Mercy’s Wellness on Tour mobile mammogram bus to visit Government Plaza in October

Location: City of Springfield Busch Building (near east entrance)
Time: 8 a.m.-2:30 p.m.

Qualifications:
• 40 years old, or older (Can do a baseline for women 35-39 with a doctor’s order).
• At least 10 months since last mammogram.
• No current breast problems.
• Have an established physician.
• Able to enter bus via steep steps and stand for exam unassisted.

Appointments take approximately 15 minutes. Mercy will file insurance for you (please verify coverage and limitations with your insurance provider.) If you have breast implants, please notify the scheduler.

The equipment on the bus is the same as the Mercy Breast Center. The technologist who performs the exam is a female. Images are read by the same radiologists. We’re simply on site at YOUR location. Call 417-820-2790 to schedule your appointment!

City’s Sustainability Officer Barbara Lucks announces resignation

After 22 years with the City of Springfield, most notably as the City’s first sustainability officer, Barbara Lucks announced her resignation (effective in mid-October) to work full time as a private consultant. Lucks joined the City in 1994 as a materials recovery/education coordinator, before heading the City’s newly created Sustainability Division following the department of Environmental Services’ creation in 2011. She is responsible for developing and implementing the sustainability efforts for the City organization and guiding the City’s public involvement in community sustainability.

She has been responsible for planning, implementing, and overseeing the public education and information components of the City’s solid waste management system (which includes the Household Chemical Collection Center, Yardwaste Recycling Center, recycling drop-off centers, Springfield Sanitary Landfill and curbside recycling services offered by private trash haulers), the Clean Water Services division of the Environmental Services department (which includes two wastewater treatment plants and associated facilities and services) and the City’s air quality and water quality sections.

“It’s been a pleasure and a privilege to work with Barbara Lucks, both during my time at Greene County and now at the City,” said Deputy City Manager Tim Smith.

BeCivilBeHeard.com
Speak out with courage
Express yourself with honor and conviction.

PIO staff recognized with national award

Fire Department receives $27,000 for fire prevention

Dr. Thomas Prater selected for Zone 2 City Council seat
PIO staff recognized with national award for walk-through model of downtown

The City-County Communications & Marketing Association (3CMA) announced the 2016 winners of its national Savvy Awards Competition during a ceremony at the Westin Riverwalk Hotel in San Antonio, Texas on Thursday, Sept. 8. The City of Springfield’s Department of Public Information received a 2016 Savvy Award for its interactive walk-through model of downtown Springfield, with infographics, complementary print pieces and a video animation illustrating the economic revitalization of the area. The display was designed and built by PIO staff and debuted at the Salute to Legislators event in Jefferson City earlier this year. Part of the display was repurposed for the 2016 State of the City Address in Springfield this summer. The Department of Public Information, led by Director Cora Scott, includes: Chris Akins, Brittney Bywater, David Cron, Jeff Gilmore, Melissa Haase, Kristen Milam, Mark Montgomery, Sharon Spain and Jared Willard. The Savvy Awards, held in conjunction with 3CMA’s annual conference, recognize outstanding local government achievements in communications, public-sector marketing and citizen-government relationships. The Savvies salute skilled and effective city, county, agency or district professionals who have creatively planned and carried out successful innovations in communications and marketing. 3CMA accommodates local government organizations of all sizes and budget classes by judging entries in several different population groups.

Police Department hosts ceremony honoring deputy constable killed in late 1800s

The Springfield Police Department hosted a memorial ceremony in honor of the service and sacrifice of the late Deputy Constable Andrew J. Russell at 1 p.m. on Sept. 13 at Springfield Police Headquarters in the south lawn.

Information regarding Russell’s line of duty death was recently discovered in a newspaper article from the Springfield Weekly Patriot dated Sept. 17, 1874, by SPD’s Cpl. Rob Schroeder. Russell’s name has since been added to the Springfield Police Officers Memorial in front of Police Headquarters which was established in 1995 to honor Springfield police officers killed in the line of duty. The date of Russell’s death is the oldest on this memorial.

Russell had been a Springfield police officer from 1868 to 1869 and was the Marshal of North Springfield in 1870. At the time of his death in 1874, he was the Deputy Constable for Campbell Township in Greene County.

On Sept. 13, 1874, Russell, age 36, accompanied a Constable from Texas named Thomas Ragsdale and Special Officer Charlie Means to Douglas County. The three law enforcement officers were attempting to arrest two of the Lakey brothers who were wanted for stealing horses in the state of Texas. They located the Lakey residence and saw people inside as they approached. The Lakey brothers fled out of the back of the residence with the law officers in pursuit. As gunshots were exchanged between the law officers and the brothers, their father fired from inside the residence and struck Russell. A newspaper account of the incident reported that Russell was taken to the Sheriff’s Office in Ava, Missouri, but succumbed to his injuries on the same day.

Russell’s body was returned to Springfield and buried at a family cemetery on the following Tuesday. He left behind a wife, Sarah Ann, and four children, Cornelius, Edwin, Mattie and Charley. Russell’s burial location has been lost in the 142 years that have passed. His name is on the Missouri Law Enforcement Memorial and the SPD has submitted his name to the National Law Enforcement Memorial in Washington, D.C., for inclusion on the national memorial.

“Honoring an officer who has lost their life in service to their community is vitally important,” said Springfield Police Chief Paul Williams. “If such a sacrifice is not recognized when it occurs, it is our duty to do so when that oversight is discovered, regardless of how much time has passed. It is my honor and privilege to be able to do that on the 142nd anniversary of Constable Russell’s death.”
CreAsian restaurant again donates half of Sept. 14 gross sales to Springfield Police and Fire

CreAsian restaurant, at the northwest corner of Chestnut and Campbell in Springfield for the fifth year donated half of its gross sales Wednesday, Sept. 14, to the Springfield Police and Fire departments.

Last year’s donation netted $1,636 for SPD’s crime prevention and neighborhood watch programs, and SFD’s fire education and prevention efforts. Since 2012, the restaurant has donated nearly $6,000 to the departments with the annual fund raiser.

CreAsian co-owner Kiki Hu says her husband Johnny Tang came up with the idea because he wanted to give back to the community.

“We are so blessed and he felt that since he came here 15 years ago, he had nothing. Now he has a restaurant and a family,” she explained. “It’s now time to contribute back to society.”

LUCKS from page 1

“Barbara has truly been Springfield’s ‘environmental conscience,’ throughout her career, and I know she will continue serving as such as she transitions to the private sector.”

Lucks’ accomplishments include:

- The successful attraction of Canadian manufacturer Canbrands (now Nestle Purina PetCare) to Springfield in 1998, resulting in 30 new jobs and a $3 million, 30,000-square-foot manufacturing facility that recycles mixed paper into animal bedding products.
- The creation of the annual Choose Environmental Excellence Awards Luncheon in 2002, recognizing efforts and accomplishments in the environmental field. At the 2016 event, 12 organizations presented a total of 21 awards.
- The creation of the annual Environmental/Conservation Education Summit in 2005, bringing together approximately 40 representatives of nearly 30 organizations committed to providing educational programming for a one-day discussion of current issues and topics.
- The establishment of Springfield as a regional recycling hub, including the availability of glass recycling for Springfield and area communities through a partnership including Ripple Glass of Kansas City, and Nestle Purina PetCare as an end user of mixed-paper materials.
- The creation of Springfield’s Green Building Task Force, which investigates and evaluates the latest “green building” policies, procedures and ordinances, and recommends their application to regional development. Lucks served as the chair/facilitator of this 16-member task force.
- Ozark Greenways Member of the Year, 1999.
- Friends of the Zoo Earth Hero Award, 2000.
- Rotary Club of Springfield, Southeast Volunteer of the Year Award, 2001.
- Gift of Time Award, Environment category, 2002.

Lucks has a bachelor of science degree in marketing from Missouri State University, is a Missouri Environmental Education Association-certified educator and achieved associate-level certification in the inaugural class of the International Society of Sustainability Professionals in 2015.

Lucks serves as a board member of Community Partnership of the Ozarks, chairs CPO’s Council of Collaboratives and is a founding member and current chair of the organization’s Environmental Collaborative. She also serves on the Field Guide 2030 Natural Environment committee.

She is a Greene County Master Gardener, a Missouri Master Naturalist and serves on the board of directors of Ozark Greenways, Inc., and is vice president of the Missouri Environmental Fund. She is a past president of the Rotary Club of Springfield-SouthEast, Springfield Area Sports Hall of Fame (currently serving as treasurer), and Ozarks Counseling Center, and is a founding member of Missouri State University’s Fast Break Club, a women’s athletics booster club.

She also served on the Springfield Area Chamber of Commerce’s board of directors and as vice president. She is a former chair of the Springfield-Greene County Park Board and served on the task force that was instrumental in merging the Park Board and the City’s parks system. She also chaired the parks, open space and greenways focus group of the Vision 20/20 comprehensive plan, and was an active member in the Founders’ Park Committee, as well as a past chair and current member of the Jordan Valley Advisory Committee.

“I have been so fortunate to have had the opportunity to serve the citizens of Springfield and the southwest Missouri region for these past 22 years,” Lucks said. “During that time, I have gained a keen appreciation for the value and dedication of our public servants as well as the critical role in the health of our communities that our not-for-profit organizations fill. Now, I am looking forward to offering my skill and experience to support the important work that is being done in the not-for-profit arena. I’ll always have a special place in my heart for local government and I look forward to future opportunities to support those efforts any way I can. Springfield and Greene County are poised to embark on some very serious and very ambitious efforts to address generational problems within our communities that will take all of us, working together and working very hard to produce success.”

Left: Barbara leads a class on recycling education at the Lone Pine Recycling Center in May 2004. Right: Environmental Resource Center ribbon cutting October 2012.
Fall Miracle League ball season opens Sept. 12

The fall Miracle League ball season opened Monday, Sept. 12, at the Betty and Bobby Allison Miracle League Ball Field, at Dan Kinney Park, 2701 E. Blackman Road. Youth ball games begin at 6 and 7 p.m.

Miracle League players and fans return to a newly resurfaced ball field and new chair back bleacher seating. The upgradings, completed over the summer, were made possible through a generous anonymous donation.

“I’m telling you, the facility looks great with the new chair back seating,” Assistant Parks Director Miles Park said to members of the Springfield-Greene County Park Board at their regular meeting Friday morning. “To me, this is beginning to feel like a scaled-back minor league baseball stadium.”

General contractors were Base Construction and Management, LLC, with subcontracting by Conner Sports and Heartland Seating, Inc.

The Miracle League is designed for children and adults with disabilities to hit, run, catch and play ball. This fall, 138 players are registered to play Miracle League, including 55 youth players and 83 adult players. The league has grown steadily since the inaugural season in 2012. Youth games are Monday nights, 6 and 7 p.m. Adults play at 6 and 7:15 p.m. Thursday nights. Seven-week leagues take place in spring and fall.

Games take place on a 1/3-size barrier-free ball field with a cushioned rubberized surface, allowing players utilizing wheelchairs and walkers to move unrestricted and without fear of injury.

Each Miracle League player is paired with a volunteer buddy, who may help hit, catch, run bases and have a great time. This fall, softball teams from Missouri State University and Drury University, as well the Evangel University basketball team, will serve as buddies. Monday night, members of the Glendale High School dance team will serve as buddies, as well as perform a dance routine between games.

All Miracle League players get a chance to hit every inning, and everyone makes a home run. Games last 45-minutes to an hour and players gather on the field after each game to sing “Take Me Out to the Ball Game.”

The Betty and Bobby Allison Miracle League Ball Field was constructed in 2011, funded by community donations, including the Rotary Club of Springfield North and philanthropist Bobby Allison. Allison also funded a major scoreboard upgrade renovation in 2015.

For more season schedules, buddy information, registration and more, visit ParkBoard.org/Miracle_Field or contact Miracle League Commissioner Cyrus Taylor at 417-887-5808.

Springfield Fire Department receives $27,000 for fire prevention

On Aug. 30, the Springfield Fire Department accepted a $27,000 grant from the Federal Emergency Management Agency (FEMA) to help fund fire prevention and fire safety education efforts.

Each year, Springfield experiences more than 500 residential fires, resulting in an average 3.25 deaths, 17 injuries, and millions of dollars of property loss. “Our fire death rate is much higher than the national average,” said Springfield Fire Chief David Hall. “This problem is due in part to high levels of poverty in Springfield. It also disproportionately affects some of the most vulnerable in our community—children under the age of 5.”

Recently, the department partnered with Springfield Public Schools’ “Parents as Teachers” (PAT) program to provide fire safety education in the homes of children under the age of 5. Under the guidance of the Springfield Fire Department public education section, PAT educators conduct residential fire safety surveys, serving some of the most vulnerable Springfield citizens. The results of these surveys were shocking—53% of PAT families do not have adequate smoke alarms, 50% have no fire extinguisher, and few have an escape ladder. Many aspects of fire safety require an adjustment in behavior, which is something the families can do at no cost. However, these aspects of fire safety are more expensive than many families can afford. The cost of escape ladders, smoke alarms, and fire extinguishers quickly becomes a burden they cannot bear.

In order to combat fire safety issues, the Fire Department has provided fire safety resources to the community for many years, including free smoke alarms, educational materials and free programming. The Department has funded its public education program through public donations, grants and general revenue funds. In the last 3 years alone, the Fire Department has provided educational messaging to more than 130,000 citizens and installed nearly 2,000 smoke alarms and another 2,000 batteries.

Unfortunately, the additional needs of fire extinguishers, escape ladders, and additional smoke alarms exceeded the abilities of the Springfield Fire Department until now. The funding awarded will go towards buying 1000 smoke alarms, 250 fire extinguishers, 50 escape ladders, and a part-time program coordinator. The coordinator will work with families to create escape plans in conjunction with escape ladders; teach families how to use the provided extinguishers; and teach families how to install and maintain provided smoke alarms. These resources will be gifted into Springfield homes where children reside.

“This grant is going to make a world of difference to citizens in our community” said Hall. “It will protect children, reduce property damage and fire injuries, and maybe even save lives.”

This grant requires a 5% local match which will be paid for with Fire Department funds set aside for fire prevention efforts.
Why do you do what you do?
“To make the City the best it can be.”

What’s the best part of your job?
“Having the opportunity to work with all the different departments and being involved with the special events around Springfield.”

What’s the coolest thing you’ve done in your career?
“Having the opportunity to help the city of Joplin with clean-up efforts after the tornado.”

What’s the hardest thing you’ve done in your career?
“Working the ’07 ice storm as a tree trimmer.”

What gives you satisfaction?
“Knowing if I come to work every day and work hard, I will have the opportunity to receive a good retirement and enjoy my later years.”

What’s one thing you would change about the City as an organization?
“Adequate staffing with a level and more competitive pay scale.”

What do you admire about this organization?
“Knowing that in this organization, a person can hire in off the street and move up.”

What’s something that Springfield as a city should strive for?
“Continued economic growth.”

Dr. Thomas Prater selected for Zone 2 City Council seat
City Council has selected Thomas Prater, M.D., as the new Zone 2 council representative at a special City Council meeting Sept. 20. Dr. Prater was born in Springfield and is an eye surgeon in private practice with Mattax-Neu-Prater Eye Center Inc. He has lived in Zone 2 for nine years.

Dr. Prater received his undergraduate education at Southern Methodist University in Dallas and his medical education from Washington University School of Medicine in St. Louis. He completed a residency in ophthalmology at Barnes Hospital at Washington University. Prior to founding Mattax-Neu-Prater in 1999, Dr. Prater practiced at Eye Surgeons of Springfield.

Dr. Prater currently serves as a member of Drury University’s board of trustees executive committee. He has served as president and board member of the Springfield Public Schools Board of Education; Community Foundation of the Ozarks and Foundation for Springfield Public Schools and is a past member of the Springfield Area Chamber of Commerce board of directors, serving on its executive committee for one year. Dr. Prater has also served as co-chair of the Every Child Promise board, is a former board member of Springfield Little Theatre, has served on the advisory committee for Juanita K. Hammons Hall for the Performing Arts and is a founding board member of Vision Rehabilitation Center of the Ozarks.

Dr. Prater and his wife, Kimberley Alexander Prater, M.D., have two grown daughters: Alexandra and Bronwyn.

Follow the GOLDEN GOOSE
It is an honor to present the Golden Goose Award to Barbara Lucks, Sustainability Officer for Environmental Services. Barbara is passionate about her work and it shows in everything that she does. I have had the privilege to work with Barbara on a few projects and she is so knowledgeable and professional but also very willing to help other employees and citizens in any way that she can. Barbara has such a “can do” and willing attitude and her enthusiasm for her work and helping others is contagious. Thank you, Barbara, for being a shining example of what the Golden Goose award stands for.

Alana Owen, Neighborhoods & Planning Office
Leadership Team victorious at 2016 CoSFit Games Sept. 14

Three teams came to the Drury track and field on Sept. 14 anxious to compete for the title of 2016 CoSFit Games Champions. After three team fitness battles—including a fun, but challenging obstacle course—plus a tricycle race to break the tie, the Leadership Team known during the Games as “Team Aaarrghh, I Think I Pulled a Hammy” pulled out the big win! This team included Chief Paul Williams, Brian Weiler, Frank Romines, Mary Ann Rojas and Theresa Ballwe. Along with the grand traveling trophy, the winning CoSFit Games team members were promised four hours of paid leave. The team members generously donated their hours back to the Employee Crisis Fund.

Also competing was the team earning second place, the Super Springfield Squad (Captain Jason Gabathuler, Amanda Callaway, Todd Wagner, Eric Claussen, Colten Harris, John Waldo and Sarah Kerner). The third-place team, The Long Shots (Captain Jenni Lewis, Allyssa Miget, Randall Whitman, Melissa Barton, Jeff Martin and Dan Harrell) gave a great effort in all the events. The Long Shots won the prize for most crowd support which earned them gift cards to Academy Sports+Outdoors!

Spectators did not get left out of all the fun! Audience members were called from the crowd during three different challenges while the teams geared up for their next competition. Jon Mooney, Jordan Coiner, Bill Smillie, Mike Marshall and Teresa Allen won their competitions (and City of Springfield travel mugs) involving hula hoops, tricycles and bouncy hopper balls!

A pizza and fruit lunch was served for a $5 donation, and we are happy to report that $216 was raised for the United Way campaign! Thanks to all who came out to compete or cheer on their co-workers!

Employee Security Awareness

The Department of Information Systems is excited to announce the new SAFE (Security Awareness for Employees) program.

The mission of SAFE is to empower every City of Springfield employee to be more security aware as they go about their daily lives at home and here at work. We will begin rolling out the new SAFE program this month in conjunction with Cyber Security Awareness Month. Each week in October has been assigned a specific cyber security theme and the Monday Morning Announcements will contain a brief message related to that theme. Additional materials and links will be posted on the CityShare > Help Desk page. Also watch for an email about our Cyber Security Awareness contest!

Silent Auction

OCTOBER 17-28

DROP OFF YOUR SILENT AUCTION ITEMS BY OCT. 12
AT THE CITY HEALTH DEPT. LOBBY (227 E. CHESTNUT EXPY.)
For more information email acoble@springfieldmo.gov.
Craftmatic adjustable Twin XL frame and mattress, $200. Twin bed with box springs, mattress and headboard, used very little. $75. Call Merrill Chastain at 417-869-4496 if interested.

1988 Honda Goldwing, 1500cc with reverse, am, fm, cassette, three helmets and mic systems. A matching trailer comes with it. 106k miles. Runs great and looks great. $4000 or best offer. For more info or pictures contact Richard at 417-818-3353.

2013 Honda Shadow Phantom, Cobra Streetrod Slashdown Black Exhaust, Cobra Standard Sissy bar, Willie and Max Revolution Saddlebags, Memphis Shades Big Shot windshield with trigger locks, 2400 miles, Bought New from dealer. Next to New condition. Has been kept in Garage. Asking $5,000. Contact Suzanne at 417-425-2294 or Randy at 417-425-2293 (evenings Fri - Mon) or days otherwise.


2Bd/2Ba Garden Level Condo in Northern Branson behind Walmart, Kohls, and Bed Bath and Beyond. All appliances stay and will leave some furniture. In the process of painting entire unit and putting down new vinyl in kitchen and baths. If I finish $70,000, if you finish (I’ll leave paint and flooring) $68,000. Call Mary at 573-747-8705.


Large L-shaped simulated cherry office desk with beautiful matching hutch from office depot ($200). Solid oak entertainment center with pull-out swivel television holder, including a 31” TV, and lots of cabinet space and built to last a life time ($250). Contact Joe at 343-3117.

29 Gallon Aquarium. Complete with filter, heater, black deluxe full hood with fluorescent light, tank décor, fish, and miscellaneous supplies. 24 ¾”w x 12 ½” D x 16 ½” H. $50. Contact Marcia at 417-379-8459.

New NuWave Oven Pro Plus with Extender Ring Kit. Still in box! Black NuWave Oven Pro Plus (digital power head, cool to touch base, BPA free dome, 12” non stick liner pan, 1”/3” reversible cooking rack, and dome holder). The “Pro Plus” Extender Ring Kit includes a 2” cooking rack, 10” non stick baking pan, and 3” stainless steel extender ring. Retails for over $200. Asking $125 For more information or pictures, contact Marcia at 417-379-8459.

Genuine HUMMER Paratrooper Mountain Bike. Full size, high-performance folding bicycle. Original style designed for military use for US Marines paratroopers. Folds in a matter of seconds for the car trunk or closet. Excellent condition, like new. Ridden only on paved trails. $500. For more information or pictures, contact Marcia at 417-379-8459.

Western saddle with stirrups, cinch, and decorative conches and leather straps. 16” seat. Very good condition. Has always been stored inside, either in a barn or garage. If interested, call Marcia 417-379-8459.
To: Chief Williams

This is a long overdue note to thank you for your commitment to giving officers extra training to help them assist people who are in crisis or are struggling with mental illness.

I realize that helping people with mental illness is not easy, at best, and that the people your officers are trying to help often are people who are falling through the cracks of the mental health system and who have support systems that are non-existent or dysfunctional. I know that when the depression and anxiety that I struggle with take hold, I become mistrustful and hard to help.

Earlier this year, a couple of wise patrol officers who were at my house after my car was stolen for the second time, called CIT officer, Cpl. Chris Nuccio. Chris is inventive and patient and does not give up. Because Chris wouldn’t give up on me, even when I had given up on myself, yesterday I had the opportunity to pay it forward.

I was asked to talk to Fox 5 reporter Aaron Campbell about my struggle with thoughts of suicide for a news segment for Suicide Prevention Week. Because of this, the work done by your officers in general and Cpl. Nuccio in particular, has extended the work done by your officers in general.

I was returning from a meeting one afternoon and a young lady and her mother approached me as I entered the building. She asked if I was a manager at WIC. I said “Yes, I am, how can I help you?,” thinking this isn’t going to be good. She went on to say, “I just wanted to let you know that every time I come into WIC, I am greeted by that lady over there (her name is Pam) and she makes me feel so good, and the nutritionist lady always makes me feel good about myself and my child, and I just felt like I should tell someone.” I told her she made my day, and I would be sure to pass along the kudos to our staff. It’s so nice to hear, because we strive for that every day. We want people to leave WIC feeling good about themselves, having gained some knowledge on how to stay healthy, and passing that information along to their children.

Tammy Burnett, WIC

To: Public Works staff

The Public Works department has been tearing out and replacing sidewalks on my block the past couple of weeks. I wanted to write to commend the crews for the high-quality work they do. My yard slopes down sharply to the sidewalk, and I was pleased with the way the workers tore out the old sidewalk and put forms in for the new one with minimal disruption to the yard and that slope. The workers were professional to the small extent I dealt with them (they had to move the backhoe to let me out of my drive one morning before work), and they left the site(s) in good order every night. There was no excess or stray gravel or concrete anywhere. My yard was put back as well as could be expected with the fill dirt. And the new sidewalk looks great. I am both happy with the City for the new sidewalk, and happy with and impressed by the individuals that did the work.

Thank you,
Bill Petrus

To: Lacey Nichols, Community Health Advocate (Chronic Disease Prevention, Health Department)

Thank you so much for talking with my students yesterday. Sharing information about the HCA advocate program and what you do was very helpful to the class. I can see the passion in you that I see in your mom. I appreciate you spending your morning with us!

Sincerely,
Dr. Mary Ann Jennings, MSU School of Social Work

To: Public Works

We have recently finished the Buena Vista project. Directly after completing our project, the Streets department provided the street with a new road surface using the annual overlay contract. During that process the private contractor knocked over a mail box. Because we had just done the storm water project in the area and sent out letters the citizen had my contact information and Storm Water received the request to have it fixed. By the time the citizen had called me the contractor had already tried to repair the box twice without any success. The box was damaged and not replaced, the pole was a different material and not straight, nor was it at the right height. The property owner was very rightfully upset.

Now, in these situations those of us that work at the City or any public agency understand the distinct difference in a private contractor and public works crews, contracts vs. in house work, and all of
the other complexities that come with administering work but not being in control of the actual labor that constructs it. This is of no consequence to most citizens and to some degree nor should it be. Whether it’s Public Works or a contractor hired by Public Works, to our citizens we are “the City” no matter the division, department, group, or crew we are “the City”. I did my best to explain first and foremost that the request would be fixed professionally and promptly, and inform the caller the reasons behind the difficulty of the situation. I then made two calls one to the Bridge and Waterways supervisor Everett Kelley and one to the Chief Inspector Doug Thomas of our Construction Inspection division. Within one day the issue was resolved. Everett Kelley was ready and waiting, but Doug Thomas was able to fix it almost immediately. Doug, along with two other inspectors Zach Butcher and Ron Byerly installed the mailbox personally. When I called the homeowner the next day she couldn’t stop telling me how pleasantly surprised she was, how quick and well done the installation was.

I just wanted to make sure it was noted the service that these three individuals provided. The caller was at one point refusing to allow the contractor to try a third time, wanted to fix it herself and then planned on pursuing litigation against the city to be compensated. But as soon as public works individuals were notified it was resolved right away and she was satisfied with the service in the end. I know that Everett would have done the same thing if Doug hadn’t beat him to it, it’s a very comforting thing to know I have co-workers getting in line offering to help. To have co-workers such as these that care about the their job and the City’s reputation so much they will go the extra mile to ensure that the right thing is done. The best part of all this for me is that to the above mentioned individuals this was not out of the ordinary, this is one occasion of many, just this year where they have exemplified this type of work ethic and commitment to their jobs. I consider it a privilege to work with them.

Colten J. Harris, Project Engineer Stormwater Services Division

911 Recognitions
To: Jordan Lurten, Holly Tevlin, Jen Meloy- 911 Telecommunicators

On Aug. 11, 911 received a call from a suicidal male on the Veteran’s Crisis Line. The call-taker stayed on the line for a lengthy time ensuring family members were removed safely and the dog was secured prior to officers’ arrival. The male was eventually taken into custody without incident. Willard Officer A. Roberts wanted to say thanks for all of the help from the dispatchers involved with this incident.

To: Lisa Feltz, 911 Telecommunicator

On Aug. 11, SPD officers were dealing with a suspect from several robberies and disturbances they had been searching for over the past few days. When the suspects were located, Telecommunicator Lisa Feltz handled a Code 3 emergency response from the officers as they were struggling to get a male suspect in custody. A female suspect was also involved and both eventually were taken into custody. Officer Anderson wrote to Lisa, “Thanks for having my back on that one! Sorry about the radio, everything was flying and he was fighting like crazy!”

To: Dave Garrett, Cory Phillips-911 Telecommunicators

On Aug. 13, 911 received a call from a husband who had lost his wife in swift water on the James River. The caller had lost contact, was not able to reach her by phone, and saw her water bottle floating by in the river. Telecommunicators Dave Garrett and Cory Phillips stayed on the line with the caller until SFD Water Rescue could contact him. Battalion Chief Kevin Trogdon said, ‘Everyone did a great job on the water rescue. Especially wanted to thank the call-takers for getting such good descriptors in the call on where the husband last seen his wife and what she looked like.’ The female had become hung up on a water obstacle in swift water and was rescued safely by the Springfield Fire Department.

To: RJ Woolard, 911 Telecommunicator

On Aug. 26, Springfield Police Department made a car stop, foot pursuit, and multiple suspects at gun point at Glenstone and Division. Some subjects ran and a K9 was requested. SPD Officer Stowe sent in a thank you RJ for a job well done on setting up the perimeter and the subject was eventually caught. SPD Officers Knight and Wallen indicated, “We wanted to let you know you did a good job last night on the radio assisting with the perimeter.”

To: Ashley House, 911 Telecommunicator

After a hectic and busy evening and early morning hours, numerous calls for service came into 911 for the local law enforcement agencies. The county law channel was very busy with the deputies dealing with many different types of calls. Corporal Foster wrote to Telecommunicator Ashley House, “Thank you. Things kinda crazy tonight. Thank you all for being patient with us and for all the hard work. It was appreciated.”

To: Andrew Hoover, Shift Supervisor Telecommunicators Melissa Jennings, Marleen Maupin, Tracy Whipple, Denise Ruble, Kelly Goff, Jesse Richerson, Maria Sanchez, John Saunders, Dean

Westermeyer, Chris Sharp, Kelly Pearman, Lisa Feltz, Holly Tevlin, and Lisa Donaldson

On Sept. 2, Corporal R. Foster with Greene County Sheriff’s Office thanked those working during a robbery/foot pursuit and a separate assault/foot pursuit in the County. Two males ran from the deputies after taking a purse from the victim and eventually were arrested. In the second incident, a caller chased the suspect stealing his truck which crashed. Several suspects were involved with one being taken into custody quickly and the other apprehended after a foot pursuit. I wanted to take a minute to thank your staff for all that they did today. The situations that arose today were the perfect storm of when bad things happen, and without the calm coordination provided by your personnel, these situations today would not have been resolved as smoothly as they were. I feel it’s very important to recognize your staff for the effort each put forth today. We certainly appreciate it out here. Thank you guys for all that you do.