April 11, 2022

FIRE CHIEF MEET AND GREET (PICTURED ABOVE)

Word of the Day by G. David Myers:

o·pine

/ˈoʊ ˈpɪn/
verb
1. hold and state as one's opinion.

“I had to **opine** on the situation because I thought a different perspective was in order.”

**REMEMBER WHEN:**

**MONDAY – April 11th**
Elizabeth Ritter – Out

8:00 AM – Monday Mornings w/ the Mayor (Tim & Ron will also join) – 1490 AM

11:00 AM – Keep Ruidoso Beautiful – Council Chambers
1:00 PM – AOC Ruidoso Groundbreaking – Horton Complex

**TUESDAY – April 12**
Elizabeth Ritter – Out
1:00 PM – Council Meeting – Council Chambers

**WEDNESDAY – April 13**
Elizabeth Ritter – Out
9:00 AM – Personnel Policy Meeting – Council Chambers
10:00 AM – JUB Chair Review Meeting – Council Chambers
2:00 PM – Cutler Pre-Con – Council Chambers

**THURSDAY – April 14**
Elizabeth Ritter – Out
7:00 AM – Capital Projects Update Meeting – Council Chambers
9:00 AM – Director’s Meeting – Council Chambers
10:00 AM – Ruidoso Hazard Mitigation – Zoom
2:00 PM – Horton Complex Project Update – Horton Complex

**Friday – April 15**
Elizabeth Ritter – Out
9:00 AM – Personnel Policy Meeting – Council Chambers

**11:00 AM – Farewell to Chief Thetford – Lunch to be served at Main Fire Station. Come wish him well!**

5:00 PM – Siren Testing – Ruidoso

**Saturday – April 16**

**Sunday – April 17**

**Human Resources**
If you need assistance with anything HR can help!
Employee of the Quarter: Oscar Ulate!!!
Department of the Quarter: Water Distribution/Sewer Collections!!!

Thanks to all of these employees and for their hard work and dedication to the Village!!!

Current Posted Positions

**Police Department:**
- Patrol Officer Certified and Non-Certified (until filled)
- Telecommunications Officer (until filled)
- Animal Control Officer

**Street:**
- Street Supervisor
- Street Foreman
- Maintenance Worker

**Water Distribution:**
- Water/Wastewater Foreman
- Water/ Wastewater Maintenance Worker

**Fire Department**
- Firefighter

**Parks**
- Parks Maintenance Worker
- Pool Manager- Temporary
- Aquatic Manager- Temporary
New Employee Spotlight:

**RYAN BLANCHARD**

Hello, my name is Ryan Blanchard I have been vacationing here in Ruidoso, NM for the last 15 years. After my youngest graduated high school, myself, wife, and children moved here. As a family we spend a lot of time outdoors hunting, fishing, and riding dirt bikes. We are EXCITED to finally call Ruidoso home and to enjoy all the activities in “Natures Playground” has to offer.

**Ruidoso Convention Center Event Schedule**
Community Center

The Ruidoso Community Center Retired and Senior Volunteer Program will be hosting its annual recognition banquet on April 22nd at the Ruidoso High School. Teepee Lounge students and staff, who do an outstanding job for us every year, will be catering and serving the meal. The recognition banquet is to recognize the 197 volunteers that are helping in 16 non-profit volunteer stations in Lincoln County. Many of these non-profits would not survive without the help of volunteerism so the hard work these RSVP members provide so diligently is irreplaceable. Door prizes and recognition...
gifts will be given along with certificates and plaques to those with the most years in the program. In 2021 local RSVP Volunteers provided 16,571 hours which provided a savings of over $472,000 worth of work to our community.

The Ruidoso Community Center will only be partially open due to the ceiling tiles, insulation, and lighting replacement throughout the center. Fitness classes and fitness equipment usage will be closed until the project ends. The tentative schedule for partial closure will be April 4th through April 22nd depending on construction problems that could arise.
April 2022

**NEW**
Chair Yoga
1:00pm
April 29th Only

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April 6, 2022 Meatloaf |
April 13, 2022 Chicken Logans |
April 20, 2022 Fried Chicken |
April 27, 2022 Spaghetti |
| 1:00 Yarn Club |
| 9:00 Gentle Fitness In Dining Room |
| 9:30 Needlecraft |
| 1:00 Quitting |
| 1:00 Art Class |
| 7:00 Dance Lessons In Dining Room |
| 12:00 $1 Lunch |
| 1:15 Dominoes |
| 9:00 Gentle Fitness In Dining Room |
| 9:00 Gentle Fitness In Dining Room |
| 9:30 Needlecraft |
| 1:00 Art Class |
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| 1:15 Dominoes |
| 9:00 Gentle Fitness In Dining Room |

**NEW**
Geri-Flex
Thursdays
2:45pm
April 29th only

Thursday Morning
Coffee & Snacks
8:30 am To
10:30 am

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www.ruidoso-nm.gov/community-center

FIRE DEPARTMENT

April 11th 8-5@FS#1 Fire Lieutenant Promotional process
Spring and Summer is a great time to get out and ride the roads and trails on a bicycle. The following tips will help to keep you safe and uninjured during your rides.

- Always wear a helmet and appropriate riding gear.
- Obey all traffic laws when biking roadways.
- Wear highly visible clothing.
- Ride a bike that fits you.
- Keep straps and laces tucked away to avoid getting them caught in the mechanical parts of the bike.
- Ride with someone or let someone know where and when you will be riding.
- Plan your route. Avoid riding roads with no shoulder.

Motorists, remember that bicycling is a legal form of transportation on our roads. Please be patient and courteous.

This message is brought to you by the Ruidoso Fire Department.

Parks and Recreation
The Great American Cleanup 2022
April 24th
Registration starts at 12:30 & the cleanup is from 1:00 - 4:00 PM
At Wingfield Park
Gloves, Vests, Trash bags are provided.
Food & a prize giveaway for volunteers.
Youth/Service Group fundraising opportunity available.
For more information about joining our efforts, please call the Village of Ruidoso Parks department at (575) 257-5030 or email davidtetreault@ruidoso-nm.gov

LIBRARY

• Youth Services Librarian did outreach to Region IX.
• The library had 28 attendees for story time.
• We will have a celebration for Dia (Day of the Children Day of the Book) on Saturday April 30, 2022, from 11 am to 1:30 pm. A detailed flyer will be sent out soon.
• The story time schedule for April is as follows:

April 6th - National Walking Day themed Storytime
Book: Finklehopper Frog, Activity: Scavenger Hunt

**April 13th**- **Caring for your animal** with special guest reader, Joey from the Ruidoso Animal Clinic

Book: Vicky the Vet Activity: Kids bring your favorite stuffed animal for a veterinarian role play activity!

**April 20th**- **It’s Library Month!**

Book: The Book Hog, Activity: Rocking Piggies Craft

**April 27th**- **Theme: Celebrate being yourself!**

Book and Activity: T.B.A

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**TOURISM**

Join Ruidoso Parks and Rec for the Third Annual Bunny Run at Cedar Creek. You are welcome to run/walk in an Easter Costume. Prizes for the "Top 3" Finishers in each division.

Registration starts at 6:00am
The Walk / Run starts at 7:00 am
Dress up and show your Easter Cheer!

The Village of Ruidoso, Parks & Recreation Easter Egg Hunt will commence after the run at 10:00 AM SHARP at the Cedar Creek Campground.

There will be free fire truck rides and special appearances by the Easter Bunny and Smokey Bear, Registration fee: $10. For more information call Parks and Recreation at 575-257-5030.
April 18th - Monday Mornings w/ the Mayor (Tim & Ron will also join) @8:00 AM – 1490 AM

April 18th – Team Tourism Meeting @1:00 PM – Convention Center

April 19th – Address Committee Meeting @2:00 PM – Council Chambers

April 20th – Personnel Policy Meeting @9:00 AM – Council Chambers

April 20th – JUB Meeting @10:00 AM – Council Chambers

April 21st – HUB Monthly Employee Meeting @9:00 AM – Convention Center

April 21st – Ruidoso Hazard Mitigation @10:00 AM – Zoom
April 21st – DR 1783 Village of Ruidoso Bi-Weekly Call @1:00 PM – Conference Call

April 22nd – Personnel Policy Meeting @9:00 AM – Council Chambers

April 25th - Monday Mornings w/ the Mayor (Tim & Ron will also join) @8:00 AM – 1490 AM

April 25th – Parks and Recreation Commission Meeting @5:00 PM – Council Chambers

April 27th – Personnel Policy Meeting @9:00 AM – Council Chambers

April 28th – Capital Projects Update Meeting @7:00 AM – Council Chambers

April 28th – Ruidoso Hazzard Mitigation @10:00 AM – Zoom

April 28th – Horton Complex Project Update @1:30 PM – Horton Complex

April 28th – Workforce Housing Advisory Board Meeting @2:00 PM – Council Chambers

April 28th – RJU Shop Building Construction Meeting @2:00 PM – Onsite

April 29th – Personnel Policy Meeting @9:00 AM – Council Chambers

May 2nd - Monday Mornings w/ the Mayor (Tim & Ron will also join) @8:00 AM – 1490 AM

May 2nd – Utility Committee Meeting @3:00 PM – Council Chambers

May 3rd – Council Workshop @8:00 AM – Council Chambers

May 3rd – Monthly Planning Commission Meeting @2:00 PM – Council Chambers

May 4th – Personnel Policy Meeting @9:00 AM – Council Chambers

May 5th – Ruidoso Hazard Mitigation @10:00 AM – Zoom

May 5th – DR 1783 Village of Ruidoso Bi-Weekly Call @1:00 PM – Conference Call

May 5th – Watershed Advisory Committee @1:00 PM – Council Chambers

May 6th – Personnel Policy Meeting @9:00 AM – Council Chambers

Employee April Birthdays
Prioritizing day-to-day work over implementing improvements is a hard habit to break. Once, email sparked a workplace revolution. The office was a din of ringing telephones and “just one sec” interruptions, quickly replaced by quiet delivery. Any relief, however, was temporary. Decades later, many local government administrators face a barrage of unopened emails each day; the most-cited average is 121 messages. Email has its place, but for local government teams, it can serve unintended roles, from archive to news service. Today, city clerks and other staff may spend irretrievable work hours searching for old messages or attachments simply to perform their jobs.

There are solutions to email-related inefficiency, but when it is time to evaluate new government management tools, city clerks can encounter resistance. Finding time for conducting assessments,
managing approvals, and coordinating training is challenging. Doing the work often takes priority over implementing improvements—a hard habit to break.

A few steps can overcome team resistance and transform government management from cobbled-together tasks to more efficient solutions.

**Listen to Key Stakeholders**

Modern governance tools such as portals have benefits for every type of stakeholder a city clerk can identify. Helping stakeholders understand the value begins by listening to and quantifying their experiences. Whether in focus groups, one-on-one interviews, surveys, or other methods, building empathy is key.

For civic leaders such as the mayor, council, and board or commission members, modern tools, and strategies for managing local government work create efficiencies and reassure local government representatives that they have complete, accurate, and timely information to inform decisions.

For members of the public, fast, accurate information and accountability from their leaders are paramount.

Local government teams have limited hours in the day to prepare meeting agendas, respond to public information requests, handle leadership vacancies, and produce all the other work required to support and engage with the community. When selecting representative staff members, consider inviting individuals at all levels of your organization. Staff at the entry levels of an organizational chart are often the ones with the most hands-on experience.

**Questions staff can ask:**

- What are two or three tasks you spend the most time on? How much time do you spend on each?
- Where are errors most likely to happen?
- If you had additional time, where would you direct it?

**Catalog Inefficiencies and Quantify Potential Savings**

An experienced city clerk or administrator already can name the areas ripe for improvement: redundant tasks, human error, bottlenecks, and more.

Still, understanding exactly where these issues arise and how much they affect the team’s ability to meet objectives will be useful when selecting a new solution. Taking stakeholder responses and turning them into data is a worthy use of resources to measure success and inform later decisions. When implementing new tools, recorded data can inform decision making such as how to prioritize features, where to devote training hours, and more.

Additionally, being able to quantify cost savings allows for increased accountability and transparency when keeping citizens informed.

**Circle Back with Stakeholders Frequently**
When days get busy, keeping stakeholders informed throughout the process can be the first thing to drop off the to-do list. But for administrators and others who may not be part of the active project team, memories can be short and quickly filled with their own projects and priorities.

A few strategies can help keep the transition and its purpose at the forefront of stakeholders’ minds:

- Create discrete communications plan that piggybacks on existing vehicles, and then stick to it. A weekly or monthly newsletter article featuring an expected improvement as well as the project status is critical, but so are less-frequent presentations, videos, or other appropriate channels.
- Email is not foolproof; internal government emails have about a 70% open rate. So, balance out email communications by offering a single point of contact (individual, form or similar) for questions or concerns to ensure correct information is being shared within groups.
- Visit with stakeholder representatives throughout the selection and implementation process. Cite their input and tie it back to anticipated improvements that will alleviate their specific challenges.
- Share the enthusiasm. Positive attitudes and genuine anticipation will influence every step of the project.

“The only limit to our realization of tomorrow will be our doubts of today” – Franklin D. Roosevelt