



TEAM FLAGSTAFF



City Manager's Excellence Awards



City Manager's Excellence Awards 2020

- First virtual awards ceremony
- Share nomination
- Announce each awardee by name
- Awardee will turn on audio and video (if able)



- Awardee will introduce themselves
- Moment for applause and comment



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Three Levels of Awards

- Oak Award: given for each of the specific values of the City to an individual or group who is outstanding in that specific value of the City
- Aspen Award: next highest level given for each of the specific values of the City to an individual or group who is outstanding in that specific value of the City
- Ponderosa Award: highest of the City Manager's Employee Excellence Awards given to one employee who exemplifies the Mission and Values of the City to an extraordinary degree



Recognition of City Values

- Accountability
- Communication
- Quality
- Leadership
- Teamwork



City Manager's Excellence Awards 2020

- 36 nominations
- Recognizing 11 award recipients this afternoon
 - 7 individual awards
 - 4 group awards



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Oak Awards



Oak Award - Accountability

The Accountability Oak Award is going to an employee for coming up with a last-minute solution on the Veteran's Home and the interim solution at the temporary Wanderland pond. He's been recognized by developers for being customer-friendly and a problem-solver. This employee also provided critical help in covering the program's workload during the last 18 months during a time of staff transition in Stormwater and for his help in onboarding the new Stormwater Manager when they joined the team. Please join me in recognizing this year's Oak Award recipient for Accountability . . .

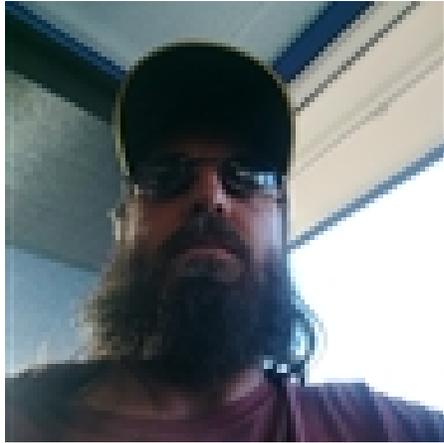


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Oak Award - Accountability



Doug Slover
Water Services
Stormwater Project Manager



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Applause



Oak Award - Communication

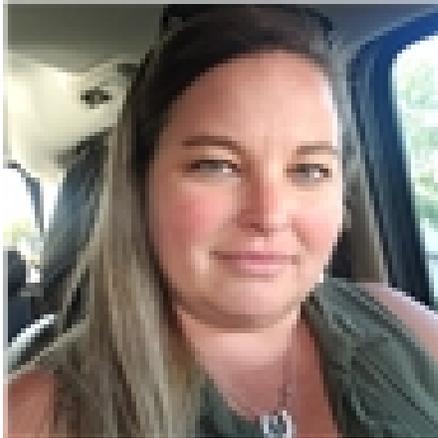
This group of employees receiving the Oak Award for Communication spent a year reviewing and preparing the new building codes; months vetting the codes through staff, stakeholders and local organizations; facilitated 35 educational trainings; coordinated with Sustainability staff on the Climate Action and Adaptation Plan on the International Energy Conservation Code; enacted a grace period for adjustment prior to the new processes being implemented. The Oak Award for Communication goes to . . .



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Oak Award - Communication



Amy Palmer
Community Development
Building Official



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Oak Award - Communication



Victoria St. Clair
Community Development
Building Plans Examiner



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Oak Award - Communication



Jenny Niemann
Sustainability
Sustainability Specialist



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Applause



Oak Award - Quality

This next Oak Award for Quality goes to an employee who takes on the role of Facilities safety officer; provides outstanding service to his customers at City Hall, the Library, City Courts and the Prosecutor's Office; has used his communication skills to develop written and verbal presentations to enhance work protocols especially in dealing with hygiene and sanitization in the COVID-19 world; comes to work and does whatever it takes to get the work completed; he ensures materials are ordered and stocked to provide for efficient transitions between shifts and work assignments; and works efficiently as an independent team member under little supervision on many tasks and joins in with skilled staff to support and learn new trade skills while producing quality outcomes. This year's Quality Oak Award recipient is . . .



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Oak Award - Quality



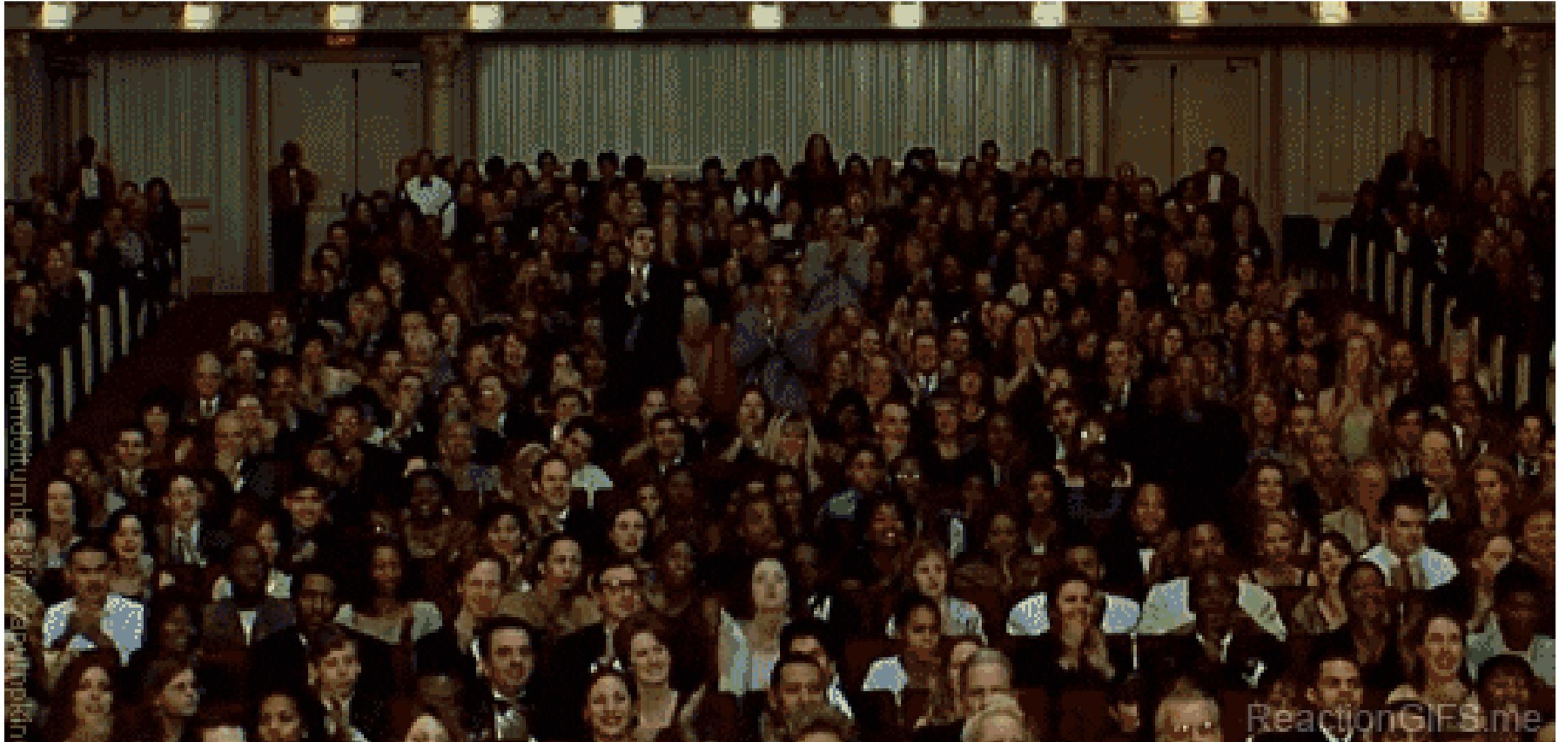
Jeremiah Adams
Public Works
Facilities Maintenance Worker



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Applause



Oak Award - Leadership

The Leadership Oak Award goes to an employee who took the initiative to address how permits could be accomplished with the onset of COVID-19 in a virtual world. This employee established a system where applicants could email permit materials; entered each application into CommDev; called each applicant to make arrangements for payment and permit pick-up; communicated the new process by posting it on the CommDev frontpage; and answered numerous one on one phone calls. Please congratulate the 2020 Leadership Oak Award recipient . . .



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Oak Award - Leadership



Becky Cardiff
Community Development
Development Services Manager



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Applause



Oak Award - Teamwork

The Teamwork Oak Award goes to a group of employees who converted the City's meter reading technology to a new software along with supporting a City-wide meter change out program. 2,117 meters were changed out across the City, which was the highest volume in Flagstaff history - more than 3X the prior year's volume. This cross functional team worked together on a daily basis to ensure meters were entered into inventory system, changed out in billing system, programmed at location, billed timely, and answer customer questions. The Oak Award for Teamwork goes to . . .



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Oak Award - Teamwork



Sharon Gonzales
Management Services
Billing and Collections Manager



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Oak Award - Teamwork



Kim Burns
Management Services
Billing Specialist



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Oak Award - Teamwork



Sabrina James
Management Services
Billing Specialist



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Oak Award - Teamwork



Jeny Lyn
Management Services
Collections Specialist



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Oak Award - Teamwork



Jessica Huleatt
Management Services
Customer Service Manager



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Oak Award - Teamwork



Danielle Tiedeman
Management Services
Customer Service Supervisor



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Oak Award - Teamwork



Rachel Johnson
Management Services
Customer Service Admin Specialist



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Oak Award - Teamwork



Celeste Coupe
Management Services
Customer Service Admin Specialist



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Oak Award - Teamwork



Nanci Thomas
Management Services
Customer Service Admin Specialist



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Oak Award - Teamwork



Rhiannon Thomas
Management Services
Customer Service Admin Specialist



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Oak Award - Teamwork



Krista Devlin
Management Services
Customer Service Admin Specialist



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Oak Award - Teamwork



Matthew Scheide
Management Services
Meter Tech Supervisor



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Oak Award - Teamwork



Scott Klotz
Management Services
Meter Technician II



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Oak Award - Teamwork



Manuel "Manny" Sierra
Management Services
Meter Technician II



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Oak Award - Teamwork



William Katlin
Management Services
Meter Technician



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Oak Award - Teamwork



Wildine Rodriguez
Management Services
Meter Technician



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Oak Award - Teamwork



Patrick O'Connor
Water Services
Water Distribution Supervisor



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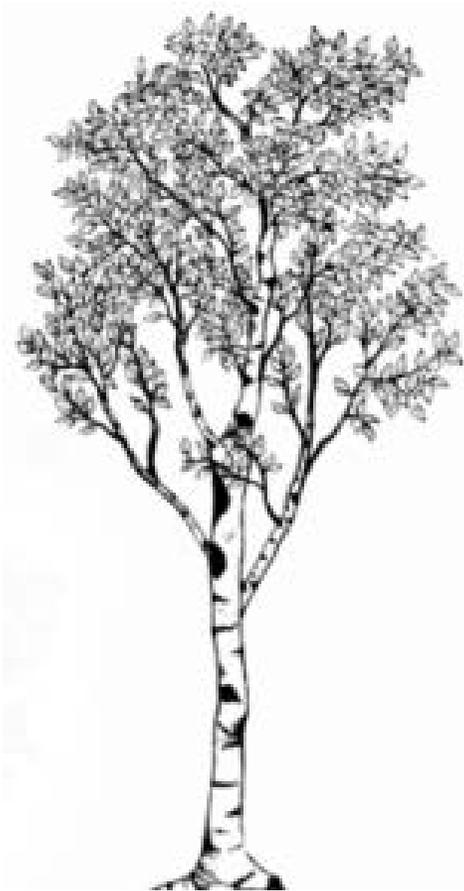


Oak Award





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Aspen Awards



Aspen Award - Accountability

The Aspen Award for Accountability goes to a group of employee who showed real adaptiveness in response to the COVID-19 pandemic. This team worked together to transition the public Council meetings to a remote platform which included a rewiring of the Staff Conference Room to allow streaming capabilities and an occasional trip to a Council member's home to ensure proper set up. They provided the tools necessary for staff members to work remotely such as laptops, wireless devices, and other technology to aid in the transition. This required an increase to the City's available Internet bandwidth to manage the significantly increased remote bandwidth, a roll out of Microsoft Teams in 2 weeks instead of 3 months and providing training and support to City staff all while responding to twice the number of help desk tickets since March and increasing their customer satisfaction to 95%. The team being recognized for this year's Aspen Award for Accountability is . . .



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Aspen Award - Accountability



Matt Kakert
Information Technology
Systems Manager



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Aspen Award - Accountability



Beth Verstraete
Information Technology
Communications Administrator



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Aspen Award - Accountability



Bill Ragan
Information Technology
Network Administrator



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Aspen Award - Accountability



Paul Santana
Information Technology
Help Desk Manager



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Aspen Award - Accountability



Brandon Ross
Information Technology
Help Desk Analyst

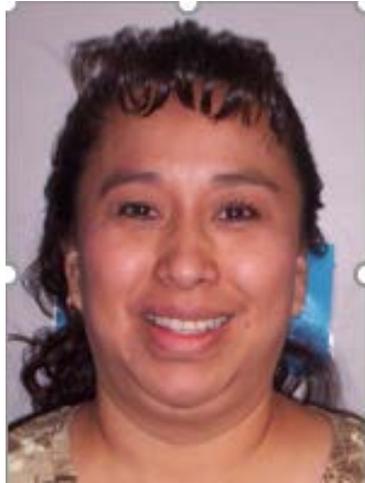


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Aspen Award - Accountability



Geneva Dawson
Information Technology
Help Desk Specialist



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Aspen Award - Accountability



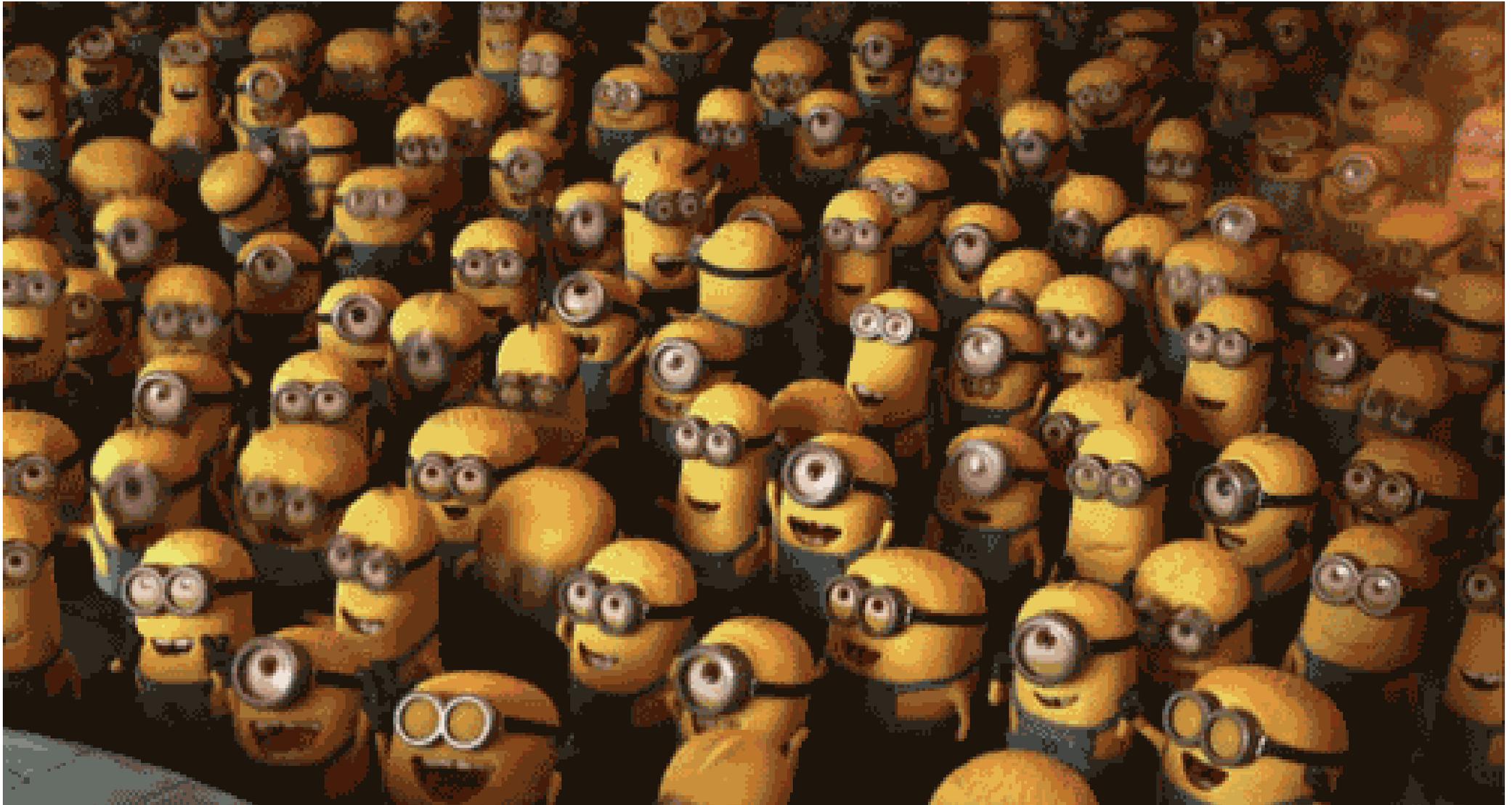
Stacy Saltzburg
City Clerk's Office
City Clerk



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Aspen Award - Communication

The employee chosen for the Aspen Award in Communication received three different nominations for his ability to communicate important information to his team as well as the other Fire Departments in the Greater Flagstaff Region. He took leadership over the Emergency Medical System (EMS) inventory and ordering process; researched CDC guidelines to find alternative means to procure such PPE and equipment; adapted to the pandemic and organized the EMS room accordingly. This employee ordered supplies, developed tracking methods, kept inventory and communicated important information to the rest of the Fire Department personnel throughout the Greater Flagstaff Region. His workload tripled during this time due to the amount of PPE being used by Fire personnel. While he was ensuring there was PPE and equipment to address the current needs, he followed the trends to predict how long the supplies cache would last at current burn rates in order to keep a stock of supplies to last at least 3-6 months in case of another supply shortage. He did this in addition to his daily duties, equipping a new front-line engine and developing a new active shooter policy as a member of the SWAT team. Please join me in recognizing the Aspen Awardee for Communication . . .



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Aspen Award - Communication



Kevin Wiles
Flagstaff Fire Department
Fire Captain



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Aspen Award - Quality

The Aspen Award for Quality goes to an employee who is the epitome of what Team Flagstaff stands for by embracing the 'team' philosophy, understanding accountability is a foundation, communicating to understand not to just be heard, placing quality as a core responsibility, and showing that leadership is not just delegating but also assisting and mentoring along the way. This employee has provided quality work that impacts the City organization and Flagstaff community. Someone could not randomly dial a City extension and find a section or division this employee has not touched with his creative work some examples include Office of Labor standards minimum wage materials; Economic Vitality Division on the Flagstaff Local Campaign where he developed an entire new website and several videos to explain the movement; the City Manager's Office videos; Police Department recruitment efforts; Water Services on their critical plans and annual water awareness campaign; ParkFlag on new signs developed and marketing material; Airport signage, advertisements, and annual report; Human Resources for recruitment; Sustainability in a variety of areas with folding in the eco-tourism elements; and helped the Mayor will several videos to the community. The Quality Aspen Award recipient is . . .



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Aspen Award - Quality



Ralph Schmid
Economic Vitality
Creative Services Manager

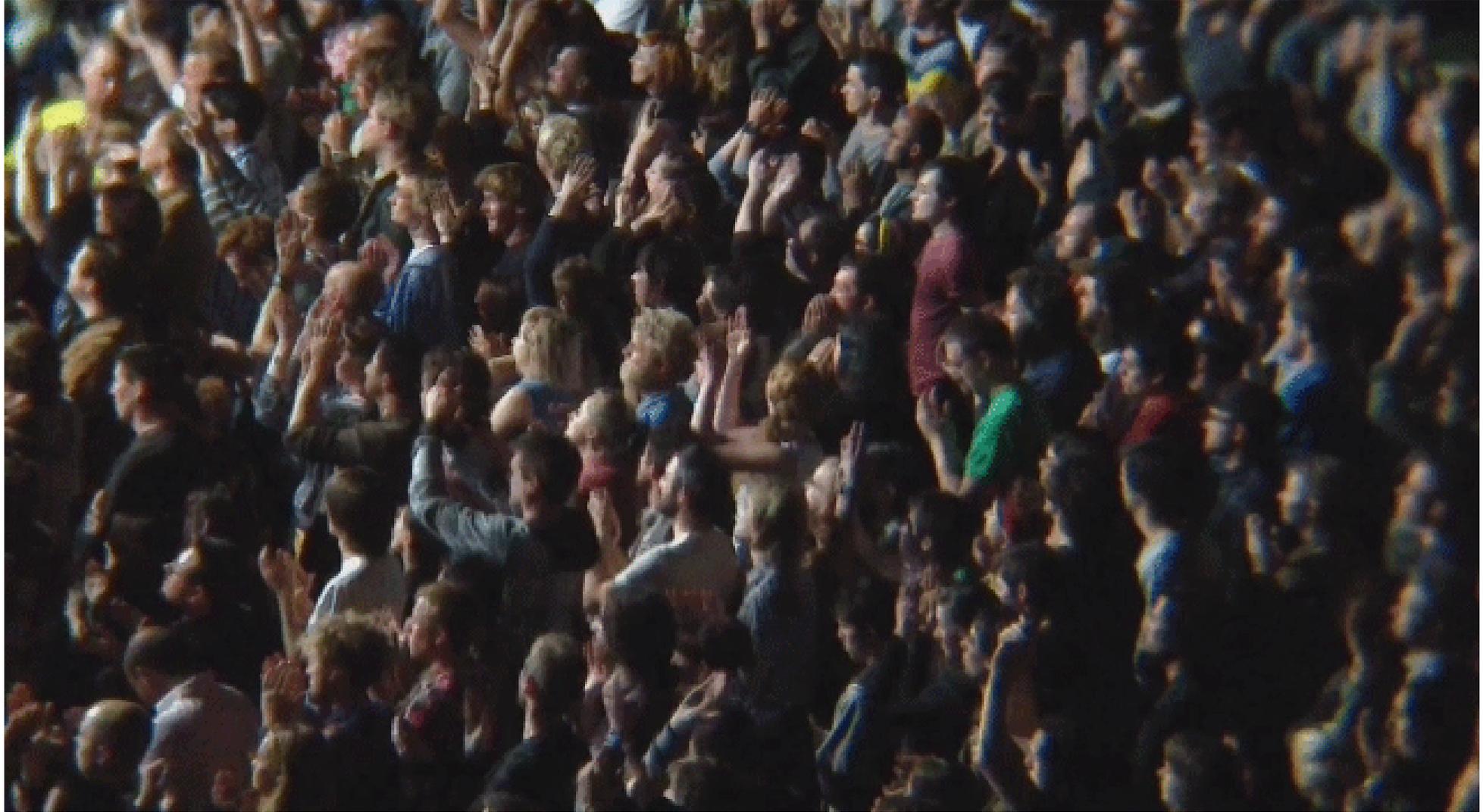


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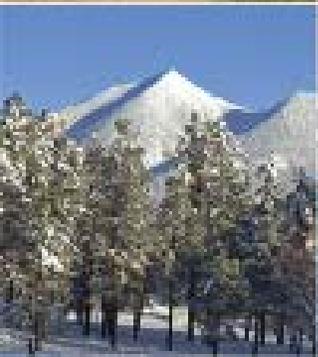
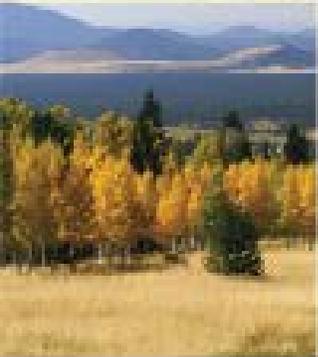


Applause



Aspen Award - Leadership

The Leadership Aspen Award goes to the employee that led the Street Lighting to Enhance Dark Skies (SLEDS) Team over a five-year period to find a cost effective and available product. The Light Emitting Diode (LED) street light fixture solution replaces the sodium gas filled glass bulb fixtures that are no longer manufactured. This solution preserves the Flagstaff's dark skies and roadway safety while establishing a model street lighting standard. This employee's attention to detail, ability to understand illumination concepts, patience and persistence to find a solution that balanced dark skies needs with roadway safety were driving forces behind the recently adopted Engineering Standards. Please congratulate this year's Leadership Aspen Award recipient . . .



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Aspen Award - Quality



Jeff Bauman
Engineering
Traffic Engineer



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Aspen Award - Teamwork

The Aspen Award for Teamwork recognizes a group of employees that agreed to participate in testing, training and evaluation of the new On Call Reporting software. These employees spent long hours testing and evaluating the software to identify flaws, recommend changes, and verify patches to help create a working report program for the Flagstaff Police Department. The employees assigned in Records assisted with workflow, created configurations, interfaces, and helped to ensure the record keeping needs of the Flagstaff Police Department were being met. The evidence employees helped develop a completely new Evidence module within On Call Reporting to ensure the Flagstaff Police Department has a quality evidence module that other agencies had been unable to use. The two employees on the team from Patrol evaluated the software as end users and created a comprehensive training curriculum which included a detailed PowerPoint presentation and 'how to' guides so members of the department would be able to transition from ILEADS to On Call. These two Patrol members agreed to be available by telephone for Officers who were having problems 24 hours a day. This team had to implement the software so it could work with less than a 3% error rate. The team being recognized for the Teamwork Aspen Award is . . .



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Aspen Award - Teamwork



Sharon Whitmore
Flagstaff Police Department
Police Records Supervisor



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Aspen Award - Teamwork



Kristin Decker
Flagstaff Police Department
Records Admin Specialist



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Aspen Award - Teamwork



Angie Eberhardt
Flagstaff Police Department
Evidence Technician



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Aspen Award - Teamwork



Mike Oliver
Flagstaff Police Department
Police Corporal



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Aspen Award - Teamwork



Adam Williams
Flagstaff Police Department
Police Officer



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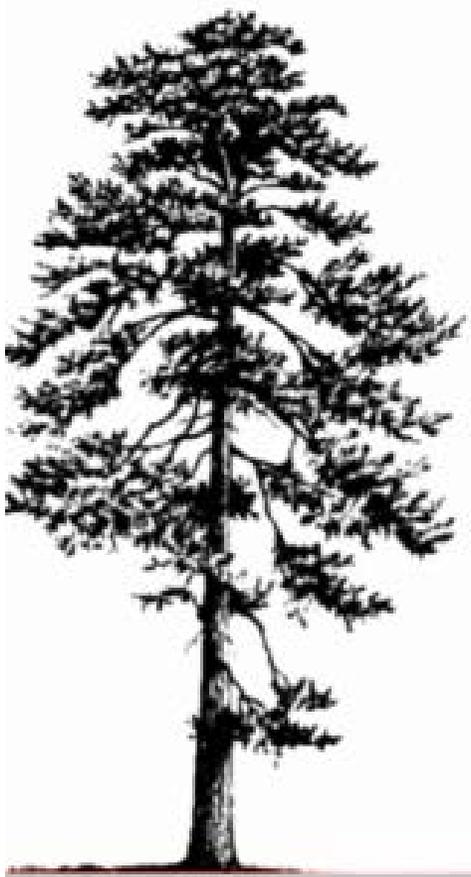


Aspen Award





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Ponderosa Award



Ponderosa Award - Accountability

The City employee receiving the Ponderosa Award for Accountability has worked hard to ensure the Police Department Communications Center maintained functionality while quickly adapting to advancing technology. She attended trainings, strategic meetings, statewide seminars, and other administrative duties to ensure the Flagstaff Police Department was capable of implementing the technological advancements. She was tasked with the successful implementation of a “text to 911” service rolling out across the state. All while ensuring the 911 system was up and functioning when system failures occurred. In addition, this employee has been stepping in to cover shifts and provide breaks to Communication Specialists during the pandemic due to staffing levels. Her leadership and these efforts have led to longer tenure of the employees within the Communication Center. This employee’s dedication and accountability has ensured the best level of service to communications employees, the Police Department, other agencies in Northern Arizona and the Flagstaff community members and visitors. Please join me in the recognition of this year’s Ponderosa Award winner . . .



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Ponderosa Award - Accountability



Katie Brandis
Flagstaff Police Department
Police Communications Manager



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Ponderosa Award





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Congratulations City Manager Excellence
Award Recipients!

