

Cindy Karch

From: Mercy Rushing
Sent: Friday, October 15, 2021 8:50 AM
To: Cindy Karch
Cc: William Crump; Judy Stuckey; Justin Clower
Subject: FW: City Employees: Manny, Dylan, Justin, judy

Please include this in my city manager report for Oct. 25th meeting

"STAY SAFE & MINEOLA STRONG"

Sincerely,

Mercy L. Rushing, PCED, CTE
City Manager, City of Mineola
Executive Director Mineola Economic Dev. Corp.
mrushing@mineola.com
903-569-6183
www.mineola.com



ATTENTION Public Officials (APPOINTED, ELECTED and EMPLOYEES)

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From: R Hill <rhill2848@yahoo.com>
Sent: Friday, October 15, 2021 7:28 AM
To: William Crump <wcrump@mineola.com>
Cc: Mercy Rushing <mrushing@mineola.com>; Terrance Washington <tlw2848@yahoo.com>
Subject: City Employees: Manny, Dylan, Justin & Judy

Mr and Mrs Terrance L Washington
PO Box 560776
The Colony, Texas 75056
RHILL2848@YAHOO.COM

Mr. William Crump, Director
City of Mineola Public Works
PO Box 179
Mineola, Texas 75773
WCRUMP@MINEOLA.com

October 15, 2021

Dear Mr. Crump:

My husband and I own the property at 602 Wigley Street there in Mineola. Our primary location is in The Colony, Tx; but we love to visit family and friends on weekends, holidays and whenever we are off from work, so we travel back and forth to Mineola regularly.

A few weeks back, a water leak was found on our side of the city's water line. Judy called me and informed me personally about an unusually high water usage very early in my billing cycle. So the water was turned off to the residence until I could get there.

My husband and I came down later that day (on a Thursday), to inspect the area and decided on a path to move forward. That Thursday evening Justin met us at the house to explain and show us the leak.

I proceeded to call a local plumber in the area and the leak was repaired the next day (Friday). We came down for the weekend early Saturday morning and called the city to turn the water back on. When the technician came out, we noticed that there was another leak; but this time on the city's side.

Without water, we would have had to return back to The Colony; but it just warmed our hearts when we realized that even though it was a Saturday, the folks we called out were willing to fix the line immediately so that we could spend a long weekend there in Mineola.

Manny was on call; and he ended up getting help from Dylan (who was not on call); but together they fixed everything on a Saturday so we could stay there. I do realize that someone is always on-call during off hours for emergencies, but, I also know that the attitude any employee has can greatly influence the customer experience.

I just wanted to let you know that Dylan and Manny were so awesome that day. I have lived in a few places, and I will tell you that not all towns have such kind technicians willing to give up personal time on a Saturday with a customer-friendly attitude.

Please let them know how much we appreciate their services and how proud we are to be part-time residents of Mineola.

Thank you for hiring good employees like Dylan, Manny, Justin and Judy.

Best regards,

Rachelle Hill Washington &
Terrance L Washington