

It's a Team Approach!

By Mayor Susan Sample

In our everyday lives, we experience challenges – and what helps us achieve success is the team surrounding us. When it comes to running a City that provides a wide range of services 24 hours a day, 365 days per year, it is a team approach that ensures delivery of efficient and effective services to our residents. The West U team is made up of four parts – obviously, City staff is the easiest team member to identify, but there are also other members that include volunteers serving on our advisory boards and commissions, our City Council, and, lastly, you, our residents.

Our City staff is the glue that keeps our service delivery happening around the clock – whether it is responding to simple questions from our customers, or something more serious like fixing a water leak, patrolling our neighborhoods, or ensuring that our City's bills are paid. Each one of our City staff plays an important role in the services that are provided on a daily basis.

Volunteers who serve on the citizen advisory boards and commissions are also valuable members of our team. Our board and commission members are hard-working people, and the time and dedication of these volunteers are essential for keeping our City codes, amenities, and services reflective of our community values.

The third part of our team is the City Council. The job of our City Council is to be accountable to residents for the efficient and effective delivery of services to you. Additionally, our City Council works on setting the long-term goals for our community by ensuring that City operations and infrastructure remain resilient for not only current residents, but also for the residents who will call West U home in the years to come.

The last part of our team is you – the residents. Without your support of our City staff, citizen advisory boards and commissions, and the City Council, West U would not be where it is today. Supportive residents allow our staff to provide the City services desired by residents as a whole and at a level reflective of that support.

I extend my gratitude to our team's response to the City of Houston's boil water notice. Our West U staff's timely action on ensuring that our water supply remained unaffected by the boil water notice was great. While staff actions on this issue prevented our residents from having to boil water, the technology used by our staff to gather data and actually close the physical connection to Houston's water supply was a result of the City's committed investment to improving and updating West U's infrastructure.

In early December, our City staff will present City Council with options to improve our water system's groundwater production, increase the pumping capacity at our two water plants, replace an 87-year-old water tower, and make improvements to our water distribution lines with the overall goal of providing redundancy and resiliency to this critical system.

On behalf of our City Council, I want to say "thank you" to all the players on our team – and keep up the great work!