

the CAPITAL Letter

April 2013

Rodney Dzuik receives Customer Service Award; two others recognized for service

Rodney Dzuik, Assistant Capital Programs Manager, was recognized at the March 2013 Quarterly Meeting with the Customer Service Excellence Award. Rodney was nominated by four of his colleagues for his tremendous work ethic.

As his nomination forms described, Rodney is a selfless employee who is dedicated to his job and to CIMS. He is always encouraging his fellow employees to remember that the citizens are the department's first priority.

Rodney continually tries to come up with creative and unique solutions to problems. His integrity and positive attitude impress everyone who works with him. He goes out of his way to help staff members who

come to him with a problem and he does it with a great attitude. While CIMS was between City Architects, Rodney stepped up to help lead employees on that team.

Rodney was not the only Customer Service Excellence Award candidate. Both Pete Rodriguez and Anna Esquivel were nominated for their outstanding work on various projects.

Pete is a Capital Projects Officer who goes above and beyond to ensure the residents and businesses affected by his projects stay informed. This was especially evident for the Marbach Road Project. Pete helped create an informational flyer and hand-delivered it to around 50 businesses in the project path. He has

also developed great working relationships with his fellow employees.

Anna, a Senior Engineering Associate, works with a positive attitude and an attention to detail that is important when working with large budgets. Her detail-oriented nature helped her ensure that the Medina Base Road Project stayed on budget. Anna also brings that attentiveness to her interactions with consultants and other stakeholders. The businesses she works with frequently comment on her dedication and fast responses, even though they understand she is juggling multiple projects at once.

Congratulations to these three employees for representing the best of CIMS!



The three Customer Service Excellence Award nominees receive their certificates of appreciation from Director Mike Frisbie. Rodney Dzuik received the award after being nominated by four colleagues. Pete Rodriguez and Anna Esquivel were also nominated for their outstanding work on recent projects.



CIMS debuted a new logo and website in March. The logo was designed by **Brian Orebaugh**, Design & Development Assistant, with help from Steve Wagner from Solid Waste and Mindset Inc.

New Look for CIMS

www.sanantonio.gov/cims

Congratulations on Years of Service

Special congratulations to Martha Almeria (not pictured) for her 35 years of service!

5 years: Brenda Navarro, Jessica Shirley-Saenz, Juan David Mata, Peter Herrera (not pictured), Regina Peaches, Theresa Larson



10 years: Edward S. Scott, Carroll Coston (not pictured), Ray Doyal



20 years: Monica Vasquez, Maria Hernandez



25 years: Victor Vasquez (top)

30 years: Robert Diaz (left)

Frio City Road Bulky Drop-Off Site Opens



Solid Waste Director David McCary, CIMS Project Manager Stacy Gonzalez, City Manager Sheryl Sculley, District 5 Councilman David Medina, District 4 Councilman Rey Saldaña, Solid Waste Assistant Director David Newman cut the ribbon as Paul Hartnett of Hartnett Engineering Solutions looks on.

City Manager Sheryl Sculley, Councilman David Medina and Councilman Rey Saldaña opened the Frio City Road Bulky Waste Collection Center on Friday, March 1, 2013. The Frio City Road Center is the second bulky drop-off site to open in San Antonio this year.

The center allows residents to drop off bulky trash items any time of year. Previously, residents had to wait for their twice-yearly designated bulky pick-up time.

The center is equipped to accept appliances, furniture and metal. As the ribbon was being cut, a line of residents were already eager to begin unloading their bulky items.

Hartnett Engineering Solutions designed the project with help from Debra J. Dockery Architect, PC, Alpha Consulting Engineers and KJ Engineering. FA Nunnelly was the contractor.

The project was managed by **Stacy Gonzalez** and inspected by **Jackson Whalen**.

Thank you, Kathryn Otto! Katy coordinated the Central Catholic students who were exploring engineering careers with CIMS staff in February.

Holiday Party Fundraisers

BBQ Plate Sale
\$6.00, \$.50 sodas
Saturday, April 6
King Armadillo Night Club
3457 Fredericksburg Rd.
11:00 a.m. - 2:00 p.m.

Sausage Wrap Sale
Includes chips and soda
Friday, April 12
9th Fl Conference Room
11:30 a.m. - 1:30 p.m.
bake sale items also available

Highlights from March's Quarterly Meeting



(Above) Inspectors **Michael Wright**, **Robert Adame** and **Kevin Schmitz** wait for the start of the meeting.

(Left) **Ruben Flores** shares information about the new Diversity Action Plan.

(Top) **MD Hossain** recites one of the CIMS Core Values.
 (Above left) **Anibal Gutierrez**, **Sean Strong**, **Hugh Guillen** and **Katy Otto** stick with their team at the meeting.
 (Above right) **Fernando Hernandez** waits to begin.

From the Director's Chair

Mike Frisbie, P.E., City Engineer

Welcome to April, CIMS team. This month provides us with an opportunity to share our thoughts in the 2013 City Employee Survey - Your Voice Is Our Success!

Every CIMS employee will be given a confidential survey to complete. Your opinions are important and this survey is an opportunity to share them. These questions are designed to make the City a better place to work but we can't improve without your feedback.

Completed surveys are sent to an outside consultant so no one from the City reviews individual surveys. A report of the City and each department is compiled and shared so we can identify our successes and our areas to improve.

You do not have to include your name but you are given the option

of including your department. I encourage you to do this so we can identify what you like or don't like about CIMS. Our ability to improve is one of the things that makes us a great department and we need to continue to be a place people enjoy working.

In addition to multiple choice and rating questions, each survey also includes an area for you to write in ideas and suggestions. Feel free to use this space to share the ideas you've come up with as you've worked for CIMS and the City as a whole.

Meeting rooms will be set aside for people to come in and fill out their survey when they have 10-15 free minutes. You will receive a meeting invitation via e-mail for these dates. Don't miss out on this opportunity to share your thoughts. Remember - Your Voice is Our Success!



Your Voice Is Our Success!



Edwards Aquifer Protection Program News



The Edwards Aquifer Protection Program debuted a newsletter in March. The quarterly publication will keep people updated on EAPP news, as well as water and drought facts. Grant Ellis also presented EAPP information to a group of delegates visiting San Antonio from Mongolia. The visitors were welcomed by Councilman Rey Saldaña.



HBGCC Expansion Project Team Grows by Two



*Special Projects Manager
Anna D. Galimore.*

Anna D. Galimore and Mary Helwick joined the Henry B. Gonzalez Convention Center Expansion Project Team in March.

Anna is a veteran City employee. She comes to CIMS from Development Services. Anna also worked for Housing

and Community Development and Asset Management.

Mary has over 20 years experience with new construction and renovation, primarily on university projects with the University of Texas System. Many years ago, she worked for the City as a Building Inspector.



*Project Manager Mary
Helwick.*

Project Updates

With some high profile projects underway and more in the works, the Construction Management team began creating Project Updates that can be sent in an email blast and posted to the CIMS Facebook page. Broadway-Hildebrand and Sealing Channel are being updated weekly. Visit www.facebook.com/SanAntonioCIMS to see them.



Happy Birthday! April

Thomas Nixon, Labor & Compliance (4th); LeAnn Lindquist-Thome, HBGCC Expansion (6th); Ira Roane, Construction Management (13th); Juan Frausto, Construction Management (13th); Maria Godina, SBEDA (15th); David Palacios, Labor & Compliance (17th); James Reeves, Fiscal (18th); John Cantu, Environmental (19th); Carlos Diaz, Portal (19th); Robert Bazan, Portal (19th); **4** Debbie Sittre, Director's Office (20th); Anna Davis, Environmental (22nd).


**Capital Improvements
Management Services (CIMS)**
City of San Antonio

CIMS Mission Statement

Together,
Dedicated to Our Community ...
Building a Great San Antonio

CIMS Core Values

- Accountability & Integrity
- Enjoying every day
- Respecting our customers
- Valuing our diversity & history
- Forward thinking

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