



# City of Mesquite, Texas

## Legislation Details (With Text)

**File #:** 21-5680      **Version:** 1      **Name:** Real. Texas. Service. Employee Champions  
**Type:** Agenda Item      **Status:** Recognized  
**File created:** 10/4/2021      **In control:** City Council  
**On agenda:** 11/1/2021      **Final action:**  
**Title:** Recognize Real. Texas. Service. Champions.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:**

Date	Ver.	Action By	Action	Result
11/1/2021	1	City Council		

Recognize Real. Texas. Service. Champions.

The following employees are being honored for their customer service efforts as City of Mesquite employees. They were nominated by their department Director and selected by the City Manager as employees who embody the City’s C.A.R.E. message: *We will place our CITIZENS first, with a professional ATTITUDE, with the RESPECT to understand their needs and with a consistent effort to deliver service in a manner which embodies the principal ETHICS of the City of Mesquite.*

- Harlan Lowrance, Fire Captain
- Luis Monreal, Senior Library Assistant
- Norma Pena, Neighborhood Services - Senior Administrative Secretary
- Valerie Knowles, Police - Administrative Law Enforcement Coordinator

These City employees will be recognized as Real. Texas. Service. Champions and their stories will be shared in various public and internal communication platforms to promote the City’s customer service efforts.

**Drafter**

Wayne Larson

**Head of Department**

Wayne Larson