



CHELAN COUNTY

March 2018
Cycle of Personal Ownership

Winners

Nominee	Details
Teneille Hatmaker	<p>On behalf of the parks team, I would like to take this opportunity to highlight and recognize Teneille Hatmaker in the Parks Dept. and her demonstration of living out the District values, specifically Trustworthiness. She does great in both her job responsibilities and more importantly working with the public. In our peak season, there are numerous times when she gets calls from “unhappy campers” complaining about their circumstances that are mostly self inflicted. For example, their tents and belongings inside getting completely soaked by our irrigation system. It would help if they actually camped in the designated tent pad area instead of in the middle of the park. She takes a lot of heat, gets sworn at, and deals a lot with the public all in stride. She is professional, especially when thrown in the fire when dealing with customer that come into the parks department. The thing is, she had nothing to do with what happened to them but takes it and works with them to alleviate the situation. She also takes in and handled a lot of work this last year as it related to the public power campsites, not to mention the 2000+ of parking passes to process and 1000+ picnic shelter reservations. Not to mention the numerous Special Events that sometimes take a lot of back and forth to get set up and the many athletic organizations that reserve and use our ballfields for their tournaments. There are a lot of people that make things happen in their respected departments and I know the Parks Dept surely appreciates Teneille’s efforts and all that she does to keep us as a team going. Thank you Teneille!</p>

Nominee	Details
Russ Strong	<p>Russ Strong was working on a recent Sunday when he received a call from a Leavenworth homeowner that they were out of power. Russ asked a few questions and realized that the homeowner wasn't home at the time and had discovered they were "out of power" by not being able to access their security camera/monitoring system. Internally, Russ debated whether there was liability for the District if they did not respond should the customer's pipes freeze, etc. while at the same time being concerned for other customer owners paying for the call out for someone who may not truly be out of power. The customer insisted they were out of power and Russ decided to error on the side of caution and send a serviceman. When the serviceman arrived, the customer's home was already in power. These types of calls are becoming more common for the System Operators and so Russ didn't let the story end there. Russ initiated a conversation amongst the right work groups regarding absent homeowners whereupon language in the Utility Service Regulations was found that could address this issue going forward - namely that customers may be charged the after hours call out fee if it turns out to be a customer issue. In the future, if this situation arises, we will let absent homeowners know that they may be charged a fee if a serviceman is sent and they are not out of power. This information was shared with the other System Operators so that a common approach will be used going forward. Thanks for following through Russ!</p>

Nominee	Details
Chad Miller	<p>At Rock Island Dam, the corridor between the fence, with parked cars, and the warehouse with 56 Shop is very narrow having all traffic traveling from the office and dam passing through it. Freight trucks must also maneuver through this high traffic corridor and park in the middle of it when off-loading materials to the warehouse. During off-loading with forklift, local traffic was still maneuvering past and through the corridor, which made it very chaotic and unsafe to get materials off-loaded and not hit a vehicle going past. Chad Miller took it upon himself to solve this unsafe situation by introducing and implementing a safe way of stopping and keeping District traffic from going past and around freight trucks during off-loading of materials. He ordered and mounted a retractable yellow safety strap that now is pulled across at the front and back of the freight truck. When the freight truck parks the straps are pulled across the corridor stopping all traffic. Once the materials have been safely off-loaded then the safety straps are recoiled back into the wall mount allowing traffic to go past again. Chad took it upon himself to research and figure out a method, order and install the safety straps to solve this unsafe situation. Good job Chad!</p>

Nominee	Details
Minh Dang	<p>Several members of the Rock Island EPM team would like to acknowledge Minh for the work that she is doing to support our many projects. She has exemplified the value of Operational Excellence through her diligent work in developing quality contract documents. She is very skilled at discerning the intent of the proposed work with limited input and does a great job of translating that into well thought out contract documents. She has demonstrated a refined skill set pertaining to contract language and creation. Minh always takes on our challenges with an enthusiastic and proactive approach. Her name is always a welcome sight on our caller ID.</p>