

## CITY MANAGER'S UPDATE

April 28, 2023

### Message from the Manager:

Have you heard the adage “the perfect storm”? We use it to refer to situations where several events come together at once to make a bad situation worse. Through my career I’ve noted the many times that adage has been used and have concluded storms in life tend to do just that – go from bad to worse. And your future weather forecast... more storms to come! If past life has been any indicator of future events, we can expect to face many storms throughout our lives. The question is not if we will face storms in our lives, we will, but how will we overcome and learn from them? Each of these storms, although painful at the time, is an opportunity to learn and to grow.

I recently was reading about how the Navy SEALs train, particularly for the mental side of their operations. Their physical and mental training forces them to face the worst possible events so that they are fully prepared no matter what their operations throw at them. Even with all their training, discouragement can creep in when a mission goes off track from how it was planned. The SEALs have found that using a positive statement helps reset the mind when facing unexpected odds. The saying the SEALs use: “full benefit”. When faced with those perfect storms, SEAL team members use “full benefit” to reset their thinking into a more positive headspace. Sure, things are not going as planned, but the new troubles are allowing them to get the full benefit of all the training and study they have gone through. It has been found that this small reset has a profound impact on their attitude and mission success.

This example from the Navy SEALs reveals the things we control. No mystery here, but we don’t control most of the storms in our lives. If we did there would be no need for the adage “the perfect storm”. The SEALs train knowing that expecting their missions to go off without a hitch is unrealistic. The storm is always waiting for us all and usually outside of our control. While we don’t control the storms, we do control our thinking and our reaction to them. This simple mind reset of the SEALs is a perfect example of that. It is also one of the most powerful lessons on leadership – you have total control of your thoughts and your reactions! What a powerful and freeing lesson! No matter what you face you are in control of your response. What storm events are you facing personally or professionally? As someone on this journey of service with you, my message to you is “full benefit”!

David

*“I don't think of all the misery, but of the beauty that still remains.” — Anne Frank*

*“Each day the world is born anew for him who takes it rightly.” —James Russell Lowell*

### General Updates:

#### New Hires:

Welcome to all our new hires:

Davin Dick hired for the position of Drainage Light Equipment Operator on April 3<sup>rd</sup>  
Nathan Cassidy hired for the position of Lifeguard on April 10<sup>th</sup>  
Luz Barreto Gonzalez hired for the position of Water Safety Officer on April 10<sup>th</sup>  
John Howell hired for the position of Police Officer on April 17<sup>th</sup>  
Mark Mata hired for the position of Firefighter/Paramedic on April 17<sup>th</sup>  
Daniel Regan hired for the position of Firefighter/Paramedic on April 17<sup>th</sup>  
Diego Plata hired for the position of Lifeguard on April 18<sup>th</sup>  
Arisa Erickson hired for the position of Cashier on April 21<sup>st</sup>  
Latasha Canton hired for the position of Animal Services Officer on April 24<sup>th</sup>  
Alejandro Gonzalez Salcedo hired for the position of Water Service Worker on April 24<sup>th</sup>

### **Promotions:**

Congratulations to all those promoted:

Dennis McAfee promoted to Lieutenant on April 1<sup>st</sup>  
Kelly Metress promoted to Sergeant on April 1<sup>st</sup>  
Russell Dunagan promoted to Sergeant on April 1<sup>st</sup>

### **Accomplishments:**

2023 Municipal Clerks Award

**Fire Chief Paul Sims Retires:** Today at 2 p.m. at the Central Fire Station we will have a celebration honoring the retirement of our Fire Chief Paul Sims after 6 years of service here in Heights. We thank Paul for his service in our City and wish him all the best in his retirement.

**April Kudos Award Winners:** Congratulations to our April Kudos Award Winners Finance's Kelsey Coffman, Planning's Courtney Fye and City Secretary Julie Helsham. These three fine employees' work was noted and acknowledged by others. We are so proud of them and how they represent the organization. They are role models for us all. Many more Kudos Awards to come throughout the organization!

**May's Challenge – Wellbeing Suduko:** May's challenge is a Suduko on wellbeing. If you have not gotten your copy of the Suduko puzzle please contact HR!

**April's Challenge – Bounce Back:** During this 4-week challenge, we learned simple skills to help build resilience and come back stronger, so that we can live a much more happier, healthier life. There were different goals and activities each week. The Bounce Back Challenge comes to an end April 30.

**Healthy Lunch and Learn:** A Healthy Lunch and Wellness Education event is presented by Corrective Chiropractic and Wellness on May 12 at the Activities Center. Please RSVP for this event to HR Director Clay by Tuesday, May 9.

**Library Activities:** The Library is always holding new and exciting events! Lots of programs for all ages! Don't miss May the 4<sup>th</sup> Be With You as the Library celebrates all things Star Wars and space May 3 – 6.

**Farmers Market:** The Harker Heights Farmers Market is back! The season begins Saturday, May 6 and runs through October. The Market is held in the City Hall parking lot. Come out and get fresh vegetables and other interesting and unique crafts!

**Free Children's Pop-Up Clinic:** The Harker Heights Police Department's Healthy Homes Division partnered with Bell County Indigent Health, Baylor Scott and White, and Feed My Sheep for the 3<sup>rd</sup> Annual Free Children's Pop-Up Clinic. The event was on Saturday, April 22, 2023 from 9am-12pm. It was held at the Harker Heights Activities Center, located at 400 Indian Trail Drive. There were about 100 individuals that attended and 34 individuals that were serviced for health screenings. Dr. Ponder who originally brought the idea to Healthy Homes stated, "The Saturday clinic was a success. We saw 34 patients and helped a lot of families in a fairly short time. I speak for all the volunteers in thanking you all and the City of Harker Heights for this opportunity to serve together. The food and hospitality was top shelf!". In addition to medical services provided, there were meals served to all children and attendants, helmet give away and a petting zoo. This was truly a "one stop shop event".

**Food Drive:** The Activities Center is partnering with the PD Healthy Homes Division for a Food Drive. Please help us collect non-perishable foods that will be served to families in need within our community. Drop off boxes are located at the Activities Center and at the Rec Center. Items needed are rice, beans, pasta, pasta sauce, and cereal. The drive will continue to accept donations through July 17.

**Art in the Park:** Enjoy a beautiful spring day at Art in the Park! Visit Carl Levin Park on Saturday, April 29 from 4 p.m. to 8 p.m. for free art activities, art vendors, live music, and more!

### **Spotlight on Service:**

**Lieutenant Harrill Recognized:** A citizen that had an interaction with PD's Lieutenant Harrill called to express their appreciation for her. The citizen stated Lieutenant Harrill acted extremely professionally.

**Library is the Coolest Place:** A citizen wrote on social media about the love her child has for the Library. The citizen reported their child said, "Mom, did you know the library is the coolest place ever? You get to read books for FREE! No money! Free!"

**Nate Nesbit Provides Great Service:** The City received a letter from a citizen praising Public Work's Nate Nesbit. The citizen stated that Nate, "always goes out of his way to help me. He is always professional as he checks my water bill for current residency requirements. He tells me exactly which container bin or unloading point to use. I do appreciate his friendly manner and helpful attitude. Mr. Nesbit represents our city well and contributes to our city's services. From my standpoint he is the kind of city employee everyone wants to hire as part of their team. Please pass along my thanks to Mr. Nate Nesbit in a public forum."

**Ursula Paddie Assists:** HR Director Clay wrote to thank Ursula Paddie for all her assistance with setting up for the new employee orientations. HR Director Clay wrote, "Please let her know how much we appreciated all that she did to help make the event successful."

**Clyde Hicks Goes Above and Beyond:** On his way to work, Building Security Officer Clyde Hicks saw an unusual situation with a school bus in the middle of the road speaking to a little girl and then leaving without the child. He immediately turned around to assist the little girl. He contacted Bell County Communications and stayed with the little girl until a woman, that he was able to identify as a teacher from child's school, offered to take her to school. He went the extra mile by ensuring this little girl made it to school safely. Great job Clyde!

**Clyde Hicks Identifies and Solves Issue:** Building Security Officer Clyde Hicks saw an issue with the lack of a height notification at the City's drive through for utility billing. He brought it to Administrations' attention and also provided the solution which he worked with Public Works' John Fox to complete. Great job representing the City Clyde!

**Officer Valdez is Terrific:** A citizen wrote in to praise Officer Valdez after a traffic stop. She had stated that even though he pulled her over for a traffic violation, he was very respectful and courteous. She wanted to make sure his conduct was made known and that he got a pat on the back.

**John Fox is Hard Working:** HR Director Clay wrote to thank John Fox for his assistance on getting a sign made for a height warning at the City's drive through. HR Director Clay stated, "Thank you so much for your hard work in getting the sign created for City Hall. We appreciate all that you do!"

**Lyndsey Amundson, Wilson Riley, and Officer Diamante Parra are Champs:** Finance Director Ayesha Lealiiee wrote to thank Lyndsey, Wilson and Officer Parra for covering their area so the entire staff could celebrate a KUDOS award. Ayesha wrote, "Our area can be quite busy and you took care of our customers like the champs you are." To Officer Parra she stated, "Thanks so much additionally for the translating services. It always helps and makes our customers feel so much better when they can speak with someone who understands them completely. Thanks again ladies and have a wonderful weekend!"

**Officers Howayeck and Barnstable Provide Treats:** Officers Howayeck and Barnstable recently brought donuts and coffee to the Municipal Courts staff. Court's Catharina Hoffman wrote to thank them saying, "Ofc. Howayeck and Ofc. Barnstable are spoiling us. Knowing how much we love donuts, they showed up with donuts and coffee and put us in a sugar coma for the Easter weekend."

**Judge Hall, Court Staff and Planning Give of Their Time:** Memorial Christian Academy gave appreciation certificates to Judge Hall, Court staff and Planning for their presentations at a recent career day.

**FD's Eunice Myers Helps Out:** Deputy Fire Chief Alley wrote of his appreciation for Eunice Myers. He stated, "I have had many fire alarm, fire sprinkler reps and just plain customers comment on how helpful Eunice has been getting them permits and etc over the last couple of months. She should be commended for her efforts and customer service."

**Melonie Matthewson, Lisa Youngblood, Wilson Riley and Diamante Parra Make the Day Amazing:** Union Grove Middle School wrote to thank Melonie Matthewson, Lisa Youngblood, Wilson Riley and Diamante Parra for their participation in the school's Career Day. The School stated it made the day "amazing."

**Officer Louis Hill, PD and FD Thanked:** A citizen of Nolanville thanked Officer Louis Hill, PD and FD for assisting him after he was injured in a hit and run. He praised both PD and FD and specifically called out Officer Hill for his assistance.

**Mark Hyde, Kristina Ramirez and Mike Beard Praised:** A local developer called to express his appreciation for Public Works Director Mark Hyde, Planning Director Kristina Ramirez and Chief Building Official Mike Beard. He stated he had been asking many questions and these staff members were patient and provided the answers he needed.