Mayor Ken McClure in State of the City address:
SGF truly a great city

In his inaugural State of the City address, held on June 1 at the Springfield Area Chamber of Commerce’s Good Morning Springfield! program at Parkview High School, Mayor Ken McClure said Springfield is overall in good health, he is optimistic for the future, and the reason for that is its people.

“I am constantly impressed by the energy and enthusiasm of the generation of young adults entering civic life in Springfield,” McClure said. “Both the young and those young at heart are stepping up and claiming their spot to help ensure our community is one in which all people can thrive.”

A crowd of about 300 gathered to hear McClure’s address, which he said he was honored to give at his alma mater. Parkview celebrated its 60th anniversary during the 2016-2017 school year, and McClure said he fondly recalls celebrating the win of the 1964-1965 Vikings’ boys’ basketball team’s state championship.

McClure thanked his colleagues on City Council for their service, dedication and friendship. He also recognized and thanked those in attendance who had served on City Council in the past.

“We take our roles as public servants and servant leadership very, very seriously. I thank each of my colleagues, sincerely, for the role they have played and will continue to play, as our community’s future unfolds. We have a real opportunity to move our city forward in the right direction in the right way,” he said.

McClure also recognized and thanked the Springfield Police Department and Fire Department.

“These men and women regularly put their lives on the line to protect us and keep us safe, often without

City celebrates employees with 40-plus years of service (Part 1)

In his first State of the City address June 1, Mayor Ken McClure had this to say about City employees: “Their continued dedication and expertise at what they do is often unseen but is crucial to keeping our city running smoothly each day. I believe the City of Springfield is one of the best-run municipalities in the nation.”

With 40 or more years of service, there is a handful of City employees who truly exemplify the definition of a civil servant. In this issue of the Scene, we’ll feature two such employees - Shirley Johnson of Public Works and Alma Price of Workforce Development.

Thank you for your service!

Shirley Johnson,
Public Works
Mapping & Reprographics Tech
Shirley Johnson came to work in Public Works Engineering in 1976. Today, her plans and records are prepared digitally, but she still makes sure the plans are properly prepared and stored. She says learning new systems, such as ProjectDox, keeps the job fresh for her.

David Pennington
sworn in as Springfield Fire Chief

Wellness on Tour mobile mammography bus coming to Government plaza

Employee picnic
June 28,
11 a.m.-1 p.m.
us even being aware of their efforts. They deserve our admiration and respect.”

Next, McClure referenced the City of Springfield’s many accreditations and recognized and thanked City staff for their dedication and expertise.

“I believe the City of Springfield is one of the best-run municipalities in the nation,” McClure said. “Our staff continues to offer high-quality services in a manner citizens deserve and expect.”

The mayor shared that his family ancestry in Springfield dates back to before the Civil War, and that he was blessed to come from a hardworking family that cemented his work ethic early in life.

“… I helped my dad in his appliance store in downtown Springfield. My mother was a dedicated teacher, serving in this very building for 27 years, teaching business law, salesmanship and typing – and shaping young minds,” McClure said. “Growing up in Springfield in the 1960s, I did not always realize what a great place it was to live. I realize that now, and I also realize that a lot is at stake in making it an even BETTER place to live.”

He added that he is both proud and humbled to be the mayor of his hometown.

“I have always believed that Springfieldians have a unique spirit, and I know that our City staff and elected officials are eager to do whatever it takes to capture that spirit and use it to guide us to a brighter future,” McClure said.

McClure said he believed that great cities are built on innovation, creativity, courage and the power of good people who are not afraid to roll up their sleeves and work.

“In other words, great cities emerge from the sound decisions built on a good foundation,” he said.

He referenced the April Build My Future event held at the E-Plex, which drew 900 high school students from across the region to learn about opportunities in construction and business-related trades through a hands-on approach, as well as other recent job training, workforce development and economic development efforts to provide residents with the skills and opportunities for good jobs.

“… We must combine compassion and empathy for our neighbors while providing them with the tools they need to earn a living for their families,” McClure said. “… Of course, city government cannot and should not address all of our challenges alone. But what we can do – and what we will continue to do – is use our capacity to convene and our ability to work together across all sorts of boundaries to make life better for everyone. We have said it many times before, but our bias toward collaboration is not a talking point in Springfield. It’s a way of life.”

McClure said that City Council recently met to discuss what their priorities should be in the coming months and years, and came to a consensus that their focus will be in a handful of areas: economic vitality, fiscal sustainability, public safety and enhanced legislative engagement. He said that Council also discussed how they will more effectively utilize their committee structure to carry out those priorities.

Economic Vitality

McClure referenced that Springfield is home to two major health systems, the state’s second-largest university, a number of corporate headquarters and a diverse mix of industries that support the local economy.

“From Fortune 500 employers and global companies to countless local success stories of small businesses that were born out of great ideas and willingness to take risks, Springfield provides exciting opportunities in nearly every industry,” he said. “Springfield is also a great place for budding entrepreneurs to realize their dreams.”

He added that job growth is strong – 45 percent of the nearly 600 employers who responded to the Momentum State of the Workforce survey facilitated by the City’s Department of Workforce Development...
indicated they expect to hire additional full-time employees in the next year and 55 percent of the employers plan to hire additional full-time staff over the next three to five years.

“Over the past 18 months, businesses announced nine new major projects, which created 707 new jobs with more than $33 million in new payroll and more than $187 million in new capital investment,” McClure said.

He cited new facilities under construction at Partnership Industrial Center West for JRI Holdings and Vital Farms, expansions at O’Reilly Auto Parts, Kraft-Heinz, SRC Logistics and 3M and the reimaged Wonders of Wildlife museum that will be “the largest and most immersive fish and wildlife attraction in the world.” He thanked Bass Pro Shops founder Johnny Morris for creating a “game changer” in the country and said Springfield is grateful for the impact his entrepreneurial spirit has on our community.

Fiscal Sustainability

McClure cited the most recent Citizen Satisfaction Survey that indicated that Springfield citizens are 15 percent more satisfied than the Kansas/Missouri average and 12 percent higher than the national average. He also cited Moody’s Investor Services’ reaffirmation of the City’s Aa rating, demonstrating our continued strong creditworthiness. Moody’s described the City’s financial position as “expected to remain healthy over the near-term given our prudent fiscal management and current satisfactory reserve levels, which provides an adequate cushion against fluctuating sales tax revenues.”

“Though City departments have done a good job of running efficiently and keeping our expenditures down and within budget, the cost of providing high-quality services that our citizens want and deserve continues to increase, and they are outpacing our modest growth in revenue – including the volatile revenue source we most depend on – sales tax.

“While it could make our prognosis for fiscal health in the future concerning, we are committed to finding solutions to our financial needs that will serve us both now and into the future. … The City of Springfield staff and elected officials do a good job of not only asking ‘what it is we want,’ but also ‘what it is we can afford,’” McClure said.

The mayor cited Springfield’s aging sewer infrastructure as an example.

“Nationwide, more than 100 cities are under federal or state environmental mandates to upgrade their wastewater systems, but may lack the funding and political will to invest in projects that are never glamorous and sometimes not even visible,” McClure said. “Springfield’s overflow control plan – a consent decree reached with the Environmental Protection Agency, which promises $200 million in the City’s sewer system – is a plan which would have cost us $600 million if it were not built on ingenuity. EPA has agreed to let us try new things, such as a successful approach to spend a relatively small amount of money fixing private inflow and infiltration (I&I) to save a large amount of money on downstream, expensive facilities.”

Public Safety

McClure said that public safety is the Council’s top priority.

“Unfortunately, our needs clearly outweigh our resources. But we are working to identify existing resources that may be of use,” he said. “The proposed operating budget for next year includes ongoing funding for the 21 police officers obtained through federal grants over the past several years. This is a commitment made over the last three years, and it is a priority we intend to keep.”

He added that City staff, at Council’s direction, is investigating whether we could use existing funds from the Level Property Tax to move forward on critical public safety capital needs, such as equipment for firefighters and police officers, which are currently unfunded.

The proactive approach of the Springfield-Greene County Health Department to address public health issues also has a major effect on public safety, McClure said. He cited the Regional Health Assessment and the Community Health Advocate program as examples.

Legislative Engagement

The mayor said City Council wants to increase their personal engagement in the state legislative process and provide helpful input to the state delegation.

“It helps both the City and state if our legislators understand our issues and concerns. Our legislators have a difficult job and must weigh countless priorities. We want to be supportive and helpful,” he said.

McClure ended the address by sharing his story of appearing on The Mystery Hour and how host Jeff Houghton issued a rallying cry for people to build something here in Springfield rather than going somewhere else and being a part of someone else’s machine. Springfield is home to innovators, entrepreneurs, business owners and dreamers … people creating something on their own, he said.

“I agree with Jeff – Springfield is the kind of place you can make up what you want to do … I would encourage you, if you are not already doing so, to get involved, whether it is on one of our City volunteer boards or commissions, or in numerous other ways that you can give back to the community. Make the investment of time,” McClure said.

“In closing, let me say that I am so encouraged by what the future holds for Springfield. Walt Whitman said, ‘A great city is that which has the greatest men and women.’ By that measure, Springfield is truly a great city.”
CAmP 2016 graduated last July and chose the Northwest Project supported by the Drew Lewis Foundation, MSU, and Drury located at the Fairbanks for our legacy project. We chose “EPIC” as our name that fits what we believe in: Empowering People Impacting Citizens. We have regularly met since last year and coordinated several donation drives to address the most immediate needs of the Fairbanks, especially their food pantry.

We recently ended our latest “Springiving Drive” in April and were able to deliver four truckloads of canned goods, toiletries, cereal, shelf-stable food items, reusable grocery bags, hygiene products, towels and many other items.

Thank you to all CAmP graduates who coordinated donations in their respective departments. And to all City employees who donated to help others: you are truly special.

EPIC CAmP 2016 Class will have a table at the upcoming Employee Picnic on June 28! Anyone who brings canned goods and/or cash donations will be entered to win a raffle of four hours paid leave. More details coming soon!

David Pennington sworn in as Springfield fire chief May 26

“While we received a high-quality applicant pool, when comparing the breadth and depth of experience of the top candidates, it became evident that the City’s internal candidate, Chief David Pennington, stood out with regard to the needs of the Springfield Fire Department,” said City Manager Greg Burris. “His educational and professional accomplishments, departmental knowledge, experience and expertise, as well as enthusiasm for leading our Fire Department in the coming years propelled him to the top of a capable and well-qualified group.”

Congratulations, Chief Pennington!

Alma Price, Workforce Development

Workforce Development Administrative Assistant Alma Price came to the City in 1973, working in the Workforce Development department her entire career.

Alma has seen legislation change over the years to create programs to address unemployment, assist the underemployed and develop youth and special populations programs.

Alma provides administrative support to the department.

Director of Workforce Development Mary Ann Rojas said “Alma has been a wonderful asset to Workforce Development and the citizens of the Ozarks have benefited from her many contributions. She is a pillar of knowledge which has supported the work of this department for many years.”

Alma’s last day with the City was June 1. Her retirement plans include gardening, travel, painting, photography, outdoor activities and spending time with family.

Congratulations and thank you for your service, Alma!

CAmP 2016 Rocks!

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Special Olympics State Summer Games are back!

The Missouri Special Olympics State Summer Games are returning for a third year to Springfield. We need you to be a part of the fun as a volunteer or spectator to cheer the athletes on!

The Games will be on the Missouri State University Campus June 2–4, 2017! Over 900 athletes will be competing in volleyball, aquatics, track and field, and powerlifting events over three full days of competition!

Visit the Special Olympics Missouri website at somo.org or the direct link for volunteers at summer.somo.volunteerhub.com/Events/IndexV1

Come join us for fun and watch the athletes’ love of competition!

Wellness on Tour Mobile Mammography Bus coming to Government Plaza June 6, 14 and 22 and Oct. 9 and 24

Qualifications for mobile mammography:

• Must be 40-plus (can do baseline for those ages 35-39 with physician’s order).
• Must have been at least one year since your last mammogram.
• Must not have current breast problems.
• They can provide mammography to those with implants; please notify the scheduler.
• Must be able to enter the bus via steep steps and stand unassisted for the exam.
• Appointments take approximately 15 minutes.
• They will file insurance for you. (Please verify coverage and limitations with your insurance provider.)
• The equipment on the bus is the same as at the Mercy Breast Center. The technologist who performs the exam is a female. Images are read by the same radiologists.

Call 417-820-2790 to schedule your appointment.

Free City ‘spirit’ T-shirts to be distributed at Employee Picnic June 28

Free City "spirit" T-shirts will be distributed at the Employee Picnic 11 a.m.-1 p.m. June 28 at the Busch Municipal Building dock, and on the following Friday, June 29 from 10 a.m. until noon in Busch L-45.

Following the picnic, the City will celebrate Spirit Days the first Friday of the month to include special activities and contests that those who wear their shirts may participate in. Look for additional information in the Monday Morning Announcements.

Join us!

City of Springfield Employee Picnic

June 28, 11 a.m. - 1 p.m.

in the Parking Lot between the Busch Building and Old City Hall
Summer Solstice Art Show
Sat., June 17, 10 a.m.-7 p.m.
Lafayette Park
North Springfield’s Moon City Creative District presents a juried art show, representing 20 regional artists, who gather under white tents to showcase and sell their work in Lafayette Park. Come enjoy this event, complete with art, music, and food.

Go Skateboarding Day: Wed., June 21, 3-9 p.m.
Springfield Skate Park
Grab your board and celebrate Go Skateboarding Day, established in 2004 by the International Association of Skateboard Companies, with thousands of participants all over the world. Free admission to all skateboarders, beginners to pros. (Sorry, no bikes, scooters or rollerblades during the event.) Contests throughout the day, with prizes and all-around shredding!

Free admission, $1/Helmet rental, $5/skateboard rental

Garden Concert Series:
Sat., June 24 - The Shortleaf Band, 7:30 p.m. Springfield Botanical Gardens

Free admission, $10 requested donation

Aquathon Series: Thurs., July 6 and 13 at Doling Park; Tues., July 18 and 25 at Meador Park. 7 p.m., check-in 6-6:45
A four-week series of timed biathlon-style races, including a 150-meter swim and one-mile run. Bring your running shoes and swimsuit. Participants earn points each week. Top three in each age group are recognized following the event. Free T-shirt with registration for two or more weeks.

Age: 5 yrs. and up
Fee: $10/Week or $35/All four weeks
A Q&A of City of Springfield employees. To suggest a colleague for “Do You Know...?” e-mail thescene@springfieldmo.gov.

Jim Rayle
911 Shift Supervisor, Springfield-Greene County 911 Emergency Communications
Jim has worked for the City for 6 years.

What’s something you’ve learned since working for the City? “Being born and raised in Springfield, I had NO IDEA how busy the Police, Fire and EMS personnel in Greene County are! ALL THE TIME!”

Why do you do what you do? “I have always wanted to help people. After 15 years as an EMT, and another eight in a health care office, this seemed like it would be a good fit. I was right!”

What’s the hardest part of your job? “Explaining to citizens that they are getting the help they NEED, especially when it’s not quite the help they WANT.”

What’s the best part of your job? “Hearing the relief in a caller’s voice when help arrives on scene.”

What’s the coolest thing you’ve done in your career? “Every day I get to help people during what is usually the worst five minutes of their lives!”

What are you passionate about? “Helping people, family time, recreational shooting, and reading.”

Do you work to live, or do you live to work? Why? “Both, working and living go hand-in-hand. One is pointless without the other.”

What do you admire about this organization? “The diversity and open-mindedness of everyone I work with.”

Who do you admire in this organization? “Zim Schwartz. She is the most relentlessly cheerful person I have ever met.”

What’s something that Springfield as a city should strive for? “In the charged political climate of today, understanding of those with different viewpoints.”

Salute a Veteran by giving blood June 19
City of Springfield Employee Blood Drive: Busch Municipal Building, L-45-Lower Level. Monday, June 19, 8 a.m.-2 p.m.
Please contact Nikki Crisp in Finance at ncrisp@springfieldmo.gov or 874-2203 to register today! Those who donate receive a free T-shirt.
Photo identification required. Please eat well and drink plenty of fluids prior to the blood drive.

Kids 17 and under golf all summer at our courses for just $99.
Greens fees only. Some restrictions apply. Cart not included.

Juniors Golf All Summer For Just $99
Children 17 and under golf all summer at our courses for just $99.
Greens fees only. Some restrictions apply. Cart not included.
Free inBalance Fitness Classes!

**Noon Time Fitness**
WHEN: Tuesdays & Thursdays, noon and 12:45 p.m.
WHERE: Mediacom Ice Park or Drury Field (weather permitting)

A full body workout that utilizes circuit training, weights and cardio. Workouts are customized to your fitness level and will move you to the next step of your fitness goal. This class is a great way to get exercise and fresh air at the same time!

No registration required! New participants are required to sign an exercise waiver available at the class.
For more details, please email: Amy Carney, amyannette1@yahoo.com

**Yoga with Mona**
WHEN: Mondays & Wednesdays, 5:30-6:45 p.m.
WHERE: Fire Station #1, 720 E. Grand

FREE yoga class to all City of Springfield employees and their family members! Classes are taught by certified instructor, Mona Alphin. All fitness levels are welcome. Mats and equipment are provided, but feel free to bring your own! Classes are great for beginners, with challenging poses for the advanced.

**Strength, Core & More!**
WHEN: Mondays, 12:05-12:45 p.m.
WHERE: Mediacom Ice Park Pro Shop Lobby

Interval-style class which allows each person to work at his/her own personal fitness level. The class includes a variety of exercises and equipment targeting full body resistance training, core/abdominal strength, balance and agility. Suitable for all fitness levels from beginner to advanced - YOU control the intensity of the workout!
No registration required! New participants are required to sign an exercise waiver available at the class.
For more details, please email: Machelle, machellepett@gmail.com

**Low-Impact Cardio Core**
WHEN: Mondays, 11:30-11:55 a.m.
WHERE: Midtown Carnegie Branch Library Basement

Come join us for a 25-minute blend of Pilates style exercises and low impact cardio. Great for ALL fitness levels, wonderful for beginners and anyone looking for a quick workout that’s easy on the joints. No equipment needed unless you prefer your own mat.
No registration required! New participants are required to sign an exercise waiver available at the class.
For more details, please email: Ally McCall, ontargetpersonaltraining@gmail.com

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**The City Marketplace**

**FOR SALE**

1988 Honda Goldwing, 1500cc with reverse, am, fm, cassette, three helmets and misc 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 417-818-8353.

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.
28D/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 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 943-5117.
20/29 Gallon Aquarium with filter, heater, black deluxe full hood with fluorescent light, and miscellaneous 24 ¼”w x 12 ¾” D x 16 ¾” 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 8” stainless steel extender ring. $100. Call Marcia at 417-379-8459.


2013 Flagstaff Classic Popup, sleeps 6 with 2 heated coil beds, AC, kitchenette with mini fridge, 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 417-461-4132.

**SERVICES**

Steve’s Scuba: City of Springfield employees and friends receive $100 off Open Water Certification Class (regular price $450 per person, special price is $350 per person). Save 10% on continuing educational classes; try scuba for $25. For more information, call 417-882-7327 or email itsallgood@stevesscuba.com.
Promotions
Alyssa Ahner
Associate City Planner – Planning and Development
Thomas Boyce
Nutritionist – Health
Kenneth Carlisle
Plant Maintenance Mechanic II – Environmental Services
Kennon Ellison
Community Recreation Coordinator – Parks
Kevin Holle
Park Ranger Administrator – Parks
Mark Lawrence
Equipment Operator III – Public Works
Thomas Lowder
Team Leader – Public Works
Morgan McDonald
Senior Executive Secretary – Health
Kody Rein
Rescue & Salvage Specialist – Fire

Retirements
Robin Beck
Probation Collections Officer
Municipal Court – 26 years
David Burrell
Plant Maintenance Mechanic I
Environmental Services – 33 years
Rebecca Jolliffe
Contract Nutritionist
Health – 9 years
James McCulloch
Police Major
Police – 25 years
Tari Redd
911 Telecommunicator
Emergency Communications – 24 years

Brian Smithson
Fire Lieutenant – Fire
Jennifer Turner
Office Administrator – Public Works
Russell Wright
Computer Technician – Information Systems

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.

Busch Building Carpet Replacement Project: Upcoming Dates
2nd floor Planning
June 14-27
Common area
June 27-July 10
2 West closed
June 27-July 14 (after carpet, both conference rooms will be painted)
Public Works
July 7-27 (285 closed)

FY18 Compensation Increase
All Employees: Given that we have just presented the proposed Fiscal Year 2017-18 budget to City Council, I wanted to provide you with some additional detail about the $933,000 line item for General Fund employee compensation increases.

While we are still in collective bargaining negotiations with union groups, I can tell you that this line item is the equivalent of merit step increases (for those still “stepping”) and a $500 increase for those already at the top step (essentially creating a higher top step) for non-represented employees.

While I wish these increases could be so much more, we are tempered by the reality of sales tax revenues being below budget. We’ve all noticed brick-and-mortar retail stores closing — many are unable to compete with online retail outlets that do not pay sales tax. Given that our General Fund budget (and many of our other budgets) depend so heavily on sales tax revenues, City Council has agreed that we must take an aggressive look at possible revenue diversification for the future, as well as endorse the creation of a more level playing field for retail businesses. We will do both of those things.

Please know how much I appreciate your work every day. Thank you for what you do. Please stay tuned as we begin our investigation of alternate revenue sources.

SERVICES (CONT'D)

WELCOME TO THE CITY

Scott Umbarger
Police Lieutenant
Police – 25 years
Shawn Williams
Police Captain
Police – 25 years

To: Officer Brian Steen

I just wanted to give a big thanks to Officer B. Steen for being so helpful, very professional, and so quick to respond to the accident I was involved in.

Officer Steen is very good at his job! He handled that wreck all by himself on a very chaotic street, even with so much going on all around us, he made sure we were the #1 priority, and that everyone was okay. We really appreciate his help! Felt bad for him having to stand out in the heat with sweat running down his head, but that didn’t bother him at all, he just kept on doing his job. It was both mine, and the other girl’s first wreck ever, and he walked us through everything in detail very well and helped us out with any questions we had. Thanks again Officer Steen, and God bless!

Springfield resident

To: Officer Eric Schroeder and Sgt. Heather Anderson

I just wanted to give a big thank you to Springfield Police Officer Schroeder and Sgt. Anderson for the help we received. My husband has Alzheimer’s and they came out to help and treated him with dignity and respect and took control of the situation and calmed him and was able to safely get him to the hospital. It has been a very rough week for me.

I’m very thankful for the kindness and compassion that they showed to the whole family. You went above and beyond. THANK YOU

Springfield resident

To: Officer Darrel Coney

I just wanted to give a big shout out to Officer (Darrel) Coney! He responded to a head-on collision I was involved with and he was so kind and understanding while I was nearly hysterical. He listened to my concerns, and he answered all of my questions. He even waited with me until my car got towed away and my ride showed up! It was such a blessing to have him help me while I was so scared and shaken up from the wreck. I am truly grateful for him! Please pass the message on! Thank you!

Springfield resident

To: Denise Ruble and RJ Woolard, 9-1-1 Telecommunicators, Officers Michael Peskar, Jim Edwards and Aaron Cottengim, Springfield Police Department

Telecommunicator Denise Ruble took a call from a victim of a home invasion in progress in her home located in the central area of Springfield. 9-1-1 Telecommunicator RJ Woolard dispatched SPD Officers Michael Peskar, Jim Edwards and Aaron Cottengim to the scene. After the incident, the brother of the victim called in to express his heartfelt gratitude to the SPD Officers & Emergency Communications 9-1-1 employees for the quick response time to assist his sister during this traumatic experience. Great job to all involved!

To: Dean Westermeyer, 9-1-1 Telecommunicator

Alexa, an employee of Oxford Heath Care, called 9-1-1 since she was unable to get into her clients apartment. 9-1-1 Telecommunicator Dean Westermeyer was very helpful and called the property manager to see if they could get a response in a reasonable time. The caller, Alexa, advised it was not life threatening, but she was just concerned because she could not get to her client. Alexa called back and spoke with a supervisor to make sure that it was known that she was thankful for the assistance from Dean Westermeyer.

To: Billy Stone, 9-1-1 Telecommunicator, Officer Wallace, Springfield Police Department

A citizen using the service of the city public transportation requested a check well being for a 70-year-old female and her son. They were homeless, had been riding the bus and were planning to use the bus shelter as their protection from the storm that was predicted for about 3 a.m. The caller for this situation e-mailed the 9-1-1 department to thank the call-taker and commenting the call taker was “terrific, compassionate, patient, and thorough.” Officer Wallace of SPD was talking with the mother and her son within minutes of the call. The officer was unable to convince the woman to go to a shelter since she didn’t want her son separated from her. Officer Wallace said that he would keep an eye on the bus shelter to make sure that they didn’t have any problems. The citizen wrote, “While the solution may not have been perfect, it was as good as possible, and it started with Billy Stone.”

To: Emergency Communications 9-1-1 (during National Telecommunicators Week)

Springfield Police Department Corporal Sweckard sent a message out to all the 9-1-1 dispatchers, thanking them for what an amazing job they do. He wrote, “Knowing that their lives are literally in the dispatchers hand, they are sending love and respect to the whole 9-1-1 team.”