

CITY MANAGER'S UPDATE

December 22, 2025

Message from the Manager:

One of my favorite authors returns for this week's message and that author is YOU! Thank you for all you do and I look forward to serving alongside you in 2026! The story you wrote over the last six months:

Employee of the Quarter – 3rd Quarter 2025 – Erica Santoya Gutierrez

It is with great honor and pride that I announce the selection of Erica Santoya Gutierrez as Employee of the 3rd Quarter. The Committee met today and, after a thorough discussion, chose Erica for this recognition. She wears many hats and is often pulled in different directions, yet she handles it all with ease. Erica exemplifies the way our employees should interact with the community. Whether it is assisting crime victims, helping families in need, or supporting those who are down on their luck, Erica is always there to lend a hand. She champions programs such as our back-to-school backpack drive and Cuts with Cops, making sure they are successful. Erica continually seeks out additional programs that can be implemented to further support our residents in need. With her caring and compassionate demeanor, Erica is an integral part of the Police Department. She serves as the liaison between our detectives and victims, providing a helping hand during their darkest hours. We are incredibly proud of her and can think of no one more deserving of this honor. Congratulations, Erica! Thank you!

Employee of the Quarter – 4th Quarter 2025 - Nicola Loayza

It is with great enthusiasm that the Committee has chosen Nicole Loayza as the Employee of the 4th Quarter. Nicole is an exceptionally dedicated and hardworking member of the Parks & Recreation team, and her contributions are vital to the success of the Parks Department. As the Administrative Assistant, Nicole is truly the glue that keeps the parks department operations running smoothly. She ensures the department remains on top of all financial processes and manages supply ordering with efficiency and attention to detail. In addition to overseeing the Park's department budget, she also provides valuable support with both Admin and Library budgets – demonstrating her versatility, reliability, and commitment to the organization. Beyond her regular responsibilities, Nicole goes above

and beyond through her work on the annual Santa Mailbox program. Spread across five elementary schools, the program brings in numerous letters from children each year. Nicole takes the time to read each one and thoughtfully prepares a response. Some letters are funny, some are heartfelt, and others require extra care. Nicole handles them all with compassion, sharing any concerning letters with school counselors when appropriate. Last year, she even took the initiative to bind and archive the letters, preserving a meaningful tradition for years to come. Nicole's dedication, initiative, and caring nature make her an invaluable asset to our team and for the City. She consistently exceeds expectation and embodies the spirit of service that defines Parks & Recreation. It is an honor to recognize her outstanding contributions through this award. Nicole Loayza is truly deserving of the Employee of the Quarter award.

Service Pins:

John Fussell – 5 Years

Stuart Kiefer – 10 Years

James Miller – 10 Years

Ray Gandara – 15 Years

Matthew Hogan – 20 Years

Tom Holubec - 20 Years

Todd Maxon - 30 years

Promotions:

Stephanie Hall was promoted to Planning Administrator.

Trevor Jorgensen was promoted to Code Enforcement Officer and received Bachelor of Business Administration degree.

Donovan Martinez was promoted to Crew Leader

Casey Brazzil was promoted to Assistant Parks and Recreation Director

Betiale Hawkins was promoted to Assistant City Manager and received Master of Public Administration degree.

Sonja Clay was promoted to Chief of Police.

Emily Wallace Sammons was promoted to Evidence/Property Technician.

Darlene Prechtel was promoted to Administrative Officer to the Chief.

Kathleen Ann Mascarenas was promoted to Police Lieutenant.

Bambi Basinger was promoted to Police Sergeant.

Savannah Christopher was promoted to Police Sergeant.

Karry Fow was promoted to Executive Assistant.

Sammantha Bailey hired for Telecommunicator promoted to CID Coordinator.

Crystal Thomas was promoted to Library Administrator.

Angie Sabino was promoted to Assistant Library Administrator.

Annette Jorgenson was promoted to Volunteer Coordinator.

Transfers:

Richelle Otero transferred to Planning Coordinator.

Andrea Contreras transferred to Permit Technician.

Jonathan Rosado transferred to Maintenance Tech-Wastewater

Roberto Diaz Cain transferred to Records Clerk.

Achievements:

Calvin Fleming and Alex McCoy recognized the 2025 Excellence in Code Enforcement award from the building official's association of Texas.

Fabian Brooks obtained ICC Residential Building Inspector and ICC Residential Mechanical Inspector certifications.

2025 Gold Hire Vets Medallion Award from the US Department of Labor.

Ethan Ogas completed field training on August 16th

Officer Cory Bates completed the Traffic Investigation Course

Sergeant Lonnie Clark completing the Traffic Investigation Course

New Hires:

John McElroy - Public Works Director

Tyler Beard - Wastewater Maintenance Technician

Nicholas Gilveli - Facilities Maintenance and Safety Coordinator

Tyrin Godfrey – Heavy Equipment Operator Trainee

Elexus Zaragoza - Utility Billing Clerk

Jeffrey Steadman – Assistant Finance Director

Christian Batista – Customer Service Clerk

Roberto Chavez – Parks Light Equipment Operator

Lance Lane – Parks Light Equipment Operator

Deshawn Sutton – Part Time Recreation Aide

Rodnerus Palmer - HR Administrator

Viviana Pedroza – Police Officer Trainee

Jude Songui – Police Officer Trainee

Roger “Lee” France - Telecommunicator

Michael Starr - Fire Chief

Christopher O'Rielly - Firefighter/EMT

Alexander David - Firefighter/Paramedic

Additional Updates:

Promotions:

Erica Santoyo Gutierrez promoted to Healthy Homes Coordinator on December 20th

Remedios Duenas promoted to Deputy Court Clerk on December 20th

Nichole Ratliff promoted to Human Resources Specialist on December 22nd

Retirements:

Thomas Holubec retired on December 19th after 20 years of service. We thank Tom for all he has done in service to our organization and wish him all the best in his well deserved retirement.

December Kudos Award Winners: Congratulations to FD's Jordan Clopton and to Planning/Building Director Michael Beard who were our December Kudos Award Winners! Wow, what great work you all do, and we have many, many more kudos winners coming up!

Clyde and Gene's Crossword Challenge: This month's Clyde and Gene's Crossword Challenge winners were 1st Place – Lyndsey Amundson, 2nd Place – Nichole Broemer and 3rd Place Richelle Otero.

Planksgiving Challenge: The plank challenge affectionally called Planksgiving has ended. Winners of the challenge were Clyde Hicks, Melonie Matthewson and Kristina Roach!

12 Days of Christmas Challenge: The 12 Days of Christmas Challenge winners will be drawn on January 5!

HH-N-GO: A new HH-N-GO bingo challenge began with the start of 2025! A new letter/number will be pulled each week and there are specific things to do for that letter/number if you have it on your card. There is a game card for employees and one for citizens. The game helps us to get to know our organization better and for our citizens it helps them get to know the City better. Contact HR for your bingo card! I'm hearing there have now been seven winners so far – Fabian Brooks, Leona Clay, Clyde Hicks, Eugene Cuthbert, Kristina Ramirez, Stephanie Hall and April Edwards! Is there a prize for having the most hits on a card without a bingo?? If not, I want a refund on my card! Remember, you must complete all the activities on the card and take a picture of each task!

Spotlight on Service:

Melonie Matthewson Thanked: The Carter Blood Care Crew wrote to thank HR's Melonie Matthewson for her assistance with their blood drive.

Cory Bates Receives Kudos: HR Director Leona Clay wrote to express her appreciation for PD's Cory Bates. Leona's niece was in an accident that Officer Bates responded to. Her niece reported that Officer Bates was extremely kind, courteous and professional.

Roxanne Harrill Cares: Police Chief Sonja Clay wrote to spotlight the work of Roxanne Harrill. Chief Clay stated that one of our police cadets needed some practice test materials and Roxanne paid for the subscription herself to assist the cadet. Chief Clay wrote, *"this example shows how much Roxy cares about the cadets entrusted to her care, as well as this Department and the City."*

Mark Hyde and Chuck Adams are Pros: Citizens wrote to thank ACM Mark Hyde and Public Work's Chuck Adams for their work on a concrete flume extension. The citizens stated they wanted to thank the *"pros"* for the improvement and that it was working well.

Ethan Quigley Assists: PD's Erica Santoyo Gutierrez wrote to thank PD Officer Ethan Quigley for his assistance with assembling bicycles for the Christmas bike give away. Erica stated, *"He spent at least a couple hours putting them together. I really appreciated his assistance with this task."*

Kristina Roach Acts: Citizens wrote to thank Public Works' Kristina Roach for her help on a fiber optic issue. The citizen wrote that they, *"want to extend our sincere thanks for your quick response and assistance in getting the fiber cable buried so promptly after our email. We truly appreciate the city's support and the swift action taken to resolve the issue. Thank you again for your help and for keeping our neighborhood safe."*

Kathleen Mascarenas Appreciated: Commander Ben Duiker wrote to share his appreciation for Kathleen Mascarenas. Commander Duiker wrote, *“I’d like to give a big kudos to Kat Mascarenas. Through some networking and initiative she saved us almost 20K for taser equipment we need. We now have enough handles so that every position can have a taser, plus we have some in reserve in case of damages or loss.”*

Dennis McAfee Provides Aid: PD’s Dennis McAfee recently assisted a Councilmember with an issue in their neighborhood. Dennis was praised by the Councilmember for being a calming and caring influence.

David McCoy and Trevor Jorgensen Go Above and Beyond: Court’s Melissa Duenas wrote to express her thanks for Code’s David McCoy and Trevor Jorgenson. Melissa wrote, *“I wanted to take this time to recognize David McCoy and Trevor Jorgensen. On Monday, December 15, 2025, Court was to begin at 1 pm but there was no bailiff. Alex and Trevor stepped in to help with no hesitation. One worked the metal detector, and the other did the wand. It was a great help and assistance to Judge Potvin and Courts. I just wanted to take this time to recognize these two individuals for going above and beyond as always in assisting the Judge.”*

Lonnie Clark Impresses: PD’s Sgt. Lonnie Clark assisted with Municipal Court and received praise from an attendee. The attendee stated, *“I just wanted to say that he was professional, respectful, and easy to interact with throughout the proceedings.”*

Amy Atkins Makes it Happen: City Secretary Julie Helsham wrote to thank Parks Director Amy Atkins for her help. Julie wrote, *“You’re the best!”* and she relayed that a Councilmember added *“thank you so much for making this happen!”*

Officer Cory Bates and Sgt. Lonnie Clark Provide a Hand: Court’s Administrator Cat Hoffman wrote to thank PD’s Officer Cory Bates and Sgt. Lonnie Clark. Cat wrote, *“We appreciate Officer Bates who followed up and stayed until court was over – thank you for your support. We also want to give Sgt. Clark a shout out; he spent half of his Wednesday with us in the court room and we hope he will come again. Thank you for being there!”*