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For more information contact:
City of Kyle
Jerry Hendrix 512-262-3921

Kyle Police Go the Max For Customer Service Award

KYLE, TX – When Kyle City Manager Lanny Lambert announced his "The Customer is the Boss" campaign this summer, he knew there would be a lot of competition for the $1,000 cash prize for the city staff member providing the best customer service. What he didn't realize however, was the creativity and teamwork that would be nominated for the award.

"I imagined that we would have many great individual examples of outstanding customer service being nominated for this award," said Lambert. "I was pleasantly surprised by the number of nominations that were for teams and work groups. I'll need to take that into account next when we do this next year."

The campaign was designed to bring attention the to the importance of customer service in the City of Kyle's organization. The winner of the contest, as decided by the City Manager, would receive special recognition and a check for $1,000. There were 20 nominations covering individuals and workgroups throughout the City's departments.

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“All the nominations demonstrated the outstanding level of customer service that our employees deliver on a daily basis,” said Lambert. “There was one nomination that really stood out and I was extremely proud to be able to recognize the individuals from the police department that were a part of this selfless act.”

The “selfless act” involved four members of the Kyle Police Department, as well as members of the Kyle Police Academy (CPA) Alumni Association, and their actions for a Kyle CPA Alumni member’s cancer stricken grandson.

Max Simmons, known as “Jedi Max” due to his love of Star Wars, was the grandson of CPA alumni member Max Vasquez. Eight-year-old “Jedi Max” was also a vibrant kid who was fighting with brain cancer (Glioblastoma Multiforme),

Madeline Evans, also a CPA Alumni member, arranged for Star Wars costumes to be donated by Costume World company from Austin so officers could dress up as Star Wars characters and visit “Jedi Max” in Dell Children's Hospital. Unfortunately the opportunity was lost when “Jedi Max” passed away before the visit could be arranged.

Evans, joined by Officer Catlyn Bone, Officer Zacharie Castilleja, Officer Evans and Detective Adam Watson volunteered their time to dress as Star Wars characters for Jedi Max's funeral.

“These officers did this for “Jedi Max” out of compassion for him and his family,” said Kyle Police Chief Jeff Barnett. “They were all very shocked to learn that someone had nominated them for the award.”

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"The actions of these officers and the Citizens Police Academy alumni speak volumes about the hearts and soles of our organization," said Lambert. "I know that "Jedi Max" was watching from heaven as our officers honored Max's courage with their Star Wars tribute. I also know those in attendance at Max's funeral welcomed the gesture during this difficult time."

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