



Spring  
Weekly

# Reader

Volume 23, Issue 87 May 23, 2013

The Plano Rotary Club  
www.PlanoRotary.com

## UPCOMING MEETINGS

**May 16**

Bruce Glasscock  
"City of Plano Employee of  
the Year"

**May 23**

Colonel John Antal  
"7 Leadership lessons from  
Our Military"

**May 30**

Miss Texas, DaNae Couch

**June 6**

John Ernst - Collin County  
Adult Clinic  
"Healthcare in Collin  
County & Where it's Going."

## MAY BIRTHDAYS

Huffines, Samuel	May 1
Basham, Gary	May 5
Priest, John	May 5
Parr, Christopher	May 6
Rice, Jason	May 9
Brence, Gerald	May 13
Palmer, Kelly	May 20
Epstein, Robert	May 21
Dean, Mary Jo	May 27
Schwartz, Lynn	May 27
Wright, Randy	May 29



EVERY  
ROTARIAN  
EVERY  
YEAR

## City of Excellence

**I T ISN'T HUBRIS** if somebody else says it, right? Oh, wait...the slogan was voted on by City Council. Indeed the Council voted *down* a proposal to change the slogan to "people connect here" in order to retain "**City of Excellence**." OK, a little bit of hubris then.



### PRESIDENT LAMPLIGHTER

gave us quotes on **excellence** from two of the greatest philosophers who ever lived: **Aristotle** and **Pat Riley**. The former said:

We are what we repeatedly do. Excellence, then, is not an act, but a habit.

While the latter put it as:

Excellence is the gradual result of always striving to do better.

Your choice as to which will survive the millennia.

**LENNY** opened the program at 12:18 with a Prayer by **Ean Sullivan** and the Pledge led by **Tino Trujillo**. **HE** credited **David McWhorter** with Greeting. Before calling upon Interim Sergeant **Andy Sayers**, **HE** told the congregation that Bucket Buck\$ would be going to disaster relief via the Rotary in Granbury, so we were to dig deep.

Andy welcomed Visiting Rotarians Chief **Greg Rushin** (*Sunrise*), ADG **Kent Stone** (*Richardson Central*), and aspiring City Councilman **David Downs** (*Pioneers*). David ponied up the \$5 for a "*paid political announcement*" (to which name he objected until **Randy** asked him, "You mean you're *not* going to pay?") to the effect that a runoff is necessary because he did not win more than 50% of the votes. He asked us to be sure to cast our votes since runoff elections are traditionally poorly patronized, a sentiment he shares with opponent **Sally Magnuson**.



**Maribelle Davis** introduced us to **James LeBrun**, a New England attorney who "got to Texas just as soon as he could" (to marry Maribelle's eye doctor). **Gary Basham** asked us to welcome (back) Paul Harris Fellow and our Past President **Steve Blair** who commented that he'd been 35 years in Rotary. We were also asked to greet Chiropractor **Jason Cramer**.

There were so many guests from the City of Plano (see page 3) that **LENNY** asked them all to stand and be recognized (to applause).



He awarded a Pin to **Rutledge Haggard** for 20 years of Rotary Attendance, but wasn't Rutledge entitled to the 20-year plaque as well?



went out to **Kelly Palmer**, **Karen Thunert**, and **Scary Bob Epstein**. **FLASH** screamed, "**HAPPY BIRTHDAY, BOB!!**" at the top of his voice, and **LENNY** conceded, "Yes, that *was* funny."

**LENNY** fined David Downs an additional \$5 because his announcement "*went a little longer than expected*." The runoff election is June 15<sup>th</sup> with early voting between the 3<sup>rd</sup> and the 11<sup>th</sup>.

**LENNY** welcomed "*the esteemed City Manager*," **Bruce Glasscock**, to the podium. Bruce wanted him to remember the sobriquet, and, when someone noted Bruce's coat & tie, he commented, "*Just for you*."

Bruce was the day's MC, starting the festivities off with a justification of the City's

continued on page 2



tagline: **City of Excellence**. He also noted a change in the **City Employee of the Year** procedures: both a Customer Service and an Innovation Award were implemented this year (neatly doubling Plano Rotary's contribution to the event...good job, Bruce). Nominations and awards were still the responsibility of a panel of the employees themselves.

Bruce said that the **Customer Service Award** is earned by *"an employee who makes exceptional combinations and exceeds expectations in delivering service to internal and/or external customers."*

- Provides outstanding service at a consistently high level in working with and communicating with customers.
- Advocates for improvements that enhance customer satisfaction.
- Eliminates barriers for customers.
- Serves as a role model through positive interactions with customers.

He told us that the **Innovation Award** goes to *"an individual or team who recommends or implements process improvements"* and *"suggests and/or implements new ideas that:"*

- Reduce costs or increase revenues (*"We really like that."*)
- Increase quality or enhance customer service
- Increases efficiency by saving time or increasing productivity
- Enhance internal or external communications
- For new services that meet different customer needs.

The 2013 winner of City Employee of the Year for the Customer Service Award is **Virginia Whiteside**, Records Assistant in the Records Unit of the Plano Police Department.



The 2013 winner of City Employee of the Year for the Innovation Award is **Donna Norton**, Library Technician at Haggard Library, in the Plano Public Library System

Police Chief Rushin spoke to Virginia's award. He said that customer service in the Police Department is dicey. *"Nobody comes to the Police because*

*they're having a good day."* But Virginia's ready, having been an Army Vet. She came to Plano in 2001 after 12 years working with Dallas PD. She is the first person customers talk to, and she is bilingual, serving as a Spanish translator. She not only does a bang-up job, but she serves as a departmental resource in the training of others for Customer Service and Records. She has won seven other awards including 2007's Citizen of the Year. She coordinates UNIDOS, the department's outreach to the Hispanic community. And she facilitates the Christmas Cops Program.



Virginia is also a Mentor for PISD, and her Mentee is soon off to college. She serves as a shining example to all other employees.



Bruce mentioned that Virginia's proud parents, **Josue** and **Julia Guerrero**, as well as her sister, **Elena Guerrero**, had accompanied Virginia to this ceremony.



**Julia Torstad**, the Head of Library Technical Services, spoke about Donna. Surely going off-script, she mentioned that innovations enhancing efficiency are sorely needed in the Library because, due to budgetary constraints, the spate of recent retirements has not been accompanied by replacement personnel.

Getting quickly back into Bruce's good graces, she continued, noting that

Donna has implemented improvements providing better and quicker service. *"She accepts any challenge"* that Julia throws at her, keeping the department running smoothly. And Donna serves as the Library's liaison to the Early Voting service.



Donna is a grandmother of four (something she might not have advertised so widely) and is consequently consumed off the job with sports meets and piano recitals. One of her grandchildren is *"an aspiring actress."*

Bruce asked Maribelle, *"Your hire?"* and Maribelle nodded. He also mentioned that she *"had a row of collapsible shelving named in her honor."* <amusement>



The Esteemed City Manager then apologized for the **Mayor Dyer's** absence; he was taking *"a banking day,"* which, presumably, he'll make up. So Bruce read the **Proclamations** or at least the closing paragraph of same. It pontificated about the high regard in which these City Employees of the Year are held and concluded that through the efforts of such employees, *"the City is a great place to live, work, and play."* He then called the winners to the podium and gave them the Proclamations.

Virginia thanked us for the luncheon, her *"superiors"* in PPD for their support, and especially Chief Rushin and his predecessor, Mr. Clean. She thanked her parents for her work ethic, and she quoted JFK saying, *"As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them."*





Donna followed with thanks to Library Executive Director **Cathy Ziegler** (who was absent due to eye surgery but represented by **Tammy Korn**s) and said that she loved her job for the responsibility and the variety. *"Coming to work is a joy."*



**Tony Beasley**, COP HR Specialist, presented them both with flowers while **Michelle Owens** presented them with baskets of gourmet stuff from *Central Market*.



Bruce said that the City departments receive *"many accolades,"* and it is tempting to congratulate the management, but *"it's the employees that deserve"* the credit.



He and Tony displayed the awardees' photos that will hang in City Hall (better than the awardees themselves) for a year before being turned over to the winners. With that, Bruce turned the program back over to *"our esteemed, illustrious LEADER,"* who commented that Bruce had completed his 1/2 hour program in 20 minutes. (Too bad he hadn't learned that trick when he was President.) Bruce's parting shot was *"Don't eat the other 10 minutes up!"*

**LENNY** expressed the Club's appreciation for *"all you give us"* and presented both with checks and **OPERATION ONCE IN A LIFETIME** dog tags. <standing ovation>



Bruce returned saying, *"Since I have 10 minutes, I'd like to thank you for the Bond Proposition."* **LENNY** commented, *"I'll drink to that!"* then told us we'd raised \$368 (actually **\$473**) for disaster relief in Granbury and recommended

we attend the retirement party for Mayor Dyer and Councilman **Lee Dunlap** on Monday.

Steve Blair said that one of his duties as President was to admit our first female member, Maribelle. They debated her merits and admitted her on a close vote. The then editor, **Orville Fudpucker**, wrote *"risqué"* bulletins to which they feared Maribelle would object. She said she'd been married for many years to a Marine (Reeves) and *"heard all the dirty jokes"* before, so we were to *"go on as usual."*

**Howard Shapiro** wanted to know the story behind Plano's designation as the *"Poshest City behind Highland Park."* Bruce had no comment. David Downs mentioned that Lee Dunlap is moving to Virginia now that his public servitude is at an end.

After leading us in the Four-Way Test, **LENNY** whipped us out at 12:51.

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## Guests & Visiting Rotarians

### Guest

Virginia Whiteside  
Johnny Whiteside  
Julia Guerrero  
Josue Guerrero  
Elena Guerrero  
Charolotte Holzmeister  
Glen Brashear  
Greg Rushin  
Donna Norton  
Julie Torstad  
Cathy Ziegler  
Mary Vail-Grube  
Phyllis Reese  
Steve Andrews

### Guest Of

City of Plano  
City of Plano  
City of Plano  
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City of Plano  
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### Guest

Tony Beasley  
Lee Collier  
LaShaun Ross  
James LeBrum  
Steve Blair  
Jason Kramer  
April Spigner

### Guest Of

City of Plano  
City of Plano  
City of Plano  
MariBelle Davis  
Gary Basham  
Ben Criste  
Reedy Spigner

### Visiting Rotarian

David Downs  
Kent Stone

### Home Club

North Texas Pioneer  
Richardson Central

### AWARDS:

#### 2012 Best Community Partner

Children's Theatre  
(Sara Egelston Akers)

#### 2012 Best Community Organization by the Junior League of Collin County

Children's Theatre  
(Sara Egelston Akers)

#### Athena Award:

Camille Ussery

#### Citizen of the Year:

Jamie Schell

#### Outstanding Corporate:

The Shops at Willow Bend  
(Octavio & his team)

### Proposed Members

Proposed member: Brian Crawford  
Classification: Fire Chief  
Proposed by: Bruce Glasscock

Proposed member: Wallace Reed  
Classification: Insurance  
Proposed by: Herb Boxie

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