

## EMPLOYEE RECOGNITION & AWARDS PROGRAM (ERAP)

### 3<sup>RD</sup> QUARTER 2020 YEARS OF SERVICE RECIPIENTS

5 Years	15 Years	20 Years	25 Years
<b>Jose Toro</b> , <i>PW - Wastewater</i>	<b>Yadira Bobadilla</b> , <i>Police</i>	<b>Jesus de Leon</b> , <i>Police</i>	<b>Francisco Silva</b> , <i>Fire</i>
<b>Elvis Flores</b> , <i>Parks Grounds</i>	<b>Luis Cebreros</b> , <i>Fire</i>		
<b>Lino Valencia</b> , <i>Police</i>	<b>Noel Chavez</b> , <i>Fire</i>		
<b>Lizette Varela</b> , <i>Parks &amp; Rec.</i>	<b>Fabian Felix</b> , <i>Fire</i>		
<b>Sylvia Vasquez</b> , <i>City Prosecutor</i>	<b>Javier Gonzalez</b> , <i>Fire</i>		
	<b>Diana Hernandez</b> , <i>Fire</i>		
	<b>Enrique Lopez</b> , <i>Fire</i>		
	<b>Roman Pacheco</b> , <i>Planning &amp; Zoning</i>		
	<b>Sergio Valenzuela</b> , <i>PW - Water</i>		

### 3<sup>RD</sup> QUARTER 2020 ERAP AWARDEES

#### CUSTOMER SERVICE AWARD

**Crystal Fragozo**, *Administrative Coordinator*  
Parks & Recreation

Crystal Fragozo is the recipient of the Customer Service Award for the 3<sup>rd</sup> Quarter due to the exceptional customer service that she demonstrates on a day-to-day basis. Crystal is not only a colleague that is dependable but also efficient at what she does. She projects a warm, cheerful attitude to any customer or member of the community she assists. Crystal can be seen resolve conflicts and handle difficult situations that have forced her to come out of her comfort zone with remarkable patience, kind and considerate regard for others. Even though Crystal prefers to work behind the scenes, her professionalism, work ethic and interactions with internal and external customers are deserving of the Customer Service Award for this 3<sup>rd</sup> Quarter.

#### ACHIEVEMENT AWARD

##### Planning & Zoning Department

Planning & Zoning has demonstrated the meaning of the Award of Excellence and Achievement Award due in part to their work in the City of San Luis General Plan 2040 and the Census 2020 !Todos Contamos! Efforts. Both the General Plan 2040 comprehensive plan and coordinating between staff, local, state, and federal authorities among many other stakeholders was no easy task. Their efforts to count everyone in the Census 2020 was also remarkable. This past quarter, they have been actively engaged in the San Luis community through various means and events like the Censo Banquetero and this helped strengthen alliances and connections with the community during these difficult times. Planning & Zoning established a renewed and reinvigorated spirit of cooperation and collaboration with city local businesses, community leaders, and other city departments. They have demonstrated that a brighter and more stable future for the community is achievable through their energy, dedication, hard work and commitment to public service.

## **AWARD OF EXCELLENCE**

### **Planning & Zoning Department, Francia Alonso, Jose L. Cisneros & Marlene Lara**

Planning & Zoning, Francia, Jose Luis and Marlene demonstrated the meaning of the Achievement Award due in part to their work in the City of San Luis Census 2020 !Todos Contamos! efforts. Coordinating between staff, local, state, and federal authorities among many other stakeholders was no easy task. Their efforts to count everyone in the Census 2020 and going out day after day, week after week to count as many San Luis residents as possible was noteworthy. This past quarter, they actively engaged with the San Luis community through various means and events like the Censo Banquetero and this helped strengthen alliances and connections with the community during. Planning & Zoning and staff established a renewed and reinvigorated spirit of cooperation and collaboration with city local businesses, community leaders, and other city departments. They demonstrated that a brighter and more stable future for the community is achievable through their energy, dedication, hard work and commitment to public service.

## **SAFETY AWARD**

### **Facilities, Information Technology (IT) & Risk Management**

These departments and divisions are the recipients of the Safety Award for the 3<sup>rd</sup> Quarter for their work in adapting quickly to COVID-19. Thanks to them we were able to reopen San Luis City Hall safely for our community. Our Facilities Division has been keeping up with the latest CDC, OSHA and EPA guidance in infection controls, which will keep the virus down, but not be toxic to staff. Facilities learned what they had to, to take on the many tasks involved. One of those front-line tasks meant putting on their head-to-toe personal protective equipment disinfecting areas of possible COVID-19 exposure. And, what is more, they keep learning as more is known about effective infection control.

IT had to figure out overnight how to conduct Council Meetings online with the equipment that they had. They have been working constantly on keeping the internet connections to the city despite record-breaking demands on the system. Their demeanor is consistently customer-friendly, no matter the type of pressures they face.

Risk Management's own Maria Sabori quickly took the initiative to expand her duties beyond the usual injury and workplace disease prevention to include infection controls against COVID-19. Ms. Sabori has been busy reaching out to every department by watching out for the safety of the employees. She has been diligently identifying hazards; providing staff with the latest information on infection controls; seeking out the best, cost-effective training and communications and working with testing providers for the most at risk (who are the first responders and the essential infrastructure workers).

Thank you Facilities, IT and Risk.

## **EMPLOYEE OF THE QUARTER**

### **Jose Guzman, Director of Planning & Zoning**

The City of San Luis has employed Jose Guzman since 2014. He began as Associate Planner and in 2017 after the sudden and impromptu departure of the Director of Planning and Zoning at the time, he was appointed as Acting Director. Jose performed that role until February of 2018 when he was officially promoted to Director of Planning & Zoning. Since then, Jose has been able to streamline and improve the home building inspections by acquiring an app that facilitates the process. Mr. Guzman also oversaw the General Plan 2040, which was conducted by a team he led for over a year and will assist our rapidly growing community by having a smart growth plan.

The City will save approximately \$70,000, because of Mr. Guzman, by combining the “bicycle and pathways master plan” and the “parks master plan,” which will facilitate better planning and have the City be proactive in planning for the future.

Last but not least, the Census 2020 efforts and events that were planned by him and his team were a success. They carried a lot of coordination with other departments, and the eleven events that were done led to the counting of more than 600 households in the community. Due to his work, the City’s image has improved, allowing employees to come together and for the City to engage with its residents during these challenging times.

Not only did Jose complete the projects above and saved the city money every day, but he also strives to be better and improve his department. For each decision made, most of the time, there is substantial research and information gathered as to why decisions are made within his department regardless of whether the decision is popular. Thank you, Mr. Guzman and congratulations.