

Team Topics - August 2022

SERVICE EXCELLENCE - Quarterly MVPs

Paul Williams (Water & Sewer) The City was called by Pardee Hospital to notify us that a boring contractor had hit a 4-inch water main that supplied water to the Day Surgery portion of the hospital. It turns out that the break was on the customers side of the meter, which would normally have required the customer or contractor to hire a private plumber to make the repair. Recognizing the critical nature of this line, Paul took it on himself to secure the repair parts and work with our excavation crews to make the repair

Will Justice, Ricky Mehaffey, Patrick Corn (Fire) On 6/1/22, E9-3 was dispatched for an elderly female that had fallen. Crews found the patient in a state of distress. After EMS had arrived to assist the patient, E9-3 crew showed initiative and care by putting away the patient's groceries so they would not spoil. They represented the City and the Fire Department with professionalism, a great attitude, and the willingness to go above and beyond their normal duties.

Matt Capps (Police) This past Saturday, while traveling East on I-26 (my wife and I were headed to Hilton Head for a weeks' vacation) our vehicles charging system went out. After contacting our insurance company to send a wrecker, we waited on the side of the exit ramp for 2 hours and still no wrecker. I finally called 911 and they put me in touch with your police department. Officer Capps came and called a wrecker service for us. They were there in 20 minutes. Officer Capps took us to the dealership, where the vehicle was delivered. After making arrangements with the dealership for repair, my wife and I found out that we would need a rental car to continue to Hilton Head. Officer Capps then took us to the Airport where we able to rent a car. Without his assistance this scenario could have turned into a real nightmare! You have a good man in Matt, he saved our day . Many thanks to Officer Matt Capps!

CHARACTERISTICS OF A RESPECTFUL WORKPLACE

1. Co-workers acknowledge and greet each other, often by name.
2. Common courtesies such as "please" and "thank you" are the norm.
3. The absence of gossip, rumors, sarcasm and cliques.
4. Employees work hard, but can still maintain work-life balance.
5. Management and employees vigorously pursue a safe workplace.
6. Department heads are visible, accessible and approachable.
7. Reduced stress and improved productivity.
8. Employees leverage technology without being consumed by it.
9. Conflicts are resolved quickly and directly.
10. Occasional incidents of disrespect are acknowledged and resolved (with an apology when appropriate).
11. Lots of smiles & good natured humor.



DEPARTMENT _____

Supervisor/Team Leader/Crew Chief _____

PRINTED NAME	SIGNATURE