



Development Services 2006 Customer Service Awards WINNERS

January 26, 2007

Rookie of the Year

Awarded to those who not only survive, but thrive.

Honorable Mention:

James Arnhart

Third place:

Second place:


Tracy Tryon

Dora Labombard

Raynard Abalos

Janeth Khalifah

Our **First Place** award goes to **Karen Bucey** – planner who has been place in a variety of new jobs in her first year. She is currently working on the third floor, in DPI. Karen once mentioned that she was working hard to successfully pass probation. Don't worry Karen, we want to keep you. Congratulations!



The Patience Award

Given for having the utmost patience with customers and co-workers.

Honorable Mention:

Makia Simpson
Maribel Martinez
Billy Church
Dolores Osorio
Stacey Harris

Third Place:

Geoffrey Chan

Second Place:

Floyd Jackson

First Place: Dolores Gonzalez – Dolores is a plan review specialist in Submittal. She is always friendly, professional and patient! Thank you, Dolores, for your patience, and congratulations!

Don't Shoot the Messenger

For the staff member who delivers bad news kindly, with explanation and offers solutions.

Honorable Mention:

Jim Reynolds
Deanna Walker
Bill Prinz
John Moth

Third Place:

Mehdi Shadyab

Second Place: Dave Abshier

Don't Shoot the Messenger is an award that we can all appreciate, since we've all been in this position. This year's winner is **Harold Ritchie**, an engineer in Drainage and Grades, who always presents the best options to his customers. Thank you and Congratulations Harold!



Always Cheerful

The award given to the person who always adds cheer to the work day

Honorable Mention:

Pearl Adams
Hoss Florezabihi
Donna D'Orsi

Third Place:

Raquel Herrera

Second Place:

Jannese Franco

Our **First Place** winner is **Patricia Sierra**. Patricia was recently promoted to Word Processing Officer on the Publications and Web team. She is always cheerfully working on all of our publications and keeping customers informed. She is very proactive and regularly takes classes at night to improve her web application skills, but she's still so cheerful when she comes in early the next morning.

MacGyver Award

This award is based on the hit 1980s TV adventure show in which the hero, Angus MacGyver, used science and his wits rather than violence and solved most any problem with duct tape and paper clips.

Honorable Mention: Boniface Simbwa
Brian Davis
Nathan Eady

Third Place: Dale Voeltzel

Second Place: Daniel Lottermoser

This year's winner came to the rescue on a weekly basis in 2006, taking on numerous additional tasks left undone due to staff shortages. He assists customers each day, and provides essential behind-the-scenes tasks each day as well. Congratulations to **Ed Childs**, an auto-messenger who works in document delivery and distribution. Congratulations Ed!

Behind the Scenes

Award is given to properly recognize internal customer service. We all know how much it takes behind the scenes to make things happen for our customers and community.

For Honorable Mention, we have one award to present in memoriam. This honorable mention goes to Keith Ramirez who passed away last month. Keith worked in the workload distribution area of Building and Safety on the fourth floor. Keith worked behind the scenes assigning and tracking workload data, and always had a friendly smile and sports update to share. He is greatly missed by his coworkers.

Receiving honorable mention in the Behind the Scenes category are.....

Honorable mention	Rudy Benitez
	Art Quinto
	Yoshie Howser
	Kevin Cook

Third Place:	Gary Lau
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Second Place:	Jessica Poblete
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Our **First Place** award goes to a delightful person who is always working so hard behind the scenes. She runs around the building getting all those details for our public hearings taken care of, and always with a great attitude. Our first place award in Behind the Scenes goes to **Raquel Herrera**, a word processing operator in Project management.



Grace Under Pressure

This award is given to the staff member who best handles the daily demands of our intense workload. They keep cool when the heat is on.

Honorable Mention:

Gary Geiler
Patrick Hooper
Chad Gustine
Kim Wallace
Elizabeth Shearer-Nguyen

Third place:

Marsha Kollins

Second place:

Shaneisha Burton and Cindy Delino

Our **first place** winner is someone who thrives under intense pressure each day, although many of us take her for granted. What's the most important thing anybody wants around here? To get paid!! Our Grace Under Pressure winner is **Edith Murguia!** Congratulations!

Team Player Award

This award goes to the person you can count on, who always does what's best for the whole group.

Honorable Mention:

Pearl Adams
Hao Vu
Vita Rafael
Yolanda Baldwin
Randy Welborn


Third Place:

Marc Cass

Second Place:

Michael Gonzalez

Our **First Place** award goes to ... **Sandra Tarbor** – Sandra is a public information clerk who works at the front check-in counter at the downtown office, on the appointment line and processes undergrounding permits. She always looks out for the overall workload on her team and is truly a great team player.



Marathon Award

This award goes to the person who goes the extra mile

Honorable Mention:

Cory Wilkinson
Marilyn Mirrasoul
Mateo Osorio
Richard Lewis
Marion Moss Hubbard

Third Place:

Mike Richmond

Second Place:

Dave Field

This year's **First Place** Marathon winner juggles multiple projects and hearings each week, never tiring and always providing great customer service. She also takes on special projects and helps train our community planning leaders at workshops. Congratulations to **Laura Black!**



The Innovator Award

Goes to the person who brings new ideas and tries new things, AND implements them in the face of obstacles.

Honorable Mention: Martha Blake
Robin Bircher
David Corrales
Morris Dye

Third Place: Yeshi Mulugeta

Second Place: Crystal Cliame

Our **First Place** winner is **Alex Hempton**. Alex is a planner, recently promoted to project manager and working on telecom projects. Alex is also the chair of the Employee Advisory Committee, working hard to innovate many improvements in DSD. Congratulations!

Tight Rope Walker

As you know, we are always walking a balancing act around here. This award is geared toward our goal of providing balance between development and community interests.

Honorable Mention: Dan Joyce
Dan Stricker
Fernando Lasaga
Ron Halbritter
Lynda Pfeifer

Third Place: Michelle Sokolowski

Second Place: Polonia Majas

Our First Place award is a TIE.

Congratulations to both **Cory Wilkinson** and **Nancy Martinez**, please come up front.

Cory certainly walks the tightrope as a project manager. His biggest project right now, and for some time, is the Naval Training Center redevelopment, which is very controversial. Cory recently earned his planning certification from the American Institute of Certified Planners.

Nancy is a Sr. Electrical Inspector, who is also a veteran at the field office. She started with us in 1977. Nancy is always very good at balancing the customer's needs and deadlines in the field, working with them to complete their project properly. She is always, always totally approachable, and very welcoming to customers in need.



The Wizard Award

This award is for the staff member who performs magic, even without a magic cloak.

Honorable Mention:

Chris Larson
Paul Godwin
David Corrales
Alex Hempton
Ziad Doudar

Third Place:

Susan Bender

Second Place:

Sabrina Curtin

Our **First Place** winner is **German Murillo**, a plan review specialist working his magic daily in Project Submittal. German is eager to learn and he's a quick learner. He's very knowledgeable about the development process, and always has a smile to share.

Passionate about Customer Service

The next award is what I'd like you all to feel in your hearts

Honorable Mention:

Chris Naval
Sandra Huff
Donna D'Orsi
Mateo Osorio
Robert Gray
Elif Cetin

Third Place: TIE

Lee Edging and Cindy Delino

Second Place:

Jama Vega

Our **first place** winner is **Elisa Contreras!** Elisa keeps our work flowing each day in Plan Processing. She always has a great attitude and goes the extra mile for all customers, internal and external. Congratulations to Elisa for her passion and commitment!

MVP award

For our most valuable player

Honorable Mention:

Travis Cleveland
Yoshie Howser
Labib Qasem
Ivan Kornblau
Brenda Sylvester
Bob Giaccaglia

Third Place:

Jama Vega

Second Place:

Cal Johnson

Our **first place** winner is **John Anderson**. John is the field office engineer, lending his expertise to resolve issues during the construction process. By having John in the field to resolve problems, it greatly improves customer service for all customers. William and Joe swear that he is invaluable! Congratulations John!



The Director's Choice

Since I'm the director, and I get to make the rules, I decided to choose two people. I've been trying to emphasize that we also work to protect the community. Both of these staff members have jobs that work to promote our historic resources.

Myra Herrmann is an archaeologist and the department's lead on identifying historic resources.

Mehdi Shadyab is an engineer who runs the Unreinforced Masonry Program, that requires all buildings built before 1939 must comply with retrofitting requirements to be upgraded for earthquake safety.

CONGRATULATIONS !