code 3 response! CODE 3 means-Challenge Ourselves Daily—Everyone! The 3 stands for 3 levels of fitness—beginners, those of average fitness, and those who would be considered very fit!

What is Code 3 Boot Camp all about?

Starting September 25th, the structured 8-week fitness boot camp will meet at Police W Central (216 W Central) on Tuesdays and Thursdays @ 12 noon for 30-40 minutes. These sessions, centered on functional fitness movements and circuit training, are conducted by Police Trainers who are dedicated to making each session meaningful and productive for everyone.

Here’s the scoop:

• Want to commit? Fill out the application (https://www.surveymonkey.com/s/CODE3BootCamp). Space is limited to 25-30 participants. CODE 3 will be accepting applications and selecting participants to gather a variety of committed individuals from all departments with all ability levels! Participants will be selected by September 7th. Those not selected will be added to a waiting list and will receive updates as the pilot program progresses.
• We want you to invest in yourselves! Thus, we require you to attend all Boot Camp sessions! There are many priorities in life-fitness is one of those. We believe it is an attitude or a mindset that should be applied for the next 8 weeks, 16 workouts. Commit—don’t quit!

5 Reasons to take the CODE 3 Boot Camp Challenge:

1. Deep down we all want to push ourselves harder—this boot camp will do just that.
2. Quick results— in 8 weeks, results are measurable and you can burn 2x the amount of calories than many of the typical exercise classes offer.
3. Support Group—we are all doing it together, form bonds, make friends, help you “stick” with the program, provides instant “accountability” with partners, motivate, and guide each other through the workouts.
4. It’s fun—Camaraderie is first, intensity is up to you!
5. It’s FREE!

This is the ultimate workout program for every level. From beginner to experienced—anyone can do this class. Let’s get FIRED UP and HAVE FUN. If it’s not challenging—it isn’t going to change you!

If you have questions about inBalance or CODE 3, contact Katie Towns-Jeter 874-1250 or Emily Hegg 864-2077.

**What is in an emergency kit?**

- Water: One gallon per person per day
- Food: Three day supply
- Non-perishable foods
- Can opener
- Battery-powered AM/FM radio (extra batteries)
- NOAA weather radio
- Flashlight with batteries
- First Aid Kit
- Medications or medical supplies
- Personal hygiene supplies, diapers, etc.
- Dust Masks
- Wrench or pliers to turn off utilities
- Cell phone with chargers
- Cash
- Warm blankets
- Pet supplies
**FOR SALE**

Excellent condition queen size bed boxspring and mattress with attached pillow pad. $100 for both. Call Steve at 413-6907.

Two bedroom, two bath, two car garage recently renovated house for sale. Quiet neighborhood on the east side of town. Would make a great starter home or house for college students. Contact Amy at 576-5669.

For Sale: King Size Log Bed Frame $300 call Amy at 576-5669.

25 ft gooseneck flat bed trailer with 5 ft dovetail on 2-10,000 pound axles. 2004 model - $4,000, good condition. Call James, 299-3351.


Yamaha Grizzly 450cc ATV for sale. 4WD with hi-lo range auto transmission. Only 130 miles, like new, runs great. Asking $4,850. Call John at 773-2467 please leave message.


1969 Chevy Camaro X11 - total restoration project car. Original 350 ci, 350 turbo transmission car (no motor or transmission). Numerous other parts go with this car. Has all the glass and front/backseats. Frame and shock towers are good; two extra front fenders, that with some body work, could be used. Great project car. $4,000 O.B.O. Call Roger at 234-3438 with questions.

**MILESTONES**

40 years
Kenneth Hufford
Senior Street & Sewer Construction Inspector
Public Works – 09/18/72

35 years
Ronald Cummins
Equipment Operator II
Public Works – 09/19/77

25 years
Tina Sides
Municipal Court Bailiff
Municipal Court – 09/21/87

20 years
Lonnie Stockdale
Rescue & Salvage Specialist
Fire – 09/06/92

Anita Powers
Crime Research Analyst
Police – 09/16/92

10 years
Sherree Sanders
Executive Secretary
Fire – 09/05/02

Cynthia Bennett
Workforce Development Specialist
Workforce Development – 09/09/02

Mark Ryan
Plant Maintenance Engineer
Environmental Services – 09/09/02

5 years
Kara Warren
Community Recreation Specialist
Parks – 09/02/07

Danny Mooneyham
Plant Operator III
Environmental Services – 09/14/07

Brenda Toler
Clerical Assistant
City Clerk – 09/17/07

Roger McCormack
Parks Caretaker
Parks – 09/18/07

Karen Powell
Receptionist
Workforce Development – 09/24/07

**Welcome**

Kelly Stuckey
Assistant City Attorney
I – Airport

Tara Pulles
Kimberly White
Educational Outreach Specialists – Environmental Services

Rose Watson
Educational Outreach Assistant – Environmental Services

Jennifer Duzan
Env. Technician – Environmental Services

Joseph Gatib
Computer Technician – Information Systems

Sandy Goddard
Administrative Assistant – Planning and Development

Martin Rosmanitz
Building Maintenance Craftswoman – Public Works

William Ramage
Building Maintenance Worker – Airport

Richard Pendergrass
Maintenance Worker – Public Works

**Promotions**

Tad Peters
Scott Umberger
Shawn Williams
Police Lieutenants – Police

Kirk Manlove
Police Major – Police

Julie Gimlin
Vicki Hilton
Development Coordinators – Building Development

Christopher Woods
Senior Computer Forensic Analyst – Police

Jessica Whittington
Office Administrator – Finance

**Services**

Complimentary Facial & Summer Makeover! $10 off on your Mary Kay order at your makeover, or $20 off when you bring a friend! Contact Karen Herron at 355-1282 or Karenherron@marykay.com

**FOR SALE**

Do you love candles? Check out www.417scents.com for Wickless Candles by Scentsy, which are a safe, Wickless alternative to scented candles. Great gift ideas for holidays, birthdays, and anniversaries. Contact David or Anita Climer at 831-9124 or 838-3710 for more details.

Everyone deserves legal protection. With Legal Shield you have it. Everyone living under your roof is covered. For traffic tickets and accidents, Legal Shield will represent you in court and achieve the best options available to you. It’s included. You, your spouse and teen drivers are all covered. Welcome to peace of mind. Visit www.legalsield.com for more information. For City of Springfield employees it is only $15.95/mo. Contact John for more information or to sign up. 861-0323.

Have something to buy, sell or offer as a service to your fellow City employees? Get the word out and list it in the SCENE Marketplace! Email exact wording and contact information to thescene@springfieldmo.gov.

**SERVICES**

Place your ad in the Scene!
SEPTMBER BIRTHDAYS

1 Rick Garner  
Terese Wells  
BDS  
ES  
15 Lance Scott  
Eric Wester  
PRK  
FR

2 Charles Cullen  
Breaunn Kratzer  
Eric Schroeder  
William Shoge  
Kevin Stephens  
PRK  
POL  
PW  
911  
PRK  
FR

3 Joshua McMullin  
Judy Woods  
Chris Bersted  
Sterling Jones  
Nancy Laursen  
Jennifer Meloy  
Brian Thompson  
Sandra Wilson  
PRK  
POL  
PW  
MC  
FR  
911  
PRK  
POL

4 Heathon Ash  
Joseph Coppenbarger  
Nile Forsyth  
Ken Harmon  
Jacob Hobbs  
Rebekah McTeer  
Kelly Patton  
Jennifer Sare  
Sara Vieira  
Jeff Volkmer  
William Walters  
Scottie Wilson  
POL  
POL  
MC  
FR  
911  
PW  
FR  
911

5 Brian Adams  
Learne Mays  
William Newton  
James Rayle  
Lauren Smith  
Earlene Adams  
Andrew Bolin  
Kenneth Browning  
Paul Buscher  
Tony D’Andrea  
Robin Funkhouser  
Vickie Lancaster  
Kathleen Mackenzie  
Jacob Miller  
Eric Rogers  
Joseph Seastrom  
Charles Steele  
Brenda Walter  
Jamie Williams  
PRK  
POL  
AIR  
PW  
911

6 Melissa Barton  
Waylon Cavinder  
Miguel Franco  
James Jordan  
Rhonda Lewiseder  
Christopher Mann  
Jaydene Miller  
Lindie Pierce  
Nichole Plowman  
Matthew Robinson  
Phillip Rollewicz  
911  
PRK  
PRK  
PRK  
911

7 Scottie Wilson  
Richard Baldenegro  
Robert Friend  
Steven Hosiner  
Zachary Hudson  
Kelby Johnson  
Brian Smithson  
FR  
POL  
POL  
POL  
POL  
911  
POL  
PRK

8 John Smith  
Jacob Whillok  
PRK  
POL  
POL  
911  
PRK

9 Tari Redd  
911
I want to update you on two issues that have something in common – both are running short on resources. Allow me to explain as both topics are very important.

Water Conservation Efforts
I want to encourage all of you to do your part in conserving water while our community responds to the current drought conditions. As you probably know, our water supply is experiencing low levels and it is likely that those levels will soon drop to a critical level. If levels drop low enough, City Utilities will need to implement first-ever conservation actions. You should know that City departments have already instituted a variety of water conservation actions. As the City, we must show leadership on this issue. I'll be updating you as we continue those efforts, but I want to thank all of the departments already taking this challenge seriously and taking action. And I encourage each of us to do our part to conserve water at home.

CityLink Upgrades
I want to inform you that we are beginning to upgrade our CityLink (Oracle) computer system. This is an enormous project that will impact ALL departments in some way – some more, some less – over the next ten months. Three departments – Information Services, Human Resources, and Finance – will be most directly involved in the upgrade, and selected members of their staff are already working on the upgrade. Some of the staff in each of these three departments have been physically relocated to a “war room” in City Hall so they can work together to focus on the complexity of this task. The rest of us will be impacted due to a temporary reduction in services typically provided by these three departments. Staff from other departments will participate as we work through specific issues pertaining to their areas.

This CityLink upgrade is complex, but necessary, as it will ultimately save money and make us more efficient. It won’t be easy, but it will be worth it. Like many of you, I’ve been through major software upgrades before. We will survive and come out stronger in the end. Some of the anticipated benefits of the upgraded system include more self-service capabilities for all employees, better financial reporting capabilities, more budget functionality, and the implementation of iRecruitment, an electronic hiring process that will eliminate much paperwork and streamline the hiring process for City staff and applicants. I appreciate your patience as we work through this massive project. We will offer training sessions about these new employee-based features as they become available.

Based on our need to re-assign personnel from Information Systems, Human Resources, and Finance to this project, the following outlines the general service reductions that we must all accommodate during the next ten months:

Impact on the Human Resources Department:
• Reporting – To reduce report production time, HR will run reports and distribute data without special formatting. Users can format the documents as they desire.
• Reporting – Can only provide critical or compliance reports.
• HR will only print employee badges on Tuesdays at 9am and Fridays at 2pm. PIO to reconcile badges provided to City employees on a daily basis; all outstanding badges unaccounted for will have access terminated.
• HR will discontinue the issuance of parking tags.
• All final checks will be processed as a direct deposit rather than a manual check to reduce staff processing time.
• Departments must monitor and track use of administrative leave without pay for their staff. Payroll staff will be unable to monitor and send reminders. Departments have this information on timesheets.
• All payroll forms, with the exception of timesheets, must be received in Payroll by the Thursday prior to pay date to be processed; exception made for terminations only.
• Retirement processing – HR is requesting that employees contact Peggy Thompson at least 60 days prior to their desired retirement date.
• HR will limit the number of meetings related to the retirement process and ask employees to contact the ICMA-RC representative directly.
• Delay Pre-Retirement Seminars – Police & Fire from May until late summer of 2013; LAGERS from June until Fall of 2013.
• Employees and supervisors need to

Diversity@Work
The City of Springfield is an Equal Opportunity Employer. You probably knew that and it certainly is included on all City of Springfield employment postings, our employment applications, and our website – but have you ever actually considered what it means?

The City of Springfield is an equal opportunity employer and will consider applicants without regard to age, sex, color, race, religion, national origin or disability as prescribed by federal and state laws.

Why is the City of Springfield an Equal Opportunity Employer? First of all – it’s the law. Since the 1960’s, the federal government has prohibited workplace discrimination based on race, sex, religion, national origin, age and certain health information and conditions. Naturally, the City is going to observe lawful requirements, but the immediate benefits to complying with protection laws are obvious:
• Applicants and Employees are protected from workplace discrimination and have recourse when they believe discrimination has taken place.
• As an employer, the City benefits from establishing an environment that protects its employees by ensuring a safe working environment, facilitating positive employee morale and recruiting diverse and talented applicants.

It is also illegal to discriminate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit. The laws apply to all types of work situations, including hiring, firing, promotions, harassment, training, wages, and benefits.

As an employer, the City of Springfield is certainly careful to adhere to federal law – but also to encourage employees to ensure that we all do our part in keeping our environment free from any kind of discrimination. A discrimination-free environment starts with recruiting, but it is carried out and enforced daily in all City of Springfield employee work environments. If you have questions about federal protection laws, there is a tremendous amount of information on the internet. If you have questions about the City of Springfield’s observation of these laws, please feel free to contact your Human Resources representative.
Enforcement Sales Tax.

In Brief

**John Cavanaugh: Hammered Lead opens at Springfield Art Museum**

John Cavanaugh: Hammered Lead will open with a public preview reception on Sept. 14 from 5:30 to 7:00 p.m., hosted by the Southwest Missouri Museum Associates. The exhibit will present over 40 sculptures, including both low and high relief pieces, which reflect Cavanaugh's innovative mastery of lead, in addition to his skillful work in terracotta and bronze. A special child-focused component will be installed in the adjoining Kelly gallery.

Gordon Alt, Executive Director of the John Cavanaugh Foundation, will join us for the opening reception and will present a gallery talk about the artist's work on Saturday, Sept. 15 at 2 p.m. in the Weisel and Kelly galleries. This event is free and open to the public. The exhibit will continue through Nov. 18, 2012.

**Mayor Selected to Blog for the Huffington Post**

Mayor Bob Stephens was asked by The Huffington Post to blog as part of a new dedicated section called “Opportunity: What is Working.” The section features blog posts from mayors, governors, and other elected officials enacting strategies to bring jobs to their constituents.

“To change the narrative away from a fatalistic acceptance of our unemployment crisis, The Huffington Post is launching a site dedicated to what is working — including small businesses creating jobs, state and city initiatives, social entrepreneurs, job creation and training programs, internships, and many other innovative solutions, big and small,” The Huffington Post founder Arianna Huffington wrote in a letter to Mayor Stephens. “As a leader in this field, we would love to include your voice in this conversation.”

Mayor Stephens’ first blog post appeared Aug. 15 and was followed by a Tweet from @ariannahuff to the media mogul’s 985,426 Twitter followers.

**“Like” us, please!**

The Public Information Office is working hard to increase the City of Springfield’s outreach to the community through different Social Media sites. We want to encourage all city employees to “Like” the City of Springfield on Facebook and follow us on Twitter.

It is a great place to find out about the different things other departments are working on, see posts from members of the community, and engage in online conversations about ways we can improve Springfield. Your participation will help reach more citizens and allow us to share information with a much wider audience.

**Fatality traffic crashes up in latest Public Works report**

The City of Springfield Public Works Department has released the May 2012 Crash Report Card for Crashes from January 1 through May 31. There have been 7 fatality crashes (killing 9 people) this year compared to 4 fatality crashes in the same time period in 2011. The number of total crashes has decreased by 5% and the number of injury crashes has decreased 8% respectively compared to the same period last year.

For more information and other great resources, go to: [www.savemolives.com](http://www.savemolives.com) or contract Mandy Buettgen in the Traffic Engineering Office at 864-1980.

**From the SCENE archives**

10 years ago – September 2002

**Trunked Tower System Dedicated The $27 Million Countywide**

Trunked Radio System was dedicated on July 27, 2002. It will improve communications among emergency responders across Greene County. The City of Springfield is an equal partner with City Utilities and Greene County in paying for the project; the City and County’s portion is funded by the Law Enforcement Sales Tax.

20 years ago – September 1992

**Wild West Days Return to City**

Everyone is invited to join in the fun of Wild West Days on Park Central Square on September 11 & 12, 1992. This annual event celebrates the history of Springfield and includes a re-enactment of the blazing shootout between Wild Bill Hickok and Davis Tutt which took place on the square in 1865. There will be costumed characters, historical exhibits, street performers and live musical entertainment.

**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.

**Robert Monier**

Fire Equipment Operator
Fire Department
Bob has worked for the City for 17 years.

**What has been your greatest achievement?**

My greatest achievement is a hard one. I’ve had several that have given me lots of satisfaction—like completing a 37-week Russian language course when I was an enlisted soldier in 1978, graduating from SMSU with a Bachelor of Science Degree in Industrial Technology magna cum laude in 1984, getting my commission as a 2nd Lieutenant in U.S. Army in 1986, completing Field Artillery School at Fort Sill in 1986, completing a 12-week Turkish language course in 1987, completing Nursing School at St. John’s in 1992 and then getting my Registered Nurse license.

**What’s the one thing about you most people don’t know?**

I don’t have a spleen. I had it removed in 1976 after a football accident that nearly killed me.

**What was your first job?**

Dishwasher at the Lemonwood Tree Restaurant

**The SCENIC Route**

PSC?... Public Safety Center. So what does ARK stand for?

Emergency Management’s Ryan Nicholls and Noah discussing disaster preparedness.
To: Police Chief Paul Williams

I was an observer at the scene of a car/motorcycle accident outside of my house last night. Three children were passengers in the car and were extremely upset, so I was attempting to console them while Officer Marcum spoke with their father and conducted his investigation. The officer came over to the children, knelt down in front of them and comforted them. He showed not only professionalism, but compassion and empathy. As a teacher, I was impressed by his care and concern, and as a woman that lives alone in this less than desirable neighborhood, I am extremely grateful that we have officers like this one responding to, serving, and protecting us.

Kimberly Snyder
Springfield

To: Police Chief Paul Williams

Officer Reeves was the responding officer when a woman committed suicide from our floor at the Doubletree Hotel. Both my mother and I needed to give witness statements and Officer Reeves was very compassionate and patient while we told him what happened. I also appreciated that he offered to call the Chaplain to sit with us. I understand that police officers have to deal with many tragedies in their careers, however, I was very thankful that he demonstrated humanity and empathy for those of us who fortunately do not. Because of this, I would like to commend your staff, especially Officer Reeves, and hope your department continues to treat the community with that same level of respect. Thank you very much.

Jennifer Gatske
Montgomery, Illinois

To: Police Chief Paul Williams

I’d like to commend two SPD Officers who assisted me recently. First, one afternoon my parents’ car which I was driving quit on Battlefield at Fremont and would not start. Officer Campbell made sure a friend was able to take me to purchase a battery. Secondly, on a following morning, the same car again quit on Campbell at Battlefield and would not start. Officer Kelley waited with me for the tow truck, and the alternator (evidently the original culprit) was later replaced, and all is now well. During both troubling and frustrating events, each officer went above and beyond to assist me in heavy traffic at busy intersections, and used their vehicles to provide protection for me in order to keep me safe. Both officers were extremely polite and helpful on 100 degree days, when I’m sure they had more important duties awaiting them. These two officers are the epitome of the motto “protect and serve” and we in Springfield are fortunate to enjoy the services they provide to citizens. I cannot thank them enough for their generous assistance, kind demeanors, and genuine concern for my safety during these two stressful incidents. Please kindly convey my utmost appreciation to each of them.

Sincerely,

Deanna K. Scott
Attorney at Law

Impact on the Finance Department:

• The schedule for payroll and accounts payable will not change. However, all work must be submitted by the established deadlines. Finance cannot accommodate special handling of contracts or payments. The use of purchasing cards for all allowable transactions is strongly encouraged. It is especially important that all year-end journal entries are completed by the deadlines previously communicated to departments.
• The Purchasing division will be impacted. Departments should add four weeks to the current timeframe for completing a purchase. Also, please be responsive to request for information or review of draft documents.

Impact on the Information Systems Department:

• Information Systems will freeze changes to the current CityLink (Oracle) system. No new configuration changes will occur and no new reports will be written.
• Information Systems will make the CityLink (Oracle) upgrade project their top priority, which will delay enhancements to in-house systems that IS supports. Since it is in progress and nearing completion, IS will complete the electronic plan review software (ProjectDox) project.
• Any new software implementation will be delayed, with the exception of the new Motorola CAD software for public safety and Active.net for Parks.
• Website updates and Sharepoint (CityShare) changes will be delayed.
• No smartphone applications will be developed during the project.

I ask for your patience as we work through this project. There may be times when you become frustrated by your inability to get a software change implemented, but please remember those that are being tasked to implement this conversion and consider the big picture. Only I will be able to authorize any exception to the above-listed temporary service adjustments. I hope you understand and, again, I ask for your patience during this conversion.

Remember . . . we’re all in this together, and this is a perfect example. And as always, thank you for what you do every day to serve our customers . . . the citizens of, and visitors to, the City of Springfield. I’m proud of your work.