

Tuesday, July 10, 2012

Troy City Council  
C/O City Manager, Michael Culpepper  
500 W. Big Beaver  
Troy, MI 48084

Dear Mr. Culpepper and City Council Members:

We are writing to commend two City of Troy employees. On several occasions over the past two months, we have contacted Mr. Paul Evans, Zoning and Compliance Specialist regarding issues in our neighborhood. He, in turn, referred our concerns to Mr. Gary Bowers, Housing and Zoning Inspector.

In every instance, our emails were answered within one business day by both individuals, and on several occasions, within a matter of hours. In addition, they promptly initiated complaint investigations and issued citations accordingly. Two instances involved unsightly property and a third involved hazardous obstruction of an intersection.

While expeditious response is commendable, both Mr. Evans and Mr. Bowers both display a sincere commitment to serving the citizens of Troy. Our issues were never treated as trivial or inconsequential. When we stated our concern that we might be viewed as "chronic complainers" for reporting repeat code violations on our block, they reassured us that our concerns were valid and our issues were important to them. As Mr. Evans stated in an email: "We appreciate residents such as you letting us know where our services are needed. We would never view it as complaining."

While we are certain that many citizens take the time to communicate with you regarding City employees who fail to perform, we feel it is as just as important to commend those who exceed our service expectations. The dedication and professionalism displayed by both Mr. Evans and Mr. Bowers are exemplary and we would like to see them recognized in some public forum.

Please feel to contact us should you need any further documentation.

Sincerely,



Nancy and Don Johnson  
2199 Brinston Drive  
Troy, MI 48083  
248.457.6872  
Email: [glassdimen@wideopenwest.com](mailto:glassdimen@wideopenwest.com)

Cc: Paul Evans  
Gary Bowers  
Cindy Stewart