



NRH



A newsletter for the residents of North Richland Hills

WINTER 2016

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New City Hall to Open in 2016

Construction of your new North Richland Hills City Hall is nearing completion and city departments will begin moving in this spring. The relocation of city services will be phased in over several weeks and a grand opening celebration will be held after the move is complete.

Located off of Boulevard 26 at 4301 City Point Drive, the three-story, 180,000-square-foot facility will bring together most city departments into one convenient location including:

- All offices currently located at the old City Hall at 7301 NE Loop 820;
- Police Department, currently located at 7301 NE Loop 820 and 7200D Dick Fisher Dr. South;
- Fire Administration and Emergency Management, currently located at 7202 Dick Fisher Dr. North;
- Municipal Court, Parks Administration and Citicable NRH currently located at 6720 NE Loop 820;
- Neighborhood Services, currently located at 6801 Glenview Dr.

In front of the new City Hall, there will be an outdoor public plaza for special events, holiday celebrations and other community activities.

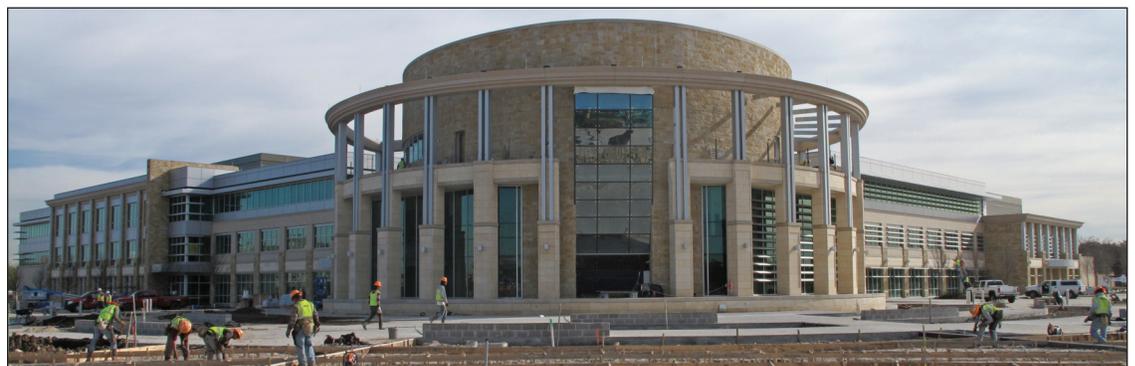
North Richland Hills voters approved the

sale of bonds for the new City Hall in May 2012. A Municipal Complex Oversight Committee has been overseeing the project to ensure that it stays within budget and is consistent with the intent of the voters who approved it. The committee is made up of three council members and four citizens including: Councilman Scott Turnage, Councilman Tom Lombard, Councilman Tim Welch, Steve Koons, Janet Golightly, Whitney Harding and Jay Bruner.

The property surrounding the new City Hall is privately owned and represented by ARA Newmark, a national commercial real estate brokerage with local offices in Dallas. The city is working closely with ARA Newmark on marketing the property and meeting with prospective parties interested in purchasing and developing the property.

The city property that will be vacated at 6720 and 7301 NE Loop 820 will be redeveloped with commercial uses. The Fire Administration building on Dick Fisher Drive will continue to serve as a training center and backup dispatch and emergency operations center.

Watch for updates about the move and grand opening celebration in upcoming water bills, e-newsletters and on the city's website at www.nrhtx.com/newcityhall.



New Features Makes It Easier to Monitor, Pay Your NRH Water Bills Online

You spoke and we listened! The City of North Richland Hills Utility Customer Service Office is improving its online bill pay system to include new features requested by you, our customers.

The improved system provides ultimate self-service capability. You can easily make a one-time payment or enroll online into a highly secure customer self-service portal to view your water bill details, due date, usage and history, make a payment, schedule payments, and view payment history.

New features include the ability to:

- safely store credit card information and manage payment types;
- auto-draft monthly payment with a credit card, debit card, or e-check;
- schedule future payment date;
- pay with a check online;
- pay multiple bills / accounts in one transaction;
- receive e-mail or text message notification when bill is ready to view or when bill is due.

The improved online bill pay system will be available soon. Customers will still access the secure online payment portal by going to www.nrhtx.com/water. The first time you log in you will need to enter your account

number and street address to create your user profile.

Please call 817-427-6200 if you need assistance accessing your account online.

Drive Through Payment Window Closing Feb. 1

Effective February 1, 2016, the Utility Customer Service drive through window at 7301 NE Loop 820 is permanently closing. For your convenience, the following options are available to pay your water bill:

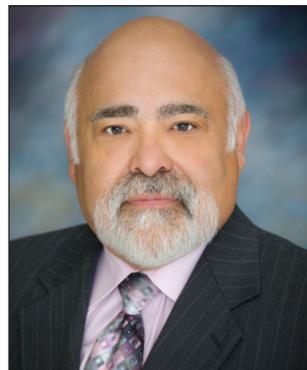
- Pay online 24/7 at www.nrhtx.com/water
- Pay by phone 24/7 at 817-427-6318
- Set up automatic bank draft. Visit www.nrhtx.com/autodraft for authorization form.
- Pay inside City Hall, Monday through Friday, from 8 a.m. to 5 p.m.
- Mail payment using the envelope included with your bill.
- Pay at a Fidelity Express pay station. Visit www.nrhtx.com/waterpaymentoptions and click on the Fidelity Express link to find nearest location. \$1.50 service fee applies.

Please contact the Utility Customer Service Office at 817-427-6200 if you have questions or need assistance with any of these payment options.

NRH Council Members Elected to Leadership Roles

North Richland Hills City Council Member Tito Rodriguez has been elected to serve on the National League of Cities (NLC) Board of Directors. NLC is dedicated to helping build better communities and serves as a resource and advocate for 19,000 cities and towns, representing more than 218 million Americans. Councilman Rodriguez is one of three Texans serving on the board. Fort Worth Councilman Jungus Jordan and Bennett Sandlin, Executive Director of the Texas Municipal League, also serve. Councilman Rodriguez also serves on NLC's Hispanic Elected Local Officials Board of Directors.

Councilman Rodriguez was also recently appointed to serve on the Board of Directors for the Fort Worth Transportation Authority, which is also known as The T. The T operates Fort Worth's bus system and partners with Dallas Area Rapid Transit to operate the Trinity Railway Express (TRE) commuter rail service from downtown Fort Worth to downtown Dallas. The T is also developing Tex Rail, which will provide commuter rail service from downtown Fort Worth to DFW Airport, including two stations in North Richland Hills. Tex Rail service could begin in 2018.



Tito Rodriguez



Tom Lombard

North Richland Hills City Council Member Tom Lombard has been elected Secretary - Treasurer of the Executive Board for the North Central Texas Council of Governments (NCTCOG). NCTCOG assists local governments in a 16-county North Central Texas region in planning for common needs, cooperating for mutual benefit, and coordinating for sound regional development.

Councilman Lombard was also recently reappointed to the National League of Cities Information Technology and Communications Steering Committee. You can learn more about the City Council at www.nrhtx.com/council.

City Departments Earned Many Honors in 2015

Several city departments and employees were recognized for their outstanding service in 2015. Following are some of the awards and honors they received:

Budget & Finance

- The city was presented a Distinguished Budget Presentation Award from the Government Finance Officers Association for the 25th consecutive year.
- The city was presented a Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association for the 31st consecutive year.
- The Purchasing Division earned an Achievement of Excellence in Procurement Award from the National Purchasing Institute for the 6th year.

City Council

- Mayor Oscar Trevino was named Businessman of the Year by the Fort Worth Hispanic Chamber of Commerce.

Economic Development

- The Economic Development Department received a Certificate of Economic Excellence from the Texas Economic Development Council for the 6th year. NRH is one of only 35 cities to receive this award.
- WalletHub ranked North Richland Hills as the 18th “Best City in Texas” to find a job. The ranking compared 122 cities in the state to find the most promising employment hubs.

Human Resources

- The city received the Gold Fit-Friendly Worksite Award from the American Heart Association. The award recognizes businesses that champion the health of employees and create a culture of physical activity and health in the workplace.

Keep NRH Beautiful

- Keep NRH Beautiful was presented 3rd Place in the Governor’s Community Achievement Awards; a Keep Texas Beautiful Sustained Excellence Award; and a Keep Texas Beautiful Gold Star Affiliate Award.

Library

- Assistant Library Director Courtney Kincaid was honored by the American Library Association with the I Love My Librarian Award for her outstanding public service and ongoing commitment to transforming lives through education and lifelong learning. She was one of only 10 librarians in the nation recognized this year with this esteemed honor.

Parks & Recreation

- NRH₂O Family Water Park was named by TripAdvisor as the number six waterpark in the U.S. This is the second year NRH₂O has been ranked among the top 10 waterparks in the nation.
- NRH₂O lifeguard John Cope received the Golden Guard award from Jeff Ellis & Associates, Inc., the nation’s leading organization in aquatic training and safety management. NRH₂O also holds numerous Platinum Park Awards from Ellis & Associates.
- Head Tennis Pro Bobby Reeves coached the Richland Tennis Center’s Junior Tennis Team to its second National Championship.
- Avid Golfer’s 2015 ranking of Best of Public Golf Courses recognized Iron Horse Golf Course for most unique on course food and beverage.
- Sharon Davis, Assistant Director of Parks & Recreation, was recognized as Campaign Manager of Year by United Way’s Northeast Tarrant County Office.
- Christina Lopez, office coordinator in the Parks & Recreation Department, was named the top Government & Public Service Administrative Professional in the Fort Worth area.

Planning & Development

- The Planning & Development Department received the 2015 Certificate of Achievement for Planning Excellence from the Texas Chapter of the American Planning Association.

Police Department

- Volunteers in Police Service (VIPS) members Barbara Fallon and Eric Younkin were awarded the Presidential Call for Service Lifetime Award for having surpassed a volunteerism milestone – over 4,000 volunteer service hours to the North Richland Hills Police Department VIPS Program.
- The Police Department Motors Section was awarded 64 championship trophies in 2015 at six charity competition events: Gulf Coast Police Motorcycle Skills Championship; Shield Foundation Police Rodeo; Spokes4Hope Police Rodeo; Coppell-Grapevine Police Motorcycle Rodeo; and Grand Prairie Spring Classic Police Motorcycle Training and Skills Competition.
- The NRHPD Bike Patrol participated in the annual Alliance for Children Race Against Abuse placing 1st and 2nd in overall team awards. They also brought home 1st through 3rd on individual times.
- Police Officer Kevin Croft was presented a Hometown Hero award from the Northeast Tarrant Chamber of Commerce for consistently taking the extra step to assist those who most view as helpless.

NRH Fire Department Opens Station No. 5

The North Richland Hills Fire Department has enhanced its service to the community by reopening the fire station located at 7202 Dick Fisher Dr. North, next to the Fire Administration and Training Center. This fire station had closed in 2005 when its crews relocated to the new Fire Station No. 4 at 7245 Hightower Dr. to improve service to the growing northern sector of the city. A higher distribution of emergency calls to the central sector of the city recently prompted officials to look at reactivating the station.

“This location provides excellent added coverage for the needs we have today at a minimal additional cost,” said Fire Chief Stan Tinney.

The station on Dick Fisher Drive has been renamed Fire Station No. 5. The reopening of Fire Station No. 5 allows the department to better serve the busiest areas of the community. One fire truck has already been relocated to Station 5 and the crew will be cross staffed on an ambulance starting in February.

“The combination of the station reactivation and use of the cross-staffed units will increase our response capabilities and maximize the efficient use of all of our existing resources,” Chief Tinney stated.

With the reopening of Station No. 5, the NRH Fire Department will be able to respond to 93% of households within four minutes.

New Technology for NRH Ambulances

The North Richland Hills Fire Department recently purchased Lucas Chest Compression Systems for each ambulance to assist in the treatment of persons suffering



Fire Station No. 5 is located at 7202 Dick Fisher Dr. North.

sudden cardiac arrest. The Lucas devices provide effective and uninterrupted chest compressions, which is necessary when a patient is in cardiac arrest. While the device is performing that essential function, rescuers can focus on other critical life-saving tasks such as ventilation, medication and defibrillation.

In most cases cardiac arrest has a dire prognosis, with an average of only 5% of patients being discharged without neurologic problems after an out-of-hospital cardiac arrest. Studies have consistently shown an average of 5–15% of patients treated with standard CPR survive a cardiac arrest. Providing optimal blood flow to a patient in cardiac arrest by performing quality, uninterrupted CPR is uniformly thought to have a positive impact on improving overall survival. NRH fire officials believe the new Lucas devices will help to increase survivability of a cardiac arrest.

Community to Receive Outdoor Warnings Faster

North Richland Hills outdoor warning siren system was recently upgraded with a new software that automatically activates the sirens any time the National Weather Service issues a Tornado Warning for our area. The automatic notification is faster than the old manual activation method, which is vital when the safety of the community is at stake.

Shortly after its installation, this new software successfully triggered the outdoor warning sirens when a Tornado Warning was issued for our community on November 5. That storm produced a funnel cloud over North Richland Hills, but fortunately it did not touch down or cause damage here.

The city’s outdoor warning sirens may also still be activated manually for other emergencies. Examples of



Funnel cloud spotted over North Richland Hills on November 5.

when staff may manually activate the sirens is when there is hail 1.25 inches or larger or high winds in excess of 70 miles per hour.

As a reminder, the sirens are designed to warn people who are outside to go inside. Citizens are encouraged to turn their television or radio to a locally broadcast channel or station to determine what hazardous situation exists.

The outdoor warning system is tested at 1:00 p.m. on the first Wednesday of each month. The sirens are not tested if inclement weather is

forecasted or is in the immediate area.

Citizens can also sign up to receive emergency notifications by telephone, text or email. Go online to www.nrhtx.com/everbridge or call 817-427-6900.

2016 Election Calendar

In even numbered years, registered voters in North Richland Hills have the opportunity to cast their ballot in three separate elections.

Tuesday, March 1 Primary Election: This election determines the county, state and federal candidates that will be placed on the November ballot. The last day to register to vote in the Primary is February 1. Early voting will take place February 16 - 26. The runoff date for the primary is May 24, with early voting from May 16 - 20.

Saturday, May 7 Municipal Election: Voters will go to the polls to elect persons to Mayor and City Council places 2, 4, and 6. Please note, Election Day is the first Saturday in May, which is a change from previous years.

Persons interested in running for an elected office shall file their applications with the City Secretary. The filing period is January 20 - February 19. Applications can be filed in person at 7301 NE Loop 820 between 8:00 a.m. – 5:00 p.m.

Monday through Friday or mailed to P.O. Box 820609, North Richland Hills, TX 76182, Attn: City Secretary.

Early voting for the Municipal General Election will be held April 25 - May 3. Residents that are qualified to vote by mail may apply for their ballot from January 1 - April 26. If residents are not already registered to vote, they must complete a voter registration card no later than April 7.

Tuesday, November 8 General Election: Voters will go to the polls in November to determine the presidency and various state and county offices. Early voting will be held October 24 - November 4. If residents are not already registered to vote they must complete a voter registration card no later than October 11.

The city's website, www.nrhtx.com/elections, will include polling locations and hours and other information regarding the upcoming elections to assist residents.

Rufe Snow Improvements Underway

Construction recently began on a project to reconstruct and widen Rufe Snow Drive between NE Loop 820 and Karen Drive. Travel lanes will be restricted to one lane in each direction on both Rufe Snow Drive and Meadow Lakes Drive during the majority of the project, which will last approximately five months. Motorists are asked to use caution and expect delays in this area.

When complete, the project will provide additional lane capacity on Rufe Snow Drive, replace the existing asphalt pavement with concrete pavement, and improve signalization to better accommodate area traffic.

Construction on another project to widen and improve Rufe Snow Drive from Mid-Cities Boulevard to just north of Hightower Drive is expected to begin in Spring 2016.

Congratulations Citizens Civic Academy Graduates



Fifteen North Richland Hills residents graduated from the fourth North Richland Hills Citizens Civic Academy (CCA) in October 2015. Pictured left to right are: Councilman Tito Rodriguez, Jeff Robinson, Linda Robinson, Robert Boyer, Charles Bledsoe, Christian Martinez-Pabon, Byron Huffman, Yvette Martinez, Ivana Martinez, Lori Huffman, Yadira Martinez, Roberta Wyatt, Councilman Tim Barth, Jason Brown, Dannie Needham, Patricia Needham, Walter Cregger and Staff Liaison Kristin James. The CCA is held annually each fall. For more information, please visit www.nrhtx.com/CCA or call the City Manager's Office at 817-427-6003.

Where Do Your Property Taxes Go?

Did you know, less than 25% of your overall property tax payment goes to the City of North Richland Hills? The rest goes to the school district, county, county hospital district and the county college district. Each governmental entity sets its own budget and property tax rate annually. Current tax rates are:

Birdville ISD*	\$1.4539
City of NRH	\$0.61
Tarrant County	\$0.264
JPS Hospital District	\$0.227897
Tarrant County College	\$0.1495

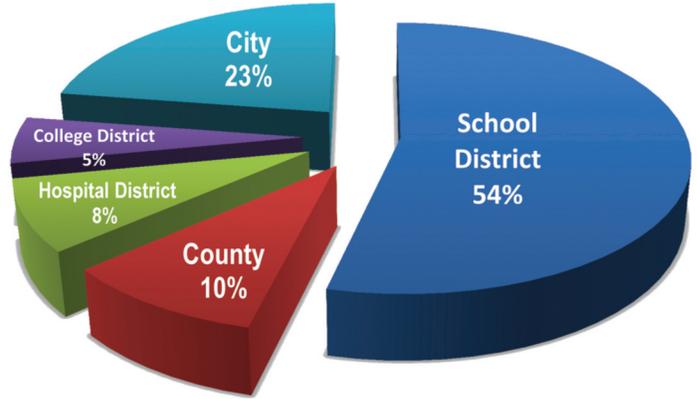


Chart does not reflect applicable homestead, senior or disabled exemptions.
*Some NRH residents reside in Keller ISD, which has a tax rate of \$1.54.

Property taxes are collected in January of each year. For more information about paying property taxes, please call the Tarrant County Tax Office at 817-884-1100.

Council Adopts Balanced Budget, Sets Tax Rate

The North Richland Hills City Council approved a balanced budget for Fiscal Year 2015-2016 and voted to keep the city's property tax rate at 61-cents per \$100 valuation.

The annual budget provides funding to continue the day to day operations of the city including 24-hour police, fire and EMS service, public works, parks and recreation, public library, neighborhood services, building inspections, and other city services.

It also includes funds to add 3 firefighter / paramedics to help with an increasing number of emergency medical calls. Another traffic safety technician and two more detention officers will also be hired to help with increasing workloads in those areas.

There is funding to widen and improve portions of Rufe Snow Drive, north of Mid Cities and just south of Loop 820. Smithfield Road will also be improved and realigned between Mid Cities and Davis Boulevard. There is also \$1 million allocated for other residential street maintenance.

Park improvements included in the budget are the

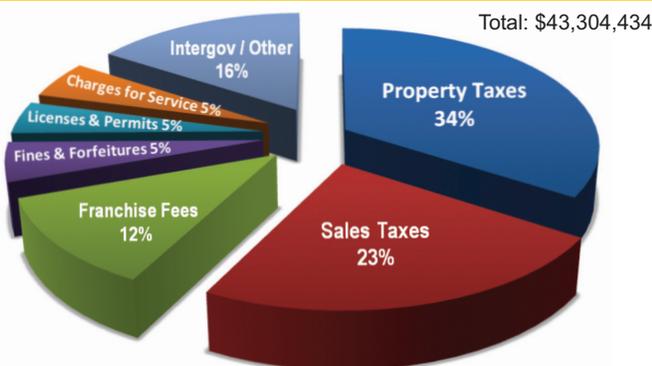
addition of shade structures at Adventure World Playground and rest stations along the John Barfield and JoAnn Johnson Trails. Planning will also begin in 2016 for the renovation of Northfield Park.

The City Council adopted the budget and set the tax rate at their September 14, 2015 meeting, after many months of planning by city staff, a budget work session and public hearings to receive input from residents.

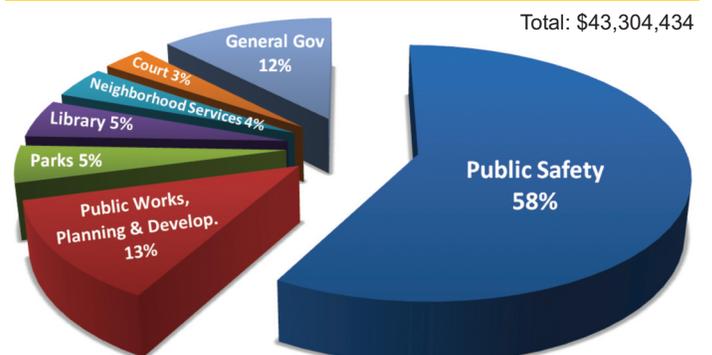
Although the tax rate remains the same, residents may see their property tax bill change if the value of their home has changed. Property values are determined by the Tarrant Appraisal District and may decrease, increase or remain the same from year to year. The majority of NRH properties maintained their value this year, with a few properties decreasing in value. Property tax bills for senior citizens and disabled residents will not change unless they have purchased a new home or made additions to their home.

The annual city budget is available to view at www.nrhtx.com/budget, City Hall and the Public Library. The city's new fiscal year began on October 1.

FY 2015-16 General Fund Revenues



FY 2015-16 General Fund Expenditures





City of North Richland Hills
 7301 N.E. Loop 820
 North Richland Hills, Texas 76180

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POSTAL CUSTOMER

2016 Meetings & Special Events

For more information, please visit www.nrhtx.com or call 817-427-6000.

January

- 1 Non-emergency City Offices Closed
No Garbage Collection
- 1-10 Christmas Tree Recycling Drop Off
- 4-8 Holiday Grease Recycling Collection
- 4 Teen Court
- 6 Outdoor Warning Sirens Test
- 6 Christmas Tree Recycling Pickup
- 7 Planning & Zoning Commission
- 7 CPR Class
- 11 City Council Meeting
- 11 Teen Court
- 13 Youth Advisory Committee
- 18 Non-emergency City Offices Closed
Normal Garbage Collection
- 19 Keep NRH Beautiful Commission
- 21 Planning & Zoning Commission
- 21 Library Board
- 25 City Council Meeting
- 25 Teen Court
- 30 Polar Plunge at NRH2O

February

- 1 Teen Court
- 1 Parks & Recreation Board
- 3 Outdoor Warning Sirens Test
- 4 Planning & Zoning Commission
- 6 Annual Daddy/Daughter Dance
- 6 CPR Class
- 8 City Council Meeting
- 8 Teen Court
- 10 Youth Advisory Committee
- 16 Early Voting Begins - Primary Election
- 18 Planning & Zoning Commission

- 18 Library Board
- 22 City Council Meeting
- 22 Teen Court
- 26 Parent's Night Out, NRH Centre
- 26 Early Voting Ends - Primary Election
- March**
- 1 Primary Election
- 2 Outdoor Warning Sirens Test
- 3 Planning & Zoning Commission
- 4 Family Fun Night, NRH Centre
- 7-11 Spring Break Camp NRH
- 7 Teen Court
- 9 Youth Advisory Committee
- 13 Daylight Savings Time Begins
- 14 City Council Meeting
- 14 Teen Court
- 15 Keep NRH Beautiful Commission
- 17 Planning & Zoning Commission
- 17 Library Board
- 19 Easter in the Park, Green Valley Park

- 21 Teen Court
- 24 CPR Class
- 28 City Council Meeting

April

- 1 Water Safety Fair, NRH Centre
- 2 Tiny Ninja Warrior, NRH Centre
- 2 Mayor's 5K Walk
- 4 Parks & Recreation Board
- 4 Teen Court
- 5 'Round the Town with Oscar
- 6 Outdoor Warning Sirens Test
- 7 Planning & Zoning Commission
- 8 Family Movie Night, NRH Centre
- 11 City Council Meeting
- 11 Teen Court
- 13 Youth Advisory Committee
- 16 CPR Class
- 15 Sounds of Spring Concert Series
- 18 Teen Court
- 21 Planning & Zoning Commission

City of North Richland Hills

City Council

- Mayor Oscar Trevino
- Mayor Pro Tem David Whitson
- Tito Rodriguez
- Rita Wright Oujesky
- Tom Lombard
- Tim Barth
- David Whitson
- Scott Turnage
- Tim Welch

City Manager's Office

- Mark Hindman, City Manager
- Karen Bostic, Assistant City Manager
- Paulette Hartman, Assistant City Manager
- Jimmy Perdue, Director of Public Safety
- Mike Curtis, Managing Director

Stay Connected

- 817-427-6000 www.nrhtx.com
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