

The Village of Howard, Wisconsin

IN THE NAME AND BY THE AUTHORITY OF THE VILLAGE OF HOWARD, WISCONSIN

RESOLUTION #2010-40

“Honoring Adam Lee Helms for His Outstanding Service to the Village of Howard, Wisconsin”

WHEREAS, Adam Helms was employed by the Village of Howard from May 2007 through October 2010 and served initially as the Assistant to the Administrator and was later promoted to Executive Director of Performance & Information Services and Assistant Village Administrator; and

WHEREAS, Mr. Helms successfully fulfilled the Village’s mission to “deliver quality services in a courteous, cost-effective & efficient manner”; and

WHEREAS, Mr. Helms helped facilitate the development of the Village’s Service Excellence Platform predicated on Howard’s first Customer Service Pledge to Village residents; and

WHEREAS, Mr. Helms improved service delivery and efficiency through the development of the online Citizen Request Management system; and

WHEREAS, Mr. Helms coordinated a comprehensive performance measurement system, which improved service delivery and efficiency and resulted in the Village of Howard becoming the only community in Wisconsin to achieve both Certificates of Achievement (2009) and Distinction (2010) from the International City Management Association’s Center for Performance Measurement; and

WHEREAS, Mr. Helms drastically improved the communication between the Village of Howard and its residents and businesses through the creation of an Annual Report, social media sites, a weekly video update and maintaining the Village of Howard’s website; and

WHEREAS, Mr. Helms’ community involvement was commendable as he was an active member of the Howard-Suamico Optimist Club and also served on the Optimist Club’s Board of Directors from 2009 to 2010.

NOW THEREFORE, BE IT RESOLVED the Village Board of Trustees in Howard, Wisconsin does hereby publicly thank Adam Lee Helms at the October 25, 2010 Village Board meeting for his dedication and commitment to the community while serving as the Assistant Village Administrator

IN THE TESTIMONY WHEREOF, I have hereunto subscribed my name and caused the Great Seal for the Village of Howard, Wisconsin to be affixed. Done this 25th day of October, 2010.

Burt R. McIntyre, Village President

Robert Bartelt, Village Administrator/Clerk