

RESOLUTION NO. 120163

Honoring Cal Allen as a Rich Noll Pacesetter for February 2012.

WHEREAS, the Rich Noll Pacesetter Award has been established to honor City employees who provide excellent service to the citizens of Kansas City, Missouri; and

WHEREAS, the Rich Noll Pacesetter Award is named after Rich Noll, who worked for the City of Kansas City in a variety of capacities over his 26 year career and always exemplified the best attributes of City government in those capacities including customer service, responsiveness, timeliness and teamwork; and

WHEREAS, as a Supervisor in the Revenue Division of the Finance Department, Cal Allen has become the “go to” man for dealing with difficult tax situations, difficult computer issues and difficult taxpayers; and

WHEREAS, Cal has the ability to display positive, courteous and creative solutions to tax issues year after year; and

WHEREAS, Cal has become known as the Revenue Division’s “Mr. Customer Service” because he is always eager to help anyone who has a question or problem and not only does he listen, he can usually find a solution that have the citizens of Kansas City complimenting him for his help; and

WHEREAS, in addition to Cal’s work with taxpayers, he also assists in training staff on enforcement policies and procedures, works as a liaison with the Division’s collection agency, coordinates the conversions of W-2’s to the computer system as well as supervising three staff on bankruptcy, post-legal, garnishments and refunds; NOW, THEREFORE,

BE IT RESOLVED BY THE COUNCIL OF KANSAS CITY:

That the Mayor and Council hereby recognize Cal Allen as a Rich Noll Pacesetter for the month of February 2012; and

BE IT FURTHER RESOLVED that this Resolution be spread upon the Minutes of the Council in testimony thereof and that a copy hereof be presented to Cal Allen with the thanks of the Mayor and Council for her dedication and service to the citizens of Kansas City, Missouri.

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