

## **FY2016 Innovation and Customer Service Awards**

### **Innovation Awards**

**Silver** – Utility Maintenance Technician Tyrone Hodge voluntarily undertook a project to identify through GPS the town's estimated 6,400 water meters rather than have an outside consultant perform the work. This project took 2½ years to complete, saved the town about \$64,000 and provided a unique training opportunity for Tyrone. This data feeds into the town's Utility Cloud, an operations management system, which will benefit the town in the years to come.

**Silver** – Stormwater Manager Terry Hackett worked closely with the Utility Cloud vendor to migrate engineered stormwater control measure data into Utility Cloud. Terry created workflows that allow for online data management and streamlined the site inspections processes, saving the town an estimated \$25,000 in consultant fees to develop a system. Automation of these inspections has improved efficiency and reduced the time it takes to complete an inspection by approximately 30 percent.

**Bronze** – Police Officer Jason Dimitri recommended that the Police Department develop a bicycle safety recognition program, rewarding local children for wearing bicycle helmets. Senior Corporal Tereasa King implemented this idea, promoting the program, securing sponsorship from McDonald's and designing the award certificates. This program is a wonderful example of proactive positive policing – increasing the number of positive interactions between officers and the community.

**Bronze** – Police Corporal Keith Bradshaw implemented a program called "Drop in a Hat" to collect donations for Special Olympics. This program raised over \$1,000 in about 2.5 hours and expanded the donation efforts for the Police Department's involvement in this charity.

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### **Customer Service Awards**

**Gold** – Stormwater Manager Terry Hackett took on the monumental task of compiling and writing the town's stormwater utility analysis and developing an extremely successful public outreach campaign for the new stormwater fee. Terry did an outstanding job presenting at town board meetings and public hearings and responding to the public's concerns, which enabled the new fee to be adopted with little controversy.

**Gold** – Police Corporal Danotric Nash regularly provides money and assistance for struggling members in the community. He consistently helps by providing meals, letting others use his phone, buying Christmas gifts for children, and supporting the Police Department's efforts aimed at helping the community. Last month, his generosity was recognized on the Police Department's social media. While serving an arrest warrant on a woman with an infant, he learned that the mother did not have any baby formula and that she did not have any money for food. Following the visit to the magistrate's office, Corporal Nash met the woman at a drugstore and purchased formula for her child.

**Silver** – Police Sergeant William Parker, Corporal Danotric Nash, Officer First Class John Kempf and Officer William Felts purchased new bicycles and helmets for four children when the children's bikes were stolen. This selfless effort helped to foster trust in the community and set a strong example of the Police Department's commitment to Hillsborough residents.

**Silver** – Project Planner Stephanie Trueblood, Assistant Public Works Supervisor Craig Tollison, Crew Leader Dustin Hill, and equipment operators Curtis Watkins and Graham Dodson provided invaluable support to the Stickwork installation, an ongoing attraction in downtown Hillsborough. By providing logistical support, equipment and labor, the employees saved the Arts Council money that had not been budgeted for the art installation, helped ensure that the event left a positive reflection on the town, and protected the safety of participants and the area along the Riverwalk greenway.

**Silver** – Web Developer/Assistant Public Information Officer Jonathan Rickard worked extensively for over a year to revamp the antiquated town website into a streamlined and more efficient design. This project reduced the hosting costs for the website, made it more user-friendly for the public, made it easier for employees to update content and made it more accessible for the disabled.

**Bronze** – Administrative Support Specialist Jamie Johnson’s regular duties were greatly expanded over the course of four months as she researched board actions between 1977 and 1993 related to a drainage feature located on a property being developed as a cemetery at a local church. This research was in response to neighboring property owner complaints of the town’s responsibility for maintenance as a result of negotiated easements. The research ultimately found that the town had never agreed to take over maintenance of the drainageway in question; more importantly, this is an excellent example of how employees go above and beyond their normal duties to serve Hillsborough residents.

**Bronze** – Backflow/FOG Specialist Troy Miller put his regular job with the town’s fats, oil and grease program on hold for a month and assumed additional duties to help the line crew flush hydrants in a timely manner. This additional effort allowed the spring flushing to be completed on schedule.

**Bronze** – From October to May 2015, utility maintenance technicians Waddell Jacobs, Lacy Painter and Keith Scarboro, Utilities Mechanic Scott Smith, Utility Inspector Nathan Cates and Backflow/FOG Specialist Troy Miller exemplified interdepartmental coordination by assisting meter readers with monthly water disconnections to stay on schedule despite staff shortages. In addition, these members of the line crew assisted the Streets Division following inclement weather in January.