



Quarterly MVPs

January – March 2021

The Service Excellence Design Team voted on the 24 MVPs submitted and the following three received the highest votes.

Andrew Gunnin, Police

A 'pump up parade' was held at Hendersonville Elementary for 6th grader Marett before she traveled to Mission Children's Hospital to 'ring the bell' and celebrate her victory over childhood Leukemia. Officer Gunnin presented her with a special HPD challenge coin at the event. Even more touching is that Officer Gunnin has become a friend to the Marett and her family as he has counseled and encouraged her through the same childhood leukemia, he experienced and conquered.



Will Hutchinson, Engineering

Will, of the City's GIS team, has spearheaded a project to create a City Citizen Reporter App to replace the 'Report a Problem' form and make it easy for the public to share non-emergency issues with City staff. Will created the app using the tools available through the GIS's division's existing ESRI software making it a perfect illustration of efficient and cost-effective local government at work. He collaborated with other departments to develop the categories and workflow for the reports and has continued to process the reports that come in from citizens to ensure they receive timely follow-up by City staff. Will along with Communications Manager, Allison Justus, worked together to create a video and marketing materials to share the Citizen Reporter App with the community. The video brought awareness to the app and even gained recognition by the City's ESRI Account Manager and an ArcGIS Solutions Product Manager for the way the City of Hendersonville is using the software in an innovative way to assist citizens.



Corban Hossley, Dillon Baker, Mike McKay, Fire

This crew responded to a MVA involving a child. The mother of the child was very frantic after the incident along with her child being very scared from the collision. Lt. Hossley and his crew calmed the frantic mother and then gave the child a stuffed wolf to hold on to too “protect him”. The next morning the City of Hendersonville Fire Dept. received a Facebook message from the mother stating the following:

“I wasn't sure the best way to send this note of gratitude, so hopefully this gets to y'all. My son and I were in an accident yesterday after we were struck by another driver. I wanted to thank you all who showed up so promptly, were so caring, gentle with my boy, and able to advise a very freaked-out mom. Thank you and I wanted to share a picture, my son James slept with the stuffed wolf you gave him "Howl" I think it made him feel safe, being from a firefighter, after a pretty scary day”.

