

# CENTER



# POINT

## “The Center of the State”

### Water Billing Takes a “Giant Leap” In Making Life Easier for Our Customers

Many years ago, City Manager **John Ogburn** found an automated payment kiosk for his Centurylink phone bill over on Dixie Drive. After realizing how convenient it was to make his payment that way, he approached Finance Director **Debbie Reaves** with the idea of providing an automated payment kiosk for our water customers. **Debbie** contacted our software provider, CSI, and surprisingly, they said that they had never been involved in installing automatic payment kiosks for utilities and didn't know of anyone in North Carolina who had done this. Discussions went back and forth for a few years about the pros and cons and trying to find a way to make it happen.

In January of this year, Jim Foster from CSI presented a proposal to work with a company which had been involved in setting up a tax payment kiosk in a mall in Durham, and a credit card processing company to provide us with an indoor payment kiosk that accepted credit cards and cash. **Debbie** started to have more conversations with the vendors to work out the details about what would work best for us.

The decision then had to be made about where to place the kiosk. **John** and **Debbie** discussed ideas of putting the kiosk in the Water Billing Department itself. They also thought about putting it at the Public Works Facility and/or maybe at Randolph Mall. However, after looking into the matter further, it was decided that it was not a good option to place the payment kiosk at Randolph Mall. The tax payment kiosk at the mall in Durham had been vandalized and damaged many times, and had to be replaced after 3 years. It was also decided that putting the kiosk inside of City Hall would not be a good idea because so many structural changes would have to be made to accommodate the machine. The whole idea was to improve customer service by allowing 24 hour access to the machine, which couldn't happen inside City Hall, once the doors were locked.

Mainly for reasons of safety and convenience for customers and city staff, it was decided to do away with the parking spots right behind City Hall so that the kiosk could be placed close to where the current drop box is located. When it gets close to opening, the Operations staff will revise the current signs and add directional signage on the pavement to help guide customers. It is also close enough to City Hall to consider safety needs of staff who are servicing the machine.

The building itself will have a “feel” similar to the buildings

we currently have at the Farmer's Market to help create consistency in downtown appearance.

The kiosk will print out a receipt for payment, which means the customer will have proof of payment, and Water Billing staff will know the exact time of payment. Customers will be able to pay using cash, personal/business checks, or credit cards. Water Billing staff will not have to come in on weekends or as early in the mornings to process payments at critical times of the month.

The building being used to house the kiosk was once used at the municipal airport. Before being placed at City Hall, the location had to be excavated so a retaining wall could be built and foundation poured. Then, the building was moved, and the Facilities staff started to change its appearance to make it more appealing, and more consistent with other city buildings.

Once the kiosk arrives, the Water Billing staff will need to test it and make some programming changes. But, no doubt, it will be up and running soon, and with it, the city will take a “big step” towards improving our technology and a “giant leap” towards making life a little bit easier for our water customers.

### Asheboro Family Christmas Tree



It's hard to believe the Christmas season is quickly approaching. This will be the 4th year the City of Asheboro has been involved in the Operation Asheboro Family Christmas Tree Project. With each year we are constantly amazed at the generosity City of Asheboro employees display. From all the families that have received assistance in the past, we thank you! As we began to think about those in need this holiday season, let us continue to help our co-workers. Most all of us need or will need a little help sometime in our lives. All it takes is a sickness or a family hardship to take the joy out of what should be a season of cheer.

To help everyone have a wonderful holiday season, we are once again inviting all city employees (full time and part time) to participate in the Asheboro Family Christmas Tree. If you could use assistance, contact Lesia Cox in the Human Resources Department for an application between **November 1-15**. She will gather information on the members of your family and their holiday wishes. Families assisted are completely confidential. **Please remember the dead-line to apply is November 15<sup>th</sup>.**

From **November 19 - December 14** employees who are willing to help will be able to pick up an ornament from the tree which will state an anonymous gift request. Employees will purchase a gift and return it, wrapped, by **December 14**. Gifts will be distributed to employees from **December 16-18**. From one family to another—let's share the holiday spirit!

## November Birthdays



Talmadge Baker	Jonathan Lewis
Louis Bivins	Jeff Luck
Jeff Cagle	Dwain Maness
Max Cole	Tim Marlowe
Clarkston Cox	Debi McKenzie
Steven Creason	Pam Morgan
Holly Doerr	Matt Needham
Caleb Freeman	Ashlyn Park
Tami Garner	Perry Parks
Greg Hamilton	Travis Phillips
Phil Henley	Terry Reeder
Brittany Hogan	Andy Rippey
Sterling Howell	Justin Rumbley
Ruby Hunter	John Stake
Bryan Hurley	Marty Taylor
Chuck Jordan	Junior Vuncannon

## Promotions

### Police

**Adam Baird**—Master Police Officer  
**Ron Horrell**—Master Police Sergeant  
**Greg Routh**—Master Police Officer

### Street

**Donald Law**—Street Foreman I

## Welcome to Our New Employees

### Fire

**Brandon Hurley** - Firefighter I

### Planning

## Thanksgiving Holiday

City offices will be closed on Thursday, November 22 and Friday, November 23.



## 2012 Leadership Randolph

Congratulations to **Scott Maness** (Police), **Pam Morgan** (Facilities), and **Judy Smith** (Water Quality), on their recent graduation from the Asheboro/Randolph Chamber of Commerce's Leadership Randolph Program.

## Happy Retirement

We offer our best wishes to **Donny Hill** (Police) on his retirement on October 31, with 28 years of service. At the time of his retirement, **Donny** served as a Master Police Sergeant.

## Condolences

We offer our deepest sympathy to **Tom Scaramastra** (Engineering), on the death of his father, Vincent Scaramastra, who passed away on September 30.

## New Arrival !!!

Congratulations and best wishes to **Dawn Johnson** (Operations) and her husband, Nathan, on the birth of their baby daughter, Natalee Dawn, on October 12.



## Employee Newsletter Celebrates 14th Year!!

Thanks to the members of the Newsletter Committee for their contributions! If you ever have any suggestions for the newsletter, please talk to one of these committee members: **Joan Cockman, Lesia Cox, Celia Craven, Joyce Garner, Myers Johnson, Pam Morgan, Steve Paye, Wendy Sawyer, Tracy Scott, Jonathan Sermon, Jim Smith (Fire), Pam Smith, Janet Williams, Peggy Williamson, and Bill Zuker.**

## New Prescription Drug Benefit



Prevo Drug is now offering a special prescription drug discount for City of Asheboro employees. We will save 50% on most of our prescription drug co-pays.

### Generic Drugs Prevo      Other Drug Stores

30 day supply	\$ 4	\$ 8
90 day supply	\$ 8	\$ 16

### Preferred

30 day supply	\$ 17	\$ 35
90 day supply	\$ 35	\$ 70

### Non-Preferred

30 day supply	\$ 25	\$ 50
90 day supply	\$ 50	\$ 100

### Specialty Drugs

30 day supply	\$ 50	\$ 50
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New Prescriptions—Bring in your new prescription or have your doctor fax or email the new prescription to Prevo. You must also bring in your new City of Asheboro Hope Center identification card so we can bill your prescription properly. If you are a new patient we will also ask for new patient information (address, phone number, date of birth and allergies).  
Refills—If you currently get your prescription filled at another pharmacy, please bring your old bottle and we will gladly transfer your prescription to Prevo. Please include a copy of your City of Asheboro Hope Center identification card if you are new to our pharmacy.

Diabetic patients—We will be offering a FREE new diabetic monitor and test strip kit to each patient or family member on the current insurance program. We will offer education and training on these supplies as well as diabetic education thru the Hope Center.

Generic Savings—In an effort to save you money, a Prevo pharmacist will work with your current doctor to lower your co-pay amount. If you are paying \$35 for your current 30 day prescription or \$70 for your 90 day prescription, ask us about options for cost savings. Often times there are equivalent drugs that can save you up to \$372/\$248 yearly.

Medication Therapy Management (MTM)—If your medication costs are overwhelming and you take lots of pills for your health condition on a daily basis, ask us about a free medication review by one of our pharmacist. We will review your current medication regimen and look for cost saving alternatives and ways to lower your burden of medication use. We will work closely with the Hope Center to facilitate these appointments.

### Prevo Drugs

**363 Sunset Ave, Asheboro NC 27203**  
**336-625-4311**

**Hours M-F - 8:30 am-8:00 pm, Sat - 8:30am-5:00pm**  
**Closed on Sundays**