



## VALUES RECOGNITION CARD NOMINATIONS

OCTOBER 2019

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### **Keelan Ellis – Empathy (311)**

Your positive, real, and keep us laughing. You have an awesome spirit, your intelligent and have a good heart. Thank you! – City Employee

### **Ozella Lewis – Empathy (311)**

Sweet individual with a positive attitude, respectful and caring. Thanks for giving off positive vibes and having an encouraging spirit. – City Employee

### **Ozella Lewis – Excellence (311)**

Ms. Lewis is a wealth of information and is always happy to share it with anyone. She has the classic “CAN DO” attitude. She constantly encourages others to be better than they were the prior day. – City Employee

### **Tamika Clark – Excellence (DWU)**

Great person who always gives encouraging words and advice. She has a good spirit and heart of gold. Always keeps a positive mind set. Thank you! – City Employee

### **Jessica Rangel - Excellence (DWU)**

I would like to thank Jessica for her exhibition of the “Spirit of Excellence”. She assisted us as she had other daily duties to fulfill. Jessica is always very responsive and returns request in a timely matter. – City Employee

### **Kimberly Porter – Excellence (311)**

The citizens of Dallas loved your Excellent Customer Service! Received 4 customer survey compliments in one week!! – City Employee

### **Melody Rodriguez – Excellence (311)**

Melody assisted me well. FIVE. FIVE.! Great Job! – Dallas Resident



**Sybil Henry – Excellence (311)**

Ms. Henry is a great example of excellence for our department. She has overcome all challenges and stood out. She is willing to help any agent, supervisor or management to resolve uncommon issues. Overall great person to be around! – City Employee

**Xavier Martinez – Empathy (311)**

“I was having an anxiety attack! He was able to calm me down. Great work!” - Dallas Resident

**Dinah Johnson – Excellence (311)**

Dinah was by far the most efficient and most professional person I’ve dealt with today! – Dallas Resident

**Cynthia Rosales – Empathy (311)**

Cynthia was very professional, very caring and very understanding. Great job! – Dallas Resident

**Kimberly Martin – Excellence (Fleet)**

I would like to nominate Kimberly Martin for the Spirit of Excellence award because she operates in excellence. Also, her willingness to share her knowledge and skills to assist a fellow team member is commendable. – City Employee

**Ruth Copeland – Equity (311)**

Ruth has been very helpful. – Dallas Resident

**Terri Mason – Empathy (311)**

Excellent tone of voice, very courteous, very professional and very polite! – Dallas Resident

**Victor Gonzalez – Excellence (Code Compliance)**

During a Graded Inspection a large gas leak was discovered. Inspector III Victor Gonzalez called the Dallas Fire Dept., upon arrival they promptly shut off all gas to the property. We are now being told the leak is larger than anticipated and Atmos has begun digging out the meter and the mainline to the property. All tenants of the affected building were evacuated. There were no injuries. – City Employee

**Javier Martinez – Empathy (Parks & Rec)**

In the past few weeks I have come to know and communicate with Javier Martinez, whom I believe is a supervisor in our Parks and Recreation Department. Javier has gone far above and beyond the call of duty, and quite frankly, I am amazed at the dedication that Javier has to his job, and to the citizens of



Dallas. Just last night, for example, he texted me around 9:30 p.m. to update me on the progress of clearing the downed trees from Moss Park and reopening the parking and playground area. He has also promptly and personally responded to me concerning other issues in the parks. For this I am truly grateful. I don't know that I have ever encountered a city employee who would take the time to keep one citizen informed like this. – Dallas Resident

**Kevion Thomas – Empathy (311)**

Since day one Kevion has been such a great colleague and awesome agent assisting citizens. His agents' feedbacks are proof he leads the way for best service in 311. I would like to commend Kevion for all his determination and hard work. – City Employee