

RESOLUTION NO. 25-421

A RESOLUTION OF APPRECIATION FOR PHYLLIS GOSS

WHEREAS, the City has benefitted greatly from the dedicated service of Phyllis Goss, Records Supervisor, PD – Records & ID, for the past 36 years; and

WHEREAS, Phyllis Goss began her tenure at the City of Colorado Springs on January 17, 1989 as a Temporary Employee under a Domestic Violent Grant. On July 26, 1990 she transitioned from a temporary role to a regular position serving as an Identification (ID) Clerk. On March 14, 1995 she was promoted to an ID Technician and on May 9, 2004 she was reclassified to an ID and Records Supervisor. On April 8, 2007 she was reclassified to an ID Specialist and on March 31, 2013 her position was updated, and, and she spent the remainder of her career serving in the Records and Identification Section as a Records Supervisor; and

WHEREAS, her contributions and efforts resulted in being presented multiple awards. She received one Increase Workplace Efficiency, Production or Quality Level III Award, three Certificates of Appreciation, two Written Commendations, six Commander's Commendations, and letters of appreciation; and

WHEREAS, on several occasions, she played an integral part in facilitating successful National Crime Information Center compliance audits, earning high marks, distinction, and praise from Federal Bureau of Investigation officials; and

WHEREAS, Phyllis collaborated closely with CSPD Human Resources staff to refine the usefulness of Spark videos, which led to interviewing better-quality candidates and making the interview process more efficient; and

WHEREAS, in 2009, Phyllis assisted in making presentations to all the Patrol Divisions during line-ups and created a reference brochure outlining Records and ID protocols; and

WHEREAS, in 2023, she created a new hire wellness class, which introduced new hires to good self-care and mental health habits; and

WHEREAS, in 2024, she created a once a month "coffee break" with each of her direct reports which created an environment for staff to share concerns and issues in a productive manner; and

WHEREAS, she served on multiple hiring panels and was a Colorado Certified Records Technician; and

WHEREAS, while serving on the Peer Support Team, in 2015 she played a key role in helping the Canon City Police Department establish its own Peer Support Team; and

WHEREAS, she was an innovative leader who actively supported her staff's growth by mentoring and coaching team members. She continuously sought to improve processes, techniques, and procedures to increase efficiency; and

WHEREAS, Phyllis was always willing to take on new responsibilities, she demonstrated strong teamwork, was an excellent and compassionate listener, and she went the extra mile to assist customers; and

WHEREAS, we appreciate her dedication, commitment, informal leadership, mentorship, and stewardship of taxpayer dollars throughout her years of service to the City; and

WHEREAS, the City wishes her happiness and success in all her future ventures.

NOW, THEREFORE BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF COLORADO SPRINGS:

Section 1. That City Council recognizes Phyllis Goss for her 36 years of service, leadership, and contributions to the City of Colorado Springs.

DATED at Colorado Springs, Colorado this 26th day of August, 2025

Lynette Crow-Iverson, Council President

ATTEST:

Sarah B. Johnson, City Clerk