



McFall Retires After 31 Years of Service

Robert "Bob" McFall has retired from the City's Community Development Department after 31 years of hard work and dedication. Bob served as a Sr. Housing Program Specialist and always went beyond the call of duty, making sure that projects got done no matter what.



Professionally, Bob did the initial work writeups on housing repair needs and supervised contractors' work to ensure it was done in accordance to work writeups.

Bob always had a smile on his face, was always laughing, kept a coffee station for people and opened City Hall for many years because he was the first one to arrive.

Officer Sanders Honored With Old North State Award



On behalf of the Office of the Governor, Rep. Rick Glazier recently presented **Officer Stacy Sanders** with the Old North State Award. The Old North State Award honors individuals who have provided exemplary service and commitment to North Carolina. Sanders serves as the homeless project officer for the Fayetteville Police Department.

City Employee Profiles



Eloise Sahlstrom

Urban Designer/Senior Planner with Development Services

Date Started: March 19, 2012

Hometown: Born in Baton Rouge, La.

Where She Previously Worked: City of Winter Springs, Fla. as a senior planner for 10 years

What She Does: Gets involved with aesthetic issues and issues related to landscaping; oversees facade submittals; gets involved with projects with other departments (Engineering - Person Street low impact development improvements), (oversaw Bragg Boulevard corridor plan); and goes out in the field and looks at implementation of projects

What She Likes About Her Job: Utilizing Photoshop. Being able to help people understand what it is they need to do and help them through the process - my philosophy is that it needs to be a win-win, because we want you to do it in a way that benefits your project. Some standards she reviews, like open space requirements, are more subjective

Family: Two grown sons; grandson in Atlanta who is turning 1 in January; happily married since she was 20 to Greg, who is writing a book about religion

Hobbies: Genealogy, photography, crafts; when moving here, we located just up the hill, so that I could walk to work every day



Jackie Tuckey

Public Relations with Environmental Services

Date Started: September 1994

Hometown: Cleveland, Ohio

Where She Previously Worked: She worked in Parks & Recreation and Management Services for the City; Fort Bragg MWR Marketing; many other jobs in her previous life, all related to writing and public relations

What She Does: Communications (external/internal), education, community watch groups, advertising campaigns, helps with customer relations and has facilitated employee committees

What She Likes About Her Job: Meets and talks to a lot of people; gets to go out and be the face of the City; every day is different. Establishing and continuing good relationships with city residents is the most important thing we do every day and I take this part of my job seriously.

Family: Two grown children - Travis (lives in Fayetteville) and Jessie (lives in Halifax County)

Hobbies: Photography, reading, traveling and sports - go Browns/Indians/N.C. State/Ohio University!

Upcoming Dates To Remember

Monday, Jan. 26 - Regular Council Meeting, Council Chamber, City Hall

Monday, Feb. 9 & 23 - Regular Council Meeting, Council Chamber, City Hall



Hill Named Human Resource Development Director

Barbara Hill is the new Human Resource Development Director. Barbara comes to us most recently from the City of Nashua, N.H. as their HR Director, serving approximately 3,000 city and school employees and bargaining units. Prior to the City of Nashua, she worked as the HR Director for the City of Ardmore, Okla. She also has experience in the private sector. Hill has a Bachelor's degree in Psychology, Juris Doctorate in Employment Law and possesses an IPMA-HR, Executive Level Professional Certification.



Megill Attains Master Municipal Clerk Certification

Pamela Megill, City Clerk, has attained Master Municipal Clerk (MMC) Certification. The MMC program is one of the two professional designations granted by the International Institute of Municipal Clerks (IIMC). The MMC program is an advanced continuing education program that prepares participants to perform complex municipal duties. The program has an extensive and rigorous educational component and a professional contribution component. The MMC applicant must demonstrate that they actively pursued education and professional activities.



Mayner Accepted into MPA Program at Penn State

Kenneth Mayner, Graphics Manager in Corporate Communications, was recently accepted into The Pennsylvania State University's Master of Public Administration (MPA) program. Mayner is also a 2014 alumnus of the UNC School of Government Municipal Administration course and completed Duke University's Nonprofit Management certificate program in 2013. He has a Bachelor of Science in Public History from East Carolina University and an Associate of Applied Science in Advertising and Graphic Design from FTCC.

Jacobs Joins City Clerk's Office

Frank Jacobs started Jan. 5 as a Sr. Administrative Assistant. He reports to the City Clerk and provides admin support to the Mayor and City Council. "I am glad to be a part of the team and offer my service to our elected officials and our community." He retired from the Army Oct. 31 after 24 years of service.



Holland Joins City

Andrew Holland started Dec. 22 as a Management Analyst in the City Manager's Office. He works on special projects with the deputy city managers and assistant city manager.



Previously, Holland was employed by the City of Durham with the Fleet Management Department as a Business Analyst for two years. Prior to that, he was in the City Manager's Office as a Management Analyst Intern. Holland also had the opportunity to intern and work with the following organizations while in college:

- Town of Clayton, Town Manager's Office
- U.S. EPA in Washington, D.C.
- City of Raleigh Planning Department
- City of Greenville Community Development Department
- City of Washington (N.C.) Planning Department

He has a Bachelor of Science from East Carolina University in Urban and Regional Planning and an MPA from N.C. Central University.

Rogers Carter Receives Budget and Evaluation Officer Certification

Rebecca Rogers Carter, Strategic Performance Analytics Director, received a Budget and Evaluation Officer Certification in December from the North Carolina Local Government Budget Association (NCLGBA).

The certification program is a partnership between the NCLGBA and the UNC School of Government. It is designed to enhance the local government budget and evaluation profession in North Carolina and its purpose is to recognize individual achievement for an established level of knowledge on the topics of budgeting, performance and evaluation. Individuals who meet the certification's standards of professional experience, courses and exams are designated as certified budget and evaluation officers by the Certification Board of the NCLGBA. Rebecca is one of 30 budget and evaluation officers currently certified in the state.



Watch the Employee Recognition Awards Ceremony On-Demand!

Watch the entire ceremony at your convenience online at www.faytv7.com. Join us in July for the next Employee Recognition Awards Ceremony!



Lt. Jason Bass Named Fire Officer of the Year

Lt. Jason Bass was named the Fayetteville Fire/Emergency Management Department's Fire Officer of the Year for 2014. He has been with the Fire/Emergency Management Department since Dec. 12, 2005. Bass was promoted to Lieutenant on Sept. 24, 2012.



He has been an instrumental part of the Fire/Emergency Management Department's Chaplain Corps, which is responsible for attending funerals for Fire Department members and visiting with family at the hospital. Lt. Bass also is an active member of his church, visits with church members who have family in nursing homes and is also a mentor to the youth group. He shows COMPASSION for those in need.

Bass is also a role model for the younger firefighters on the department and demonstrates every day what it means to serve with RESPECT, DEDICATION and DIGNITY. Lt. Bass has assisted the department with Critical Incident Stress Debriefings, when firefighters go through emotional strife after seeing the effects of emergencies on families and the community.

He represents HONESTY, KINDNESS, TRUSTWORTHYNESS, HIGH STANDARDS OF ETHICS AND MORALS, LOYALTY and LOVE for one another every day. Lt. Bass demonstrates great PRIDE in the department and in the City in everything he does and touches the lives of everyone he is around in a positive manner.

Marks Starts In New Position

Angela Marks, previously a GIS Technician, started in her new position as Routing Administrator in Environmental Services on Nov. 17. Her main function is to develop routes and maintain the solid waste database.

"I came over here because I had six years of experience in solid waste routing. I worked for Waste Industries in Fayetteville before I became a GIS Technician with the City. What I like about being the Routing Administrator is I get to utilize my previous knowledge and experience to make an impact in the City's waste collection."

She is the technical lead for the routing software, called RouteSmart. She also uses the route monitoring software FleetMind.



From The Desk of the City Manager

Welcome to a new year and another issue of *Fayetteville Frontline*. Calendar year 2014 was a very successful year for the City of Fayetteville and quite frankly, under the direction of the City Council, it was the most successful 12-month period in the history of the organization. As we look forward to a successful 2015, I would like to point out the accomplishments that YOU, the City of Fayetteville staff, achieved last calendar year.

There are many more successes to point out, but in the interest of space, I wanted to highlight the items that address the City Council's top policy priorities for the fiscal year 2015 Strategic Plan:

- Crime is down across nearly all major categories
- Hiring more officers
- Invited the U.S. Department of Justice Office of Community Oriented Policing Services (COPS) to review the department's use of force policies and practices
- Opened a new police district office in west Fayetteville on Raeford Road
- Opened a regional crime lab that will work with the Sheriff's Department and District Attorney
- Installed surveillance cameras throughout Fayetteville
- Approved installation of red light cameras for dangerous intersections
- Hosted a gun buyback program that took over 300 weapons off the streets
- Launched a virtual community watch: NextDoor.com
- Have a pilot program for body cams
- Fayetteville-Cumberland Youth Council was reborn to help young people on the path to success
- We have also created the Department of Economic and Business Development and have narrowed the candidates for the director position. The mission of the department is to support existing and attract new high quality retail and commercial enterprises throughout the city; redevelop underperforming corridors and catalyst sites; expand our local incentives portfolio; assist a diversity of business interests with a wide range of needs; and continue to work with our partners in order to bring about a higher level of prosperity, job growth and expanded economic opportunity for our citizens
- In regard to customer service, we have customer service training and new technology. FayWorx will route permits and work orders to a central location and residents can track progress on their permits. Developers and the public will be able to see progress of permit applications with online emails and an online portal. Building inspectors are getting tablets to enter information from the field and are being routed now by computer "smart routing" to be efficient in their travel. Staff has done a soft launch of FayFixIt and the app allows citizens to report potholes, illegal dumping, streetlights that are out and many other work order items
- Fleetmind is an additional software service that will provide routing support for Environmental Services trucks and will provide documentation of services and service-related problems. Fleetmind also provides the ability to push work order data out to the trucks that will make coordination between the Environmental Services main office and the field crews more efficient by facilitating paperless communication. Fleetmind also allows field crews to capture data about conditions in the field that might impact their ability to perform certain tasks
- Merged the 1FAY Call Center and Legal services with the City's PWC
- Moved forward with plans to construct a new pool adjacent to Westover Recreation Center
- Additionally, already during calendar year 2015, Development Services staff has assigned Will Deaton to develop a new comprehensive land use plan, another top strategic priority for City Council



Core Values Award Program

And the recognition of your hard work as City staff doesn't stop there. On Wednesday, Jan. 21 at 1 p.m., all employees are invited to celebrate with award recipients at the Employee Recognition Awards Ceremony in the City Hall Council Chamber. Employees will receive the Core Values Award for their above-and-beyond contributions to the City's Mission in alignment with the Core Values of R.E.S.P.E.C.T. Service Awards recipients will also be honored for their dedicated service to the City. If you cannot attend, the event will be televised live on FayTV7, our government access channel.



Wesley Attends Xamarin Evolve Conference & Training

John Wesley from the City IT Department attended the Xamarin Evolve 2014 Conference and Training in Atlanta, Ga. There were over 1,200 mobile developers attending the conference from different countries. With the use of Xamarin, developers can write native iOS, Android and Windows mobile applications in C# using a shared code base. The conference was a great way for the City to engage in mobile applications for employees and citizens.



The Xamarin Company was cofounded by CEO Nat Friedman and CTO Miguel de Icaza. The Xamarin Evolve 2014 conference had a special guest appearance by the voice of Apple's iPhone virtual assistant (Siri).

Wesley is shown pictured with Friedman (left) and de Icaza (right) and Siri (Susan Bennett).

It's distracting no matter how you make the call.

HANDS-FREE IS NOT RISK-FREE

Find out why
nsc.org/handsfree

GET SOCIAL! #DDAM

Community Café Conversation Receives Great Reception from Citizens



Approximately 60 residents attended the City's first Community Café Conversation on Jan. 8, kicking off the City Council's strategic planning process for FY2016. Residents were asked to identify what they think are the top priorities for the City. Feedback from the Community Café Conversation will be utilized by City Council during February's Strategic Planning Retreat.

Strategic planning is a roadmap employed by many local governments to guide the use of money, personnel and resources to realize a shared vision of the future. It outlines what a community hopes to achieve through a long-term and annual goal-setting process and provides steps for reaching those goals.

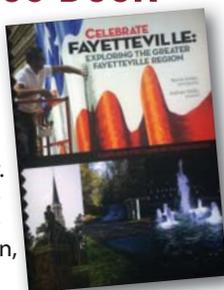
Organized by **Rebecca Rogers Carter**, the City's Strategic Performance Analytics Director, and assisted by **Tonya Coleman** and **Chris McMillan**, the event featured a brainstorming discussion led by City consultant Fountainworks. The discussion included the City's performance of services, public safety and ideas for improvement. Citizens participated in a roundtable discussion in which they used remote controls to vote on various poll questions. Results were shown on a screen.

The event was so popular that a second Community Café Conversation will be held Tuesday, Feb. 3 from 6 to 8 p.m. at the Lake Rim Recreation Center, located at 1455 Hoke Loop Road. The second Community Café Conversation gives citizens an opportunity to have their voices heard.

Registration is limited to 60 participants, so residents must reserve their seat by contacting **Tonya Coleman** at (910) 433-1474 or tonya.coleman@ci.fay.nc.us.

Walls Publishes Book

Nathan Walls, Public Information Specialist in Corporate Communications, became a published book author in December. The book, titled *Celebrate Fayetteville: Exploring the Greater Fayetteville Region*, is a project of the Fayetteville Regional Chamber. The book highlights the culture of Fayetteville and Cumberland County, covering history and heritage, Fort Bragg, religion, sports and recreation, the economy, non-profits and local businesses.



2014 United Way Campaign a Success



Included below are totals for the City's 2014 United Way campaign. With the conclusion of the campaign, opportunities for your contributions (that impact the lives of the citizens we serve) begin. The United Way of Cumberland County has a mission very similar to ours, which involves helping people and building strong communities. Supporting the programs provided by the United Way is a fantastic resource for you to be involved in your community. The annual report on the United Way of Cumberland County website describes how 344,970 families received assistance in some way. Making Fayetteville a better place for all is what we are dedicated to do and your commitment in volunteering or supporting 102 local programs helps those in need. Income, education, health and community categorize the local programs.

The Boys and Girls Clubs (where 94,000 youth were mentored), the Salvation Army (provided emergency shelter to 640 families) and the Dolly Parton Library (3,456 children received monthly books) are a few of the supported programs. Thanks to your caring, there are many success stories and positive outcomes, which you can review in detail in the United Way of Cumberland County Annual Report. Let's make every annual campaign a great success.

2014 Total	\$85,053.36
Contributions	\$74,570
Fundraisers	\$10,483
Department with largest fundraiser	Police with \$4,527
Largest fundraising event	Zombie Run with \$5,881

Ribbon Cutting Held for Bicycle Man Trail Head



A ribbon cutting for the Moses Mathis "Bicycle Man" Trail Head was held Dec. 16. The ceremony was held at J. Bayard Clark Park, located at 631 Sherman Drive, at one entrance to the Cape Fear River Trail.

Mathis resided in the Tiffany Pines community of Fayetteville and, along with his wife Ann, reached out to the youth of the community through his bicycle giveaway program. He became a role model for many children, teaching self-esteem and community pride. Over time, his bicycle organization grew to include six surrounding counties. Mathis passed away in 2013.

The Bicycle Man Community Outreach Projects organization is still in operation and works to take kids from drug-infested neighborhoods, introduce them to a positive environment and build confidence, self-esteem and good work habits. For more information about the organization, log onto www.thebicycleman.com.

Fayetteville-Cumberland Parks & Recreation has overseen the trail head project. To read more about Parks & Recreation, visit www.fcpr.us.

Submit Your Graduates' Information!



City of Fayetteville employees can honor and recognize their children, grandchildren, nephews, nieces or anyone in their families who have recently graduated or been honored with recognitions from pre-school, elementary school, middle school, high school or college. If you would like to recognize your family member, e-mail pictures, the name of the student, school, graduation/recognition, employee's name and relationship to student and the next school/field they will enter to Corporate Communications at corpcomm@ci.fay.nc.us.

Deaton Promoted to Senior Planner



Clayton W. (Will) Deaton III has been promoted to Senior Planner in Planning and Zoning, a division of the Development Services Department. He will be responsible for leading the long range planning projects. His first assignment will be a new comprehensive land use plan, one of the top three strategic priorities for City Council and the reason this new position was authorized.

Since joining the City of Fayetteville in early 2011, Will has worked primarily with the Board of Adjustment and the site plan review program. He also handled such special projects as the new food truck use regulations and brochure, developing a map of proposed redevelopment areas along key corridors and evaluating the amount of underutilized land zoned for commercial use. Previous work experience includes the cities of Wilson, N.C., Rock Hill, S.C. and the Federal Highway Administration (Connecticut and Georgia offices).

Schaefer Welcomes Grandson



Greg Schaefer, Safety Officer from Human Resource Development and his wife, Pattie, are the grandparents of their new grandson, Jackson Carter Equils, born on Oct. 17, 2014 at 12:49 p.m., weighing 7 pounds and 13 ounces and measuring 22 inches long. The proud parents are Steve and Sarah (Schaefer) Equils. They reside in Monterey, Calif.

Upcoming Professional Development Classes

Time Management Effectiveness

Thursday, February 5, 2015
8:30 a.m.-12:30 p.m.

SOS Two-Day Orientation for Supervisors

Tuesday and Wednesday, February 10 & 11, 2015
8 a.m.-5 p.m.

** SOS Courses will begin on Wednesday, February 18, 2015 and will take place each Wednesday for 7 weeks

Laserfiche Intermediate

Thursday, February 12, 2015
9-11 a.m. or 1-3 p.m.

*must attend both days

Microsoft Excel Intermediate

Monday, February 23, 2015 (1-4:30 p.m.)
Tuesday, February 24, 2015 (8:30 a.m.-12 p.m.)

*must attend both days

Microsoft Word Intermediate

Tuesday, March 10, 2015 (8:30 a.m.-12 p.m.)
Thursday, March 12, 2015 (8-11 a.m.)

*must attend both days

Microsoft PowerPoint Intermediate

Monday, March 23, 2015 (1-4:30 p.m.)
Tuesday, March 24, 2015 (8:30 a.m.-12 p.m.)

*must attend both days



Six-Sigma Yellow Belt Program

Every Thursday from April 2 to April 30, 2015 (5 sessions)
8:30 a.m.-5 p.m.

* must attend all sessions

Microsoft Outlook Intermediate

Tuesday and Wednesday, April 7 and 8, 2015
8:30 a.m.-12 p.m.

*must attend both days

Franklin Covey's 7 Habits of Highly Effective People

Tuesday and Wednesday, April 21 and 22, 2015
8:30 a.m.-5 p.m.

*must attend both days

Read the Label.

Take **only** as directed.



Poisoning is the #1 cause of unintentional deaths in the home and community.



Proud Member

Work Anniversaries



December Start Dates

Michael A. Allen
Johnny M. Ammons, Jr.
Ronnie E. Autry, Jr.
William C. Autry
Jason N. Bass
Samuel W. Batten, Jr.
William Benitez II
Graham B. Biesecker
Jason L. Britt
Deanna R. Britton
Ernest L. Bryant
Austin L. Brymer
Mary Brymer
Kevin D. Buckalew
Bryan L. Cabral
Tracey B. Caine
John S. Carro
Tacie M. Carter
Nydia G. Chanza
Victor H. Chavez
Sherry M. Christian
Milva J. Clark
Steven M. Clark
Jocquetta R. Coleman
Brigitte D. Cook
Arthur L. Covington
Robin P. Cox
Michael A. Davis
Michael T. Decatur
Heather M. Eckhardt
Hilda G. Elliott
Kari C. Ellis
Clea T. Faircloth
Jermaine J. Florence, Jr.
Sean M. Gallagher
John F. Garnett, Jr.
Tony C. Gayles
Brian C. Gerber
Jeremy R. Glass
Donna B. Godwin
Grant D. Graham
James S. Gwynn
Jonathan T. Hall
Benjamin R. Hammond
Melissa D. Hammond
Craig M. Harmon
Shanelle B. Harris
Elaine Hatfield
Wanda V. Highsmith
Barbara E. Hill
Garland D. Hill
Marilyn J. Hinson
Andrew T. Holland
Jeremy F. Holt
Leonard D. Honeycutt
Mona E. Hooks
Caleb D. Hudson
Randall J. Hume
Belinda M. Jackson
Kristopher S. Jackson
Russell A. James
Daniel A. Johnson II
Carl A. Johnson
Shirley A. Johnson
Dennis W. Jones
Kelly Jones
Brandy R. Jonsson
Victor X. Joseph
Erol D. Kenworthy
Antoine J. Kincade
Frank M. Kocsis
Kathryn S. Lamm
Stig A. Larson
Linda M. Leak
April R. Lewis
Cornelia M. Loyd
Clarence S. Malloy
Bernard K. Mangum
Meredith M. Manning
Angela M. Marks
Jeffrey S. Martin
Joseph Kenneth B. Mayner
Haleigh K. McCloud
Donna R. McCollum
Ivan McKenney
Marvin McLain
Ahmad R. McLean
Alyssa M. McMillan
Stephanie P. McNeil
Kawanna L. McNeill
Deirdre Melvin
Wendell Melvin
Nicole K. Mendez
William H. Miller, Jr.
Jeremy D. Mincey
Erwin L. Montgomery
Jesse N. Moore
Ashley N. Morris
Pamela D. Morrison
Javin W. Morton
Heather Napieralski
David M. Nash
JaBarie R. Nesbit-Martin
Keshawn R. Nettles
John A. Newland
Douglas J. Nicolosi, Jr.
Samuel E. Oates
Wade C. Owen III
Shawn C. Parker
Shea E. Poteet
Lisa N. Provost
Christopher M. Pruitt
Cedric M. Ray
James Reed, Jr.
David R. Reeves
Jon P. Rickett
Sherry L. Rieves-Blount
Alejandro Rosado
James W. Rutherford
Teresa E. Rye
Jamie C. Scruggins
Kristina L. Sessoms
Jazmine M. Sherrod
Edward D.J. Simmons, Jr.
Lori H. Simpson
Aaron T. Smith
Daniel J. Smith
Louise J. Smith
Nelson Soriano
Shawn M. Strepay
Diamond M. Sykes
Michele B. Taylor
Aneesah T. Thomas
Jerry L. Thompson
Russell W. Thompson
Sandy M. Thrash
Christopher L. Throckmorton
Leroy M. Tremblay
Timothy L. Trull
Wallace L. Vincent
Joseph E. Vittorelli
Selina C. Wade
Illanda M. Williams
Sidnee B. Williams
Patricia Wilson
Trudy L. Wood
Earl G. Wrench
Kiana K. Xavier
Jason H. Zimmerman

January Start Dates

William A. Allen
Moisbiell M. Alvarez
Dwayne S. Ambrose
Amanda M. Andriulunas
Walter Armstrong
Gary T. Ashley, Jr.
Christian T. Austin
Norma E. Batres-Dell
Joe A. Baucom
Don L. Bell
Patricia A. Best
Tommy A. Black
Jeffrey E. Blackford
Brandon M. Blackman
Scott A. Blackman
Christopher G. Boes
John A. Bowen
Kenecia S. Boyd
Richard K. Bradshaw
Jeremy D. Brigman
Robert T. Brinson
Tiffany D. Brisson
Adrienne Brown-Bell
Richard E. Clabo
Rodney A. Bryant
Crystal C. Bullard
Alpha L. Caldwell
Ralph T. Cascasan
Patrick R. Cassidy
Brett A. Chandler
Justin T. Chase
Brian R. Christopher
Flora E. Clabo
Leslie M. Clabo
Ryan A. Claucherty
Christopher D. Cobos
Harrison Combs III
Alan R. Comer
Marley M. Conley
Sydney A. Cooper
Brandon L. Core
Sherry L. Couey
Orval L. Cox, Jr.
Kristen L. Daniels
Paul O. Davis
Trinity A. Davis
Clayton W. Deaton III
Robert B. DeShields
Gerald W. Dietzen
Steve B. Doss
Rodrick M. Edwards
Raymond J. Esquelin
Sara J. Farley
Thomas J. Farrell
Savon M. Felder
Jonathan A. Ferguson
Jose J. Figueroa
David A. Fleming
Andrea M. Flounroy
Gary C. Garison
Jennifer J. Geisinger
Michael A. Geske
Mia A. Gilbert
Gregory R. Gilder
Treyon D. Goldsmith
Daryl K. Gousby
Roy M. Graham, Sr.
Mary E. Grimberg
Jonathan S. Grimes
Althea R. Gwyn
Valerie C. Hair
Charles G. Hall, Jr.
Kevin R. Hall
Tommy Hall
Clarence Harding
Dustin R. Harding
James E. Harris
Mackenzie A. Harter
Joshua Hayward
Querida A. Heard
David T. Heathcote
Ramon J. Herrera II
Ed Hines, Jr.
Adam W. Horne
Erich D. Howard
Kevin Huddleston
Darwyn C. Hudson
Charles W. Hunt
Marissa Iannone
John Ingraldi
Robert D. Jackson
Jordan C. Jacob
Franklin E. Jacobs
Toni L. Jimenez
Christopher D. Johnson
Andrew R. King
Keith A. Kinlaw
Corwin L. Lewis, Jr.
Frederick L. Lewis
Ronald G. Lewis
Scott A. Lewis
Emory H. Light III
Christopher M. Lindsay
Barbara C. Little
Barret J. Locklear
Damien M. Locklear
Merrill M. Locklear
Clarence T. Logan
Mario C. Lucas
Michael J. Lynch
Douglas W. Lyon II
Tony L. Mainor-Cruthirds
Ryan P. Manley
Carol A. Maples
Michael B. Marshburn
Johnathon D. McCarroll
Taylor L. McCullen
Erin L. McElyea
Jeremiah K. McGathy
Lindsay M. McGlone
Aitina J. McKnight
Paul P. McLamb
Jami S. McLaughlin
Anesia R. McMillan
Christopher S. McMillan
Thomas D. McMillan
Azha M. McNeil
Brian M. Meyer
Hector J. Michaud IV
Shaquille F. Miller
Kathy M. Mohs
Merla B. Molina
Patrick K. Moore
Sheldon R. Mullet
David L. Nelson III
Jonathan M. Odom
Jesse A. Oxendine
Demetrios G. Papispiros
Zachary A. Peele
Richard J. Penney II
Nicole L. Perry
Colleen J. Petersen
James A. Phillips
Carolyn Pollard
Sandra Powers
Jeffery T. Prevatte
Allan R. Pulver
Tyrrel J. Quinn
Charles M. Reep
Byron S. Reeves
Jay F. Reinstein
Winford T. Rice
Stacy A. Ritchie
Barbara J. Robinson
Aaliyah R. Rogers
James Roper
William L. Roth-Roffy
Kent Sampson
Robert A. Sampson
William R. Scoggins
Jason L. Scott
Stephen M. Shakeshaft
Harold Shelton III
David E. Simmons
Dennis A. Southern
Charles M. Starling, Jr.
David E. Steinmetz
Sharon D. Stevens
Carson D. Strickland
Roger A. Sullivan
Richard D. Tabraham
Michael A. Tackema
Eddie D. Taylor II
Sheila D. Thomas
Tosha S. Thomas
Alex H. Thompson
James H. Thompson
Donald F. Tschida
Katie L. Valentine
Shawn D. Waggoner
Scott E. Walters
Shelia M. Washington
Jessica R. Webster
Amber G. Whitaker
Tammy S. White
Michael A. Wilcox
Amber N. Williams
Jeremiah A. Williams
Michael D. Williams
Kenneth J. Winschel, Jr.
Craig A. Worley
Michael S. Yount

February Start Dates

Joey C. Aguon
Douglas B. Austin
Jared C. Backey
Ernest R. Barefoot
Nelson Barnett, Jr.
Joshua C. Bass
Billy W. Blackmon
Erin E. Blair
Richard I. Bradford, Jr.
Larry P. Brown
Michael H. Brown
Tracey L. Broyles
Mary H. Bueno
Anthony C. Burks
Tracy D. Burney
Donna M. Campbell
Jeffrey W. Carnell
Tracy L. Chandler
Clint D. Christensen
James T. Cross
Teresa G. Currey
Christopher M. Currie
Michael Currie
Carlo A. Curva
Scott M. D'Alessandro
James O. Daniels
Heather M. De Ridder
Manuel E. DeJesus, Jr.
Carlos W. Diaz
Mike D. Dukes
Dasmon J. Ellerbe
Larry L. Evans
Conception R. Flores
Vanessa T. Fraser
Walter J. Gabriel
Kenneth M. Gibson
Michael A. Gibson
Kelton G. Glorfield
Paula W. Gonzalez
James B. Greathouse
Jacqueline Green
Lynn R. Guthrie
Timothy C. Hair
Robert D. Hammonds
Justin S. Hampel
Charles R. Handberry
Kirk R. Hanton
Andrew P. Hawkins
Lee Hicks, Jr.
Towanna M. Hicks
Everett D. Hockenberry III
Luther W. Huff
Timothy B. Huggins
Nicole C. Jackson
Terry M. Jackson
Stephen L. Jett
Gregory A. Johnson
Jessie A. Jones
Patrice L. Jones
Aliyah A. Jordan
Leo P. Keys
Kechia B. Kinsey
Suzanne F. LaGrange
Jack E. Lilly
Roy J. Lock
Kim N. Loeblein
Ernest L. Love
Lucky A. Lukes
Benjamin Major
Thomas J. Marshburn
Bernadette L. McBride
Carl G. McCartyne
Ronald M. McElrath
Donald E. McNeil
Harold E. Medlock, Jr.
Dawn K. Melvin
Thad W. Middleton
Justin A. Millard
Stephen M. Mooney, Jr.
Tyler J. Newman
Christopher B. Oldacre
Jason S. Pacurari
Victoria V. Patterson
Jorge J. Perez
David P. Pierpoint
Sebastian E. Pineiro
Jeremy S. Priebe
Lisa A. Reid
Daniel M. Reilly
Jeffrey B. Riddle
Josue G. Rivera
Howard Hamilton Roney IV
Michael A. Ruff
William R. Sessoms
Sarah K. Shirey
Joe C. Smith, Jr.
David W. Smith
Melvin B. Smith
Candice E. Snyder
William H. Southern
Nixon L. Spell
Douglas E. Stancil
Jeremy K. Strickland
Oscar J. Taveras
Piper T. Taylor
Stewart L. Tedder
Thomas C. Tew
Grace K. Tisdale
Diane M. Travis
George M. Urian
Denise O. Vincent
Shonda D. Virgil
James M. Walker
Joseph R. Wall
Alvin E. Williams
Ernest P. Young, Jr.

Three City Staff Promoted to Directors



Tracey Broyles (left), Budget and Evaluation Director, **Rebecca Rogers Carter** (pictured on page 2), Strategic Performance Analytics Director, and **Elizabeth Somerindyke** (right), Internal Audit Director, have all been promoted. Each director is a veteran of the organization with extensive knowledge and experience in their purviews. Please congratulate them on their new positions!



Call Center Moves to Fayetteville PWC Building



(Far Left Picture) From Left to Right: Bill Lugo, Velda Jones, Rebecca Harris, Mayor Nat Robertson, Hilda Hall and Tiffany Brisson. (Middle) Brisson helps Mayor Robertson take a call. (Far Right) Call Center staff enjoy breakfast with City elected officials Mayor Robertson and Council Member Jim Arp, as well as Fayetteville PWC Board Chair Mike Lallier.

On Dec. 13, City and Fayetteville PWC Call Center staff held a dress rehearsal for their merging of services, which includes City Call Center staff moving to the Fayetteville PWC Building. The two Call Centers are now working together as one unit for the benefit of the taxpayers and ratepayers of the community. Staff enjoyed breakfast with City elected officials, Fayetteville PWC Board Members and City and Fayetteville PWC administration, as well as utilized the top-notch equipment that aids them in their jobs everyday.

Mayor Nat Robertson

"This is evidence of the great opportunity that we have to work together to find efficiencies to save both the ratepayers and taxpayers some money and to become more effective in the end task of servicing our residents."

"I think this is probably one of many consolidations that the steering committee has been working on; this seems to be the most high profile and public piece of it. When residents are able to make contact with the organizations, this really is the front line. So, the job that this staff does is paramount in representing both the City and PWC."

Council Member Jim Arp

"It's a very exciting opportunity and it's going to be the first time that we've integrated two different parts of our organization and I'm really pleased this morning to come and see the level of professional effort that has been made to accomplish this and also the excitement of the employees. Whenever you have folks who are going to experience change in their organization it's always a time of anxiety and I'm sure there were some anxious moments, but this morning they seem to be very excited about this opportunity. I think this is a great opportunity for the ratepayer and taxpayer as we consolidate some of our like services. We should be able to provide a higher level of quality service and hopefully be able to do it more efficiently, maybe even at a cost savings, which has been the intent all along. This is a great day, the first integration effort."

"I enjoy seeing people empowered with software tools and technology that makes their jobs easier and more effective. The new FayWorx system, they are excited about that; I think it's going to help them do their job more effectively. Also, they will get real-time feedback on their performance and I think that's a good thing. I always enjoy these types of things."

Ted Voorhees, City Manager

"The collaboration of City and Fayetteville PWC staff in combining Call Center services has been very impressive, with the end goal to save taxpayers and ratepayers money. Now, customers will receive improved services and the satisfaction of knowing that City and Fayetteville PWC staff are working hard to provide them the best product possible. I thank all staff members who contributed to this project, and I am excited that this is just one of many projects that is being conducted in the best interest of our community."

Jay Reinstein, Assistant City Manager

"It's been an amazing collaborative effort and partnership. The leveraging of technology will enable us to provide a higher level of service delivery for our customers, but more importantly it shows that both entities will be able to work together and ultimately provide better customer service. It's been a great experience!"

Mike Lallier, Fayetteville PWC Board Chair

"This is a good pre-celebration of when we flip the switch and calls start coming in; as we reflect back on about a year ago when we started the process of the steering committee meeting and looking at the consolidated efforts that have been identified, this was one of those that was low hanging fruit to do hopefully two things: one was to increase the efficiency that the City and PWC staff are providing to ratepayers and taxpayers and the second goal was to ultimately have some savings from shared services. So, we know that the efficiency should improve right away and we're hopeful that the cost will be evident in the future, that that will go down and save tax dollars and take pressure off rates. It's an exciting day and we have some wonderful team players and good collaboration between both organizations."

Tiffany Brisson, Customer Service Representative (CSR) Supervisor

"I think it is a very positive change for both the customers and the City staff. We are looking to take advantage of core competencies here, software, support and we are really happy to be joining the family here. We've been working on this for a very long time now and a lot of thought was put into this move for us, so I think it's going to be a great success."

"We've gotten to know a lot of the staff here as we have been working on this move and everyone has been absolutely amazing. It's going to be successful; the people on both sides are all working together."

Fayetteville Recognized With Clean Cities Award



Fayetteville was recently recognized as “Leader Level – N.C. Smart Fleet” on the strength of our efforts to reduce petroleum usage through technology, training and policy adoption. Fayetteville is a member of the Triangle Clean Cities Coalition (TCCC), although we are not in a county in the recognized coalition list of counties.

John McColl, shown in the horizontal striped shirt, is the City’s Fleet representative and works for Fayetteville PWC. He works with the City’s department heads to specify equipment for purchase and develops the five-year master plan for equipment replacement, among other things.

Financial Zombies Attack Assistant City Manager



Finance staff put a scare in Assistant City Manager Jay Reinstein (above) during their annual Halloween costume event. Finance has made a tradition of visiting departments and dancing to different songs each year.

Cold Weather Safety



While most people think of dangerous cold during long winters in northern states, the reality is that cold-related illness, both hypothermia and frostbite, occur throughout the year, in every state.

Hypothermia is defined as a core body temperature less than 95° F or 35° C. Today, we are going to discuss primary hypothermia, defined as low core temperature caused by an external cold stressor. This problem commonly occurs during extremely cold temperatures.

Hypothermia Signs & Symptoms

Some clues may be persistent shivering, difficulty walking and mild confusion. If you suspect someone is getting too cold, move him or her to a warm environment as soon as possible. Remove all wet clothing to prevent further heat loss via conduction. If clothes are dry, leave them on and add more layers of insulation. Place warm packs near the patient’s skin at the axilla and groin. These actions alone may be all that is needed for someone with mild symptoms. If the symptoms are more significant, such as arrhythmia, hypotension or coma, transfer to a hospital immediately.

Frostbite is the cold-related injury of isolated parts of the body due to the tissue freezing and then rewarming. It commonly affects the fingers and toes but can occur in any part of the body that is unprotected. Less commonly known risk factors include nicotine use and exposure to chronic hand or arm vibration.

Frostbite Signs & Symptoms

Initial symptoms include stiffness, pallor and pain, which may become severe when the area is rewarmed. Occasionally, blisters and swelling appear and indicate a more significant injury. Treatment includes moving the person to a warm environment and transporting them to a medical facility where staff will rewarm the frostbitten area by soaking it in warm water. The extent of the injury can rarely be determined immediately. Close medical follow up is imperative to maximize recovery. Remember, illness and injury related to cold temperatures can occur at seemingly mild temperatures in unexpected situations. Those at risk may not realize the danger they are in. The key is recognizing the symptoms of hypothermia or frostbite early and getting the person to a warmer environment with appropriate medical care.

Winter Safety Tips for Pets

- No pet should be left outside for long periods of time in below-freezing weather
- Don’t leave pets unattended in vehicles
- Use space heaters with caution around pets
- Provide warm, dry shelter and access to fresh non-frozen water
- If you suspect your pet has hypothermia or frostbite, consult your veterinarian immediately
- Prepare a disaster/emergency kit, and include your pet in your plans
- Keep your pet at a healthy weight throughout the winter



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