



## GEM AWARD WINNERS

Going the Extra Mile  
April 2016 to September 2016



***Alfonso Morin, Ronald Medrano, Armando Ruiz, Gabriel Velasco, Ryan Heath***  
Recreation and Parks Department

The City of Santa Maria Recreation and Parks Department's Special Event Support Team is being recognized for providing service to more than 100 municipal and partner agency events and programs this year – with 20 of those events landing on the same day as at least one other event. These five employees give up holidays and regular days off to provide excellent customer service to the community. Their professional, attentive, and cooperative spirit is of the utmost importance to ensuring successful events. Each employee is very adept and resourceful. Their work is physically demanding, and often requires last-minute changes and requests. Setting up stages, tents, tables, chairs, road closures, and street signs are all part of the job. So is converting a baseball field into a beer/wine garden for a fundraising event, closing streets for a parade, or setting up a stage for graduations. It should be noted that they provide event support in addition to maintaining the graffiti abatement program, shopping cart retrieval program, and the servicing/maintenance of the department's vehicles and entire equipment and supply inventory.

The City of Santa Maria recognizes outstanding employees through its Going the Extra Mile (GEM) Award program. Nominations are accepted twice per year. An Outstanding GEM Recipient is selected quarterly from the nominees. Criteria are: Exhibiting effective leadership on specific assignments; demonstrates positive service to a customer or co-worker; goes "above and beyond" the call of duty; shows special initiative, creativity, teamwork, cost containment efforts and entrepreneurial spirit in providing a high level of customer service; and consistently embracing the City's service standards.