

City of Sugar Hill – March 2025 Staff Training Summary

City of Sugar Hill staff participated in a wide range of professional development opportunities throughout March 2025. These trainings, hosted across departments, enhanced employee knowledge in leadership, safety, operations, compliance, technology, and community engagement.

1. Gas Department

Staff participated in federal overview sessions and hands-on operator qualification training. Alex Philmon attended a webinar presented by the American Public Gas Association (APGA), which provided an overview of how the APGA supports municipal utilities in navigating federal gas system regulations. Luciano Pardo and Kevin Richards completed B31Q field training on valve operations, focusing on manually turning meters on/off and techniques for meter proofing and spotting.

2. Commissions & Boards

Youth Council members visited the Georgia State Capitol and met with state representatives to advocate for the priorities and concerns of young residents. This experience gave them insight into the legislative process and local government functions.

3. Marketing & Communications

Staff attended the GMA Government Communicators Conference, where they learned best practices in promoting city initiatives, engaging with media, using local influencers, and conducting effective communication surveys.

4. Events

Hattie Diaz continued the nine-month Gwinnett Young Professionals Journey Program, which introduced the H.E.A.R.T. and S.E.R.V.E. leadership frameworks for both personal and professional growth.

5. Administration

City Manager Paul Radford attended the Georgia City-County Management Association Conference, which focused on leadership wellness, multigenerational workforce strategies, placemaking, disaster recovery, and peer networking.

6. Planning & Development

Nicole Klein and Artagus Newell participated in the UGA Data Analytics Capabilities Conference hosted by the Carl Vinson Institute. Topics included the use of artificial

intelligence in government, data digitization, and governance policies for effective data management.

7. Finance

Cindy Pugh attended a webinar by the U.S. Department of Treasury that outlined the reporting process for the State and Local Fiscal Recovery Funds (SLFRF) program.

8. Facilities

Tim Schick attended a recertification webinar through the University of Georgia, covering updated erosion and sedimentation (E&S) regulations, permitting software, and turbidity testing.

9. Economic Development

Chase Rehak completed the Georgia Main Street 101 Training and Assessment, which introduced the Four-Point Approach: Promotion, Economic Vitality, Organization, and Design, for sustainable downtown development.

10. Public Safety

Public Safety staff engaged in comprehensive training on law enforcement practices, internal affairs, leadership, gang awareness, and public de-escalation. Andy Smith completed multiple webinars on topics such as polling place security and officer-involved shooting protocols, while Michael Parker received hands-on training in R.A.D. (Rape Aggression Defense) using an aggressor suit. Meia Santore received instructor-level certification in de-escalation and completed training on gang awareness, human trafficking, and child exploitation. Todd Pacholke participated in CJIS security and operator certification sessions.

Overall Impact

March 2025 trainings, certifications, and educational sessions contributed to the continued growth and operational strength of Sugar Hill's staff. These efforts support the city's mission to deliver professional, effective, and community-focused services.

- **Skills:** Departments gained valuable expertise in data analytics, leadership, gas operations, and law enforcement procedures.
- **Safety:** Public safety and facilities staff enhanced protocols in compliance, internal investigations, gang awareness, and environmental regulation.
- **Community Engagement:** Youth Council, marketing, and economic development teams advanced civic participation and promotion of city initiatives.

- Compliance & Innovation: Training on CJIS, SLFRF, and GASWCC ensured up-to-date adherence to local, state, and federal standards.
- Leadership Development: Programs like GCCMA and GYP Journey promoted long-term leadership and employee growth.
- Downtown Development: Main Street Certification supports strategic revitalization and economic sustainability for Sugar Hill's core.