

## **Maintenance Staff Team Group Star Award**

I would like to nominate 10 of our Maintenance Technicians and 1 CFM Technician for the TWC Group Star Award.

Facilities Maintenance and Operations Staff have worked diligently to keep our vacated buildings operational. Although the Agency remained closed to the public, our buildings still required maintenance for Essential Staff that were required to work on location. Our Maintenance staff were conscious of the situation and were very precautious in the mandates set before us by Government to work safely and be mindful of all safety procedures, such as PPE and social distancing.

During the inclement weather Austin endured in February 2021, staff had to prepare and inspect Agency owned buildings by adjusting equipment, inspecting plumbing, setting boilers at energy saving temperatures, and driving in hazardous weather conditions as needed due to building emergencies.

After the snowstorm, pipes burst flooding both the Guadalupe and Grand Prairie facilities. The Guadalupe building required four staff to work long hours and weekends to extract the water, dry the carpet, locate the leak, and make necessary repairs.

The Grand Prairie location experienced flooding of the entire building. We sent three Maintenance staff and one Construction & Facilities Management staff members to Grand Prairie for three days. While there, they removed 5,000 carpet tiles and moved modular and standalone furniture all while extracting 3,800 gallons of water. While these technicians were assigned to Grand Prairie, the rest of the team took on their usual workload back home.

Without the incredible amount of Teamwork this team demonstrates every day, as well as in tough times, they would not be as successful as they are! They truly go above and beyond daily, most especially in the last year. I am proud to nominate the TWC Maintenance Staff for a Group Star Award and look forward to their continued success.

The Maintenance Staff Team:

1. Christopher West
2. Clayton Dunn
3. Frank Luna
4. Harold Stegman
5. Jeffery Hallowell
6. John A. Contreras
7. Martin Zapata
8. Norman Wes Jean
9. Mike Kachoris
10. Rafael Arocho
11. Ricardo Conde

Thank you.

Elizabeth Hernandez  
Director, Infrastructure Services