



SPOKANE POLICE DEPARTMENT

CHIEF OF POLICE
FRANK STRAUB, Ph.D.

To: Michelle Loucks, Volunteer Services
From: Frank Straub, Jr., Chief of Police
Date: April 9, 2013
Re: Employee of the Year

Recently, Sgt. Anderson nominated Michelle Loucks for Employee of the 1st Quarter, 2013. Employee of the Quarter nominations are based on either a specific act of unusual meritorious service; a specific project of significance to the community, city, or department, or sustained superior performance of assigned duties. When the Special Awards Committee reviewed the nominations, it was clear that Michelle is most deserving of this recognition.

In the last year, Michelle has continually gone above and beyond in every aspect of her job in Volunteer Services. She is the first person to arrive in the office and usually the last to leave. Further, Michelle answers e-mails and phone calls after hours as well as on her weekends. Further, she continuously volunteers to stay late to assist the volunteers in any situation that arises, sometimes staying several hours to complete a task or handle a situation. (* not once has she ever requested or put in for overtime) Michelle's "can do" attitude and caring and compassionate personality have endeared her to every single volunteer. From the

15 year old Explorers to the 80+ year old Seniors, Michelle is loved and respected by each and every one of them.

If that weren't enough, Michelle over the last year has out of her own resources, purchased food as well as bottled water to make sure the volunteers have something to eat or drink while working. Further, more than once, Michelle has when the volunteers have been on a callout, purchased lunch for them and brought it to their location. Though she has done this several times, not once has Michelle asked to be compensated for purchasing these items. When asked about this, Michelle will often reply, "I've got to take care of my volunteers."

During this last year, Michelle has also been involved in several major projects and has done an outstanding job in every one. To begin with, in the early part of last year, it was determined that the way that our Senior volunteers were being compensated was not legal for the department to continue to do. Since this was the case, a completely new system needed to be put together and a formula needed to be created. Michelle took on this task with great care and zeal and came up with an outstanding new system that has been working extremely well since it was implemented. Further, the system has been permanently adopted and will be the system that will be used in the future.

During the year, Michelle was also heavily involved in the re-writing of the policy used to address personnel complaints on volunteers. Michelle's policy was professionally written, easy to understand and was perfectly in line with other I/A policies used by our agency. In fact the Capt. of the VSU unit made special note of how well done and well written this policy was.

If that weren't enough, Michelle has become the unofficial counselor or confidant of many of the teen to early 20 something volunteers that we have. More than once, Michelle has taken her personal time to help these young people through problems or issues that all young people are struggling with. Her "listening ear" and her sound advice have been instrumental in helping these young adults handle these difficult problems.





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Because Sgt. Anderson was reassigned to the Police Academy, Michelle out of necessity was thrust in to the role of "fill in Supervisor." Michelle has not only just "filled in" she has stepped up and done an outstanding job of running the VSU. Michelle during this time has handled personnel issues, started new projects, and even put together and implemented training to some of the volunteer units. It has truly been impressive to watch Michelle excel in this new role.

Michelle because of your leadership and dedication, you set a good example for all of our employees. We are fortunate to have such a dependable, innovative, and dedicated employee and you are quite deserving of recognition. Along with this document, you are being issued a framed certificate. You will also be given the Employee of the 1st Quarter plaque at our annual Employee Awards Ceremony in 2014. A copy of this document will be placed in your personnel file.

Frank G. Straub, Ph.D.
Chief of Police

