

CITY MANAGER'S UPDATE

May 28, 2026

Message from the Manager:

Director of Public Works John McElroy brings us this month's message:

Hello Team, I hope the month of May has treated you well and has blessed you immensely.

Change is a constant part of our workplace journey, and I want to share a few thoughts on how we can successfully navigate upcoming transitions together by embracing new opportunities.

Stepping outside our comfort zones and trying new things can feel intimidating, but it is often where the greatest growth occurs. Every new process, tool, or strategy we explore presents an opportunity to build skills, improve efficiency and discover better ways to work.

Innovation happens when we are willing to experiment. Maintaining an open mindset and a willingness to adapt helps keep our team dynamic and forward-thinking. During times of transition, one of our greatest strengths is the support we provide one another.

As we adapt, let's continue fostering an environment where team members feel comfortable asking questions, learning through mistakes, and growing together. If you discover a helpful shortcut or best practice, share it with the group. If a new method is not producing the desired results, let's collaborate and troubleshoot it together.

Thank you for your open minds, your creative energy, and your continued dedication to driving our team forward. I am excited to see where new experiences will take us, and I am confident we will continue to succeed together.

"The secret of change is to focus all of your energy, not on fighting the old, but on building the new." — **Dan Millman**

General Updates

Retirements:

Calvin Fleming retired on May 28th after 32 years with the City. I have worked with Calvin since my first day with the City of Harker Heights in January of 2004. Calvin had a difficult job as a Code Enforcement Officer, but that never dulled his smile or his sense of humor. I told him at this retirement celebration that the City will never be the same without Calvin Fleming. Calvin we wish you all the best in your retirement!

Justin Lewis retired on May 28th after 17 years with the City. Justin served in our Fire Department with honor and distinction. He is a part of our team that is present with people during some of their darkest moments. His tenure with our City saved lives and improved outcomes for our citizens. Justin thank you for all you've done in service to the citizens of Harker Heights. We wish you all the best in your retirement!

Promotions:

Angie Sabino promoted to the position of Human Resources Office Manager on May 23rd

Ashlyn Brooks promoted to the position of Assistant Library Administrator on May 23rd

Haley Mae Alcorn promoted to the position of Library Executive Assistant on May 23rd

Transfers:

Jade Garcia transferred to the position of Library Clerk on May 23rd

Welcome to our new hires:

Sarah Youngberg hired for the position of Accounts Payable Coordinator on May 4th

Jeffery Castillo hired for the position of Light Equipment Operator on May 5th

Stephanie O'Brien hired for the position of Special Events Manager on May 18th

Layla Mantanona hired for the position of Part Time Recreation Aide on May 18th

Hannah Amani hired for the position of Lifeguard on May 19th

Amy Pafford hired for the position of Water Safety Instructor on May 19th

Kasi Yonkey hired for the position of Lifeguard on May 21st

Jennifer Duenas hired for the position of Aquatics Supervisor on May 21st

Ian Otto hired for the position of Cashier on May 21st

Marcos Chico hired for the position of Light Equipment Operator on May 26th

Alec Bryant hired for the position of Lifeguard on May 28th

Employee Recognition Ceremony: Team we are super excited to gather with you all on June 16 at 3:30 p.m. for our mid-year Employee Recognition Ceremony! This time we will be meeting in the fellowship area of Northside Baptist Church. I so look forward to getting to share and hear all the great things you all have done so far this year and to honor the many years of service that you give. We will have two co-workers to honor as employees of the quarter for the first and second quarters of 2026. Bring an appetite and a smile!

April Kudos Award Winners: You all do such great work serving our public and each other! Congratulations to Ben Becerril – Public Works, Angel Rodriguez – Parks and Amy Atkins – Parks

who were our May kudos winners! Many more to come!

Clyde's Crossword Challenge: This month's Clyde's Crossword Challenge winners were 1st Place – Krisina Roach; 2nd Place – Ashlyn Brooks; and 3rd Place Leona Clay.

Sudoku Winner: This month's winner of the Sudoku Challenge was Richelle Otero!

HH-N-GO: A new HH-N-GO bingo challenge began with the start of 2026! 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! It's never too late to get a card and play!

First Fridays Music Series: Friday, June 5, come out to Carl Levin for a concert performed by the First Calvary Division Pop Band from Fort Hood! The First Cav Band is always a favorite! Concert time is 6 p.m. to 8 p.m. at the amphitheater at Carl Levin. Bring a chair or a blanket out and enjoy!

Big Truck Day: No matter how old you are everyone has a blast at Big Truck Day! Stop by the Library for Big Truck Day on Wednesday, June 3 from 9:30 to 11:30 a.m. See fire engines, police vehicles, street machines, and more! Register for the Library's summer reading club and enjoy indoor and outdoor activities! Be sure to bring water and utilize sunscreen! Don't miss our sensory-friendly half hour from 9 to 9:30 a.m. for patrons who would rather avoid some of the noise!

Harker Heights Farmers Market: It's back! The Harker Heights Farmers Market is fully operational. The Market will run every Saturday morning through July 25 for the early season and then open back up October 3 to December 5 or the late season.

Aquatics' Summer Staff Needed: Parks is hiring for summer aquatics staff: lifeguards, cashiers and water safety instructors. Know of someone who would enjoy a temporary summer job please refer them to Parks.

Library Programs: Our Library is full of great programs for the entire family to enjoy – make sure you check out the Library's webpage for programs your family may have interest in.

Spotlight on Service:

Alex McCoy and Orlando Calderon De La Rosa Appreciated: Building Security Officer Clyde Hicks wrote to show his appreciation for Code Enforcement's Alex McCoy and Orlando Calderon De La Rosa. Clyde wrote, *"I want to give a shout out to Alex and Orlando, they assisted the courts this morning with additional security for the city prosecutor during docket call. With them sitting in with the prosecutor allowed me to stay in the courtroom and maintain a security presence with the judge. Thanks you guys for the help much appreciated !!"*

HR is Awesome: Parks Director Amy Atkins wrote to thank HR. Amy wrote, *"Thank you so much for all your hard work getting the Aquatic staff onboarded. We appreciate you."*

Miranda Jones and Kayla Seymour Are Great: Pet Adoption Center Administrator Shiloh Wester wrote to thank Miranda Jones and Kayla Seymour. Shiloh wrote, *"I want to take a moment to recognize Miranda Jones and Kayla Seymour for volunteering to attend Career Day at Harker Heights Elementary School on behalf of PAC. They put on a great presentation to the children and created an engaging and interactive session that had the kids excited about learning about the responsibility of owning pets, and how to safely interact with animals. Very proud to have them on our team at PAC!!"*

Fabian Brooks Impresses: A citizen wrote to express their appreciation for Building Inspection's Fabian Brooks. The citizen wrote, *"My wife and I wanted to express our appreciation and admiration for your code enforcement officer, Fabian. He arrived this morning to inspect the installation of our replacement water heater. He was exceptionally professional, personable, respectful, and considerate. He has the unique ability to be both socially conversant and exceptionally professionally knowledgeable. He quickly and thoughtfully answered my questions and was exceptionally efficient in his inspections. Again, we want to express our appreciation for this young man and thank you for having such great people on the Harker Heights team."*

Pet Adoption Center is Amazing: PAC Administrator Shiloh Wester wrote to thank all her staff for their hard work. Shiloh wrote, *"It's been a wild and crazy few weeks at the Pet Adoption Center, with kitten season in full swing! I want to give a big shout out to our PAC staff for being amazing every day, doing the hard work, despite the never ending stream of*

newborn kittens, sick kittens, injured kittens, on top of the “normal” number of stray and surrendered pets we take in. While this is expected every spring, it’s still exhausting and emotionally taxing, but PAC staff is doing an incredible job of making sure everyone receives the care they need. I’m proud to work with such a great team!”

Dennis McAfee is Outstanding: A citizen wrote to thank PD’s Lt. Dennis McAfee. The citizen wrote, *“I am writing to bring to your attention the outstanding service provided by Lieutenant McAfee and to express my profound gratitude. I recently encountered a particularly persistent and challenging issue, and Lieutenant McAfee's intervention was nothing short of exemplary. His unwavering professionalism, meticulous approach, and genuine dedication to public service were evident throughout our interactions. Lieutenant McAfee went above and beyond my expectations, demonstrating exceptional problem-solving skills and a commitment to ensuring a positive resolution. His guidance and support were instrumental in navigating a complex situation, and his calm demeanor provided immense reassurance. I firmly believe that his exceptional efforts and commendable conduct warrant formal recognition within your department. Please extend my deepest appreciation directly to Lieutenant McAfee for his invaluable assistance and for upholding the highest standards of service.”*

Sonja Clay, Kaily Funez-Lenon, Karry Fow, Nichole Ratliff, Shiloh Wester, Nichole Broemer, Ashlyn Brooks, Crystal Thomas, Angie Sabino, Pet Adoption Center, Parks Maintenance and Casey Brazzil Show Teamwork: Parks’ Director Amy Atkins wrote to show her appreciation for Sonja Clay, Kaily Funez-Lenon, Karry Fow, Nichole Ratliff, Shiloh Wester, Nichole Broemer, Ashlyn Brooks, Crystal Thomas, Angie Sabino, Pet Adoption Center, Parks Maintenance and Casey Brazzil. Amy wrote, *“I wanted to send kudos to the Volunteer Appreciation Ceremony Committee. We had a great group working together to make the event a success. I truly appreciate the department heads, and everyone involved for giving their time and effort to assist with the planning and execution of the event. Their teamwork, support, and dedication were greatly appreciated and helped make the ceremony a wonderful experience for our volunteers.”*

Angie Sabino is Special: Court’s Melissa Chevalier Duenas wrote to thank Angie Sabino for the newsletter she produces. Melissa wrote, *“I just wanted to take this time to tell you thank you for the news flyer. You have done a lot with it and it is nice to read about all that is going on for the month. Thank you for all you do. Thank you and have a great day!”*

Angie Sabino Works Hard: City Secretary Julie Helsham wrote to thank Angie Sabino. Julie wrote, *“Thank you so much for all your help throughout the May election process. Your support to the Election Judge while working the polls, your assistance to Ursula and me on Election Day during the count, and your participation in the post-election audit were all greatly appreciated. I truly appreciate you adjusting your schedule to be there for us. There was a lot to learn and accomplish, but you remained positive and willing to help in every way possible. Thank you again for everything, you were truly a blessing!”*

Randy Stefek Achieves: PD’s Karry Fow wrote to congratulate Commander Randy Stefek. Karry wrote, *“Congratulations to Commander Randy Stefek for completing LECOP #186 training on April 16th, 2026. LECOP (Law Enforcement Command Officer Professional) was developed to provide the very best executive and command level training for future leaders in Texas law enforcement. This accomplishment reflects Commander Stefek’s dedication to professional development and leadership excellence. Congrats on a job well done!”*

Kailey Funez-Lenon is Fabulous: City Manager David Mitchell wrote to show his appreciation for Court’s Kailey Funez-Lenon. David wrote, *“You did a fabulous job leading our presentations for the Volunteer Reception. Your wit and style made the event flow nicely. I love how you just rolled with adding Planning to the end and made it so seamless. I was very proud of you and I know the Leadership Team and Council felt the same!”*

Johnny Widener and Miranda Jones Make Things Easier: PAC Administrator Shiloh Wester wrote to thank Johnny Widener and Miranda Jones. Shiloh wrote, *“Thank you to Johnny and Miranda from PAC for helping to set up for the Volunteer Banquet this morning. Having extra hands really made things so much easier! Their willingness to jump in and help where needed was very appreciated!”*

Isaac Perez and Coletyn Brownlee Make a Difference: A citizen called to give a heartfelt thank you to Firefighter/Paramedic Isaac Perez and Firefighter/Paramedic Coletyn Brownlee for helping her during a call this morning. She mentioned that she was so scared and that they were very helpful during the interaction.

Kevin Cruz Pacheco, Jose Villacorta and Jared Tipton Show Compassion: A caller shared her appreciation for Officers Kevin Cruz Pacheco, Jose Villacorta, and Jared Tipton. The caller stated she was very appreciative of the helpful and compassionate response by Officers Cruz, Villacorta, and Tipton. Her dog had passed away and she could not move it or get to a vet's office until the next morning. The officers took the remains to animal control, who were also of great assistance, until arrangements could be made with the vet's office.

Sara Brockman, Kathleen Ann Mascarenas and Roxane Harrill Lead: A citizen wrote to thank PD's Lt. Sara Brockman, Lt. Kathleen Ann Mascarenas and Lt. Roxanne Harrill. The citizen wrote, *"I am writing to formally recognize and commend Lieutenant Brockman #1861, Lieutenant Mascarenas #1915, and Lieutenant Harrill #1714 for their professionalism, responsiveness, leadership, and commitment to community-oriented policing during multiple interactions regarding ongoing concerns at my residence. Over time, I have contacted the Harker Heights Police Department regarding a variety of issues involving suspicious activity, trespassing concerns, unlawful solicitation, repeated ordinance violations, and quality-of-life concerns affecting my family and neighborhood. Throughout these interactions, each of these Lieutenants consistently demonstrated professionalism, patience, sound judgment, and a genuine commitment to serving the community. Lieutenant Brockman #1861 took the time to personally meet with me regarding multiple concerns involving suspicious activity near my residence, recurring trespassing concerns, unlawful solicitation issues, and prior police responses connected to my property. During our interactions, she listened attentively and respectfully while maintaining a calm, professional, and reassuring demeanor. She provided grounded and informative feedback, clearly explained applicable procedures and legal considerations, and treated my concerns seriously while remaining objective and professional throughout the process. What stood out most was Lieutenant Brockman's willingness to remain engaged and accessible. She provided follow-up communication, encouraged me to contact the department regarding future concerns, and reinforced the department's commitment to proactive patrol and community safety. During a later incident involving suspicious activity near my residence, she again followed up directly with me, explained the legal limitations surrounding the situation honestly and professionally, and reassured me that officers would continue monitoring the area and responding appropriately if future concerns arose. Her professionalism, transparency, and respectful communication left me feeling heard, valued, and supported as a citizen. On April 18, 2026, I visited the*

department again and spoke with Lieutenant Mascarenas #1915 regarding additional concerns after learning Lieutenant Brockman was off duty. Lieutenant Mascarenas displayed the same professionalism, patience, and community-oriented approach that I previously experienced. She took the initiative to review and understand the history of my concerns, conducted research, provided thoughtful guidance, and clearly explained relevant city ordinances and the distinctions between trespassing and solicitation enforcement. Lieutenant Mascarenas was extremely knowledgeable and helpful in explaining procedures, reporting expectations, and available city resources related to ordinances and enforcement. Her willingness to educate, problem-solve, and provide practical guidance greatly improved my understanding of how to appropriately handle and report future incidents. She treated me respectfully and professionally throughout our interaction and demonstrated a strong commitment to public service and citizen engagement. On May 4 and May 5, 2026, Lieutenant Harrill #1714 assisted with separate incidents involving individuals soliciting without permits in violation of city ordinances. During both situations, Lieutenant Harrill handled the matters professionally, promptly, and thoroughly. She contacted me directly to gather information, listened carefully to my concerns, conducted follow-up communication, and kept me informed regarding the actions taken during her investigation. Lieutenant Harrill demonstrated professionalism, responsiveness, and a strong understanding of ordinance enforcement while maintaining a respectful and community-focused approach throughout the interactions. Her follow-up communication and willingness to continue assisting with future concerns reflected a genuine commitment to serving and protecting the community while upholding city ordinances fairly and professionally. What stood out to me most was the consistency of professionalism, communication, and community-oriented service demonstrated across multiple supervisory personnel within the department. My interactions with Lieutenant Brockman, Lieutenant Mascarenas, and Lieutenant Harrill occurred on different occasions and involved different circumstances, yet each interaction reflected the same professionalism, responsiveness, respect, and commitment to serving the community. In my opinion, this consistency reflects positively not only on the individual Lieutenants, but also on the culture, leadership, and standards upheld within the Harker Heights Police Department. I believe it is important to recognize outstanding public servants when they consistently demonstrate professionalism, integrity, communication, and dedication to the community. In each of my interactions with these Lieutenants, I was treated respectfully and professionally, and I was left with a stronger sense of confidence in the Harker Heights Police Department and its commitment to ethical, community-oriented policing. Please extend my sincere appreciation and gratitude to Lieutenant Brockman, Lieutenant Mascarenas, Lieutenant Harrill, and the officers involved for their service, professionalism, and continued dedication to the citizens of Harker Heights.”

Tyrin Godfrey Does Quality Work: A citizen called in to thank Public Work's Tyrin Godwin. The citizen stated that Tyrin had used the street sweeper on his street and did a wonderful job. He stated he took his time to ensure quality work and proceeded with caution in the area. Just passing this along and wanted to say thanks for a job well done!

Roxanne Harrill Educates: Inspections' Fabian Brooks wrote to thank PD's Lt. Roxanne Harrill. Fabian wrote, *"I want to shout out Roxanne for enforcing solicitation ordinance based on a resident complaint. She swiftly took a description and responded in a timely manner to the neighborhood and located the individual. She was able to educate the solicitor on our ordinance and issued a citation. Thank you Roxanne for making our neighborhoods safe!"*

Courts Gets Love: PD's Heather Jenks wrote to show appreciation for Courts. Heather wrote, *"Thank you for all that you have done and continue to do for our city!!!"*

HR is the Glue: PD's Jay Leach wrote to thank HR. Jay wrote, *"Just wanted to say thank you for all that you do. You are the glue that holds this City staff together and you are appreciated."*

Rose Ramon is Pawsitively Helpful: PAC's Rose Ramon received praise from IT's Lorissa Byse. Lorissa wrote, *"I wanted to share a sincere thank-you to Rose for her help yesterday with a lost puppy. I found a puppy running down my street and brought him over to PAC to use the outdoor microchip reader—what an amazing resource to have available. While the reader worked, the chip wasn't a common one, and I couldn't find a way to contact the owners using the listed numbers. I called Rose just to ask for guidance on what to do next. Without hesitation, she said, "Stand by—I'll be right there," and came in during her off time to help. She was able to track down the owner's contact information, and thanks to her effort, I reunited the puppy with his family (who live just a street behind me). I truly appreciate Rose going above and beyond—as she always does. The family was incredibly grateful as well. Her willingness to step in and help made all the difference."*

Nichole Broemer Amazes: Parks' Nichole Broemer recently received a letter of thanks from citizens who attended the volunteer reception. The letter stated *"We want to thank*

you for inviting us to the Volunteer Dinner. We were amazed at the number of volunteers that give so much to Harker Heights. We were really impressed with Teen Court. The dinner provided a wonderful opportunity to learn more about our community. Thanks again!”

Sonja Clay and PD Make Us Proud: ACM Betiale Hawkins wrote to congratulate Chief Clay and the entire PD team for a clean and successful TCOLE Audit.

Leadership Team Rocks: City Manager David Manager wrote to show his appreciation for the entire Leadership Team. David wrote, *“Kudos to you all and your team members who presented at the Volunteer Reception. Our presenters represented our organization so well! I was so proud of them all as I knew Council had to be smiling watching the professionalism of you all! Again, thanks for doing such a great job of making our volunteers feel special.”*