

COMMITTED TO CONTINUOUS PROCESS AND QUALITY CUSTOMER SERVICE

I was recently sent an e-mail from the International City/County Management Association notifying me that I will be receiving a "25 Years of Service Award" at the 2009 annual convention this September. As I reflected on the past 25 years, memories of the places and the experiences I shared with the many people I was privileged to work along side flooded my mind. It then occurred to me that I can say without any reservation that "people are our biggest asset". This statement is true when it comes to any organization.

City organizations exist to provide services, and it is the city employee we ask to provide these services, 24/7. When I began working for Roseburg in March of 2005, I met with many of our employees emphasizing my commitment to being open to continuous process improvement and quality customer service. Since that time, I have been gratified with the application of these principles by our employees.

A recent example of this occurred to me as I was driving down Stephens Street and saw the newly painted lines. For some of you who may not notice to such details, this might not be such a big deal. However, for city staff who are responsible for ensuring that it is done in a safe, efficient and cost effective manner, the job can be very difficult especially when you are trying to do it with available equipment. We know that the importance of this work that contributes to the safety of our traveling public, cannot be overstated especially during our winter months where having highly reflective lines on our streets has a direct impact on the safety of our traveling public.

My heartfelt and sincere thanks go out to Public Works Department employees who worked hard to improve on how we provide this service. They truly took the words of "process improvement" and implemented them in an outstanding manner. There are many other examples of this same type of work going on in our other city departments.

It has been a rewarding 25 years.

Respectfully,

Eric Swanson
City Manager