



CITY OF SAN ANTONIO
**CAPITAL IMPROVEMENTS
 MANAGEMENT SERVICES**

the **CAPITAL** letter

August 2013

Garza, Shirley-Saenz Awarded for Outstanding Customer Service

Sandy Garza, Inspector in Construction Management, and **Jessica Shirley-Saenz**, Senior Management Analyst in the Director's Office, were recognized at the July Quarterly Meeting for their customer service. These two new Customer Service Recognition Award winners both excel in helping people inside and outside of CIMS.

Sandy was nominated by **Alan Lopez** and **Anthony Perez** for her dedication to the Market Street Realignment Project. Not only is she working with a large number of businesses in the area, but she is also ensuring that the project continues safely and efficiently.

Sandy was recently thanked for her hard work by a representative of the Institute of Texan Cultures (ITC). As the ITC was preparing for their annual Texas Folklife Festival, Sandy was an invaluable asset as she communicated issues.

Throughout it all, Sandy has maintained a positive attitude, making her that much easier to work with. Her coworkers see her as a role model for maintaining good relationships with the contractors and subcontractors.

Jessica was nominated by **Debbie Sittre**, **Richard De La Cruz** and **Theresa Larson**. With her willingness to



help get things done, Jessica was a natural choice for the award.

She is routinely asked to help on a variety of projects, from Requests for Council Action to budget processes to legislative initiatives. Jessica also received praise from both the City Manager's Office and the Office of Budget and Management for being fast, knowledgeable and always willing to help.

As Richard and Theresa pointed out, Jessica goes out of her way to ensure that the team was successful. She gave them they help they needed to get the job done.

Both Sandy and Jessica are excellent examples of outstanding customer service and represent CIMS well.

Hello/Goodbye

CIMS said goodbye to Fiscal employee **Regina Peaches** in July. Regina was promoted to a Department Fiscal Administrator with Downtown Operations. Regina will be missed as she begins this exciting new chapter of her career!



At the same time, CIMS welcomed three new additions: Madelynn to mom **Bianca Zapata** in Fiscal, Sophia to mom **Michelle Garcia** in Fiscal, and Aaron to dad **Pete Herrera** in Construction Management. Pete and his wife Maria adopted 2-year-old Aaron and are working on adopting 18-month-old Robin.



Even More Excellent Customer Service!

CIMS had a record number of nominations for the Customer Service Recognition Award this quarter! We selected two winners - see page 1 - but our six other nominees deserve a shout out as well. Congratulations to all of our nominees. Here's hoping that every quarter produces so many great candidates!

Nominee: Robert Erazo

Division: Construction Management

Nominated for: his work ethic and staying updated with specifications and plans.

Nominee: Juan Frausto

Division: Construction Management

Nominated for: his efforts during the May rain event, including assisting a stranded driver.

Nominee: Thomas Gonzalez

Division: PRIMELink and Reporting

Nominated for: his efforts train everyone on the PRIMELink system.

Nominee: Juan R. Martinez

Division: Construction Management

Nominated for: his work during the May rain event to coordinate the safety of different project sites.

Nominee: Alma Nunez

Division: Vertical

Nominated for: her work preparing for the opening of two Pre-K 4 SA locations.

Nominee: Jesse Quesada

Division: Real Estate

Nominated for: his problem solving skills and his positive attitude.

From the Director's Chair

Mike Frisbie, P.E., City Engineer and Director



August 19 kicks off the 2013 Charitable Campaign. Thanks to the Vertical Team for the very first CIMS donation of the year. They raised over \$400 from Fiesta Medal sales.

This year, City Manager Sheryl Sculley is the United Way Chairperson for all of San Antonio and Bexar County. Since the City of San Antonio is one of only six organizations in the city that raised over \$1 million for United Way last year, Manager Sculley is in a great position to lead this effort.

Last year, we had 84% of our employees participate in the Charitable Campaign. We want to increase that number this year to 100%! You can read Mark Patterson's message below for just one perspective on why giving is important.

This year, **Ayten Cibildak** is coordinated CIMS' efforts for the Charitable Campaign. She has already schedule three times for CIMS employees to learn more about some of the organizations that United Way works with and to fill out their pledge cards. You'll also have the opportunity to win some great prizes.

When you buy a ticket for the Spaghetti Lunch Kick-off on August 16 at the Alamodome, you'll also get the chance to see me, Debbie, Razi and Mike E. serving up food to the hungry masses. Even better, when you purchase a ticket, CIMS will get credit toward our goal of raising \$30,000!

How much you choose to give and which organization you choose to give to are decisions we each have to determine on our own. As you're deciding, remember that even the smallest amount can make a difference in someone else's life.

Charitable Campaign Meetings

-8/19, 9 a.m., Municipal Plaza B Room
-8/20, 9 a.m., Municipal Plaza B Room
-8/21, 9 a.m., Tool Yard Conference Rm

Why Do You Give?

Breast Cancer – two words that strike fear in the hearts of many. Unfortunately, those two words are heard far too often and affect far too many families today.

It is those two feared words that provide the motivation for my ongoing participation in the CIMS Charitable Campaign. My family has been touched by breast cancer, as have too many of your families. But it's through the efforts of the Susan G. Koman for the Cure organization that many women and families are able to learn

about the disease, fight and overcome the nightmare of breast cancer.

My wife Anne and daughter Kayla are active participants in the annual Koman for the Cure 3-Day Walk, held in a number of cities throughout the United States and serves as a major fundraiser for the organization's ongoing effort to find a cure for a disease which claims more than 450,000 lives annually. It was during one of those three-day 60-mile walks that my family's commitment to the fundraising effort was solidified. On day three of the walk, a stranger approached my bride with tears in her eyes,

grabbed and hugged her, and whispered "Thank you for doing this. Without the Koman foundation's support, I could not have afforded the cost for my treatments, I would not have had any type of support and I know I would not be here with you today. Thank you."

Thank You – two worlds, spoken by a stranger, that continue to motivate and inspire my family and I to support Susan G. Koman for the Cure, an organization that exists to provide support to those women and families in terrible times of need.

-Mark Patterson, Contract Services

Public Safety Headquarters Wins National Award

The Public Safety Headquarters won a National Design-Build Award from the Design-Build Institute of America. **Cathleen Crabb** managed the project for CIMS, with **Kenneth Heinzmann** and **Cheryl Fuentes**. Fentress Architects, part of the design-build team, submitted the project for consideration.

The 243,000 square feet building now houses the Fire and Police administrations. With a cost of \$50.9 million, the facility is state-of-the-art, has unique security and safety considerations, and is an aesthetically pleasing addition to the downtown landscape. The building also houses Unity Plaza, an art piece by internationally recognized artist JEFREÉ, featuring a multi-colored light beacon and a mosaic map of the city.

Earlier this year, the Public Safety Headquarters also won a Downtown Best Award from the Downtown Alliance.



Merci Danke Gracias Grazie Mahalo Obrigado Arigato

To: _____

You Rock!

Because _____

From: _____



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To: _____

Thank You!

For _____

From: _____



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What's the best way to show your appreciation? With a card! CIMS debuted these Employee Recognition Cards in late July. The goal is to have a staffer recognize the hard work, extra effort or positive attitude of their coworkers. Here's a tip - the more cards you give out, the more great work you'll notice all around you!

Seven Leadership Tips

No. 1
Ask Questions
Knowledge Is Power

No. 2
Don't Let Others Change You For The
Worse
Be Your Own Person

No. 3
Churn The Work
Don't Procrastinate, Prioritize Right

No. 4
You're Going To Be Alright
Everyone Makes Mistakes

No. 5
Individually Excel
Work Effectively As A Team

No. 6
Don't Assume
Ensure

No. 7
Don't Let Anyone Call You An
Expert
Stay Humble

City Employee Sportsfest - Register September 3!

Table Tennis - October 4
Gabriel Morin, 421-5271

Softball (mens) – October 12
Gabriel Morin, 421-5271

Kickball – November 2
Jeanette Morin, 207-5011

Softball (co-ed) – October 5
Cain Casarez, 207-3955

Basketball – October 17-21
Ronnie Guest, 207-6699

Golf – November 9
Sandy Garza, 827-3283

Horseshoes – October 11
Paul Sanchez, 207-8584

Volleyball – October 25-27
Jeanette Morin, 207-5011

Bowling – November 9
Corine Cardenas, 207-8115



Congratulations to Angelina Guerrero, daughter of Ruben Guerrero in Construction Management. Her ages 9-10 softball team won the state championship in July

On the Fast Track

Congratulations to Alan Lopez's team for having five projects ahead of schedule! They've managed to make so much progress by establishing good relationships, management being in the field more, re-evaluating sequencing for maximum efficiency and fostering a sense of ownership, urgency, and responsiveness among team members.

Project Manager: **Alan Lopez** PE
Project Engineer: **Chris Alonso** PE
Inspection Manager: **Juan Martinez**
Inspection Supervisor: **Anthony Perez**
Utility Coordinator: **Elizabeth Vidal**

Creighton Street: completed two months ahead of schedule.
Inspector: **Edward Scott**
CPO: **Richard Casiano**

Blanco Road Phase I: currently 3 months ahead of schedule.

Inspectors: **Ricardo Montes/Mario Vasquez**
CPO: **Richard Casiano**

Seeling Channel Phase I: currently 11 months ahead of schedule.

Inspector: **Juan Frausto**
CPO: **Richard Casiano**

Market Street Realignment: currently 2 months ahead of schedule.

Inspector: **Sandy Garza/Mauro Moncada**
CPO: **Ricardo Ramirez**

Villaret Street : currently 1 month ahead of schedule.

Inspector: **John De La Rosa**
CPO: **Richard Casiano**

Market Street Closure Coming Up

The Market Street Realignment Project is well underway. Beginning September 14, Market Street from Bowie to I-37 will close as a new course for the road is laid out.

This portion of Market Street will be closed for about 11 months. Taking this step will allow construction to move faster and open the

new road sooner.

Detour routes are posted online at www.sanantonio.gov/cims and on www.facebook.com/SanAntonioCIMS.

Be sure to become familiar with the new routes before the closure so there is less confusion and delay when the time comes.



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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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Happy Birthday!

August

Susan Courage, Real Estate (3rd); Anibal Gutierrez, Project Management (3rd); Carlos Castaneda, Fiscal (4th); Shuchi Nagpal, Small Business (5th); Steven Martinez, Construction Management (6th); Emilio Gonzalez, Construction Management (9th); Sylvia Ibarra, Small Business (12th); Carroll Coston, Real Estate (15th); Robert Adame, Construction Management (15th); Robert Bethea, Vertical (15th); Carlos Arcila, Construction Management (20th); Nourin Khimani, Fiscal (21st); Kathryn Otto, Project Management (22nd); Manuel De La Torre, Construction Management (22nd); Ruben Flores, Small Business (23rd); Evelyn McRae, Fiscal (27th); Robert Espinosa, Environmental (28th); Leticia Arzate, Environmental (29th); Fred Rojas, Construction Management (30th); Anna Esquivel, Project Management (31st)