



# FY23 Employee Awards

## Innovation, Customer Service, and Endurance

### INNOVATION

#### ***Kudos Awards***

##### **Health Savings Account Deduction Changes**

**Recipients:** *Financial Analyst Richard Duke, Accounting Technician Carolyn Glasgow, Town Clerk and Human Resources Technician Sarah Kimrey, Finance Director Dave McCole, Accounting Technician Brianna Penny, Human Resources Manager Haley Thore and Human Resources Analyst Eli Valsing*

The human resources and financial services teams worked with Benefitsolver, Harris Local Government and State Employees' Credit Union to provide more net pay to employees by removing health savings account contributions and employee loans with the State Employees' Credit Union from two paychecks a year. This innovative pay approach results in improved morale for all employees and process efficiency for the Human Resources Division and Financial Services Department.

#### ***Bronze Awards***

##### **Outreach Program Improvements**

**Recipient:** *Police Lieutenant Nicholas Chelenza*

Police Lt. Nicholas Chelenza provided innovative improvements to the popular Straw for Dogs annual community outreach event. To address the cost of straw, Chelenza contracted with a local farmer who charged significantly less than commercial retailers. Additionally, Chelenza borrowed a large portable water tank from the farmer, allowing teams to deliver fresh water to all impacted dogs.

##### **Evidence and Property Evaluation**

**Recipients:** *Police Sergeant William Felts and Evidence and Property Technician Scott Nicolaysen*

Police Sergeant William Felts and Evidence and Property Technician Scott Nicolaysen implemented a project to overhaul the Hillsborough Police Department's evidence and property organization. These initiatives updated standards from over 40 years ago and led to significant savings in time and money. For example, bulk destruction used to require several days for data entry but now takes less than five minutes.

#### ***Silver Awards***

##### **Crafts with a Cop and OCIM Baby Shower Drive**

**Recipient:** *Police Sergeant Scott Foster*

Police Sergeant Scott Foster is recognized for two innovative initiatives. First, Foster created Crafts with a Cop as a way for officers and senior citizens to interact in a more dynamic and creative manner while making crafts together. Second, Foster was integral to the coordination of a community baby shower

drive that helped collect diapers, wipes, and food to benefit Orange Congregations in Mission. These two projects help increase community member engagement across a wide range of age groups.

### **Trap Door and Gantry Design**

**Recipient:** *Plant Maintenance Mechanic III David Labby*

Plant Maintenance Mechanic I David Labby devised an innovative system for climbing down from the catwalk when working in the sediment basin at the Wastewater Treatment Plant. Before, individuals had difficulty climbing over the railing to access the ladder. Labby implemented a trap door in the catwalk floor with a new retractable ladder as well as an updated gantry line attachment, ultimately improving accessibility and safety.

### **Odie Street Green Infrastructure Project**

**Recipients:** *Stormwater Program Coordinator Heather Fisher, Public Works Crew Leader Jacob Goode, Stormwater and Environmental Services Manager Terry Hackett, Public Works Manager Dustin Hill, Public Works Equipment Operator I Daniel Hunt, Public Works Equipment Operator I Dustin Moore, Retired Equipment Operator II Ray Moore, Public Works Supervisor Brian Tatum, Public Works Equipment Operator I Jesse Weeks and Public Works Equipment Operator I Walson Williams*

The team involved in the Odie Street Green Infrastructure Project implemented various innovative approaches to reduce stormwater runoff pollution, including utilizing multiple partners, increasing community engagement, implementing native plant gardens, supporting rain barrel installation, and using bioswale stormwater control measures. This project is also nominated for an award from the North Carolina Chapter of the American Public Works Association Stormwater Conference in relation to the team's creative solutions to undertaking such a large initiative with limited funds available.

## **CUSTOMER SERVICE**

### ***Kudos Awards***

#### **Temporary Vehicle Repair**

**Recipient:** *Police Sergeant Scott Foster*

Police Sergeant Scott Foster helped repair the vehicle of a break-in victim. Foster took extra effort to drive to a store, purchase duct tape with his own money, and seal the roof of the victim's car to prevent further damage. His support turned a negative experience with the Hillsborough Police Department into a positive one.

#### **Leadership in Customer Service**

**Recipient:** *Utility System Superintendent Joel Lashley*

Utility System Superintendent Joel Lashley consistently showcased quality customer service internally and externally by taking on additional workloads not directly related to his work scope. He also found numerous opportunities to model excellence and train other personnel through these projects.

#### **Comprehensive Sustainability Plan — Public Engagement**

**Recipients:** *Senior Communications Specialist Cheryl Sadgrove and Communications Manager Catherine Wright*

Senior Communications Specialist Cheryl Sadgrove and Communications Manager Catherine Wright offered extensive internal and external support throughout the Comprehensive Sustainability Plan development process. They helped increase public engagement through community surveys and social media outreach, improving awareness of the plan throughout the town. Additionally, they provided technical support to staff by offering feedback, editing suggestions, and overall guidance.

### ***Bronze Awards***

#### **First Responder Families in Need BBQ Raffle**

**Recipients:** *Police Lieutenant Nick Chelenza, Sergeant William Felts, Officer Andrew Jones, Sgt. Van St. Pierre and Lieutenant Chip White*

These five officers spent time outside of work hours to support fellow first responders facing hardships during the holidays through an annual barbecue raffle. Their efforts included selling tickets, obtaining food, and grilling over an 18-hour period to help support a first responder family in need. This is an initiative the department has committed to for the past eight years.

#### **Locating Keys Lost at Parade**

**Recipients:** *Crew Leader Jacob Goode and Retired Equipment Operator II Ray Moore*

After a resident's car keys were mistakenly thrown away at the holiday parade, Public Works Crew Leader Jacob Goode and Equipment Operator II Ray Moore, now retired, searched numerous bags of collected trash until they eventually found and returned the keys. This search was difficult as it occurred after dark and required Goode and Moore to encounter potentially dangerous materials. Moore retired June 30.

### ***Silver Awards***

#### **Consistent Care**

**Recipient:** *Senior Administrative Support Specialist Danielle King*

Senior Administrative Support Specialist Danielle King went above and beyond to show kindness and care to the public and town staff numerous times. King assisted a concerned family member with a well-being check even though the address was not in Hillsborough's jurisdiction and provided support to the concerned member throughout the traumatic experience. King also cooked several single-serve meals for an elderly community member having surgery and not able to cook. King raised over \$350 from coworkers and friends to provide gifts, a cake, clothes, food, and gas money for a family after receiving a call from a mother who was not able to financially provide her 9-year-old daughter with a birthday gift. Finally, King provided information outside of regular work hours on what to do for a medical concern during a town board meeting, supporting staff during a stressful time after receiving a call from a staff member.

#### **Government 101**

**Recipient:** *Senior Communications Specialist Cheryl Sadgrove*

After the program was paused due to the pandemic, Senior Communications Specialist Cheryl Sadgrove played a critical role in the return of the Government 101 educational program. Her work involved multiple months of planning events, developing materials, working with participants and staff, handling

logistics, and purchasing supplies. Sadgrove's efforts led to a successful program with 29 participants and helped directly increase community member engagement and knowledge throughout the town.

## **ENDURANCE**

### ***Kudos Awards***

#### **Valley Forge Road Water Main Tie-in**

**Recipient:** *Utility System Supervisor Lacy Painter*

Utility System Supervisor Lacy Painter offered extended help when support was needed on the Valley Forge Road water main tie-in even though he is not directly responsible for the repair and upkeep of new water system construction. This work required extra work late at night, but Painter saw it through to completion.

### ***Bronze Awards***

#### **Locating Part for Vehicle Repair**

**Recipient:** *Fleet Mechanic Frank Moore*

Fleet Mechanic Frank Moore's persistence helped return Hillsborough's knuckle boom truck to service in a timely manner. The truck needed a rare hydraulic part that was on backorder from multiple vendors and suppliers. Moore continued to search for the piece and eventually found one by contacting the manufacturer directly. The part was quickly delivered, resulting in the truck returning to service more than six months earlier than expected.

#### **Phone Inquiries from the Public**

**Recipients:** *Operator in Responsible Charge Sam Dunevant, Water Plant Operator I Jacob Hamlin, Water Plant Operator III Malcom Hester, Water Plant Operator III Howard Hobson, Water Plant Operator III Randall Lloyd, Water Plant Operator III Lynn Reagan, Water Plant Operator I Curtis Watkins and Plant Maintenance Mechanic I Chad Wilson*

The Water Treatment Plant staff have shown endurance through daily phone interactions with the public. Even when facing resident complaints and pushback, the staff consistently showcased a daily commitment to supporting community members by answering questions and providing information.

### ***Silver Awards***

#### **Communications Staff Shortage and Engage Hillsborough**

**Recipient:** *Senior Communications Specialist Cheryl Sadgrove*

Senior Communications Specialist Cheryl Sadgrove took on multiple new roles while the Communications Division was short-staffed throughout the past year. These additional duties included heavy website monitoring, community engagement activities (Government 101 and Engage Hillsborough), major projects like the Comprehensive Sustainability Plan, and the hiring and training of additional personnel. Her work provided support for the communications team, resulting in a consistent level of service quality for the town. Additionally, Sadgrove is recognized for extensive work in relation to the Engage Hillsborough outreach event, which she helped develop and oversee.

### **Classification and Pay Study**

**Recipient:** *Human Resources Manager Haley Thore*

Human Resources Manager Haley Thore led the town's classification and pay study, putting in countless hours of work. Thore helped oversee working with contractors, researching data, and sharing information, including a 15-minute recorded presentation. Thore's work was impactful in keeping Hillsborough competitive and supporting employees throughout the town.

### **Homicide Investigations**

**Recipients:** *Police Sergeant William Felts, Officer Andrew Jones and Sgt. Van St. Pierre*

This team worked long hours filtering leads, executing search warrants, and conducting surveillance to solve two homicides with minimal evidence. The homicides occurred close together, increasing the workload and emotional stress of the situation. However, the team's commitment to service and to one another resulted in arresting those responsible.

### **Gold Awards**

#### **Odie Street Green Infrastructure Project Management**

**Recipient:** *Stormwater Program Coordinator Heather Fisher*

Stormwater Program Coordinator Heather Fisher served as the project manager of the high-profile and long-term Odie Street Green Infrastructure project. Fisher's role included overseeing the coordination of multiple partners, community outreach, and the construction of bioswales and treatment swales within the Odie Street right of way. The project demanded long hours and a consistent commitment to excellence. Ultimately, the project helps meet the town's sustainability goals while also directly benefiting Odie Street residents and town residents downstream.

#### **Comprehensive Sustainability Plan**

**Recipients:** *Planning and Economic Development Manager Shannan Campbell and Public Space and Sustainability Manager Stephanie Trueblood*

Planning and Economic Development Manager Shannan Campbell and Public Space and Sustainability Manager Stephanie Trueblood showcased extreme endurance, professionalism, and commitment to the development of a Comprehensive Sustainability Plan for the town. Campbell and Trueblood spent many hours updating the consultant's initial work product into a plan of excellence that will have a direct and meaningful impact on Hillsborough's future. Additionally, Trueblood is recognized for providing extensive work and support toward the Engage Hillsborough initiative.

### **INNOVATOR OF DISTINCTION AWARD**

#### **Comprehensive Sustainability Plan**

**Recipient:** *Public Space and Sustainability Manager Stephanie Trueblood*

Public Space and Sustainability Manager Stephanie Trueblood is the Innovator of Distinction for her efforts in developing the town's comprehensive sustainability plan and Engage Hillsborough pilot program.

Trueblood came up with the idea to move beyond the statutorily required comprehensive land use plan and create a comprehensive sustainability plan that adds the elements of climate protection, resiliency and equity. This is a novel approach above and beyond what other communities are doing, especially

communities of Hillsborough's size. The plan and its public input process have been recognized with awards from several organizations, and the plan is now being used as a model for other communities.

Trueblood also came up with the idea for an alternative outreach program, now called Engage Hillsborough. She worked with the Communications Division and Police Department on developing the pilot community engagement program, which is coordinated by the Communications Division and encourages engagement from additional and different voices. The program attempts to reach members of all areas of town and to make attendance easier via childcare and a weekend date. The idea was grown from town board and staff discussions of the recommendations of the Mayor's Task Force on Reimagining Public Safety as well as the town's Government 101 program and the topic-based outreach recommended by the Government Alliance on Race and Equity.