

# Team Topics - February 2022



## SERVICE EXCELLENCE - MVP of the Year

**Will Hutchinson** of the City of Hendersonville's GIS Division has been selected MVP of the Year. Will spearheaded a Citizen Reporter App to replace the "Report a Problem" form making it easier for the public to report non-emergency issues tied to a spatial location. He created the app using new application technology from ESRI (a major GIS software organization) and collaborated with many departments to develop categories and workflows for the reports. Will was willing to assist with a video and marketing of the app and has taken charge of the application's management, monitoring, and report distribution.

Since the application's launch it has been recognized by ESRI at the 2021 NC GIS Conference and has been recommended by them as a template for other local municipalities. Will has therefore been meeting with other municipalities to discuss the creation of the GIS app.

### QUARTERLY MPVs - October thru December 2021

Randall West & Nathan Davis (PW) "I just wanted to let you know that this morning when I heard the truck coming down the street (75 Skyline Drive), I rushed out to take the garbage up. The driver saw me, hopped out of the truck, came down my driveway and asked for the recycling. I ran back & got it, then he took both it and the garbage bin up the top of the driveway for me! This on a holiday week when he probably had extra work to do because of a shorter week. Guys like this make the world a better place & you and the city of Hendersonville are lucky to have such an employee." (Citizen comment from the holidays)

Brentley Orr and Austin Williams (WS) were preparing for the Touch a Truck event by scrubbing the mini excavators that was to be part of this event for kids. These guys were cleaning this equipment inside and out. The did an outstanding job and as I learned on Saturday, they had also cleaned their service truck from top to bottom and it too was on display at this event. Great job guys and thank you!!

Paul Williams spoke with a customer who had been without water for 3-weeks. The customer had a service line warranty and had submitted a request to repair the leak on the customer's water service line. The plumber working for the service line warranty company refused to cross a private street where this customer's line was located. Andrew contacted SLWA and spoke with our representative, who notified the plumber to make this repair. They worked with Andrew to install a new meter and service line across from their home. This was not a City utility issue, but these guys went above and beyond to assist this customer in restoring their much-needed water service.

### WELLNESS REMINDER - Required screenings

January 1 started a new year for employees and spouses on the City's Medical insurance plan. If you meet the age for any of the screenings below in calendar year 2022, make your appointment **NOW**. Do not wait till November or December, as you may not be able to get in.

- ~Mammogram every year for women age 45 - 54 and every 2 years for women 55 or older.
- ~A pap test every 3 years for women beginning at age 21.
- ~A colonoscopy every 10 years beginning at 50 for everyone. If prescribed by a doctor, you may use a Cologuard home test.

All of these screenings are covered by insurance and if a doctor recommends you have them more often, those will be covered as well

If you are new to the City and had a screening done within the time frame listed, you may get copies of results from your doctor to be sent to Medcost, so you don't need to repeat a test.

