



STAFF REPORT

Report To: Board of Supervisors **Meeting Date:** April 21, 2022

Staff Contact: Melanie Bruketta, HR Director

Agenda Title: Proclamation and presentation of the Employee-of-the-Quarter award to Shadow Kelly, Water Meter Technician 2. (Melanie Bruketta, mbruketta@carson.org)

Staff Summary: The Employee-of-the-Quarter program recognizes outstanding employees whose efforts have helped the City achieve the strategic goals adopted by the Board of Supervisors and who have demonstrated an effort to fulfill the City's mission, vision and values.

Agenda Action: Other / Presentation **Time Requested:** 10 Minutes

Proposed Motion

N/A

Board's Strategic Goal

Organizational Culture

Previous Action

On January 20, 2022, the Board of Supervisors presented the Employee-of-the-Quarter award to Ray Murray.

Background/Issues & Analysis

This program recognizes employees whose efforts have helped the City achieve the strategic goals adopted by the Board of Supervisors and who have displayed proficiency at assigned duties, promoted a pleasant working environment, who are dependable, innovative and/or who provide excellent customer service. An employee can nominate a co-worker who he/she believes is a deserving recipient. The nominations are reviewed by a committee comprised of employee representatives selected by the City Manager. The committee selected Shadow Kelly, Water Meter Technician 2, to receive the award this quarter.

Applicable Statute, Code, Policy, Rule or Regulation

Employee-of-the-Quarter Policy

Financial Information

Is there a fiscal impact? Yes

If yes, account name/number: General Fund, Employee Recognition account, 1010600-501422

Is it currently budgeted? Yes

Explanation of Fiscal Impact: A \$200.00 award is given to the employee selected as Employee-of-the-Quarter and a \$50.00 award is given to the employee(s) who nominates the selected employee.

Alternatives

N/A

Attachments:

[Kelly Nomination.pdf](#)

[Proclamation_Employee-of-the_Quarter_April 2022.docx](#)

Board Action Taken:

Motion: _____

- 1) _____
- 2) _____

Aye/Nay

(Vote Recorded By)



EMPLOYEE-OF-THE-QUARTER NOMINATION FORM

Do you have a co-worker that has displayed: proficiency at assigned duties, promoted a pleasant working environment, dependability, innovation in assigned duties, and/or excellence in customer service? If so, please take the time to nominate the employee for the "Employee-of-the-Quarter" award.

Criteria

Nominations may be made for outstanding performance and/or contributions to the team for activities such as, but not limited to, internal/external customer service, costs savings, productivity/work processes.

Nominating a Co-Worker

To nominate a co-worker, complete this form and submit to Human Resources. Submission can be made in person or by e-mail to: cchr@carson.org.

**Please review the deadlines in the Employee-of-the-Quarter policy.*

Nominee's Name

Shadow Kelly

Nominee's significant contribution: (Please provide specific detailed example(s), please attach additional pages, if needed.)

Shadow works in the Meter Division of Public Works. She is on the front lines of customer service, performing her duties under conditions often times stressful for the customer with experience, tact and aplomb. She is the epitome of efficient, effective customer service helping to make Carson City a leader among cities as an inviting, prosperous community where people live, work and play. Every month or two her supervisors receive a call, email or letter complimenting her service. Shadow always performs her duties with enthusiasm, and compassion, putting the well being of our citizens first and she is always willing to help out even on cold winter weekend nights helping to repair water leaks. Attached are her three most recent compliments, all of which were received since December.

Your Name

Tom Grundy

Date

02/04/2022

Your Signature

3-14-22

Department Director/Elected Official Name

Date

Department Director/
Elected Official
Signature

January 28, 2022

Thomas Grundy P.E
Water Operations Supervisor
3505 Butti Way
Carson City, NV 89701

Dear Mr. Grundy:

I am writing this letter to recognize one of your stellar employees, Shadow Kelly. This week it was identified that I had a leak in my water main at 1201 Chaparral Drive. Needless to say, this was an inconvenient and stressful situation having no water. Shadow was extremely helpful in helping remedy this problem and prepare for the plumbers to do their work. I have water!

I have been a real estate agent in Carson City for 25 years and had many encounters with Water Department employees. I have never had an individual like Shadow—she was professional, knowledgeable, kind and so helpful. I feel it is important to speak up when a person like this crosses my path. I hope you know how good she is!

Sincerely,



Joan Zadny
1201 Chaparral Drive
775-843-4903

From: [Tom Grundy](#)
To: [Shadow Kelly](#)
Cc: [Edmund Quagliari](#)
Subject: RE: Thank You
Date: Tuesday, January 11, 2022 2:38:00 PM

Nice work Shadow, thank you!

Tom Grundy, PE | Water Operations Supervisor
Direct: 775-283-7081 | Email: tgrundy@carson.org

From: Darren Schulz <DSchulz@carson.org>
Sent: Tuesday, January 11, 2022 7:26 AM
To: Shadow Kelly <SLKelly@carson.org>
Cc: Dan Stucky <DStucky@carson.org>; Edmund Quagliari <EQuagliari@carson.org>; Tom Grundy <TGrundy@carson.org>
Subject: FW: Thank You

Good Morning Shadow!

Please see trailing e-mail from the Mayor. Your willingness to provide excellent customer service time and time again is an incredible asset to the Department and to the City. Thank you Shadow for always making this a priority and bringing a good name to the Department!

Darren

From: Lori Bagwell <LBagwell@carson.org>
Sent: Monday, January 10, 2022 12:00 PM
To: Darren Schulz <DSchulz@carson.org>
Cc: Stephanie Hicks <SHicks@carson.org>; Nancy Paulson <NPaulson@carson.org>
Subject: Thank You

Just wanted to share that I was eating breakfast this weekend and a couple (Betty and Paul Payne) stopped to let me know how impressed they were the services provided by Shadow with the water department. They had come home from vacation and discovered a water leak. They called the water department for help because they could not get the water turned off. Shadow responded and got the water off and then helped them determine the problem so they could call the plumber. They thought she went above and beyond to provide customer service.

Please let Shadow know she set a fine example for customer service. I was so proud to know how much our employees care about helping those in need.

Lori Bagwell

**Mayor of Carson City NV
201 North Carson Street, Suite 2
Carson City NV 89701
775-283-7144**

From: [Carson City Utility Billing](#)
To: [Tom Grundy](#)
Cc: [Karen Leet](#); [Edmund Quagliari](#)
Subject: FW: comment on nice and kind alert note from water meter reading person
Date: Friday, December 17, 2021 10:18:35 AM
Attachments: [20211217_093730.jpg](#)

From: Young Paik <young.ypaik@gmail.com>
Sent: Friday, December 17, 2021 10:04 AM
To: Carson City Utility Billing <UtilityBilling@carson.org>
Subject: comment on nice and kind alert note from water meter reading person

Hello, this is Young Paik at 1836 Chaise Dr. Carson City NV. I want to convey my appreciation and praise for alerting possible water leaks in our house. Yesterday, she (I believe SHE from a video shot of Ring Doorbell, if not please, forgive our misunderstanding) left a kind note signed by initial "SK" that we should check for a possible water leak. Also, she included leak detection tablets.

We found a severe water leak spewing out through the failed solder joint in a water faucet bib (going to backyard) and water line pipe in the crawl space right under the kitchen area. A plumber fixed the problem. Without her notice, we would never find out the leak until we get unusually high water bill. We are so happy and proud of your service and nice and caring people we have in our local government office. Please, convey our appreciation to her.

Sincerely,
Young Paik



PROCLAMATION

A PROCLAMATION OF THE BOARD OF SUPERVISORS RECOGNIZING SHADOW KELLY, WATER METER TECHNICIAN 2, AS THE EMPLOYEE-OF-THE-QUARTER

WHEREAS, Carson City's quality of life attracts talented and loyal employees; and

WHEREAS, every day, Carson City employees put to use their broad array of skills and expertise with efficiency and integrity for the benefit of everyone in our City; and

WHEREAS, Carson City values its employees and acknowledges that recognizing employees for their hard work and dedication is critical to the future health and growth of our City; and

WHEREAS, we owe a substantial debt of gratitude to the Carson City employees and applaud those who go above and beyond in their loyalty and ability; and

WHEREAS, Shadow Kelly, Water Meter Technician 2, has exceptional customer service, performing her duties with enthusiasm and compassion and putting the well-being of the citizens first, thereby contributing to the fulfillment of the City's mission, values and vision; and

NOW THEREFORE I, Lori Bagwell, Mayor of Carson City, celebrate the dedicated accomplishments of Shadow Kelly in serving the community and do hereby proclaim Shadow Kelly to be **EMPLOYEE-OF-THE-QUARTER**.

Mayor Lori Bagwell

Carson City, Nevada