### Infor software deployment to improve processes, workflow across City departments

- **Nichole Plowman, IS**

  The City-wide Infor CDR (Community Development and Regulation) Project officially kicked off last October. This project will provide the latest technology, process improvements and automation to the City’s permitting process. Infor CDR is expected to improve efficiency and ultimately save money. The funding source for the project is FY 2015 carryover funds. It is a part of the larger Infor Public Sector product. Public Works has been using the asset management, service request and work order modules of the Infor Public Sector product for the last several years. This software was previously called Hansen.

  The Infor CDR Project includes four stages that address different business processes within the City. Stage 0 moved our existing system – Infor Hansen – to the Infor Cloud environment. Stage 0 was completed March 4.

### Planning next up in Busch Building Carpet Replacement Project

- **Jennifer Swan, Public Works**

  BDS staff have been relocated to the second floor of Historic City Hall and the lobby of the Busch Municipal Building. Demolition of the BDS suite flooring began on March 14. Once this phase is complete, the contractor will move the phased construction in a clockwise motion around the building. Below is the current estimated schedule for the first-floor carpet replacement.

  - BDS Phase: March 13-April 19
  - Planning: April 17-May 9
  - Public Works and Environmental Services: May 9-31
  - Finance: May 31-June 22
  - Lobby/Stair: June 22-30

  After the first floor is complete, the plan is to complete the second, fourth and fifth floors’ (in that order) carpet replacement. As with the third floor, we ask that you do not enter the construction areas that will be clearly designated. This is for everyone’s safety. We appreciate your cooperation.

  The funding sources for the project are an approved budget item in the FY 2016 General Fund budget, FY 2015 carryover and savings from various Public Works projects that came in under budget.

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**Cherry Blossom Kite and Piñata Festival**
**Sat., April 22, 11 a.m.-3 p.m., Nathanael Greene/Close Memorial Park**

Celebrate spring with the Springfield Sister Cities Association. Bring a kite to fly or build one with us for $5. Enjoy children’s crafts at the Botanical Center, and free admission to the Mizumoto Japanese Stroll Garden. Festival is followed by a 3 p.m. dedication concert at the new Peace Through People Pavilion.

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**Bark in the Park**
**Sat., April 29, 10 a.m.-2 p.m., Nathanael Greene/Close Memorial Park**

A fun and exciting day with your family and beloved canine. Join us for a guided walk around Lake Drummond at 11 a.m., then check out demonstrations, doggy yoga and other activities at the Canine Vendor Village. All ages welcome! Vendors must register by April 22. Proceeds benefit Cruse Dog Park.

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**Park Board hiring**
**430 seasonal jobs**

**Earth Month events and activities calendar**

**City-wide walking challenge**
**April 5- May 5**
Celebrate Earth Month with events and activities

The local observance of the 47th Earth Day is an offering of a variety of activities celebrating the outdoors and encouraging environmental stewardship.

A complete schedule of events for the month of April is on pages 4-5 and available at springfieldmo.gov/earthmonth.

What originally began as a one-day event has now expanded to include all of April. Activities begin April 1 and extend through April 30. A few highlights of Earth Month include tree plantings; waterway and trail cleanups; nature hikes; marches; Party for the Planet at the Dickerson Park Zoo; e-waste collections; museum exhibits; and many other fun and productive activities for all ages, abilities and interests.

The City will host a Pre-Earth Day celebration 10 a.m.–2 p.m. Friday, April 21 with a dedication and open house event at the newly upgraded Yardwaste Recycling Center (3790 S. Farm Road 119, Brookline). Enjoy a dedication ceremony at 10 a.m., guided facility tours and various recycling information booths from the City and our recycling partners.

The first Earth Day, held on April 22, 1970, activated 20 million Americans from all walks of life and is widely credited with launching the modern environmental movement. The passage of the landmark Clean Air Act, Clean Water Act, Endangered Species Act and many other groundbreaking environmental programs soon followed — all designed to protect the natural environment where we live, work and play.

Arbor Day observances, honoring trees and their many and varied benefits, began as early as the 1800s. Arbor Day marks the celebration of the city of Springfield’s 32nd year as a Tree City, USA. Tree plantings recognizing Arbor Day Poster Contest winners will take place at several Springfield schools throughout the month.

For a complete listing of Earth Month and Arbor Day activities, including volunteer opportunities, visit springfieldmo.gov/earthmonth. The events and activities list will be updated throughout the month as more information is received.

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The missions of the City of Springfield are:

**MISSION**

We are committed to working with the community to provide ethical and responsible local government so that everyone can enjoy the benefits of living and working in Springfield.

**Employee News Extra**

Regional observances of Earth Day will be held in neighboring communities.

April 24, 2017

Please direct your submissions to the Department of Public Information. Submissions and ads via e-mail are preferred: thescene@springfieldmo.gov

(printed on recycled paper)
Looking for a summer job? The Springfield-Greene County Park Board is now hiring for nearly 40 different summer seasonal jobs — 430 positions in all.

To fill these positions, the Park Board partnered with the Missouri Job Center on a Seasonal Hiring Event, Wednesday, March 22, 2-6 p.m., at Mediacom Ice Park, 635 E. Trafficway. Applicants may also apply online at ParkBoard.org/Employment.

Summer jobs range from entry-level cashiers to skilled drivers and maintenance workers. Hours vary, ranging from a few hours to 40 hours a week. Seasonal employees typically work April-September, and schedules can be flexible around school, perfect for students who have the summer off.

The Park Board is one of few employers that will hire workers as young as 14.

“The Park Board offers great opportunities for a first job, as well as great hands-on experience for anyone interested in a career in sports and recreation,” said Anne-Mary McGrath, superintendent of recreation. “Many of our full-time staff started out as summer seasonal employees. But it’s not just for first-time job seekers—we have opportunities for all ages, anyone who has availability during the summer.”

Seasonal openings include lifeguards at indoor and outdoor pools; counselors for summer day camps and before- and after-school (SPARC) programs; concessions staff at pools, sports complexes and special events; maintenance workers at golf courses, ball fields, and pools; front desk, fitness and childcare staff at family centers; front desk and Springfield Lasers staff at Cooper Tennis Complex; and cashiers, scorekeepers and umpires at sports complexes.

Most positions are entry-level, but some require training or certification, including lifeguards, who may be as young as 15. Lifeguard training is offered through late April at Chesterfield Family Center. Details and dates are at ParkBoard.org. Click Register Now, or call 417-891-1616.

For a complete list of summer seasonal jobs available, or to apply, visit ParkBoard.org/Employment.

For more information, call the Springfield-Greene County Park Board at 417-864-1049.

Springfield Fire Department annual report highlights a memorable year

The Springfield Fire Department responded to 16,301 calls in 2016, up from 15,961 in 2015. Fire calls were also up slightly in 2016. That’s among the highlights of the department’s 2016 annual report.

“The annual report includes many highlights from 2016, including efforts the department is making to continue to provide excellent service, despite a growing number of emergency calls,” said Interim Fire Chief David Pennington.

Also highlighted are the most common causes of residential fires, efforts to reduce fire deaths in the community, the department’s contributions to the Zone Blitz, and more.

“While there was plenty to be proud of in 2016, it was also a year of transition,” said Pennington. “The department faces numerous challenges in the coming years and we look forward to working with our City leaders and the entire community to find solutions.”

The entire annual report is available online at springfieldmo.gov/fire.

MyCity committee members selected

MyCity is the City’s new customer service program, with the mission of continuously training City employees on the fundamentals of good customer service and to recognize and reward departments and employees who deliver outstanding service.

According to Deputy City Manager Tim Smith, who is leading the initiative, “we were pleasantly surprised with the large number of employees who expressed interest in this program. Our intent is to develop a committee that is diverse in the types of jobs employees currently hold within the City, as well as the types of customers our employees serve, while keeping the committee to a manageable size. Trying to narrow down the incredible group of employees interviewed by the steering committee was indeed a difficult process.”

Smith thanked all of the employees who applied to serve on the committee and encourages those who were not selected to serve at this time to consider reapplying when the current committee members’ term limits expire in one to three years. The committee’s first meeting was March 23.
Earth Month Events and Activities

APRIL 1-30
Discovery Center Exploratory Lab Exhibit: Environmental Engineering
Mondays closed; Tues.-Thurs. 9 a.m.-5 p.m.; Fri.-Sat. 9 a.m.-6 p.m.; Sun. 1-5 p.m.
Discovery Center of Springfield, 438 St. Louis Street. Contact: Education Director Jackie Douglas, 862-9910.

APRIL 1
Native Plant Sale and Workshops
9 a.m.-2 p.m., Springfield Conservation Nature Center. Stop by anytime to purchase native plants from a variety of plant vendors and pick up some nature-friendly information from our many exhibitors. There will be a series of guest speakers on topics related to native plants. Call 417-888-4237 for a flyer of the day’s activities. No registration required.

APRIL 2
Primitive Skills Series – Useful Plant Hike 1-3 p.m., Springfield Conservation Nature Center. Plants have always been important to humans for food, medicine, and other purposes. Volunteer Specialist Don Brink will explore the folklore and modern uses of several Missouri plants during this indoor and outdoor program. Ages 15-adult. Registration required. Call 417-888-4237 to register.

APRIL 7
Arbor Day Poster Contest Tree Dedication Ceremonies
- Field Elementary: 10:30 a.m., Shumard Oak planting
- Disney Elementary: 12:30 p.m., American Hornbeam planting
- Holland Elementary: 2 p.m., Shumard Oak planting.
Missouri celebrates three different planting events on this date. Arbor Day is an annual observance that celebrates trees in our lives and promotes tree planting and care.

Caving—For Women Only 1:30-4:30 p.m., Springfield Conservation Nature Center. Join us for a guided tour. Work gloves, bottled water, and knee and elbow pads are recommended. A headlamp and helmet will be provided. Dress appropriately for muddy conditions and bring a change of clothes. Entrance to cave is narrow and requires belly crawling. Women and girls ages 12-17 accompanied by an adult female. Registration required. Call 417-888-4237 to register.

APRIL 8
Earth Day Upcycling 2 p.m., The Library Station, 2535 N. Kansas Expwy. For grades K-6 in the Story Hour Room. Celebrate Earth Day with recycled crafts! We’ll “upcycle” items that might otherwise end up in the trash into crafts that help the earth. Stick around to watch Dr. Seuss’ “The Lorax,” rated PG. No registration required. Contact: Phyllis Davis, phyllisd@thelibrary.org or call 865-1340.

Take a Hike 8:15 a.m.-5 p.m., Springfield Conservation Nature Center. Explore the White River Valley Trail System at Table Rock State Park with volunteer naturalist Sandy Vaughn. Bring a sack lunch and water and wear comfortable hiking shoes. Hike is five miles and rated moderate to difficult. Ages 18-adult. Registration required. Call 417-888-4237 to register.

APRIL 11
Little Acorns: Tots and Toads 10-10:45 a.m.; 11:15 a.m.-noon; 1:30-2:15 p.m., Springfield Conservation Nature Center. Missouri toads are colorful, harmless, vocal, and valuable. We’ll have fun learning about these “toad”-ally cool creatures. Ages 3-6. Registration required. Call 417-888-4237 to register.

APRIL 12
Story Time with Ms. Ladybug 11-11:30 a.m., Springfield Conservation Nature Center. Join volunteer naturalist Joyce Tolliver as she reads a nature story and shares activities with your 2-6 year olds. Please, no organized groups. No registration required.


APRIL 15
Caving—For Adults Only 8:30-11:30 a.m., Springfield Conservation Nature Center. Join us for a guided tour. Work gloves, bottled water, and knee and elbow pads are recommended. A headlamp and helmet will be provided. Dress appropriately for muddy conditions and bring a change of clothes. Please note, entrance to cave is narrow and requires belly crawling. Ages 18-adult. Registration required. Call 417-888-4237 to register.

Ozark Whittlers & Woodcarvers 1-4 p.m., Springfield Conservation Nature Center. Stop by to see members of the Ozark Whittlers & Woodcarvers transform wood into treasures. No registration required.

APRIL 19
Little Acorns: Egg-squisite Eggs 11-11:45 a.m.; 1:30-2:15 p.m., Springfield Conservation Nature Center. Bring your little ones and learn egg-sactly how and why animals begin their lives in these wonderful little packages. Ages 3-6. Registration required. Call 417-888-4237.

APRIL 21
City of Springfield Yardwaste Recycling Center Facility Dedication and Open House 10 a.m.-2 p.m., Yardwaste Recycling Center, 3772 County Road 119. Enjoy a dedication ceremony for the newly upgraded facilities at 10 a.m., guided facility tours and various recycling information booths from the Environmental Services department and other recycling partners. For more information, call 864-1904.
Arbor Day Poster Contest Tree Dedication Ceremonies

- Pershing Elementary: 10:30 a.m., Red Fox Katsura planting
- Hickory Hills Elementary: 12:30 p.m., Hummer oak planting
- Fremont Elementary: 2 p.m., Red Fox Katsura planting

Missouri celebrates three different planting events on this date. Arbor Day is an annual observance that celebrates trees in our lives and promotes tree planting and care.

APRIL 22

Party for the Planet 10 a.m.-2 p.m., Dickerson Park Zoo. Celebrate Earth Day with hands-on conservation learning stations and zookeeper chats. Zoo admission is $12/adults and teens, $8/children ages 3-12 and seniors 60 and older. Children age 2 and under and Friends of the Zoo Members admitted FREE! For more information please call 417-864-1800 or visit DickersonParkZoo.org.

Cherry Blossom Kite & Piñata Festival 11 a.m.-3 p.m., Nathanael Greene/Cloise Memorial Park, 2400 S. Scenic. Bring a kite to fly or build one for $5. Whack a piñata and try Japanese and Mexican crafts! Festival is followed by a 3 p.m. concert at the new Peace Through People Pavilion. Free, including admission to the Mizumoto Japanese Stroll Garden.

Parents as Teachers Story Time 12:30 p.m., 1:30 p.m., 2:30 p.m., Springfield Conservation Nature Center. Parent Educators from Parents As Teachers will offer a Nature At Its Best story time. Enjoy stories, activities, and finger plays designed for children from birth to age five. Each session is 45 minutes in length. Ages 0-5. No registration required.

Better Business Bureau “Secure Your ID Day” Shredding and Electronic Waste Event 9 a.m.-1 p.m. (or until trucks are full) Great Southern Bank Operations Center, 218 S. Glenstone. Gather up unwanted documents, and take advantage of this FREE shredding service. Drive up and drop off up to three (3) bags or boxes of documents to be securely shredded on the spot! Have more than three bags or boxes? No need to worry, you can go through the line as many times as you need! Please remove paperclips and binder clips, as these have the potential to jam the shredders! Please also remove paper from three-ring binders ahead of time. No registration required.

Computer Recycling Center Free Drive Thru Electronic Drop Off 10 a.m.-5 p.m., Computer Recycling Center, 528 N. Prince Lane. There will also be a FREE electronics recycling drive through Computer Recycling Center. Some acceptable items include laptops, PC/Mac/Apple computers, cell phones, and hard drives. More info on the Computer Recycling Center by visiting computerrcyclingcenter.com/recycled-products-list. No registration required.

Annual Joe Kleiber Memorial Earth Day Cleanup at Lake Springfield 1-5 p.m., Lake Springfield Park. Volunteers can bring their own boat or call ahead and reserve one for free. Canoes are available on a first come first serve basis. If paddling isn’t of interest, volunteers can grab a trash bag and walk the shorelines of Lake Springfield and the James River. Trash bags and gloves will be provided. Due to bridge construction there will not be a float from Crighton to Southwood Access. Pre-registration is required. To register, contact Brent Stock at 417-836-4847 or BrentonStock@MissouriState.edu. For more information visit our website at JamesRiverBasin.com.

James River Basin Partnership Tree Planting Event 1-5 p.m., Little Finley Creek. Volunteers that would rather spend Earth Day outside of the city limits should consider lending a hand at a tree planting event that is focusing on improving the riparian corridor along a section of Little Finley Creek west of Seymour. The landowner is offering post-planting refreshments and a performance by “The Flood Brothers.” Pre-registration is required. To register, contact Brent Stock at 417-836-4847 or BrentonStock@MissouriState.edu. For more information visit JamesRiverBasin.com.

March for Science 10:30 a.m.-1 p.m., Jenny Lincoln Park, on the corner of Harrison and South in downtown Springfield. The March for Science is an international movement, led by organizers distributed around the globe. Rain or shine, we will congregate in Jenny Lincoln Park on the corner of Harrison and South St, in downtown Springfield. We will march 0.6 miles straight up to Park Central Square for a rally with a lineup of some important voices in our community. For more information, visit marchforscience.com. No registration required.

Earth Day Fair 9 a.m.-4 p.m., Ozark Chinquapin Nature Center at Roaring River State Park.

APRIL 27

Conservation Kids – Animal Communication 6:30-7:45 p.m., Springfield Conservation Nature Center. Animal communication is a hoot! Learn about some of the entertaining and interesting ways animals communicate to each other through sounds, smells, visual cues, and touch. Ages 7-12. Please no younger siblings and only one adult per group of kids. Registration required. Call 417-888-4237 to register.

Weeping Willow planting
- Mark Twain Elementary: 2 p.m., American Hornbeam planting. Missouri celebrates three different planting events on this date. Arbor Day is an annual observance that celebrates trees in our lives and promotes tree planting and care.


Natural Communities Hike 1:30-4 p.m., Springfield Conservation Nature Center. Join us on a hike to take a closer look at the plants and animals that inhabit these ecosystems. Hike is approximately 3 miles long and rated easy to moderate in difficulty. Ages 12-adult. Registration required. Call 417-888-4237 to register.

APRIL 29

Master Gardener and Plant Society Plant Sale 8:30 a.m.-2 p.m., Springfield-Greene County Botanical Center. Presented by the Master Gardeners of Greene County and other garden societies. Sale includes annuals, perennials, vegetables, herbs, bulbs, grasses, vines, ground covers, shrubs and trees. Master Gardeners accept credit cards. Other societies accept cash or check only. Free admission. Prices for plants vary. For more information, call 891-1515.

Conservation TEENS – Fishing For River Monsters 10 a.m.-3 p.m., Springfield Conservation Nature Center. Come join the fun as we fish for river monsters! Carp fishing is loads of fun and catching them can be great sport. These fish can get very big and put up a huge battle. Lunch, drinks, and transportation will be provided. Ages 12-17. Registration required. Call 417-888-4237 to register.


Little Acorns: Egg-squisite Eggs 11-11:45 a.m., Springfield Conservation Nature Center. Bring your little ones and learn egg-sactly how and why animals begin their lives in these wonderful little packages. Ages 3-6. Registration required. Call 417-888-4237 to register.
**MILESTONES**

**Promotions**
- David Hatch
  Police Corporal – Police
- Darla Morrison
  Director of Human Resources – Human Resources
- Jennifer Sandage
  Police Corporal – Police
- Nicki Woods
  Senior Executive Secretary – Information Systems

**Retirements**
- Janet Howard
  Office Assistant
  Workforce Development – 6 years
- Kent Shipley
  Police Officer
  Police – 23 years

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**FOR SALE**

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. $4,000 or best offer. For more info or pictures contact Richard at 417-818-3353.

Pecan time! Shell pecan halves, chopped pecans, chocolate covered pecans, cinnamon glazed pecans and chopped black walnuts. All to benefit the Springfield Queen City Lions charitable giving. Call Phil at 848-8450 for details.


280/28a Garden Level Condo in northern Branson behind Walmart, Kohl’s, 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.

Computer desk in like new-condition. Asking for $600 (New $850-$900). Contact Suzanne at 417-425-2294 or Randy at 417-425-2293 (evenings Fri - Mon) or days otherwise.

Large L-shaped simulated cherry 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.

20/29 Gallon Aquarium with filter, heater, black deluxe full hood with fluorescent light, and miscellaneous. 24 ¼”w x 12 ½” D x 16 ½” H. $30 OBO. Contact Marcia at 417-379-8459.

New & still in original box. Black NuWave Oven Pro Plus with Extender Ring Kit. Digital power head, cool to touch base, durable shatter-resistant BPA free power dome, 12” non stick liner pan, 1”/3” reversible cooking rack, and dome holder. Extra “Pro Plus” Extender Ring Kit includes a 2” cooking rack, 10” non stick baking pan, and 3” stainless steel extender ring. $100. Call Marcia at 417-379-8459.


Brand new bicycle training wheels, never used. Wald, Model 10252. $23 ($27-30+, elsewhere) More info and photos on Craigslist. 417-862-7716, Christopher.

2013 Flagstaff Classic Popup, sleeps 6 with 2 heated coil beds, AC, kitchenette with mini-refrigerator, indoor shower with bathroom, outdoor shower, slide out for extra room, LOTS of storage, custom LED party lights outside w/ remote. Electric lift for popup. Includes TONS of extras! Very Clean! Excellent condition! $11,500.00 OBO. Text or call 417-461-4192.

Homegrown heirloom tomato plants for sale, healthy plants in 4 inch pots. This year, my Baker’s organic varieties include beautiful striped, tri-colored, yellow, pink, red or nutritious purple colored fruits, from cherry-sized to large tomatoes. $3 per plant. Call Mandy at 417-576-4302.

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**SERVICES**

JR’S Handyman Service, 417-343-7772, Licensed & Insured. Services Offered: Tub Refinishing, Home Remodeling, Home Repairs. Also see us on Facebook@JR’s Handyman/Renewsurfacing.
Sarah Buhr
Curator of Art, Art Museum
Sarah has worked for the City for 9½ years.

National Public Safety Telecommunicators Week is April 9-15

Every year during the second week of April, the telecommunications personnel in the public safety community, are honored. This week-long event, initially set up in 1981 by Patricia Anderson of the Contra Costa County Sheriff’s Office in California, is a time to celebrate and thank those who dedicate their lives to serving the public. It is a week that should be set aside so everyone can be made aware of their hard work and dedication.

Springfield-Greene County 911 Emergency Communications will celebrate with a week of ‘80s-themed fun. Please take time this week to thank a 911 staff member for their service to the community.

Follow the GOLDEN GOOSE

I am so very pleased to be able to pass along the Golden Goose Award to interim Springfield Fire Chief David Pennington. I have met him several times working at the dispatch center, but recently, myself and several other City employees (including Mr. Pennington) were able to attend a training conference in Emmitsburg, Maryland held at the Emergency Management Institute. During this training conference as a group we were able to participate in a mass casualty simulation.

Pennington was such an amazing help during this process, his knowledge and skills became very apparent very quickly. He took on a leadership role as he assisted the dispatchers and other employees in keeping things running smoothly and efficiently. He was a tremendous help to have around and remained cool, calm and collected during it all! Thanks for all you do, all the time, Chief Pennington!

Melissa Jennings, 911

What’s something you’ve learned since working for the City? “How many moving parts are working behind the scenes to make City government work.”

Why do you do what you do? “Because I believe in the power of art to transform lives – to provide a way to communicate and connect with ourselves and others.”

What’s the best part of your job? “Talking about art with visitors and patrons and being surrounded by so many incredible objects!”

What’s the coolest thing you’ve done in your career? “There are many ‘cool’ experiences – studio visits with interesting artists, behind-the-scene museum tours – but perhaps one of the most exciting was working with artist Anne Lindberg to commission the work ‘tilted sky’ that now graces the barrel vault in our King Gallery. This installation took three years to plan, plus a full week of installation. It was incredibly exciting to facilitate the creation of a brand-new, site-specific work of art and to transform the building in an impactful way.”

What are you passionate about? “The importance and value of art and museums as a cultural resource.”

What do you admire about this organization? “I truly admire the City of Springfield’s innovative approach towards tackling hard issues – like poverty, homelessness, and crime. The Zone Blitz has been an incredible example of this.”

Do you work to live, or do you live to work? Why? “A little of both – I have wanted to work in a museum since I was about 7 years old – so on most days I am incredibly excited to go to work! But I also have two amazing kids and value every second I get to spend with them.”

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

Sarah Buhr
Curator of Art, Art Museum
Sarah has worked for the City for 9½ years.
To: Tina Saunders, 911 Telecommunicator
(Tina Saunders participated in Officer Earnie Hughes final radio sign off to complete his retirement.) Thanks again – we appreciate your help and it sounded very good. I know Officer Earnie Hughes appreciated it.
Sincerely, Michael Lawton, Republic Police Chief

To: Jennifer Meloy, Mike Vasso, Jesse Richerson, Danielle Allen, Tessa Peterson, Abby Shouse, Kelly Goff, Elisha Lurvey-Smith, Kelly Pearson, Jill Evert, Teresa Powell, Keith Bachman, Nickol Walker, Billy Stone & Daniel Salcido, 911 Telecommunicators
Big kudos to the team working the night of March 6, with the severe storms that occurred, as I know it gets really busy really quick. Shift Supervisor Jennifer Meloy’s information about phase two, the location software used by telecommunicators to help those in the field to locate the incident, put SPD nearly right on top of the victims and was a huge help.
Sincerely, Interim Fire Chief David Pennington

To: Denise Ruble, 911 Telecommunicator
(Denise Ruble answered a call from the caregiver of Springfield citizen who had fallen in her apartment at the cross streets of West Ave and Park Ave, and was requiring EMS support.) My caregiver was really upset when I fell, and I’m glad there was someone for me to talk to until EMS got there.
Sincerely, Springfield resident

To: Greg Burris, City Manager
There was a bad fire in my neighborhood, about seven or eight weeks ago. I was very impressed with the careful, efficient work of the firefighters. On appreciation, I wrote a note to the Fire Department. A copy is enclosed. I just want to share with you my gratitude for a city which “works.” And I offer my deep thanks to you, for overseeing city departments which we can count on. We are all lucky to live in Springfield. Thank you for your leadership and guidance.
Sincerely, Tanya Bresée

To: Interim Fire Chief David Pennington and A Shift: Air Van 8, Battalion Chief 1, Battalion Chief 8, Engine 2, Truck 2, Engine 5, Fire Marshal 4, Rescue 1, Rescue 4, Truck 8
My sincere thanks to you and the great work your firefighters did at a recent fire. It was West Lynn, across the street from me. Around Jan. 7, I was awakened in the night by many sirens, flashing lights and many fire trucks. When I looked out the window, I saw a huge, raging fire. I watched for hours, while your people worked so bravely to stop the blaze. They did such an impressive job. Their skill and training really showed on that cold night. For me, it was up close and personal, so close to my house. I sure am grateful to all those workers and their dedication to their work. Springfield citizens can rest easy knowing we have such good people to take care of us. Please pass the word to everyone who helped. Tell them how much I appreciate them. They are heroes!
Gratefully, Tanya Bresée

To: Officer Tommy Nguyen
I discovered missing items from my commercial building on East Walnut. Detective Nguyen was extremely helpful in reaching out to the suspect and was effectively communicating with both of us and worked hard to resolve the issue. I think he could have taken the easy route and said I know your stuff was stolen and we know who stole it but there is not enough evidence to close the case, but Detective Nguyen is no ordinary man so I wish that he takes credit for his hard work.
Springfield resident

To: Officer Schaffitzel and Powers
Officers Schaffitzel and Powers responded to a call of an elderly women with Alzheimer’s who was mistakenly trying to enter our house. She was suffering from a great deal of confusion and mobility issues. Both officers responded quickly, and conducted themselves patiently and professionally with all involved while resolving the issue.
Springfield resident

To: Chris Hollan
On Jan. 9, Chris Hollan with Public Works (Supervisor of Signing and Striping folks) was CAUGHT BEING GOOD!! As a fellow co-worker was leaving the Busch building, they saw Chris pulling up to help a citizen who had a dead battery and was stuck on Central Street!! What a great example of customer service!! Public Works Director Dan Smith said Chris is a fantastic employee and “this is a good example of how he approaches his work in the community”!! Great job, Chris!!
Zim Schwartz, director, 911 Emergency Communications

To: Phyllis Ferguson and Public Works
About a month ago Phyllis Ferguson posted that we should alert the city if we see a pothole because there is money to fix them! Well, about two weeks ago I saw a pothole a few blocks from home, so I called and reported it. Riding my bike home today I saw the crew out fixing it! I stopped to say “thank you” and to grab a selfie with the road crew! Thanks, Phyllis! Without your post I wouldn’t have called and that pothole would have gone unfixed!
Bethany Johnson