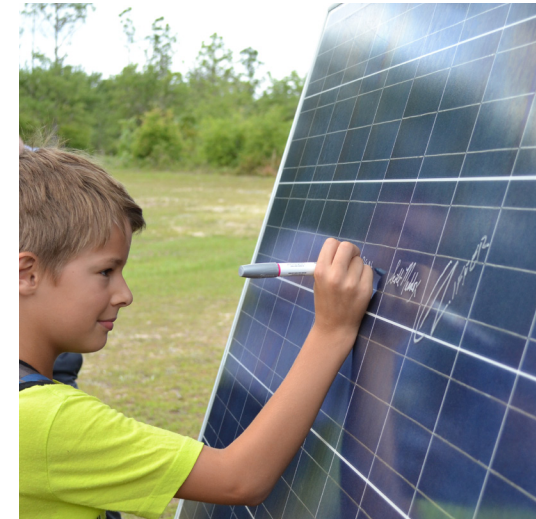




OUR CITY. OUR HOME.





WELCOME

When you ask residents what they love about living in Tallahassee, there's a good chance you'll hear the word "community."

Whether it's within our active neighborhoods, thriving business sector or government offices, the spirit of goodwill and cooperation gives Tallahassee a special feeling. At the City of Tallahassee, we couldn't agree with this sentiment more — just like you, **our city is our home.**

City employees work hard to provide high-quality municipal services because they care about this community. Whether it's ensuring reliable utility service, responding to emergencies, providing bus transportation, maintaining our beautiful parks or the many other services the City provides, there are employees working around the clock every day of the year to make Tallahassee a place we're all proud to call home.

In their free time, many employees also contribute to our community through various civic, nonprofit and faith-based organizations, as well as military service. They might be your child's coach or the alto in your church choir. They might deliver a hot lunch to your elderly neighbor or lead your HOA. In ways big and small, our employees are part of the fabric of Tallahassee.

In these pages, you'll get a sense of our employees' commitment to Tallahassee. Through creative thinking, technological advancements and the leadership of the city commission, the City of Tallahassee strives to be a place where possibility exists for every citizen, a place where you can live a great life at an affordable cost and a place you're proud to call home.



DALLAS TUCKER

Supervisor with the
Tallahassee International Airport (TLH)



Passengers at the Tallahassee International Airport (TLH) can trust that the airfield, runway and taxiways are safe, thanks to Dallas Tucker and the Airport Operations Team. They perform inspections multiple times per day and participate in emergency preparedness exercises. The job is personal for Dallas.

“We perform our jobs as though our very own families are flying in and out of the airport,” he says. “That’s because, often, they are.”

Dallas started loading bags for the airlines while he was in college, worked his way up to Operations Manager and then transitioned to the City, where he has worked for 15 years. His job never gets old.

“What’s not cool about working around airplanes?” he asks with a chuckle.

A native of Ormond Beach, Florida, Dallas moved to Tallahassee more than 30 years ago and now considers the Capital City home. He and his wife have two sons, ages 17 and 20. The family attends church, where Dallas plays the bass guitar during services.

“After only one visit, I decided to stay in Tallahassee,” he says. “It just felt like home.”



*Safety is Our Top
Priority*

DR. RACHEL BARTON

Veterinarian with the
Animal Service Center



Animals in Tallahassee have an advocate in Dr. Rachel Barton. The Animal Service Center cares for more than 5,000 animals each year, and Rachel works every day to meet their physical and behavioral health needs.

As a specialist in Shelter and Forensic Veterinary Medicine, Rachel also works with the Tallahassee Police Department and the court system in cases

involving animals. She has a Doctorate of Veterinary Medicine from Michigan State University and a graduate certificate in Shelter Medicine from the University of Florida.

Rachel came to Tallahassee by chance, but now can't imagine raising her daughter, a middle-school student, anywhere else. Rachel is a troop leader with Girl Scouts of the Florida Panhandle and works with other women to build girls of courage, confidence and character.

A native of Lansing, Michigan, Rachel has been with the City of Tallahassee for 11 years and most enjoys the "sense of family" among City departments. Working at the Animal Service Center also allows her to see the generosity of City residents.

"When we have a need at the Animal Service Center, the community pulls together and supports us," she says. "It's truly heartwarming to see us coming together in support of our community's four-legged friends."



*Caring For Every Member
of Our Community*



Being a Good Neighbor

YOU
your own Utilities™

Neighborhood
REACH
An e+ Community Program

City of Tallahassee
Delmas Barber
REACH Program Coordinator

Columbia
Gas of Florida

Neighborhood
REACH
An e+ Community Program

City of Tallahassee
Your Own Utilities™

#1 Public Utility
in America

DELMAS BARBER

Neighborhood REACH
Community Coordinator



Delmas Barber has a long history of service and leadership to Tallahassee. He attended the old Lincoln High School for African-American students in Leon County, helped integrate the City's theaters and participated in the Tallahassee Bus Boycott.

Throughout his life, Delmas has served as a mentor and coach and volunteered on various nonprofit boards. He is an active member of his church, as well.

A former Human Relations Council Chairman, Delmas now works with the City's Neighborhood REACH program, which helps utility customers lower their bills through energy assessments and energy-saving products and tips.

Delmas helps some of the City's most vulnerable residents stay warm in the winter and cool in the summer, but often, he discovers families also need other types of assistance including food, mental health care and employment.

"We try to understand the nature of the problem, collect that information and then connect them to the appropriate agency," he says. "We also try to make sure there is sufficient follow-up."

The REACH program allows customers to save money that they can put toward other necessities, such as groceries and medicine.

"It is a program of help, of giving, and the reward we get is the thank-yous, the smiles and the tears," Delmas says.

ALISHA WETHERELL

Engineer with
Underground Utilities and Public Infrastructure



Alisha Wetherell, an engineer, worked as a consultant for the City for several years, but she craved a role that would allow her to have more impact. She joined the City three years ago and now coordinates teams that design roads, sidewalks, stormwater systems and other projects that impact residents' daily lives.

"Working here gives me such an opportunity to connect with the community, to hear people, to go out to public meetings and hear what's important to them and to come back and continue to advocate for those projects," Alisha says.

Residents can see some of her team's work in the FAMU Way extension, which includes a playground, sidewalks, a bicycle repair station, a misting area for cooling off and stormwater improvements.

Alisha received her engineering degree from the Georgia Institute of Technology. She is active in the Florida Chapter of the American Public Works Association, where she serves as Diversity Committee Chair. One of her passions is exploring ways to recruit more women into the construction trades.

A native of Statesboro, Georgia, Alisha and her husband, also an engineer, have two sons ages 3 and 6. Outside of work, much of her time is spent involved with her oldest son's school. She also enjoys speaking to students and inspiring the next generation of engineers.

Investing In Our Future

AURORA HANSEN

Supervisor and Instructor with
Tallahassee Senior Services



The Tallahassee Senior Center along N. Monroe Street is a hopping place. It's open from 7:30 a.m. to 11 p.m. and 300 to 400 people pass through its doors daily. Aurora Hansen and her team of five ensure that the building is maintained as a welcoming, safe place for everyone.

When something needs to be done, Aurora does it. That work ethic comes from her family. In 1989,

Aurora came to the United States as an exchange student from the Philippines to teach preschool. She and her husband chose to stay and raise their children.

A formally trained dancer, Aurora also teaches dance and gymnastics at the Trousdell Gymnastics Center and serves on the board of Friends of Dance at Florida State University. She has been active with the Asian Coalition of Tallahassee and the Sickle Cell Foundation.

After nearly 28 years with the City, including jobs at the Palmer Munroe Teen Center and the Lawrence-Gregory Community Center, Aurora recently retired. She'll keep dancing, though, well into her retirement years. Aurora plans to stay on with the City, continuing her classes in dance and gymnastics.

"I feel like I've done a good job," she says. "I've made my mark with kids, the community and the people I work with."

*Inspiring Creative
Expression*

LUIS MOLINA

Clerk with the Utilities Department



When residents visit the Frenchtown Renaissance Center on N. Macomb Street to pay a utility bill or parking ticket, Luis Molina is often the smiling face that greets them.

On any given day, he processes payments from hundreds of people - always taking the time to chat with them and answer any question they may have about City services. Luis' goal is to share kindness and positivity with each customer he meets.

"It's a domino effect," he says. "If someone leaves here happy, they're going to go out and share that happiness with their family and others in the community."

Luis has been with the City for 20 years. He came to Tallahassee from Miami to attend Florida State University. When he's not working, Luis enjoys riding his bike on campus and attending Mass each week.

He's still taking accounting classes, having put his studies on hold while serving his country. A Master Sergeant in the U.S. Army Reserves, Luis has been deployed multiple times since Sept. 11, 2001, to Iraq, Afghanistan and Guantanamo Bay.

His regular customers notice when he is gone and ask about him.

"At one point, I was thinking about applying for another job within the City, but when I saw how happy the customers were that I was back, I decided to stay," he says.





*Customer Service -
Building Relationships*



UNITY



PASSION



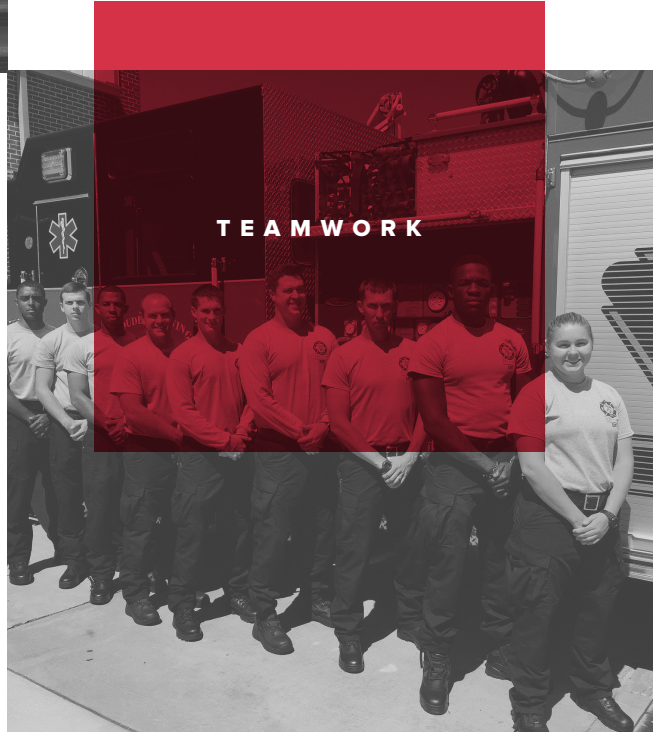
INTEGRITY



COLLABORATION



COMMITMENT





SHEILA THOMPSON WILLIAMS

Planner with the Community
Redevelopment Agency



Sheila Thompson Williams grew up on Tallahassee's Southside, and now, she's working to revitalize the neighborhood she's lived in since age 11.

Ask Sheila what she does, and her passion comes out in rapid sentences and quick breaths as she shares the mission of the Community Redevelopment Agency (CRA). The agency works to strengthen economic conditions in the Downtown and Greater Frenchtown/Southside areas.

"I really love and appreciate being a public servant," Sheila says. "I worked for outside firms before. I liked it, but I really enjoy being a public servant."

A graduate of Florida A&M University – Florida State University College of Engineering, Sheila is a civil and environmental engineer. She has been with the CRA for two years and previously worked in the Growth Management department for the City and for the County.

Sheila is just as passionate about her role in the community. For 10 years, she has served as vice president of the Homeowners Association for the Villages at Wilson Green. She is a single mom to her son, Jordan, who is a honor student and basketball player at Rickards High School, where Sheila serves on the Alumni Board.

"I love this city so much," she says. "I never left, and I don't feel like I missed anything. Nothing beats our people and the relationships you foster here."

*Promoting Growth
and Development*



*Leading By Example
- Inspiring Youth*

MIKE BEENER

**Analyst with Utility Business
Customer Service**



Mike Beener collects and analyzes information from the smart metering system and other sources to help the City run more efficiently and to help customers reduce their energy consumption and save money.

He started with the City in 2002 as a summer counselor with the Parks, Recreation and Neighborhoods Affairs department while he was still in school. He moved to the Utility department in 2003 and has had several jobs in Customer Operations. Along the way, he developed his skills and studied Business Administration at Tallahassee Community College.

“I really enjoy the people I work with, and I’ve appreciated the leadership,” he says. “They’ve been welcoming, willing to help me along, and because of that, I’ve grown.”

Mike stays busy in the community with his family, which includes two children at DeSoto Trail Elementary. He is vice president of the school’s PTO and often volunteers in the classroom. As a “sports fanatic,” he enjoys attending his children’s baseball and football games.

Mike loves working with kids, where he feels he can have the most impact.

“I really encourage people to get involved in our community in some way,” he says. “Whatever strikes you. Wherever you can have a positive impact. Go out and do it!”



Championing Worthy Causes



SARAH COOKSEY

Engineer with
the Tallahassee Fire Department



If you see a pink fire truck around town, Sarah Cooksey is likely behind the wheel. During the day, Sarah, an EMT, firefighter and engineer, saves lives, working out of Fire Station 12 in Chairs.

In her off time, however, she revs up a pink fire truck named Ariel to bring cheer and comfort to people who have cancer and their families.

Sarah started the Tallahassee chapter of Pink Heals Inc. in 2010. The nonprofit increases awareness with its pink fire trucks and raises money to help cancer patients pay for utilities, groceries, medicines and other costs that mount with a serious illness.

Sarah always knew she wanted to help others. At age 14, she became an explorer with Clay County Fire Rescue in Green Cove Springs, Florida. She later went to EMT school, completed her fire certification and joined the City of Tallahassee in 2002.

Sarah's husband, Tom, is also a firefighter. He works at Station 5 at the Tallahassee International Airport (TLH).

"As a firefighter, you often see people at their worst moments," she says, "You go in and try to make that worst moment a little better."

Sarah recalls holding a 6-week-old baby of a young mother whose hip and back were broken in a car accident.

"I told her, 'I've got your baby girl right here,' and I rode in the ambulance with her to the emergency room," she says. "There are so many calls and stories, and you might not ever see that person again. But that little girl is now over a year old, and I saw her the other day."

JODY & VERNON HENDERSON

**Parking Enforcement Technician and Forensics
Specialist with the Tallahassee Police Department**



Jody and Vernon Henderson take care of other people – their children, their neighbors and the City residents they interact with on the job. The husband and wife team have been with the Tallahassee Police Department (TPD) for 13 years, serving in important civilian roles.

Jody, a parking enforcement technician, is nationally certified in child passenger safety. Every Wednesday, she inspects car seats and teaches parents proper installation. She also helps dozens of community organizations plan car seat inspections and educational opportunities.

Vernon, a forensics specialist, is nationally certified in latent print examinations and collects and studies evidence from all types of scenes. He previously worked in law enforcement for 10 years with the Florida Highway Patrol.

Two Mondays a month, the Hendersons join other members of a local church to prepare and distribute hot meals to anyone who is hungry at Lake Ella.



All of that goodwill came back to the couple in 2016, one of the most difficult years of their lives. In May, an electrical fire destroyed their home on Tharpe Street, where they had lived for 17 years. Several months later, another disaster. A tree fell on the townhome they were staying in temporarily during Hurricane Hermine.

Through it all, the Hendersons were never alone.

“Our coworkers, our church, our friends and family resupplied us with most of what we needed,” Vernon says. “We had to go out and buy very little.”

“TPD really played a big role,” Jody says. “All of the individuals at TPD came together as a family to help us.”

Life has returned to normal for Jody and Vernon. They’ve purchased a home near Maclay Gardens State Park and enjoy canoeing and kayaking on Lake Hall. Together, they have five children and four grandchildren who all live in the region.

“We like spending our time together,” Jody says, “just building our home and doing what we can do out in the community.”



Fostering Family Connections

