

CITY MANAGER'S UPDATE

November 26, 2025

Message from the Manager:

Assistant City Manager Betiale Hawkins brings us this month's message:

The Time is Now

As the holiday season begins, and the end of the year quickly approaches, we often get consumed with our next..... This includes our next meeting, our next goal, our next adventure. While pursuing our next, we often miss the opportunities to enjoy the now. The journey that it takes to get to our next are filled with the best memories, stories, and accomplishments. I would encourage you all to enjoy the now. Enjoy being able to spend time with your kids NOW, because they will become adults and the opportunities may be rare. Enjoy spending the time with your loved ones NOW, because those opportunities do not last forever. While seeking your next promotion, enjoy the lessons and values that your current position brings you. While looking for your next home, enjoy the shelter and comfort that your current home offers. On your journey to retirement, enjoy the relationships and opportunities that are presented NOW.

A few months ago I saw a post on social media that read "Your terrible job is the dream of the unemployed. Your house is the dream of the homeless. Your smile is the dream of the depressed. Your health is the dream of the ill. Don't let difficult times make you forget your blessings." I think the message is the perfect reminder that we all have something to be thankful for. I am thankful for the opportunity to serve this community with you. Enjoy the now and have a happy holidays.

- Betiale Hawkins

"You must live in the present, launch yourself on every wave, find your eternity in each moment." – **Henry David Thoreau**

General Updates:

New Hires:

Jeffrey Steadman hired for the position of Assistant Finance Director on November 3^d

Rodnerus Palmer hired for the position of Human Resources Administrator on November 10th

Tyrin Godfrey hired for the position of Heavy Equipment Trainee on November 20th

Promotions:

Jonathan Rosado promoted to the position of Wastewater Maintenance Technician on November 8th

Accomplishments:

Municipal Clerks Achievement of Excellence Award

2025 Hire Vets Gold Medallion Award

November Kudos Award Winners: Congratulations to **Nathan Loris from Parks and Michael O’Hala from PD** who were our November 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 – Kelsey Coffman, 2nd Place – April Edwards and 3rd Place Sherill Carillo.

Pep in Your Step October Challenge: Winners of the Pep in Your Step Challenge were: 1st Place John Leivan, 2nd Place Kristina Roach, and 3rd Place Melonie Matthewson.

Planksgiving Challenge: The plank challenge affectionally called Planksgiving is in effect. Keep up with your efforts on the log and winners will be announced in December!

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 four winners so far – Fabian Brooks, Leona Clay, Clyde Hicks and Eugene Cuthbert! 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!

Harker Heights Farmers Market: The Harker Heights Farmers Market runs every Saturday until December 6 at City Hall. Just two more Saturday's to get those unique gift purchases at the market!

Council Cookies and Cocoa/Tree Lighting Event: This event will be on December 1 this year starting at 5:30 p.m. Come out and visit with Council and City departments and enjoy some holiday refreshments and kick off the Christmas season with our annual Tree Lighting Event!

Frost Fest: This year's Frost Fest will run from 3 p.m. to 8 p.m. on Dec 6 at the Community Park.

Spotlight on Service:

Randy Stefek, Yesmarie Burgos and Kathleen Mascarenas Thanked: A+ Bank wrote to thank Commander Randy Stefek, Detective Yesmarie Burgos and Lieutenant Kathleen Mascarenas. A+ wrote that the officers, *“led the training session and did an outstanding job*

engaging with our team. Their expertise and approachability made the training both informative and impactful.”

Lyndsey Amundson, Annette Hamman, Melonie Matthewson and Nichole Ratliff are Appreciated: Planning’s Richelle Otero wrote to share her appreciation for Lyndsey Amundson, Annette Hamman, Melonie Matthewson and Nichole Ratliff. Richelle wrote, *“I would like to send out kudos to Lyndsey, Annette, Melonie, Nicole Ratliff for printing documents for Planning while our printer was down yesterday. Their quick responses to help is much appreciated!!!”*

Zullyness Reyes, Harry Shepherd, Trevor Jorgensen and Ayesha Lealiiie Assist: A customer called to thank Zully Reyes, Harry Shepherd, Trevor Jorgenson and Ayesha Lealiiie for their assistance. The customer said that Zully was sweet, kind, and accommodating while she was dealing with squatters and getting her water turned off as well as meter pulled. Harry for coming out in a timely manner in her two-hour span and getting her water turned back on. He was also very nice and accommodating. Trevor for his assistance with the squatters as well. Ayesha for also being sweet and kind in letting her know that she can feel free to reach out for any additional issues she has in getting her water on and off as she preps her house for sale and makes repairs. She stated overall that she didn’t expect to get the assistance she has received from the Water Department of all places.

Todd Maxon, Davin Dick, Jaime Davalos, Nathan Trimble and Arno Stemmer are Great: A citizen expressed their support for Public Work’s Todd Maxon, Davin Dick, Jaime Davalos, Nathan Trimble and Arno Stemmer for assisting with a water leak. The citizen stated they were great and thanked the City for having such great employees as these men.

Calvin Fleming Goes Above and Beyond: A citizen wrote to express their thanks for Code Enforcement’s Calvin Fleming. The citizen stated, *“I wanted to give a shout out to Calvin Fleming from Code Enforcement- he has gone above and beyond for me dealing with a situation...and I appreciated his communication and willingness to help so much. He made my job as a property manager so much easier and that is NOT an easy task LOL”*

Amy Atkins and Casey Brazzil get a Kudos: City Manager David Mitchell wrote to thank Park's Amy Atkins and Casey Brazzil. David wrote, *"I want to give a kudos to Parks and specifically Amy and Casey for the Veterans Day Ceremony. The government shutdown made them have to pivot on what they had planned to do. The ceremony was changed up and was very meaningful! Representative Hickland was at the event and remarked how nice it was. Great creativity and hard work by Amy and Casey."*

Rokeema Collins and Brandon Casto Win the Day: We had a resident come to the front counter; he wanted to thank Street's Department employees Rokeema Collins and Brandon Casto for repairing a pothole on Deer Ridge. He truly appreciated it.

City Staff, Parks and PD Make the Leap: Councilmember Jesse Myles thanked City staff, Parks and PD last night for assisting with the Quantum Leap program.

Angel Rodriguez and Jeremiah Quiroz are Good Samaritans: A citizen wrote to say that Angel Rodriguez and Jeremiah Quiroz *"should be recognized for their overwhelming kindness and helpfulness. My truck was broken down today and I asked for help. Without skipping a beat they came over and assisted me. I am grateful for their help today."*

Nate Nesbit Serves: Citizens took to social media to praise Nate Nesbit. One citizen stated that Nate should be recognized and is *"fabulous."* Another citizen commented that, *"Nate is the best."*

Ursula Paddie Impacts: Planning Administrator Stephanie Hall wrote to give praise for Ursula Paddie. Stephanie wrote, *"I wanted to give a quick shout-out to Ursula Paddie for all her help today with the upcoming boards and commission member selections. She jumped in several times throughout the process, happily lending a hand and helping me get quick answers. Ursula's positive attitude and willingness to help make such a great impact!"*

Zully Reyes, Eve Vazquez, Annette Hamman, Remedios Duenas, Kelsey Coffman, Sherill Carillo and Elexus Zaragosa Power Through: Finance Director Ayesha Lealiiee wrote to show her thanks for Finance's Zully Reyes, Eve Vazquez, Annette Hamman,

Remedios Duenas, Kelsey Coffman, Sherill Carillo and Elexus Zargosa for their work through a number of credit card system issues. Ayesha stated they, *“have all been faced with navigating the scarier side of customer service over the past month.”* With issues with the credit card system, *“there is not enough THANK YOU’s to give for all these ladies have done to power through the last few weeks.”*

Julie Helsham Welcomes: City Engineer Kristina Ramirez wrote to thank Julie Helsham for her help with setting up for a meeting. Kristina wrote, *“Thank you so much! The added details go a long way to make this a welcoming meeting for our regional leaders.”*