



CITY COUNCIL MEMORANDUM

FROM: The Office of the City Manager **DATE:** October 10, 2016

SUBJECT: Announcements

PRESENTER:

GENERAL DESCRIPTION:

At each Council meeting a member of the governing body announces upcoming events in the City and recognizes an employee that exemplifies the City's core values.

Announcements:

On Saturday, October 15th residents can get rid of unwanted bulky items during the annual Fall Community Cleanup. Items can be dropped off from 9 a.m. to noon at the Tarrant County College-Northeast Campus in Parking lot E.1 by tennis courts. Visit our website or call Neighborhood Services for more information.

The North Richland Hills Fire Department will hold an open house from 10 a.m. to 2 p.m. on Saturday, October 15th. The open house will be held at Fire Station No. 5 located off of Mid Cities Boulevard. Come meet our first responders and learn about the many services they provide to the community.

The Police Department is holding a prescription drug collection event on Saturday, October 22. The public may drop off any unused, expired and unwanted prescription drugs at the Police Department between 10 a.m. and 2 p.m. Please contact the Police Department with any questions.

Kudos Korner:

Every Council Meeting, we spotlight our employees for the great things they do. Tonight we recognize:

Cindy Dobbs in the Water Office – A resident emailed to let us know about the excellent customer service that Cindy provided when she called with questions regarding her water bill. Cindy helped her understand the billing process and gave her suggestions on how to determine if she had a water leak. She also provided a detailed day by day water usage report and offered to send someone out to re-read the meter. The resident said, "I called Cindy several times during this process and she always



remembered me, treated me with respect and courtesy and seemed genuinely concerned with assisting me with the problem. I know that customers are quick to complain but rarely commend excellent service, so I just wanted to recognize Cindy for great customer service!"