

# CityScene



January, 2013

## Heyduck wins STARS award for December, 2012

Karen Heyduck, an employee of the City’s Human Resources Department, has been awarded the City of Murfreesboro’s STARS (Succeeding Through Attitudes Reflecting Service Excellence) award for December, 2012.

She was recognized at the Dec. 20 meeting of the Murfreesboro City Council and is the third recipient of the award, established to recognize those among the City’s greatest assets – its employees – who go the extra mile to provide superior customer service.

Heyduck was nominated by several fellow employees and employees’ spouses pertaining to her actions in helping employees navigate through the recent changes to the employee healthcare plan.

“She responds very quickly and thoroughly,” one employee stated about Karen. “I have had many questions. She is always patient and has never made me feel as though I was "less than" for not knowing.

“If she didn’t know an answer she has gotten back to me quickly (to) let me know that she would be working to find the answer,” the employee continued. “I can only imagine the volume of questions she has had to field, yet she has kept her positive attitude. Even before the insurance roll-out, Karen ... always greeted me with a smile.”

In addition, one of our employee’s spouses wrote that Heyduck demonstrated the highest in customer service by going beyond expectations.

“Ms. Heyduck went beyond my expectations in helping me with an insurance matter,” the employee wrote.

“This issue has been and will continue to be complex,” the employee stated. “However, Ms. Heyduck always is more than helpful to get the issues resolved.”

We ask a lot of our employees, and the STARS Awards Committee felt that Karen routinely and genuinely represents great character, consistency, and professionalism in her dealings with employees and their spouses.

As we have emphasized throughout the Service Excellence program, internal customer service is the key to providing great external customer service.

The City of Murfreesboro wishes to recognize employees that go above and beyond what is expected to provide top quality service for both internal and external customers. As part of the award, employees receive \$25 and one day of annual leave in accordance with the City’s vacation policy.



Ms. Karen Heyduck is the STARS winner for the last month of the year, December, 2012

### Special points of interest:

- Karen Heyduck of Murfreesboro Human Resources Department, won the STARS award for December, 2012. Page 1.
- Letter from the City Manager to the city’s employees. Page 2
- Years of service for those with 5, 10, 15 and 20 years of employment with the city. Page 3.
- Phase II of tree plantings on the public square is already underway with City Horticulturist Cynthia Holloway steady at the helm. Page 6





**CITY MANAGER**

*Rob Lyons*

Dear fellow employee:

As we welcome the New Year, it is also a good time to think about 2012. Murfreesboro continues to enjoy much success.

Most of all, your hard work and effort continues to make our City a great place to live, work, play, shop and raise a family. As I have traveled this year, I often hear others say positive things about our community. We're certainly on the map and our quality of life and growth are being noticed nationally.

As part of my year-in-review, I began to look back at the many accomplishments of 2012. Together, we achieved much...and no one is surprised.

Here is a quick list of a portion of the accomplishments last year:

1. Continued celebration of our Bicentennial
2. Delivery of Service Excellence training to all of our employees
3. Created an Information Technology Department and welcomed Chris Lily as its first director
4. Rebranded Cable TV Department the Communications Department
5. MFRD Honor Guard won its national competition
6. Received first Budget Award from Government Finance Officers Association
7. Darren Gore was named to succeed Joe Kirchner
8. Kids Castle was renovated
9. New radios purchased for Police and Fire & Rescue
10. Detectives moved into new space on South Rutherford
11. Amazon opened new 1.2 million s.f. facility
12. One Stop Shop program
13. Veterans Parkway bridge
14. New repurified tank
15. IT Master Plan and website overhaul
16. New Core City Overlay District created
17. Runway extension approved
18. Health Insurance introduces wellness and consumerism
19. STARS, an employee recognition program begins

I know 2013 will be just as exciting! Keep up the great job delivering great services to our residents!

A handwritten signature in black ink that reads "Robert Lyons". The signature is written in a cursive, flowing style.

# MPD presents awards ceremony



Murfreesboro City Schools' MNS Principal Robin Newell stands behind Mitchell-Neilson teacher Kelly Jones who started the Cards for Cops program and received a plaque of gratitude from Assistant City Manager Jim Crumley. Jones' 5th grade class began making packets of homemade cards to deliver to specific officers on their birthdays.



Six valued members of Murfreesboro Police Department were honored recently with 20-year plaques. From left are Sgt. Jim Wyatt, Capt. Alan Smith, Sgt. Sam Campbell, Officer Terry Spence, Det. Phillip Loyd and Sgt. Shawn Murphy. Officer Amy Dean was not present for the photo.



Det. Bill Heringlake (left) and colleagues celebrated his 26-year career with the Murfreesboro Police Department recently. In honor of his retirement, Heringlake was presented with the firearm he carried, his badge and a plaque honoring his service, all presented by Murfreesboro Assistant City Manager Jim Crumley.



Responding to a call on July 19, Sgt. Jim Wyatt discovered an unresponsive female with no pulse or breath. He directed a bystander to do chest compressions until MFRD and EMS could be summoned. The victim made a full recovery. But for the quick and immediate response of Sgt. Wyatt, it is unlikely the cardiac arrest victim would have survived. For his heroism, he was presented the department's Meritorious Service Medal.

HIGHLIGHTING MILESTONE YEARS OF SERVICE  
FOR THE MONTH OF JANUARY

35 YEARS

Bart Fite  
Roy Fields  
Tommy Read

20 YEARS

Gregory Harvey  
John P. Strickland  
Melissa Wright

15 YEARS

Beth McDaniel

5 YEARS

Brandon Brown  
Charles Jones  
Daniel Parton  
James T. Young  
Joshua Meredith  
Linda Burt  
Martin Mayo  
Pamela Crabtree

## **RTA expands service to Nashville**

The Nashville Metropolitan Transit Authority (MTA) Board of Directors is operating two new bus routes and a number of other service improvements as part of its fall system changes, Cary Foust Street, Regional Transportation Authority Communications and Marketing Specialist stated.

Some of these improvements will directly affect Murfreesboro, she and Murfreesboro Transportation Director Dana Richardson said.

In June, the Regional Transportation Authority (RTA) Board of Directors voted to approve new and expanded express bus service to Murfreesboro, Smyrna, LaVergne and Gallatin.

Beginning Oct. 1, three new bus routes – Routes 84-X, Murfreesboro Express; 86-X to Smyrna and LaVergne and 87-X Gallatin Express began service.

These new routings will be available to all RTA customers, including those in Murfreesboro.

## **Benefit Reminders**

A number of benefit changes took effect Jan. 1. To help you prepare for some of those changes we have put together a top five quick hit list of significant changes taking effect. Employees should always refer to their benefit guide booklet or contact human resources to see the full scope of benefit designs and options.

- New insurance cards were mailed to employee homes in December 2012. If you have not received a new card call Human Resources to verify your address on file.
- Flexible Spending Accounts (FSA) debit cards will be effective Jan. 1. If you are new to the plan your debit card and instructions should have been mailed to your home. If you are currently enrolled in the plan your existing debit card will be reloaded with the level of contribution you selected during open enrollment.
- Emergency room visits will now cost members \$250 which is not applied toward your deductible. However, if you are admitted to the hospital the \$250 emergency room co-pay is waived.
- Diagnostics services such as testing, lab work, x-rays will apply toward your deductible and co-insurance.
- Members who enrolled in VSP Vision Insurance will not receive an insurance card. Simply let the provider know you have insurance through VSP Choice and they will look you up by your name and social security number.

## **MPRD offers 25 percent off program**

As part its highly successful Buy One-Get One Free program, Murfreesboro Parks and Recreation Department is again offering 25 percent off monthly and annual facility admission cards.

Starting Jan. 1, 2013, the offer runs through the

last of the 31st. The promotion has been successful in recent years.

For prices and more information on this offer, including limitations, please visit one of the centers, the city's website at [www.murfreesborotn.gov](http://www.murfreesborotn.gov), the Murfreesboro Parks and Recreation Facebook page or call 890-5333.

## **MPD, Wal-Mart partner in Shop-With-A-Cop**

MPD officers continued their popular Shop-With-a-Cop program in, and with the help of, Wal-Mart on South Rutherford in mid-December this year. Officers accompanied 33 children as they selected toys and clothing for their Christmas presents. The kids were chosen by Murfreesboro City Schools based on their families' "financial situations".

The chance to spend time with these children is priceless," Murfreesboro Police Chief Glenn Chrisman said, "but to help make their Christmas wonderful is a blessing."

## **Christmas Tree disposal**

Murfreesboro Urban Environmental Department will be operating its tree chipping location again this year at the Farmer's Market location adjacent to Cannonsburgh, 312 South Front St.

Trees the department will chip must be free of tinsel or other decorations.

Murfreesboro Solid Waste Department will pick up discarded Christmas trees along with normal brush and limbs pickup but they must also be completely free of tinsel and other ornaments.

Chippings generated from the trees brought to the site are warehoused and used for outside features like pathways, department director Cynthia Holloway said.

## **Rover to extend service west of I-24**

Rover Public Transit System will add service west Interstate 24 and southeast of Murfreesboro's Downtown Area, Assistant Transportation Director Nellie Patton said. The change will be effective Jan. 2.

The extended service west of I-24 will run hourly and circulate through Medical Center Parkway, John Rice Boulevard, Saint Andrews Drive, Cason Lane and The Avenues.

At a location off Gateway Boulevard this route will link with the Gateway Route thereby providing a connection to the transfer hub and other Rover routes. A slight revision

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to the Gateway Route was necessary to accomplish this connection.

Also effective Jan. 2, the Mercury Boulevard Route will be extended to an hourly route and will offer increased service to the Southeast area of the City as well as across the MTSU campus.

This change will incorporate the current service being provided by this route into the extended service. The Transportation Department has received numerous requests, both written and to Rover drivers for service to the area west of I-24, as well as better access to the MTSU campus.

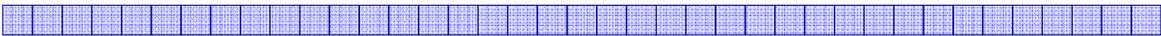
### **City offices close for MLK Day Jan. 21**

In observance of Martin Luther King Day, all City of Murfreesboro offices and recreational facilities, with the exception of Old Fort and V.A. golf courses, will be closed Jan. 21.

There will be no regular garbage pick-up on Monday. Monday’s garbage pick-up will be Jan. 22, and Tuesday’s garbage pick-up will be Jan. 23.

Follow the city’s website to the Solid Waste Department Department and download the holiday garbage pickup schedule.

All trash and garbage must be securely tied in a plastic or recyclable bag and in the cart so the lid can be completely closed with no loose material, Smith said. Place the cart four feet away from any object with the wheels and handle facing the residence so the lift bar can be accessible from the street.



### **Phase II of Tree Replacement in Historic Downtown Business District underway**

Phase II of the Street Tree Replacement Project to replace street trees in the downtown historic area will begin mid-December, weather permitting, Urban Environmental Department (UED) Director Cynthia Holloway confirmed.

A landscape contractor has been hired to carry out the project and this second phase should be completed by year’s end for a cost of approximately \$3,750. Earlier in the year dead and dying trees were removed from landscape islands within the historic downtown area in anticipation of the new replacements. During this phase tree stumps will be removed and ‘Bosque’ Elms will be planted.

During phase I, the ‘Bosque’ Elm was chosen as the canopy tree to replace the ‘Halka’ Honey Locust. This tree grows into an upright oval form and unlike the Honey Locust it has very little leaf or seed pod litter. Holloway noted the ‘Bosque’ has exhibited incredible heat and drought tolerance and does very well as a street tree in narrow or restricted planting areas.

Her favorite feature is its puzzle-like exfoliating bark for year round interest.

“We also had to be careful to select tree species that are resistant to several of the diseases that are affecting the existing Honey Locust trees ,” Holloway explained.

**‘Bosque’ Elm tree’s puzzle-like bark**



“As time goes on and more trees die we will continue the replanting process with the ‘Bosque’ Elm as the canopy tree and the ‘Natchez’ Crape Myrtle,” Holloway noted. “‘tree bank’ monies were being used to fund the project,”

This fund is made up of donations and landscape bond forfeitures.

**‘Natchez’ Crape Myrtle in full bloom**

