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CITY OF
GAINESVILLE
every path starts with passion
FLORIDA

GRUSM
More than Energy



***City of Gainesville/
Gainesville Regional Utilities***

***Annual Employee
Recognition Ceremony***

***City of Gainesville / Alachua County
Senior Recreation Center
October 13, 2015***

Agenda

Welcome

Dinner

Invocation

Award Presentations

- Departmental
Employee of the Year Awards
- Team Awards
- “At-Large” Awards

Closing Remarks

Russ Blackburn/Edward Bielarski

Departmental Employee of the Year Awards

- **Administrative Services/Fleet**
- **City Attorney's Office**
- **Community Redevelopment Agency**
- **Customer Support Services (GRU)**
- **Energy Delivery (GRU)**
- **Energy Supply (GRU)**
- **Finance (GRU)**
- **Gainesville Fire Rescue**
- **Gainesville Police Department**
- **Human Resources**
- **Information Technology (GRU)**
- **Neighborhood Improvement Department**
- **Parks, Recreation & Cultural Affairs**
- **Planning and Development Services**
- **Public Works**
- **Regional Transit System**
- **Water & Wastewater Systems (GRU)**

Administrative Services/Fleet

Employee of the Year

Samantha Wolfe

Over the past year, Samantha led a team of employees from operating departments and IT to research, explore and implement an on-line and mobile 311 center. Her efforts included developing a project scope, identifying potential providers, coordinating demonstrations with several software companies and oversight of the team evaluation process. Once a vendor was chosen, she again coordinated contract execution with legal staff and the vendor. She then worked together with her team to develop and execute an implementation plan. 311GNV went live on July 21, 2015. Citizens can now report issues to the city via their smart phone or tablet, as well as the City's website. Some issues reported include damaged/unsafe sidewalks, potholes, overgrown weeds, traffic signal problems, flooding streets/ditches and fallen trees. Upon reporting, the citizen will receive a confirmation, and follow-up on the status of the issue.

Samantha has also been working with departments to improve their performance metrics. These metrics are now reported through statGNV, a performance dashboard that provides current performance and historical trends leading to a higher level of government effectiveness and transparency.

Other responsibilities and projects taken on by Samantha this year include a comprehensive financial analysis of our Fleet operations, their cost of service and billing model, continued improvement and automation of our open data portal, and most recently, she has taken on the responsibilities of our Senior Strategic Planner who is on a temporary assignment for another project, including organizing a Management strategizing session to develop action plans for 15 new initiatives introduced by the City Commission. She followed that with the development of the FY16 Strategic Plan to be adopted by the City Commission in October.

Samantha has handled her increasing responsibilities with a high level of proficiency and competence. Her presentations skills are professional in both content and delivery. She continually achieves outstanding results. In just two and a half years with the City, she has proved to be a very valuable member of Administrative Services and the City as a whole. As her Manager, I feel very honored and privileged to work with Samantha. She is exceptional.

City Attorney's Office

Employee of the Year

Elizabeth A. Waratuke

Liz's 24 years of service with the City as a litigation attorney have given her an unparalleled institutional knowledge and depth and breadth of legal expertise in the area of local government law, both of which make her an invaluable asset to the City. However, it is her caring commitment to her client and her willingness to mentor and assist her co-workers that distinguishes Liz as an exemplary employee and deserving of recognition as the 2015 Employee of the Year for the Office of the City Attorney.

Literally every day, her fellow attorneys come to Liz to: ask a question about the history of a City ordinance and whether it was ever litigated; to float a novel legal theory; to review the status of the law on a particular matter and to debate the best course of action for the client. Literally every day, Liz welcomes those inquiries and interruptions and takes time away from her workload to assist.

Having been a litigator for the City, Liz often deals with problems after they have occurred. But rather than just litigating the case, bringing it to resolution and declaring her work ended, Liz consistently uses her experience, and the benefit of viewing a situation in hindsight, to better the City prospectively. She always asks herself and those involved: what can be learned from the situation? And how can I help the City improve? Liz holds herself personally accountable for pursuing and demanding improvements that better the City. As a result, Liz is as valuable a transactional attorney, as she is a litigating attorney.

In the past year, Liz has been instrumental in resolving many issues and has received many compliments and words of appreciation from City staff, such as: "Wanted to let you know what a great job Liz did in supporting us on the recent . . . issue. It was her "usual" great job, but worthy of recognition none the less. Thanks Liz, I'll add to the list of things I owe you for."

And "I wanted to express my appreciation for Lisa and Liz's assistance this last probably 18 months in resolving our contract issues They have been steadfast and fully engaged at every step and I have felt secure in their counsel. Thank you!"

In short, it is her caring nature, her dedication and personal commitment to the City and her ability and willingness to use her experience and expertise to benefit others in doing their job to improve the City – that make Liz Waratuke the 2015 Employee of the Year for the Office of the City Attorney.

Community Redevelopment Agency

Employee of the Year

Cindi K. Harvey

Cindi Harvey came to work for the CRA directly from her master's program in Landscape Architecture at UF and we admired her courage and determined spirit from the get-go. It's now been over four years and Cindi always brings her love of life and relationships to work every day, and this year has made a huge impact on our staff, her projects and beyond.

In particular, she's been incredibly adaptable this year moving from landscape maintenance and smaller projects to leading the construction phase of a 32-acre Depot park project. She also holds a leadership role as the project manager liaison to the College Park/University Heights Redevelopment Advisory Board. Most recently, she poured herself into the Porters SW 5th Avenue project: going door-to-door on weekends, working overtime to design project "Look Books;" and even planting the landscaping herself! Later this month the CRA will receive a state-wide award for her successful implementation of this project, which has become a model redevelopment project for her community engagement efforts. Cindi has done an amazing job building relationships with our vendors, community members and interdepartmental contacts, working to overcome resistance, increase communication and solve problems in creative ways.

She's proven to be capable of taking on tremendous new responsibilities, while still taking time to support and assist her "home" team at the CRA, the City/GRU and beyond.

GRU Customer Support Services Department

Employee of the Year

LuAnne Watson

Several years ago, LuAnne was a Customer Service Representative that took the initiative to become responsible for collections at GRU. Since that time, her title morphed into Collections Recovery Specialist and she has since operated essentially as a department of one.

LuAnne is the go-to type of employee whether it is for collections issues, general customer service questions, SAP help, drafting letters, ordinances, RFPs, procedures, newsletters or training. It doesn't matter what department the questions come from or whether the answer is her responsibility, she is always happy and able to assist. She's a great instructor having provided collections training to all of Customer Operations and other GRU employees. Collections can be a difficult subject, but she handles these sensitive issues with customers and employees well through her kindness and patience.

Best of all, she has a positive can-do attitude and operates knowing everyone at GRU is on the same team – we're all here to serve our customers and ensure our processes run efficiently and accurately.

Through her efforts and coordination of collections at GRU, we've recovered \$467,000 this fiscal year through July!!!

GRU Energy Delivery Department

Employee of the Year

Allen E. Crawford

Allen has been a major contributor since joining SCC, but he has really shown his worth in leadership and productivity this past year.

In addition to his regular duties of supporting the SCC network and systems, Allen has worked diligently to build a secure network for Systems Control that will ensure the security against cyber threats as well as meet the NERC CIP Reliability Standards that become effective April 1, 2016. Unable to get the staffing required to complete the project, Allen has found and hired three contract network engineers to enable GRU to move forward. Utilizing, these contractors, while also leveraging expertise from the IT and GRUCom, Allen has made significant progress in the design and implementation of this network. Below is a sample of the projects Allen is leading in order to meet all the requirements of GRU and the NERC CIP Standards:

- Setting up firewall rules for the various DMZ
- RSA – VPN for corporate users into Systems Control domain
- Install Antivirus and Logging Event and Monitoring Systems (LEMS)
- Access control for the Electronic security Perimeter and Energy Delivery network.
- AMI – Setup communications with AMI vendor and install switches and configure firewalls at 8 substations
- FRCC Hotline to VOIP
- Encrypt FRCC MPLS ICCP Link

In the meantime, Allen participated on the OSI EMS Project from the start to finish including requirement gathering, bid evaluation, vendor selection and implementation. Additionally, he has been the key player in resolving some long term issues with the ICCP data link with FPL.

Allen's leadership, knowledge, customer focused attitude and work ethic have enabled Allen to be a major contributor to GRU and System Control.

GRU Energy Supply Department

Employee of the Year

Jackie Butterfield

The Energy Supply Team has a dynamo as this year's Employee of the Year. Jackie Butterfield may be small in size, but she is a force to be reckoned with! Jackie has been a GRU employee since 1986 with Energy Supply/Deerhaven since January 2000 as a Senior Account Clerk. As a Senior Account Clerk she is tasked with entering all requisitions for Energy Supply's Production and Major Maintenance Groups as well as all capital project requisitions. During the last fiscal year, Jackie entered 383 requisitions resulting in 1076 requisition lines and nearly \$17 million dollars. At any given time she can tell you the status of any item being purchased, the name of a vendor associated with a purchase, and if the purchase order is open or closed.

Another aspect of her job is being responsible for accounts payables as well as any problems with the associated purchases (and sometimes there are many)! Jackie is highly motivated to protect GRU's customers' money. She takes personal accountability to ensure that prompt payment gets GRU any discounts and that GRU is not charged more than should be charged.

Other employees often call upon Jackie with SAP questions as she has experienced every example possible using SAP for purchasing. Jackie also is a subject matter expert on account numbers and where expenditures should be coded. She is a tremendous asset in budget preparation; she attends monthly meetings to answer budget questions and assists in the preparation of the annual budget for Deerhaven. Recently she was tasked with gathering material relating to contract services. Her attention to detail and ability to glean the information was amazing.

Jackie is one of those employees who is of great value to Energy Supply but sits in the shadows, or in her case, an extra small office "in the back". She simply works professionally and productively. Her work is critical in keeping parts and services moving for Energy Supply's many plant outages and other needs. She is always willing to assist anyone who has a need. For example, when Energy Supply had vacancies in administrative staffing, Jackie assumed the duties of payroll for several cost centers and did an excellent job. She always provides great service to her customers.

Energy Supply is fortunate to have Jackie on our Team and proudly honor her as Employee of the Year.

GRU Finance Department

Employee of the Year

Carla Montane

Carla consistently demonstrates concern for the quality of work that is performed in her area. Her work is very detailed, high quality and she takes tremendous pride in it. Carla will stop what she is doing and help others as needed which can include emergency payment runs and any other needs. Carla is always willing to ask questions and take on additional projects.

In addition, Carla volunteered to take on the role of backup timekeeper. In doing so, she has demonstrated a high level of attention to detail and is very focused in doing a great job. Thank you Carla!

Gainesville Fire Rescue

Employee of the Year

Lieutenant Adam Hinton

Lt. Adam Hinton can be summed up with: Does the right thing!

Lt. Hinton is an outstanding company officer and never takes the easy route or pencil whips anything; he consistently presents a great example. He is a more than competent fire officer, he is safe and diligent in his decision making, and he performs at a high level when completing tasks required for fire ground operations and emergency medical incidents.

Over the past year Lt. Hinton was assigned to a new unit in the SW area, which is in a service transition from the county to the city (Squad 2). This was a very different and challenging assignment that required high levels of skill and diplomacy in working with other partnering agencies. Though it has been challenging, Lt. Hinton has kept up good relations at the private facility and its management, as well as with other local businesses and apartment complexes by conducting territory training and site planning. More importantly, he has been positive and professional when dealing with partner ambulance and engine companies from the county that could have been unfavorable towards SQ2.

Despite the demands of this new assignment, Adam has completed his AA degree, taken the District Chief class, is preparing to participate in the upcoming district chief promotional process and, as a paramedic, has stayed up on his medical protocols, required certifications and licensures, and the complex medical equipment we use.

Lt. Hinton is also known as a loving, faithful husband of 18 years and for being an outstanding father to 5 children; 3 are his and his wife, Cammy's. They have already adopted their fourth child and are in the process of adopting another child. Beyond these children, Adam and Cammy serve as foster parents and have had many children placed with them for different amounts of time. Their giving back doesn't even end there; Adam has also served as a Guardian Ad Litem for many years, devoting countless hours to court cases and in home visits of children in great need.

Lt. Hinton is the most selfless person I know!!! His vices are his faith, his family, and his career. He doesn't drink, smoke, and never says curse word. I am not trying to paint an unbelievable picture here, but Adam is a professional, responsible and model fire lieutenant, and leader.

These and many, many more reasons are why I nominate Adam Hinton for GFR Employee of the year.

William J. Powell

Gainesville Police Department

Employee of the Year

Officer Marquitta Brown

Officer Marquitta Brown is Gainesville Police Department's only Gang Investigator. When she was placed in this position in 2014, she was asked to use a strategy of Prevention, Intervention, and Suppression. Officer Brown has managed to exceed all expectations.

Officer Brown maintains great communication and rapport with juveniles throughout the community. Because of her role as Gang Investigator, she's had many interactions with juveniles who're involved in or associated with gang activity. She's worked especially close with a group of thirteen juveniles in the Duval area who are associated with the Cameo gang.

Just prior to the summer of 2015 she reached out to the two most influential members of this particular group of young men and asked them what they needed in order to stay away from fights and other criminal activity during the summer. They asked for positive activities that would keep them busy and engaged. They listed the types of activities they felt would benefit them and at the same time were of interest to them. As a result of this conversation, Officer Brown created the first Summer Enrichment Program.

This six week program included basic computer skills, basic auto repair training, resume writing, along with etiquette and interview training. They were also treated to fun activities like a video game tournament, along with trips to Jacksonville Beach and Orlando's "Aquatika" where they had the opportunity to bond and interface with Police Officers. This program was successfully in keeping these young men engaged and away from negative activity during the summer of 2015.

Officer Brown continues to mentor these young men and has successfully helped several enroll in Youth Build. She plans to continue her efforts until all are on a stable path towards success.

Human Resources

Employee of the Year

Kiesha A. Young

There are several reasons Kiesha Young is being recognized as the Human Resources Employee of the Year.

Kiesha's office is near the Front Desk, and the acoustics of the area mean she hears almost everything that happens up front. Some people might be tempted to close their door or play music to cover the noise, but Kiesha actively listens and offers to assist customers, give advice, or answer questions. Anyone working at the Front Desk appreciates the extra help she provides. One day I answered the HR main phone line and then called Kiesha's extension; before I could even explain, she simply said "Sure, put him through."

There are probably times when Kiesha is angry, or tired, or frustrated, but she never changes her attitude. She has a positive, "can-do" attitude and will assist any project. One example is her volunteering to help with the annual United Way campaign.

More than these reasons, Kiesha loves her job. It shows with the way she smiles as she greets each applicant. I asked her how she could be so up-beat all the time. She told me that she really enjoys finding the right person for a position. She's not just good at her job, she is really thrilled to get to do it. She is a perfect match for her position.

Kiesha is good to work with, she makes routine tasks enjoyable, and I think we should all love our work as much as she loves hers. We are lucky to have her in this department.

GRU Information Technology Department

Employee of the Year

Mike Pokitko

Mike Pokitko is a valuable member of the Information Technology (IT) Department. He was nominated by his peers to be the IT employee of the year for his dedication, knowledge and willingness to help others achieve their success. Mike holds himself to high standards and goes the extra mile not only for his customers but also his co-workers. His management team and co-workers depend heavily on him.

You have heard when E.F. Hutton talks, people listen...well, let's just say when Mike speaks the technology fog lifts and unity is attained. Among his co-workers In Application Development, he is better known as the "Zen Master." Mike's personality is patience in the midst of chaos. His calm demeanor helps bridge the gap of opposing points of view.

Mike prefers to lay low and stay out of the limelight, but is usually brought to the forefront because people have a genuine interest in his viewpoints on systems setup and optimizing business processes. He has the ability to reduce complexity into manageable solutions. He explains difficult issues in a language everyone can understand. In the world of technology, successfully joining business processes into viable solutions is no small feat!

We are fortunate to have someone of Mike's caliber on our team!

Neighborhood Improvement Department

Employee of the Year

Connie Farrell

As the front line service provider in Code Enforcement Connie is the face of the division. She greets our customers and provides a great professional first impression. Within the division Connie is genuinely concerned with the quality of work performed and makes sure we are all held to the same high standard she holds herself. In the last year the division assumed a significant undertaking when we brought on a Special Magistrate for Code Enforcement. Without hesitation, Connie leapt into action and began developing the program, ensuring forms and documents were in order, and the transition from the attorney's office was seamless. It seemed effortless but a lot of hard work and time went in to completing the project along with Connie's regular duties. It is because of her extraordinary level of service and dedication that Connie is deserving of being Neighborhood Improvement's employee of the year.

Parks, Recreation & Cultural Affairs

Employee of the Year

Donald Musen

The Nature Operations Division underwent significant personnel/staffing changes over the last year. Habitat Naturalist Don Musen stepped up to supervise maintenance staff and take on two large special projects all while performing his regular responsibilities, such as invasive plant control, prescribed burning, and volunteer projects. The maintenance staff is grateful for Don's guidance and leadership. Don has also been directing the newly hired Labor Crew Leader 1 who is overseeing an inmate crew, a new addition to our organizational structure. The fact that Don and the other staff have embraced and facilitated this change is commendable. We are now doing better quality and quantity of maintenance in our nature parks. Staff morale is improved because they take such pride in doing a better job – something they all really care about.

The two special projects were substantial. First, the Loblolly boardwalk had fallen into a state of disrepair and needed an overhaul. Don facilitated the renovation and managed the contractor, ensuring that the project was on time and on budget. He is willing and able to assist our Department with design and implementation of these projects.

Another example is the Beville Creek shoreline stabilization project at Cofrin Nature Park which had been previously overly designed and engineered resulting in a project that was too expensive, and prohibiting contractors from bidding. Don took over the project and was willing to listen to ideas, and collaborate with others. He studied other similar projects before drawing up the design. Don then worked collaboratively with the engineering firm to have signed and sealed plans drawn up. He also worked with the engineering firm to update permits and other necessary items. When the project was initiated the hired contractor was late getting started. Don was on site every day making sure the contractor did not fall behind. This persistence resulted in the project being finished by the original completion date. But perhaps the most amazing thing was the innovation and fiscal responsibility Mr. Musen demonstrated. For less than the budgeted price of the previous creek restoration design, Don was also able to install a bridge over the creek, connect the public restrooms to sanitary sewer and have the deteriorating house demolished and removed from the property. His innovative and hands-on approach demonstrated responsible stewardship of the City's resources.

We appreciate Don Musen's willingness to accept additional responsibility for our team, his talents and his dedication and for this, he is the Parks, Recreation and Cultural Affairs' 2015 Employee of the Year.

Planning and Development Services

Employee of the Year

Steven Sapp

Steve Sapp has been a cooperative and diligent building inspector for many years with the city. He is fair, professional, and works well under pressure. He has taken the lead on challenging projects without objection and represents the building department and the city well.

The same skills are surely also helpful in his other career in the US military. We are lucky to have Steve as a coworker in the building department and also certainly proud of his service to our country.

Public Works

Employee of the Year

Deborah Leistner

Ms. Leistner stepped in voluntarily to lead the Department's successful development and implementation of the CityWorks work management system. She has worked to ensure that the roll-out was timely and has continued to facilitate the program through coordination meetings and troubleshooting issues. In addition to taking on coordination of the CityWorks implementation, Debbie has stepped in on numerous other occasions and proactively took responsibility for coordination of issues/projects that were not necessarily within her Division's responsibility but because she saw a need for leadership to accomplish the tasks.

Regional Transit System Employee of the Year

Barbara Beck

Ms. Beck puts forth a phenomenal work effort, especially this past year. In the absence of her Division Manager, who was out on unexpected medical leave, Barbara volunteered to take the lead in organizing and planning the relocation of \$1.2 million of parts inventory to a new site. Ms. Beck fostered the collaboration and communication between all Parts Specialists and Transit Fleet Supervisors required to facilitate the organized occupation and set up of the new bus parts storage rooms.

While the aforementioned speaks to the commitment of Ms. Beck, the work ethic and efforts that are demonstrated daily are truly outstanding. Barbara follows all assignments through to completion, no matter how difficult and demanding, while focusing on the details to ensure work is completed properly and promptly. Her actions are direct, factual, efficient, and always in the best interest of RTS as well as her internal and external customers.

Barbara is eager and puts forth effort to gain knowledge of Transit Maintenance business operations while routinely assisting Management by performing research and analysis for various projects. Ms. Beck is keenly focused on process improvement to support various areas of Transit Vehicle Maintenance activities. In addition to her contributions to the Maintenance Division Ms. Beck frequently is called upon by other RTS divisions for assistance.

GRU Water/Wastewater Department

Employee of the Year

Levi S. Lee

Mr. Lee is an apprentice wastewater maintenance mechanic that primarily works at the Kanapaha Water Reclamation Facility. He is an exemplary employee that continually demonstrates leadership, teamwork, quality workmanship, accountability, and a positive attitude. Levi is often called upon by our operations staff to maintain, repair and restore complex mechanical systems within the water reclamations division. While he is currently at the apprentice level in the progression through training program, he demonstrates journeyman quality and accountability on a daily basis. Projects that Mr. Lee has taken a leadership role in completing in addition to his daily routine maintenance duties include:

- West Carousel de-gritting and cleaning
- East influent gate and repair
- Anoxic mixer blade repair
- Re-roofing maintenance mechanic building
- Influent transfer pipe air release valve repair
- Chlorine contact basin influent mixer blade repair
- Injection well piping repairs
- Gravity belt thickener bearing repair
- Grit structure drain pipe replacement

Levi provides outstanding customer service to our operations team and takes pride in finding the most effective solution. In many cases, repair parts and supplies are limited on older equipment which necessitates fabricating and rebuilding equipment to avoid expensive replacement costs. He works in extremely harsh environments without complaint. He conducts his business in a humble and courteous manner. His lead-by-example approach encourages others to produce a high quality work product. He has exceptional welding skills and often gives people feedback and opportunities to learn from his experiences. Levi served as the coach of our operations challenge team that finish second in this year's State competition. He also serves as a member of our department's safety committee.

Team Awards

- **General Government**
- **GRU**
- **Public Safety**
- **Cross-Functional**

General Government Team Award

Learning & Development Division

The biggest impact to the organization is the launch and soon to be the first graduation class of Emerging Leaders after a two-year development program comes to a close soon. It's important to recognize the fact that both Kristine and Laura serve both as coaches and participants in the program; and Eric has continued to serve as a coach for Emerging Leaders and is inspiring change throughout the organization by partnering with Stefan Broadus at the Department of Public Works to implement LEAN process improvement. We truly have extraordinary talent within the L & D Team.

Team Members:

Laura Graetz

Kristine Crothers

Eric Milch

Suzanne Patton

Gainesville Regional Utilities Team Award

Deerhaven Coal Ash Team

In the interest of improving Deerhaven's bulk material handling system's reliability and material condition, Deerhaven's Coal-Ash division has embarked upon a series of condition based assessments and maintenance reviews. Over the past five months, these assessments have identified a multitude of discrepancies which resulted in the creation of over 100 corrective maintenance work-orders. The team reviewed the OEM's technical manuals and found that approximately 1600 man-hours/yr. of preventive maintenance work was not documented in our preventive maintenance system. Additionally, the team noted that systems were operating with numerous work-around to indicators, controls and key component features.

The team developed a plan of action designed to improve system reliability. The plan was designed with the goal of correcting the system's known material discrepancies and creating a PM (planned maintenance) program designed to keep reliability within design specifications. The plan's milestones are as follows:

- Conduct condition based assessments of the coal handling systems to assess equipment condition and develop a plan of action to correct the material discrepancies discovered during the initial assessment.
- Identify PM's and periodicity for the coal handling systems by matching the OEM recommended schedule and determine labor hours needed
- Identify and request funding for material handling system capital projects designed to improve system reliability. One project completed to date, one project on-going, and five capital projects planned for FY-16 and beyond.
- Create and enter the PM's into Deerhaven's computerized maintenance system (CMS) "EAM" system.
- Still ongoing is execution of the corrective and preventive maintenance plan on a trial basis and gathering of metrics on reliability and performance improvements.

Team Members:

Tim Ferguson
Travis Parker
Richie White

Joey Fowler
Ivan Puig

Ronald Key
Shane McMillan

Public Safety Team Award

GPD Youth and Community Services Bureau

Officer Marquitta Brown maintains open communication and rapport with juveniles throughout the Gainesville community. Because of her role as Gang Investigator, she has conducted many interviews and had interactions with juveniles who're involved in or associated with gang activity. She has worked closely with a group of juveniles in the Duval area who are associated with a gang.

Just prior to the summer of 2015 she reached out to the two most influential members of the Cameo gang. She asked them what they needed to stay away from fights and other criminal activity during the summer. They asked for positive activities that would keep them busy and engaged, and listed the types of activities they felt would benefit them and interest them. These activities included learning basic computer skills, basic auto repair training, resume writing, along with learning etiquette and interview skills. They also wanted to have fun activities included where they had the opportunity to bond and interface with Police Officers. The Summer Enrichment Program was created as a result.

Sgt Audrey Mazzuca, Ofc. Marquitta Brown, and Ofc Wilfredo "Freddie" Perez organized several activities over five weeks that involved eleven (11) juvenile males in community service activities like a neighborhood cleanup, participating in a youth summit, learning life skills, touring college campuses, creating resumes, preparing for and participating in job interviews, etiquette training, and some fun trips to area attractions.

Lt. Paris Owens assisted in the neighborhood cleanup and organized the assistance of college students in some of the etiquette classes. Officer Jaron Griffin instruction on basic vehicle maintenance. Sgt John Mazzuca, Ofc Jesus Rivera, and Ofc Wilfredo Perez assisted with field trips. Ofc Scott and Graham assisted with life skill training. Sgt. Bradford, Will Halvosa, and Lisa Redmon assisted with the job resume and interview training. All of which are outside of their normal job assignments and duties.

As a result of this program, none of the juveniles involved had a negative encounter with law enforcement or were arrested during this five week program. The goal to keep them out of trouble during the program and expose them to positive experiences was accomplished. They will continue to be monitored and appropriate referrals will be made as the need arises.

The innovation and dedication required of the city employees required for the summer enrichment program to be a success is above and beyond what is expected. All of the listed employees are **Competent** and exceed expectations. They **Communicate** with other department members, members of the community, and seek engagement with members of the community who otherwise avoid police interaction. They are **Committed** to work with citizens and co-workers and are **Conscientious** and creative in ensuring the safety of our community.

Team Members:

Captain Will Halvosa

Lieutenant Paris Owens

Sergeant Audrey Mazzuca

Sergeant John Mazzuca

Sergeant Steve Bradford

Officer Marquitta Brown

Officer Wilfredo Perez

Officer Jaron Griffin

Officer Ernest Graham

Officer Lonnie Scott, Jr.

Officer Jesus Rivera

Lisa Redmon

Cross-Functional Team Award

Sweetwater Wetlands Park Opening Team

This \$26 million project is the largest single project that GRU water/wastewater division has completed. It is a highly innovative project that achieves multiple goals for multiple stakeholders including improving water quality, restoring natural wetlands, protecting the drinking water supply, removing trash and sediment, providing wildlife habitat and a public park, and meeting regulatory requirements.

Permitting and construction of this project was extremely complex and had a myriad of challenges that required innovative solutions.

Some of the many challenges that had to be overcome included working with multiple agencies and other stakeholders, obtaining land rights, obtaining and coordinating \$5 million in grants, dealing with high storm flows that had threatened to wash away the project, a myriad of permits from multiple agencies for something that has never been done before.

Opening Sweetwater Wetlands Park on May 2nd was an amazing feat, a result achieved by a group of employees who showed leadership, determination, collaboration, commitment and passion. Because the public demand was so great to open the park even before it was finished, the City Commission in late February, directed staff to get the park ready to open and have staff hired and trained, contractors on board, finish all the public areas and open to the public on weekends, beginning May 2nd. This was unexpected and unplanned and to achieve this effort, in addition to everyone's plates being fully loaded or overloaded, the team moved mountains to make it happen. Weekly meetings, constant email communications, a "Can Do ATTITUDE" prevailed throughout each department, all working together to make certain the goal was reached.

The GRU and Public Works team of Alice Rankeillor and Stu Pearson led the project coordinating the contractor and balancing all the additional needs and questions coming from the team who ultimately would manage the park, being Parks, Recreation and Cultural Affairs (PRCA). Working together made it happen. Other GRU employees who worked extra hours in their areas to make certain the goal was met were Tiffany Small, Thomas Mikell, Brett Goodman and Rick Hutton. They all made an impact and worked above and beyond to meet the new deadline.

The team from Public Works poured hours upon hours of work into getting the park ready by May 2nd including Phil Mann, Jerry Hansen, Rich Semarge, Ernest Dexter, Chris Holt and Larkeaver Spivey. Extra care was needed the week before when rain storms caused the trap basin to overflow with debris. It somehow disappeared before opening day! Miraculously! A testimony to the Public Works team.

Never managing a facility like this park before, PRCA broke new ground. Working all kinds of extra hours to determine how to best manage this new facility, Geoff Parks, Linda Demetropolous and John Weber developed new management practices, made numerous inspections to insure visitor safety was achieved, hired and trained park rangers literally opening day onsite. Barry Gulden sanded rough edges of the entire boardwalk system, installed additional signs, and performed many extra unexpected tasks adding the finishing touches to getting the park ready. Other PRCA staff who made the difference was Don Musen, Grace Howell, Rell Bennett, Ludovica Weaver and Kat Forbes. So many extra hours of discussions about how to best serve the public via interpretive signage, marketing and media efforts, and more!

The Human Resources Department team of Keisha Young and Audrey Gainey worked extra hours hiring the park rangers and processing them through the system in less than a week! A real miracle that occurred and if they had not supported the effort and been so dedicated to their jobs, park rangers would not have been hired in time!!!

This team of dedicated employees showed their passion for the jobs and serving the public and went so far beyond the call of duty...moving mountains to make certain the public could begin to enjoy a new park even before it was finished. They truly represent the 4 C's! It's with pride to see their efforts recognized with 2015 CROSS-FUNCTIONAL TEAM Award.

Team Members:

GRU staff:

Alice Rankeillor
Thomas Mikell
Carl Oliver

Ruth Martin
Brett Goodman

Tiffany Small
Rick Hutton

Public Works staff:

Stu Pearson
Phil Mann
Larkeaver Spivey

Jerry Hansen
Ernest Dexter

Rich Semarge
Chris Holt

Parks, Recreation and Cultural Affairs staff:

Linda Demetropoulos
Grace Howell
Ludovica Weaver

Geoff Parks
John Weber
Kat Forbes

Don Musen
Barry Gulden

Human Resources staff:

Keisha Young

Audrey Gainey

At-Large Awards

- **Community Service**
- **Customer Service**
- **Diversity**
- **Leadership**
- **Special Recognition**
- **Above & Beyond**

Community Service At-Large Award

Christopher Cardwell

Community Involvement and Mentorship

Heroes and Helpers (Shop with a Cop)

This event is where officers spend part of the school day with a youth select by their respected schools. They eat lunch together and later go on an expedition throughout Target for Christmas gifts.

Gainesville King AAU Travel Basketball Team (Assistant Basketball Coach)

The Gainesville Kings AAU Travel Basketball Team class of 2015 have graduated from high school and followed their dreams to play college basketball or college football on full scholarships. Also, some of them are waiting for deployment into the United States Military. The following players are listed below:

Basketball

- Jordan Bates- University of West Florida
- Ikeon Smith-Georgia Southern
- Kevin McClain- Belmont
- Keldric Bradley- Florida State College
- Tajae Anderson-Baton Rouge College
- Nate Curtis-Brevard College

Football

- Willie Brannon-Bethun- Cookman College
- Malik Hall-Victory Valley College

United States Military

- Tyrin Young-United States Air Force
- Armani Williams-United States Navy or United States Air Force

Project Respect Yourself (Heat Wave Basketball Event)

Mentored and coached the 18U team. We had a successful season and won the championship game. I also coordinated and participated in the GPD v. the Heatwave All Stars Basketball game. GPD won!

Heroes Hoop Basketball Tournament, Event for the YMCA

Coordinated and participated in this event charitable event to raise money for the YMCA

Customer Service At-Large Award (GRU)

Theresa Jordan

Terri is the staff specialist for the entire water reclamations division. She provides exceptional internal and external customer service to all those seeking help. She does an outstanding job handling any customer requests. She is typically the first contact that our customers have with water reclamations and her professional and courteous approach gives us a great first impression. As part of providing internal customer service, she handles all administrative duties for the 39 people in water reclamations which includes, but is not limited to:

- Completing payroll for a division that has every conceivable combination of pay codes and hourly shifts.
- Collecting and processing Progression Through Training (PTT) information and documents for affected employees
- Tracking and managing receipts for two reclamation facilities and 168 lift stations
- Creating purchase requisitions and tracking purchase orders
- Contacting vendors and reviewing/adjusting expenses to lower costs
- Organizing general body meetings
- Distributing information across the department
- Processing incident reports
- Being the catch-all-person for every member of our staff when there are any questions that needed answered.

Terri is highly efficient and continues to make connections throughout the utility to be able to independently solve problems and find solutions for our staff. She is unselfish with her time and takes pride in her work. She recently reduced our environmental impact by successfully transitioning many of our staff to e-format journals to eliminate hard copy distribution and reduce the number of redundant hard copies being processed and mailed. When any external customer calls or comes to the door, she treats them with the highest consideration and looks for the most efficient means to provide assistance. If she cannot handle a request, she will find the appropriate resource and follows up. Her efforts drive the efficiency of water reclamations through updates and regular communications.

Customer Service At-Large Award (GG)

Raul Merlo Jr.

Raul Merlo is a role model for the 4C's and goes above and beyond to meet his customer's needs. Raul has been assisting the Customer Service Implementation (CSI) team to produce the 4C's training videos for over a year. He is a pleasure to work with and is 100% committed to providing service excellence at the highest quality. Raul always looks for a win-win solution for his customers.

The videos he has produced for the CSI team, as well as other videos are always of the highest professional quality. Raul communicates effectively and demonstrates a positive attitude in our interactions. He is always willing to listen to the ideas presented, as well as contribute his own ideas to ensure we get the best product. During the video shoots, Raul does a great job of communicating to employees who have volunteered to be in the video and makes them feel comfortable in front of the camera.

He is also very conscientious of the environment around him and ensures that it is safe for all involved. Raul is extremely competent and passionate about his work. He effectively utilizes his talents, creativity and resourcefulness to ensure his customer's expectations are met and often times are exceeded.

Raul keeps his commitments and often has delivered the 4C's videos ahead of schedule. We are incredibly lucky to have Raul Merlo on the City of Gainesville team and feel he is very deserving of the General Government Customer Service Award.

Diversity At-Large Award

Yvette Carter

Yvette Carter is being recognized for her outstanding work as a Gainesville Regional Utilities employee and an active member of the community. Yvette is extremely passionate about making a difference in the lives of the residents of our community. She utilizes her creativity and resourcefulness to ensure residents young and old receive quality service at GRU, and she doesn't hesitate to look beyond GRU and City resources to assist residents when necessary.

Yvette strives to be a leader within GRU; she works with the GRU team to bring the best talent to the organization and encourages current employees to seek promotional opportunities there. She helps enhance staff knowledge of the various cultures within our community by participating on the GRU Diversity Team.

Ms. Carter participated in the City's Emerging Leadership Program which led to her selection, along with Kristie Williams, as the City's Outreach Team for the Cabot-Koppers Offsite Remediation Project. The team was responsible for communicating with neighborhood residents regarding the remediation work in the Stephen Foster Community. Yvette and Kristie's community outreach practices are considered a model for working with citizens on other complex projects.

Yvette is a member of the Greater Duval Redevelopment Initiative (GDRI) where she represents GRU. GDRI is made up of people from several local organizations whose goal is to improve the Duval neighborhood by focusing resources on crime prevention, housing, and education. Yvette led a subcommittee in the development of the Community Engagement Plan for the area. She helped Duval neighbors address issues relating to utility bills and weatherization audits of homes.

Yvette has also represented GRU in promoting its Scholarship Program and Dinner. She encourages residents and businesses to support the scholarship program for needy children in our community. She worked with the Williams Elementary PTA, seeking donations to support educational programs, services, and supplies for kids attending the school. She brought her family to support and participate in the East Gainesville Cancer Walk. She is constantly promoting community involvement in order to improve the quality of life here, whether it is a scholarship program, United Way, the Cancer Walk, or educational events. The best way to describe Yvette Carter is to say she is busy bee for projects that improve the quality of life for all ages in our community. Yvette is trying to make a difference.

Innovation At-Large Award

Boyd Ruth

Boyd Ruth is an Instrumentation, Control and Electrical Technician at the Kanapaha Water Reclamation Facility. He is known throughout water reclamations for his attention to detail and his innovation. He continually looks for new ways to create better solutions, more efficient operations, and a safer work place.

Over the past year, Boyd lived up to his reputation for innovation on the recently completed sequential chlorination project. The sequential chlorination project changed the disinfection process to meet more stringent drinking water standards imposed on the reclaimed water that is beneficially recharged to the Floridan aquifer. The project required extensive modifications to the instrumentation and process control programs. Throughout the construction, startup and initial operations, Boyd worked to understand the details of the operational sequence and the chemical reactions being monitored.

After initial startup, it was apparent that the operational control and supervisory control and data acquisition (SCADA) interface would need to be modified to accommodate more efficient and more stable process control of two chemicals (sodium hypochlorite and ammonium sulfate) that can be fed and monitored at multiple locations. Boyd was able to demonstrate his creativity and innovation by developing a set up control screens in the SCADA that provided easy to understand process control as well as accommodating a more detailed interface to troubleshoot the system. The main operational screen provides essential information on chemical weight ratios, pump speeds, concentration set points, process bias, calculated process variables, measurement parameters and alarms. The troubleshooting screen is also accessible to the user and defines each parameter and explains the physical process as well as the control algorithms. While implementing the updated screens there were several operational scenarios that caused the process control to fail.

Boyd helped troubleshoot the control and monitoring equipment and recommended solutions with a patch that avoided costly re-programming. Boyd was able to understand the details of a complex chemical disinfection system. As problems arose during the implementation, he was able to apply his understanding to adapt and create better solutions for our operational staff.

Leadership At-Large Award (GRU)

Ronald Herget

Ron Herget has provided increasing levels of leadership in his 35 years at GRU. Ron has held numerous positions including WWW Engineering Director, Special Projects Director, Water Distribution and Wastewater Collection Director, and Water Reclamation Facility Director. Additionally, Ron has served as Interim AGM for Customer and Support Services, Interim Gas System Director and for the last two years, has served as Interim AGM for Water and Wastewater.

Ron is a licensed engineer and utility contractor, and holds a certification in project management.

Currently, Ron is leading the completion of remediation of the Gainesville Gas Manufactured Gas Plant site, has been intimately involved in the design, construction management, and startup of the Sweetwater Wetlands Park project, has been a key member in the Biosolids Dewatering and Reuse project, a key member in the Murphree Control System Replacement project, and a key member in the Murphree Motor Control System Upgrade.

As Interim AGM of W/WW, Ron stepped in on short notice and provided continuity of leadership. Ron has focused on W/WW staff development, recruiting and selecting candidates to fill numerous vacancies, and developing a succession plan to fill known vacancies that will occur in 2015, 2016, and 2017.

Ron has been instrumental in developing the Staff Support Development program and a related mentoring effort.

When Ron commits to completing a task or serving in a function, he has demonstrated time and time again that he delivers what he promises, and exceeds expectations. Ron's dependability has built a high level of trust throughout the organization in Ron as an engineer, manager, and leader.

Leadership At-Large Award (GG)

Mark Benton

Mark Benton has provided leadership to employees throughout the City for more than 30 years. Mark is the ultimate example of a leader. He is dedicated to the goals of the City and has successfully led us through many challenging economic cycles over his career. Some of his accomplishments include:

- Issuance of pension obligation bonds in 2003 that generated gross savings exceeding \$75 million
- Other Post Employment Benefit bonds generating savings of \$30 million
- Negotiated pension changes that will save in excess of \$260 million and protect the health of our pension plans
- Led the development of funding plans to establish ongoing funding for facilities maintenance, equipment maintenance and road resurfacing.
- Implemented the five-year financial forecasting process in 2008 that was crucial to the city's financial condition as we weathered the economic recession.
- Led the Finance department to receive the Certificate of Achievement in Financial Reporting from the Governmental Finance Officers Association (GFOA) for the City's Comprehensive Financial Report for sixteen consecutive years as the Finance Director from FY98-FY14 and another six years from FY87 to FY92 as the Accounting Manager.
- Led a team that resulted in the adoption fiscal policies to establish reserves and debt management policies that improved the City's bond rating and financial condition
- Over the past two years, he has also provided financial assistance and expertise to GRU as they have experienced vacancies in their Finance area.

He demonstrates the traits of a leader through his actions on a daily basis. He shows professionalism, integrity, and dedication that is unmatched. But his compassion for the people around him is what makes him a true leader. He genuinely cares about his employees and co-workers. He goes the extra mile to make sure they succeed professionally, while keeping their family their top priority.

Mark has gained the respect of everyone who has worked with him throughout his career, from staff support to the leadership of both General Government and GRU to the City Manager and the City Commission. One only needs to attend his quarterly department meetings to see the level of respect

Special Recognition At-Large Award

Yvette Carter & Kristie Williams

The 2015 Awards Selection Panel proudly recognizes Yvette Carter & Kristie Williams for their service in the Community Outreach effort as part of the Cabot-Koppers neighborhood clean-up project.

The City Commission directed the City Manager to develop a Communication Outreach Strategic Plan to address the concerns of the residents of the Stephen Foster neighborhood and the surrounding area.

At that time, I approached the Emerging Leader Supervisor, Laura Graetz, about recruiting a member of staff to handle the community outreach project. Ms. Graetz suggested that this could be a project for someone involved in the Emerging Leaders Program. Yvette Carter and Kristie Williams were suggested as the tag team to handle this project. Kristie had construction project management skills and Yvette had communication, marketing, and public engagement skills that would be useful to the project. They were given an overview of the project issues and concerns and were told what was expected of them if they accepted this assignment to work with the City Manager's office.

Their first community meeting to discuss the offsite remediation was a healthy but heated discussion on relocation assistance and buying the impacted properties. This was the first test, and Kristie and Yvette did a great job managing the meeting between Beazer East, Inc., the United States Environmental Protection Agency (USEPA), and the residents of the affected community. From the beginning, in February 2014, Yvette and Kristie were the perfect team to handle the communication, referrals, public education, and awareness about the Cabot-Koppers offsite remediation efforts.

They hosted public workshops to discuss landscaping options, which included representatives from the University of Florida IFAS Extension Services on the recommended planting options for the community. They met one-on-one with residents who did not understand the offsite remediation issues, like relocation assistance. They worked with Protect Gainesville's Citizens (PGC) to recruit volunteers to assist with the capture of feral cats in the community. They sought the advice of local veterinarians and state wildlife officials about wild animals in the community. They contacted the City's arborist about trees in the area. They worked with PGC and Alachua County to obtain paint for residents living in the area. In addition, PGC and the Outreach Team, including their family members, volunteered to paint single family homes in the Stephen Foster Community. It was a partnership between the City (Public Works, GRU, the Community

Outreach Team), PGC , USEPA, and Beazer East, Inc. that led to the successful offsite remediation work within the Stephen Foster Neighborhood and the area south of NW 23rd Avenue. One hundred parcels were remediated to the USEPA standard identified in the Record of Decision, which involved 100% participation from the community, and was the result of Yvette and Kristie's hard work.

At 3:00pm every Friday, February thru November, 2014, residents in the Stephen Foster neighborhood and other interested parties received an email from the Outreach Team on the status of the project, which kept the community updated. The residents could count on the team to regularly communicate all details to them, which gave them some peace of mind.

Kristie Williams and Yvette Carter were the perfect pair to be responsible for communicating and updating residents and interested parties on the status of the project, and therefore, I would like the selection team to consider a special recognition to Kristie Williams and Yvette Carter for their work as the Community Outreach Team for the Cabot-Koppers Offsite Remediation.

Fred Murry, Assistant City Manager

Above & Beyond At-Large Award

Claudia Rasnick

Claudia Rasnick was hired as Utilities Controller in January of 2014, and has introduced numerous innovations that improve workflow and enhance the accuracy of GRU's financial reporting.

Claudia has implemented a number of improvements to GRU's financial statements that clarify the financial status of the various systems, and also provide financial metrics that aid in system management.

Claudia has:

- streamlined the preparation of financial statements and has committed to and delivered monthly financials to provide additional information to the operating groups;
- implemented control procedures that build quality control and quality assurance into journal entries;
- reviewed and reconciled balance sheet accounts remaining from the 2008 SAP conversion;
- led a significant research effort to determine the proper accounting treatment of the GREC Purchase Power Agreement;
- mapped compliance with newly issued accounting standards regarding the accounting related to unfunded pension liabilities compliant with regulatory accounting;
- worked cooperatively with the IT Department to automate cash reconciliation making balances readily available on a daily basis, replacing manually maintained spreadsheets, and freeing staff to work on higher level analysis;
- led the functional development of the SAP Financial Management Information System by developing detailed performance metrics desired in the upgrade and is currently managing the review of the accounting structure to be utilized post upgrade;

Claudia continuously challenges her staff to find more efficient methods that enhance accuracy and the usefulness of financial information, and supports them as they implement those changes.

Claudia's efforts at incremental and radical innovation will continue to result in more efficient accounting and financial reporting.

Above & Beyond At-Large Award

W. Scott Holowasko

Scott Holowasko has stepped forward and filled numerous gaps that have benefited the City of Gainesville. Scott is the Safety Training Coordinator for Water/Wastewater Systems. In that capacity, Scott has focused on enhancing the safety record for the Dept. and coordinating all PTP training within the Dept. Scott's attention to detail has resulted in training consistency throughout the Department. One example of Scott's leadership is the work he has done to standardize and organize the Supervisory PTP Panel for W/WW, Public Works, and Stores. Scott's preparation ensures that reviews are thorough and consistent, that participants are treated fairly and are trained in tangible skills that promote their professional development.

Scott is continuously improving his skills by participating in training and certification. Scott recently completed training and is certified as an outreach instructor in both General Industry and Construction Safety & Health through the Georgia Institute of Technology, an OSHA Training Institute.

Additionally, Scott has seen the organizational need to coordinate safety needs, the development of metrics, and standardized safety metric reporting throughout GRU. Scott coordinates the efforts of Safety personnel throughout GRU to develop organizational metrics, gather data to report on the adopted metrics, chairs a quarterly meeting to discuss accidents and their root causes, and the appropriate safety improvements. Further, Scott reports safety performance information at quarterly manager's meetings.

Scott is very active in TEAM, and continues to improve the award nomination and selection process, and the actual awards ceremony. I am intimately familiar with the annual TEAM awards, and have seen the program grow into an event that provides appropriate recognition for outstanding performance.

Scott is also active in local emergency response organizations, and has acted in several leadership capacities. He serves as the Utility liaison to the Region 3 Local Emergency Planning Committee (LEPC). He also conducts Hazardous Materials training for fire departments & emergency responders within the 13 counties making up Region 3.

Scott continues to identify improvements that can be made to increase organizational performance, and either participates in those efforts, or as noted above frequently leads those efforts.

TEAM Members

Abigail Askew

Pete Backhaus

Ray Bristow

Cheryl Brothers

Claire Bulatewicz

Mary Bullington

Stacey Burke

Ann Christoffersen

Kathy Cudjo

Jamie Dayhaw

Jamison Delapena

Joe DiTomaso

Scott Holowasko

Anthony Hutchinson

Richard Hutton

Lisa Julseth

Lindsay Lowery

Rebecca McKenzie

Linda Piper

Herman Smith

Sara Smith

Justine South

Bill Stormant

Cyndi Tharpe

Michelle Vickers

Bruce Williams

Tracy Wohl



THE EMPLOYEE ACTION MOTIVATORS

