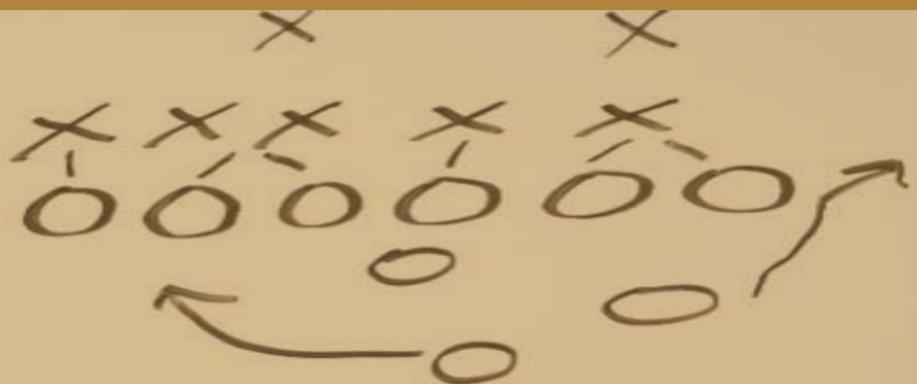




PLAYBOOK



City of Hendersonville

HELPFUL CONTACT NUMBERS

CITY GENERAL LINE	828-697-3000
CITY ENGINEERING	828-697-3000
CITY ENVIRONMENTAL SERVICES	828-697-3057
CITY FIRE DEPARTMENT (NON EMERGENCY)	828-697-3024
CITY GARAGE	828-697-3086
CITY MAIN STREET PROGRAM	828-233-3216
CITY PLANNING DEPARTMENT	828-697-3088
CITY POLICE DEPARTMENT (NON EMERGENCY)	828-697-3025
CITY PUBLIC WORKS	828-697-3084
CITY TAX COLLECTOR	828-233-3203
CITY WATER/SEWER CUSTOMER SERVICE	828-697-3052
CITY WATER/SEWER FIELD OPERATIONS	828-697-3073
CITY WATER/SEWER MAINTENANCE	828-697-3072
CITY WATER/SEWER (AFTER HOURS)	828-891-7779
CITY WASTEWATER TREATMENT PLANT	828-697-5783
CITY WATER TREATMENT PLANT	828-891-7779/828-891-3580
CITY ZONING DEPARTMENT	828-697-3010
COUNTY CLERK OF COURT	828-694-4100
COUNTY PERMIT /INSPECTIONS	828-697-4830
COUNTY MAGISTRATE OFFICE	828-694-4250
COUNTY REGISTER OF DEEDS	828-697-4901
APPLE FESTIVAL	828-697-4557
CHAMBER OF COMMERCE	828-692-1413
DEPARTMENT OF MOTOR VEHICLES/TAG	828-692-0648
DUKE POWER CO	800-877-9898
PSNC	1-800 POWER ON 877-776-2427
NC UTILITIES COMMISSION	910-733-0840
NC DRIVERS LICENSE	828-692-6915
NCDOT HIGHWAY MAINTENANCE	828-694-7971
NCDOT TRAFFIC LIGHT REPAIRS	828-508-3775
VISITOR'S CENTER	828-693-9708

A Message from John Connet, City Manager

The role of local government is to deliver taxpayer-funded services in the most efficient, economic and effective way possible. Our citizens expect City of Hendersonville employees to provide quality service with every interaction. Quality service means exceeding your customer's expectations by paying attention to every detail of the delivery of your service.

If we function as one team with one goal to provide excellent services, we will have carried out our duty as true public servants.



One Team. One Goal. Mountain Excellence.

As the employees of the City of Hendersonville, we strive to give great service to our customers, visitors and coworkers. Working with one goal, we all benefit.

GO TEAM!

To reach this goal, we have nine principles to lead us to greater service: PROACTIVE.

P rofessionalism

R ecovery

O wnership

A ttitude

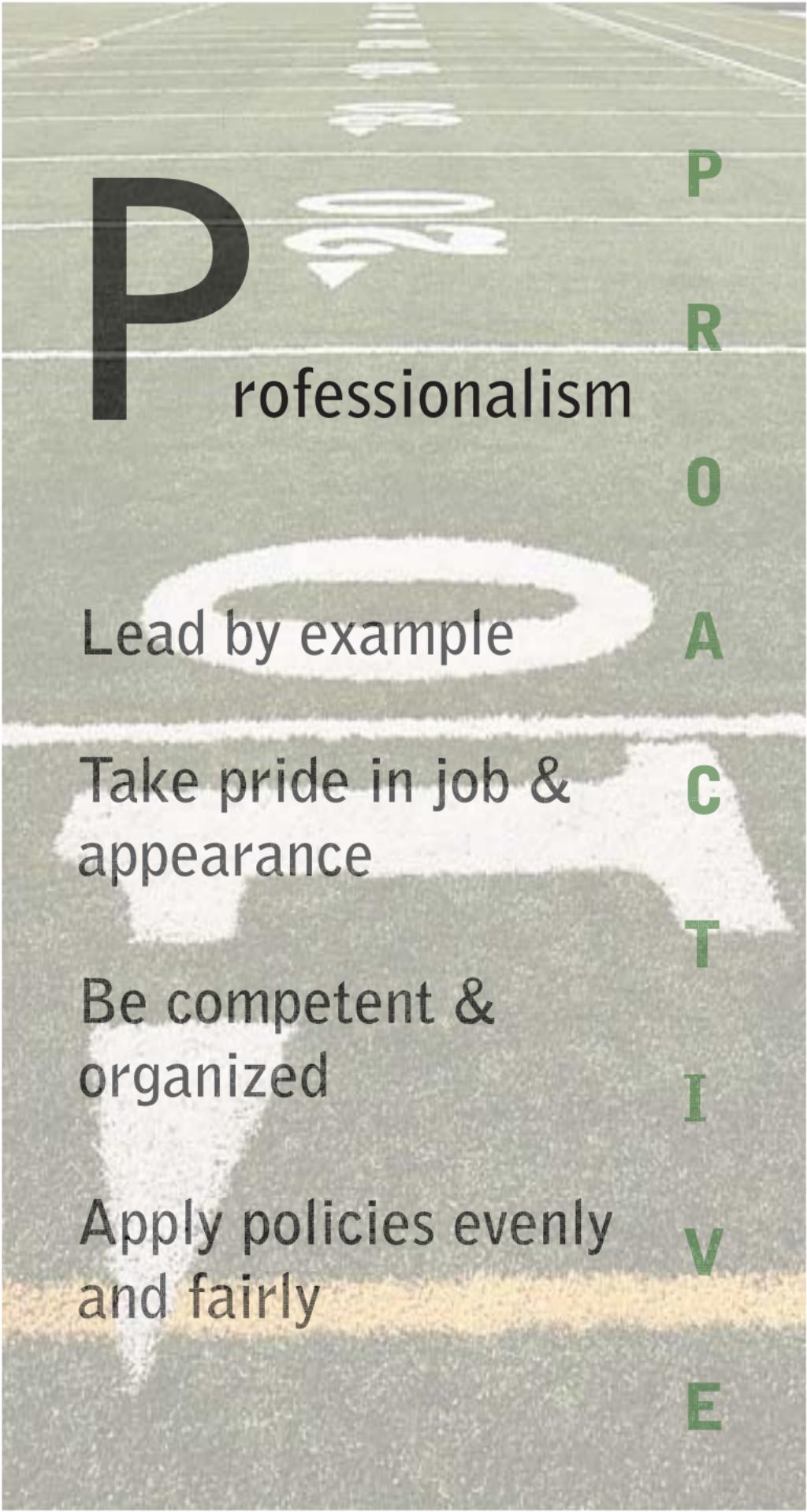
C ommunication

T eamwork

I nitiative

V alue Everyone

E fficiency



P

rofessionalism

P

R

O

Lead by example

A

Take pride in job &
appearance

C

Be competent &
organized

T

I

Apply policies evenly
and fairly

V

E

Recovery

React positively

Show empathy

Acknowledge
shortcomings

Focus on positive
resolution

P
R
O

A
C

T
I

V
E

Ownership

Take personal responsibility

Resolve issues

Follow through & follow up in a timely manner

P

R

O

A

C

T

I

V

E

A ttitude

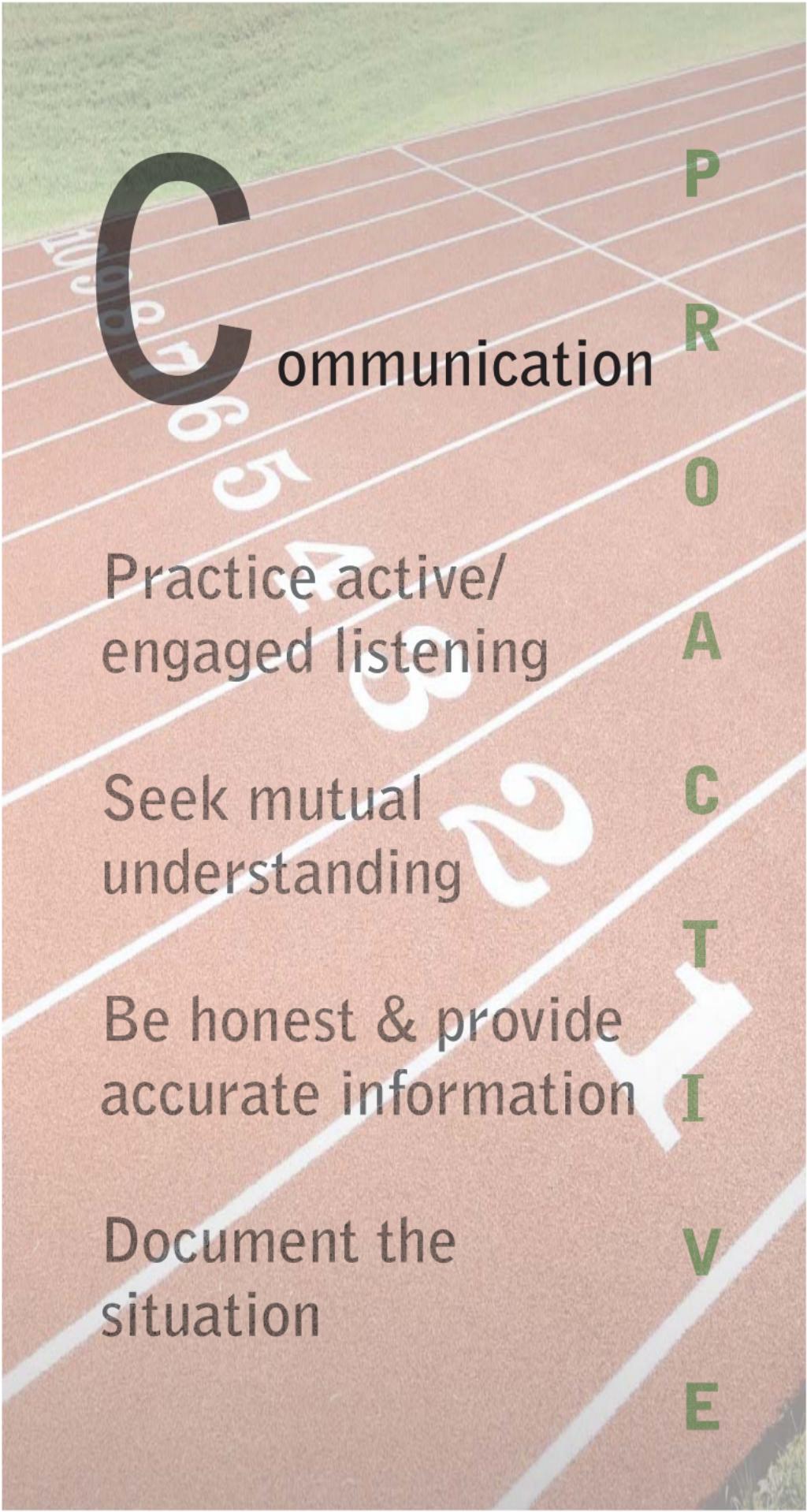
Make a positive
first impression with
everyone

Be courteous,
respectful & polite

Be confident in your
job

Be genuine and
caring

P
R
O
A
C
T
I
V
E



C

ommunication

P

Practice active/
engaged listening

R

Seek mutual
understanding

O

Be honest & provide
accurate information

A

Document the
situation

C

T

V

E

Teamwork

Have a “WE” attitude

Help others succeed

Treat coworkers with respect

Share responsibility & resources

P
R
O
A
C
T
I
V
E

Initiative

Be a problem solver

Be proactive

Use time efficiently

Go the extra mile

Be informed/aware
of community

P
R
O
A
C
T
I
V
E

V alue Everyone

Make them feel
important

Be an advocate

Practice the Golden
Rule

Treat people as
partners

P
R
O
A
C
T
I
V
E

E

fficiency

Be prepared and
accessible

Respond promptly

Use time &
resources wisely

Streamline solutions/
processes

Provide seamless
service between
departments

P

R

O

A

C

T

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V

E

The best preparation for good work tomorrow is to do good work today.

Elbert Hubbard

Nothing will work unless you do.

Maya Angelou

Working hard and working smart sometimes can be two different things.

Byron Dorgan

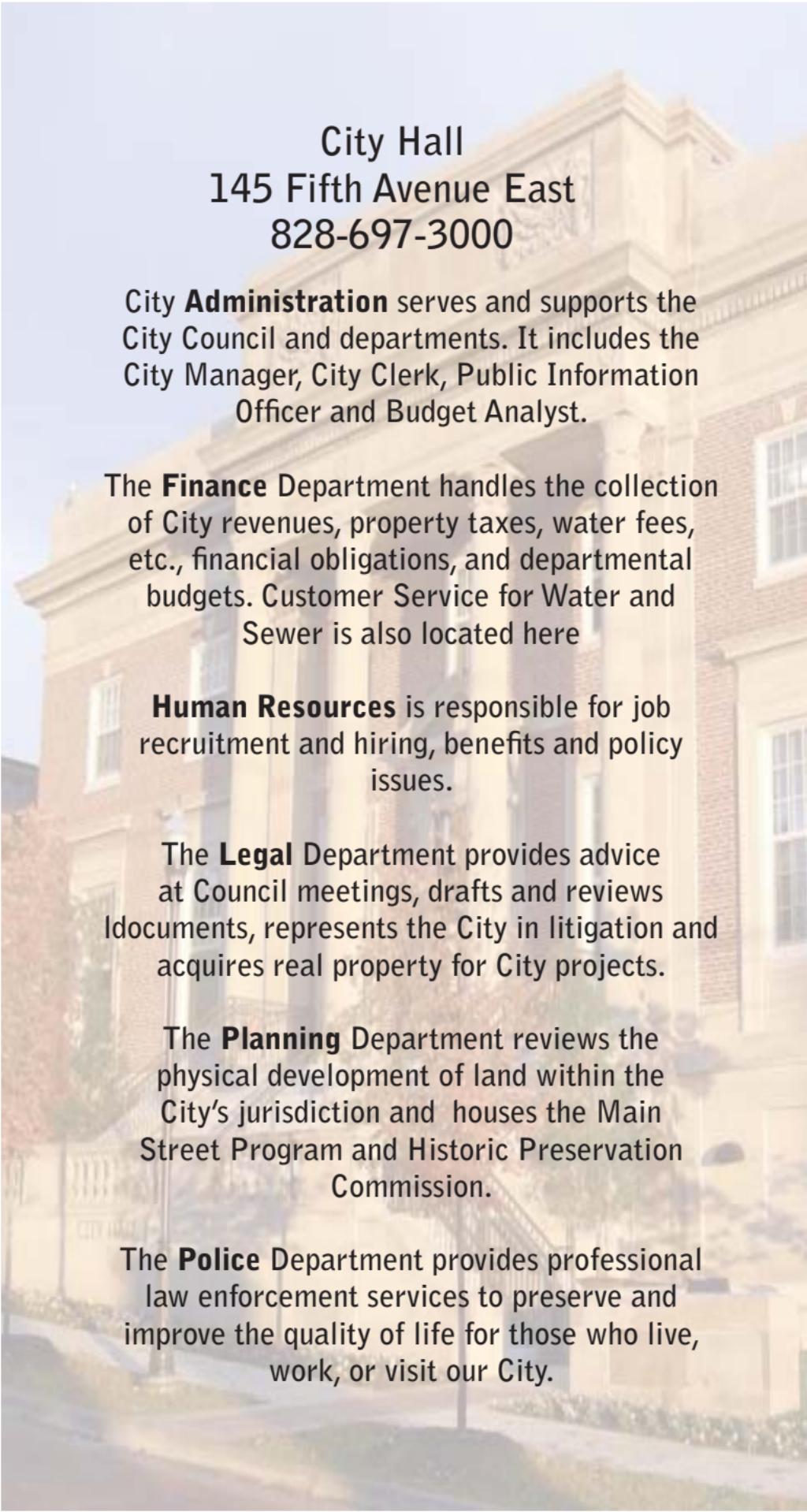
Individual commitment to a group effort - that is what makes a team work, a company work, a society work, a civilization work. *Vince Lombardi*

Don't find fault, find a remedy; anybody can complain. *Henry Ford*

Your most unhappy customers are your greatest source of learning. *Bill Gates*

The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime. *Babe Ruth*

Teamwork divides the task and multiplies the success. *Author Unknown*



City Hall
145 Fifth Avenue East
828-697-3000

City Administration serves and supports the City Council and departments. It includes the City Manager, City Clerk, Public Information Officer and Budget Analyst.

The **Finance** Department handles the collection of City revenues, property taxes, water fees, etc., financial obligations, and departmental budgets. Customer Service for Water and Sewer is also located here

Human Resources is responsible for job recruitment and hiring, benefits and policy issues.

The **Legal** Department provides advice at Council meetings, drafts and reviews documents, represents the City in litigation and acquires real property for City projects.

The **Planning** Department reviews the physical development of land within the City's jurisdiction and houses the Main Street Program and Historic Preservation Commission.

The **Police** Department provides professional law enforcement services to preserve and improve the quality of life for those who live, work, or visit our City.

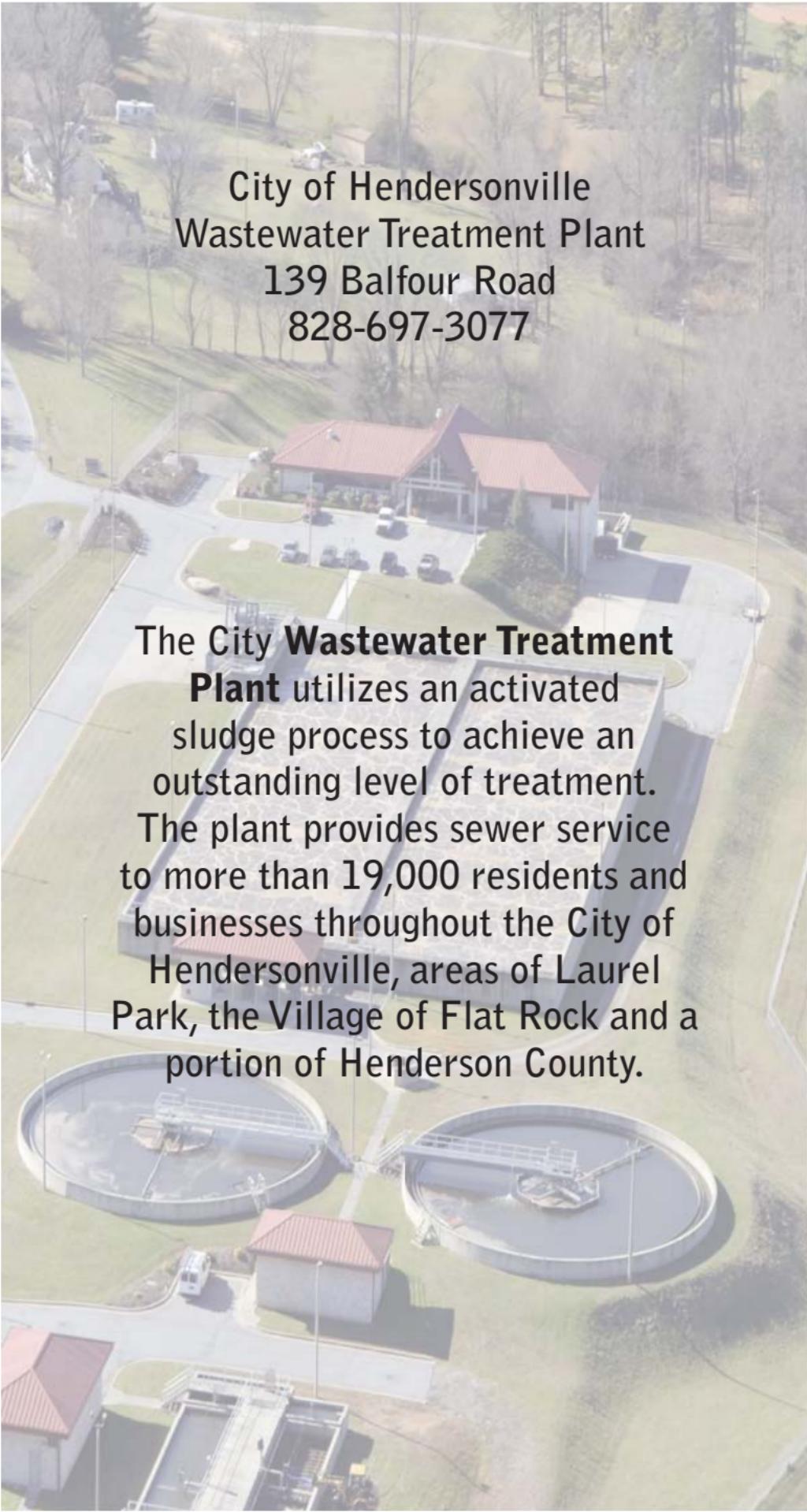
City Operations Center
305 Williams Street
828-697-3000

The City **Engineering** Department provides engineering and geographical information services to those served by the City infrastructure.

The **Public Works** Department coordinates street maintenance, traffic signals and signage, garbage, recycling, and brush collection, snow and ice removal. It maintains city buildings, city parks and greenway, Oakdale Cemetery and Fleet Maintenance.

The **Water and Sewer** Department operates and maintains of water & sewer mains, pumping stations, water meters, and water storage tanks.

The **Zoning** Department, housed in the Henderson County building at 100 N. King Street, is responsible for the enforcement of the City Zoning Ordinance, sign regulations and enforcement of the Flood Prevention Ordinance, Minimum Housing Ordinance and Nuisance Ordinance.

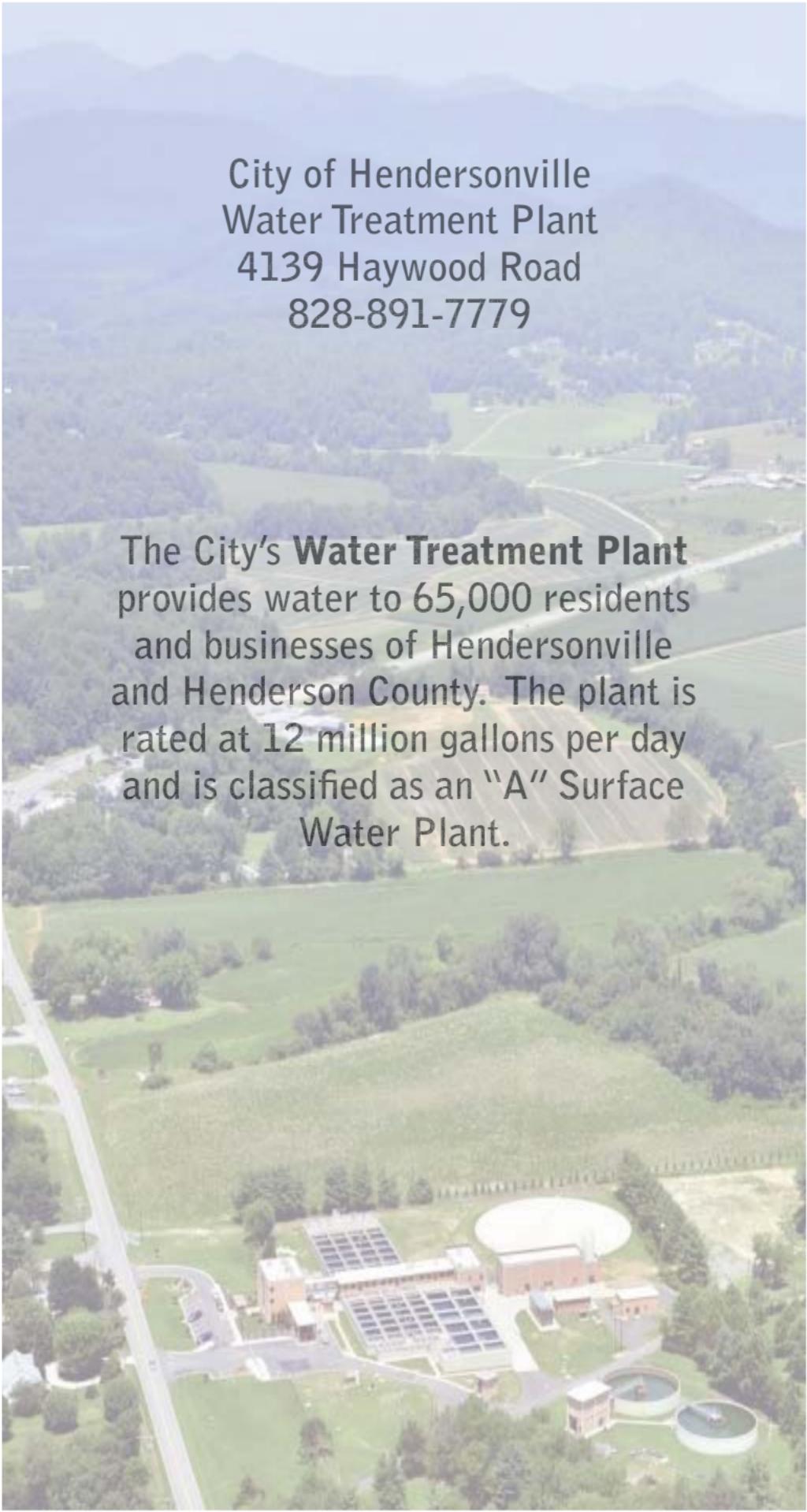


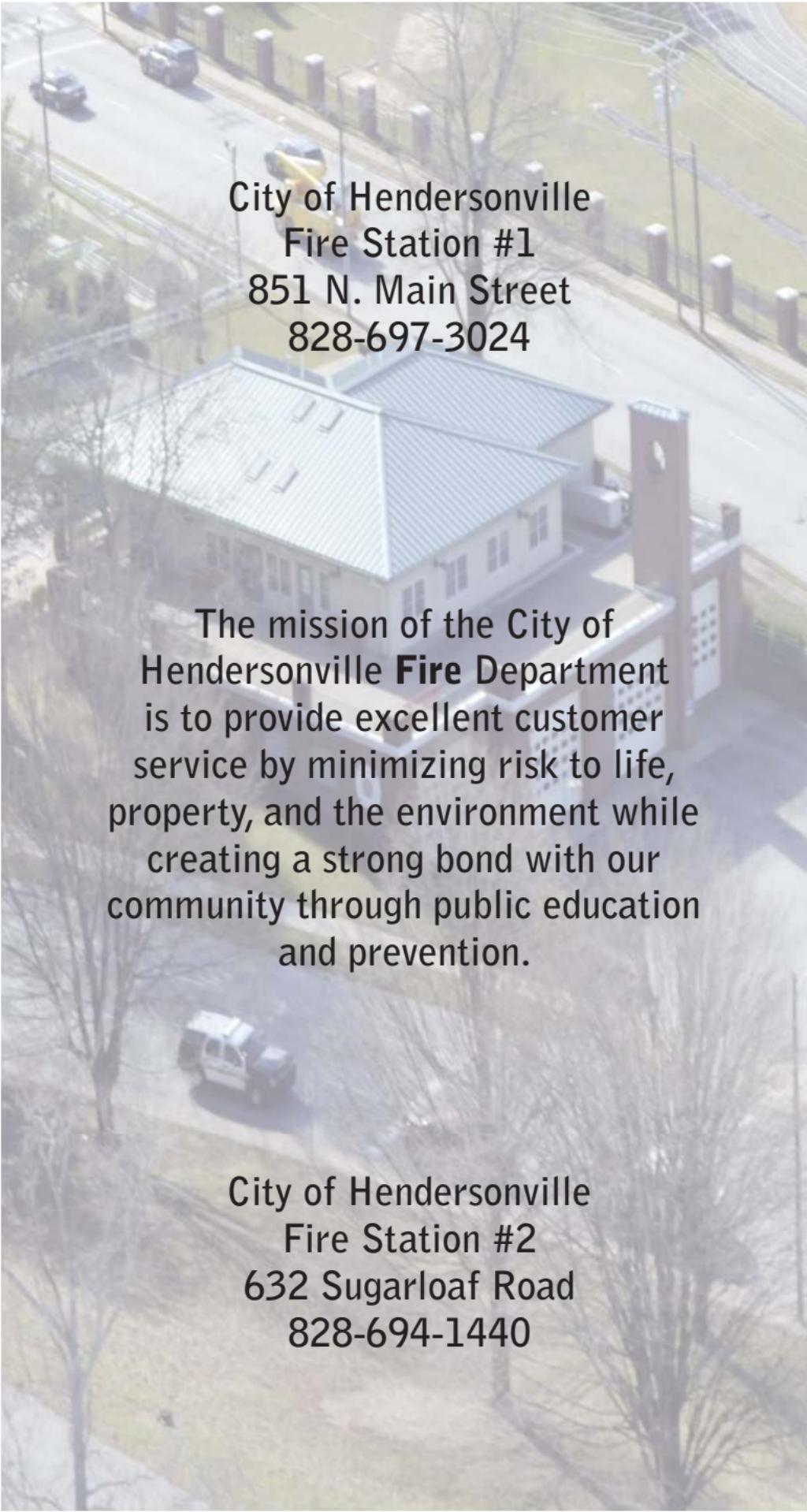
**City of Hendersonville
Wastewater Treatment Plant
139 Balfour Road
828-697-3077**

The City Wastewater Treatment Plant utilizes an activated sludge process to achieve an outstanding level of treatment. The plant provides sewer service to more than 19,000 residents and businesses throughout the City of Hendersonville, areas of Laurel Park, the Village of Flat Rock and a portion of Henderson County.

City of Hendersonville
Water Treatment Plant
4139 Haywood Road
828-891-7779

The City's **Water Treatment Plant** provides water to 65,000 residents and businesses of Hendersonville and Henderson County. The plant is rated at 12 million gallons per day and is classified as an "A" Surface Water Plant.





City of Hendersonville
Fire Station #1
851 N. Main Street
828-697-3024

The mission of the City of Hendersonville **Fire** Department is to provide excellent customer service by minimizing risk to life, property, and the environment while creating a strong bond with our community through public education and prevention.

City of Hendersonville
Fire Station #2
632 Sugarloaf Road
828-694-1440

together for a high quality of life.
government and citizens work
mountain city where the
Hendersonville is a vibrant

VISION STATEMENT



The City of Hendersonville is
committed to providing quality,
efficient services to all citizens,
visitors and businesses through
open communication, timely
responses, and quality results.

MISSION STATEMENT