

Beth L Tashnick

Subject: FW: Building Department

From: William Trapezona

Sent: Thursday, February 29, 2024 7:18 PM

To: City Manager External Contact

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Hello

I was not sure whom Rickie's supervisors were so I hope this reaches them as well.

I have been a builder in Michigan for almost 30 years so I have been around and through many building departments. I had the pleasure of meeting and working with Rickie on several occasions over the last few weeks. The level of service she has given me was exceptional to say the least. I am very weak on my computer skills and she sat patiently and walked me through every step to ensure I had all my paperwork in order and submitted accurately. She answered every question with accuracy and patience. I get a lot of push back from people since I am a contractor and I should already know some of these things but all the electronics get to me sometimes. She didn't make me feel like that at all. Her expertise far exceeded my expectations and this old man truly appreciated her help.

I watched her and the other gal there, I'm sorry but I didn't catch her name, she sits directly in front of her though. Both ran between phone calls and people at the counter and did it all with great service even while dealing with other obstacles.

I know people do not always get the recognition they deserve and I want to make sure this employee does as I very much appreciated her help. No need to tell her my name but just know she as well as the other lady were a great help.

Thank you for your time

William