



## Fire Department's Bishop Honored by the State of North Carolina



**Battalion Chief Calvin Bishop** and Battalion Chief Scott Zander (Charlotte Fire Department) were presented North Carolina flags flown over the State Capitol for leadership and dedication to the State's search and rescue program.

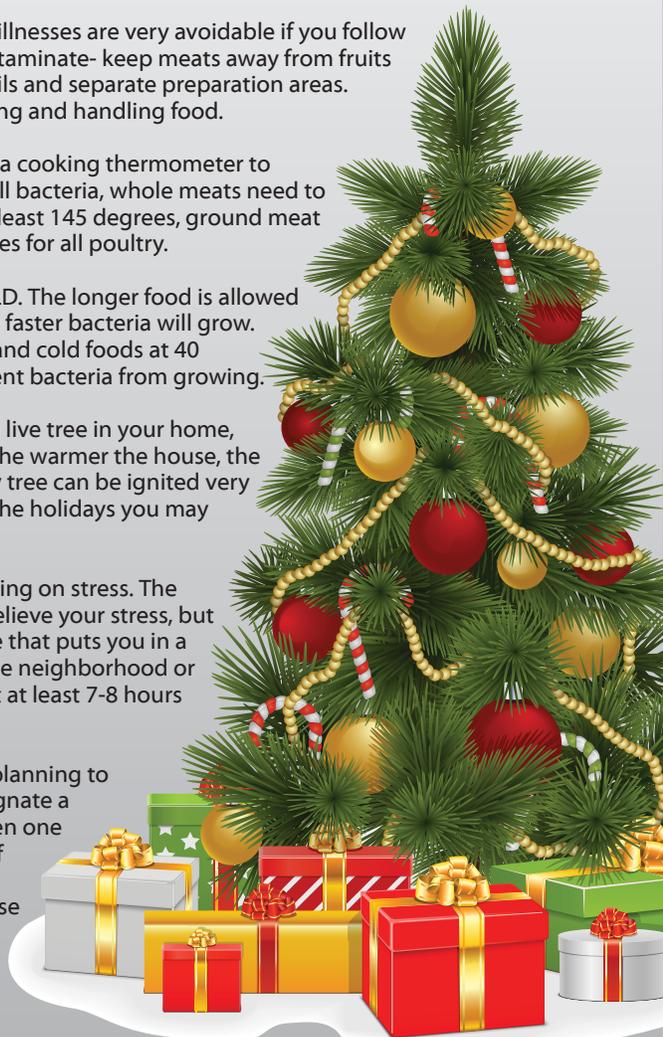


Brian Barnes, North Carolina Emergency Management's Search and Rescue Coordinator, made the flag presentations on behalf of Gov. Pat McCrory on Dec. 3 at a structural collapse class held at the Charlotte Fire Department's Training Center. Bishop serves as the manager of Fayetteville's urban search and rescue team.

## Greg Schaefer's Holiday Safety Tips

The holidays are a great time to celebrate with family and friends. Often we gather in someone's home and share food and reminisce about the past year. We share what we've done, who's married and compare grandchildren pictures. Here are some tips to keep you safe and healthy this holiday season:

- Keep your hands clean! Wash your hands often; if you can't wash, use a hand sanitizer. Make sure you use enough hand sanitizer to keep your hands wet for at least 60 seconds - it has to have time to kill germs.
- Keep your hands away from your face! We use our hands almost all day and they are full of germs. Many illnesses are passed to others by dirty hands. So avoid touching your face with your hands; use a tissue or wash your hands before touching your face.
- Prepare food properly. Food borne illnesses are very avoidable if you follow some simple steps. Don't cross contaminate- keep meats away from fruits and vegetables. Use separate utensils and separate preparation areas. Wash your hands often when cooking and handling food.
- Cook to the right temperature! Use a cooking thermometer to ensure foods are fully cooked. To kill bacteria, whole meats need to have an internal temperature of at least 145 degrees, ground meat at least 160 degrees and 165 degrees for all poultry.
- Chill! Foods need to be HOT or COLD. The longer food is allowed to remain at room temperature the faster bacteria will grow. Keeping hot foods at 140 degrees and cold foods at 40 degrees or below will slow or prevent bacteria from growing.
- Water! Water that tree. If you have a live tree in your home, check and fill the water every day. The warmer the house, the more water the tree will need. A dry tree can be ignited very easily. So if you are going away for the holidays you may need a TREE-SITTER!
- Rest! For many of us the holidays bring on stress. The solution is not alcohol or drugs to relieve your stress, but rest and relaxation. Find some place that puts you in a good mood. Take a walk through the neighborhood or just sit on the porch, no phone. Get at least 7-8 hours of sleep every night.
- DON'T DRINK and Drive. If you are planning to consume alcohol, have a plan. Designate a person to drive before you have even one drink. Getting a DUI can cost a lot of money and may even cause you to lose your job or worse, you could lose your life. That's not a good present to give yourself! If you find you can't drive, call a friend to come get you.



# City Employee Profile

## Kenny Griffin and Houston Reece III

Fayetteville-Cumberland Parks & Recreation



### Kenny Griffin

**Position:** Parks & Recreation Crew Supervisor for Special Projects

**Time Here:** 23 years; started on a mowing crew

**What He Likes About Working Here:** I like the guys and people I work with. It's a really good place to work.

**Christmas in the Park Work:** In charge of center Christmas tree light display. He and staff put the trees up using 23 controllers with 16 channels each, running off a computer and the Light-O-Rama computer program. The Christmas tree light display features 139,000 lights. He and staff start programming it in October. He built the Christmas stars on the trees.

**Hobbies & Family:** Likes to hunt and fish. Has a wife and two kids. His daughter Brianna is a senior at Cape Fear High School. His son Travis works for Parks & Recreation.

### Houston Reece III

**Position:** Parks & Recreation Crew Supervisor Parks District

**Time Here:** 21 years; started on a grounds crew at J.P. Riddle Stadium

**What He Likes About Working Here:** I like the camaraderie of people I work with. I like working outdoors. At Christmas in the Park, I like seeing the kids' reaction to what's going on.

**Christmas in the Park Work:** Supervisor in charge of Arnette Park. He and staff runs the house that has the computerized light show. The house light show is run by 32 channels and 35,000 lights.

**Hobbies & Family:** Likes racing and fishing. His daughter Jaden is in the eighth grade at Mac Williams Middle School. His son Jesse is a senior at Cape Fear High School.

*Houston and Kenny give credit to Michael Gibson, James McMillan, Erica Brady, Gary Martin, Pat Barber and all Parks & Recreation supervisors for their work with Christmas in the Park. Christmas in the Park is an event that takes the work and support of all Fayetteville-Cumberland Parks & Recreation staff.*

### Garcia Receives MBA

**Elizabeth Garcia** in Finance became the proud owner of an MBA from Methodist University on Dec. 12.



This is a great achievement for her personally, but also professionally for the knowledge she will bring to her job with the City. This also demonstrates the close relations between the City and this local University.



### Upcoming Dates To Remember

**Thursday & Friday, Dec. 24-25 -** Winter Holidays, City Offices Closed

**Friday, Jan. 1 -** New Year's Day, City Offices Closed



## City Volleyball Team Wins League Title

The City volleyball team won the championship of their league, hosted by Fayetteville-Cumberland Parks & Recreation. The league tournament was held in September and October. The team played 13 matches all together against two Cumberland County teams. Matches were played as 2-out-of-3. The City won 8 matches and lost 5, finishing in first place.

Members of the City volleyball team were:

- James Walker** – Team Captain
- Oscar Taveras**
- Marlene Walton**
- Lisa Reid**
- Merla Molina**
- Courtney Heikkila**
- Sharon Mayo**

They played their first game with just 4 players and still took home victory. All other subsequent games were played by 6 players with a sub readily available.



## 10 Tips for a Healthier Holiday

**Tip #1:** Be realistic - don't try to lose weight during the holidays. Focus on maintaining and not gaining!



**Tip #2:** Going Christmas shopping? Use this time to squeeze in a little fitness! Park a little further away and take the stairs.

**Tip #3:** If you're preparing for guests, turn your chores into a workout!

**Tip #4:** Start a new family tradition and be physically active! Walking is a good start! Drink Water

**Tip #5:** Use relaxation techniques, such as deep breathing to cope with anxiety or tension. Drink Water

**Tip #6:** Get enough sleep. Americans tend to be sleep deprived especially during the holiday season. Make sure to get between 7-8 hours of sleep each night!

**Tip #7:** Don't go to a holiday party hungry! Eat a small, healthy snack before you go. Drink Water

**Tip #8:** Beware of liquid calories-eggnog, beer soda, wine. Drink Water instead.

**Tip #9:** Forget the all-or-nothing mindset. Don't abandon your healthy strategies just because you indulged in a holiday treat!

**Tip #10:** Lastly, remember those New Year resolutions could start now! Give yourself a head start - why wait to the 1st of January?



## Starling Graduates Clerk Certification Institute



Deputy City Clerk **Jane Starling** graduated recently from the UNC School of Government Clerk's Certification Institute. The course was 130 hours and will now allow her to apply to become a N.C. Certified Municipal Clerk and also be certified by the International Institute of Municipal Clerks.

## FPD Receives Clothing For Homeless Project



Snyder Memorial Baptist RA's and GA's present socks, gloves and caps to the Fayetteville Police Department for the homeless project. RA's and GA's raised money for the items by completing a four mile walk. The City would like to thank our wonderful community partners for all you do.

## Join Team Fayetteville



#CityOfFayNC

Engage With Your City On:

[www.FayettevilleNC.gov](http://www.FayettevilleNC.gov)

### The CVA Committee is Now Accepting Nominations!

Deadline for submission is **May 31, 2016**

Awards presented at the Employee Recognition Ceremony in July 2016

All information about the CVA program, including the nomination form, is on the City's website:

[www.FayettevilleNC.gov/corevaluesaward](http://www.FayettevilleNC.gov/corevaluesaward)



## Work Anniversaries



### November Start Dates

Bowman, Tracey L.  
 Croyle, Kevin D.  
 Newcomb, Fred A.  
 Spatorico, Robert A.  
 Spruill, Lettee  
 Elam Jr, Walter L.  
 Faulkner, Donovan L.  
 McLaughlin, Brittany A.  
 McLean, Pamela  
 Townsend, Marcus Z.  
 Walls, Nathan L.  
 Barstow, Daniel R.  
 Bishop, Brandy R.  
 Kappas, Nickolaos G.  
 Legans, Sheri A.  
 Lindbom, Priscilla M.  
 Minns, Jamie L.  
 Payne, Kyle P.

### December Start Dates

Cox, Robin P.  
 Kocsis, Frank M.  
 Lamm, Kathryn S.  
 Ammons Jr, Johnny M.  
 Bass, Jason N.  
 Batten Jr, Samuel W.  
 Britt, Jason L.  
 Cabral, Bryan L.  
 Gallagher, Sean M.  
 Garnett Jr, John F.  
 Gerber, Brian C.  
 Honeycutt, Leonard D.  
 James, Russell A.  
 Mayner, Joseph Kenneth B.  
 Miller Jr, William H.  
 Moore, Jesse N.  
 Newland, John A.  
 Parker, Shawn C.  
 Rutherford, James W.  
 Smith, Daniel J.  
 Throckmorton, Christopher L.  
 Trull, Timothy L.  
 Hammond, Benjamin R.  
 Hill, Garland D.  
 Hume, Randall J.  
 Jonsson, Brandy R.  
 Nettles, Keshawn R.  
 Tremblay, Leroy M.  
 Zimmerman, Jason H.

## 1FAY Call Center Celebrates Anniversary at PWC



The City Call Center and Fayetteville PWC Customer Programs Call Center celebrated the one-year anniversary of their partnership recently. The following are quotes from the anniversary celebration:

*"I can't believe it has been a year already. That said, when I see how well our call centers work together, I can't believe it has only been one year. Our employees function like a group of seasoned veterans who have worked with each other for many years. I am so glad I had the opportunity to work with Tiffany and the 1FAY Call Center employees. They are a very talented group of individuals. I have thoroughly enjoyed the past year!"* - Lucille Phillips, PWC Call Center Supervisor

*"The year that we have spent in partnership with the Customer Programs Call Center has been a very unique and rewarding experience. I am very pleased."* - Tiffany Brisson, City Customer Service Representative Supervisor

*"We have put a lot of time and effort into doing it right. The teams are working really well together. On the City side, our technology has been able to give statistics that help you manage the system better and make decisions about how to staff and what services you can provide. On our side, the City staff has been helping and making outbound phone calls to customers to schedule events and things like that, so it's helping us do things we probably wouldn't have the staff to do otherwise."* - Mark Brown, PWC Sr. Customer Programs Officer

*"I remember when I first walked into the old Call Center at Environmental Services. It wasn't exactly a dungeon because it was on the first floor, and it's not like they weren't loved, but you just didn't feel it - no windows and you didn't have the tools you needed to do your job. You were doing what you could with what you had and doing a great job, but we weren't supporting you like we needed to. So that began the process of what can we do to bring this group what they need to operate in the modern context."* - Ted Voorhees, City Manager, speaking to the Call Center staff

*"We've really developed a partnership. It's about leveraging the technology that you all have that has enabled us to do a much better job of tracking. Tiffany and I have worked very closely together to track abandoned calls and the wait times. I also want to thank Mark - he's great to work with, and the entire staff. We have a great team here."* - Jay Reinstein, Assistant City Manager, speaking to the Call Center staff

*"It's important that the elected officials, especially the City Council, come out in good and bad times and this is one of those good times. We appreciate your support and what you do for our citizens everyday. We know it's getting better everyday. It's great to see this partnership, but I really view it as a team coming together. Congratulations and Happy Anniversary!"* - Council Member Kirk deViere to Call Center staff

## Retirements

DiFabrizio, Tina  
 Dumas, Norris  
 Harvey, Jacqueline  
 Ingraldi, John  
 Mildor, Petina



## K-9 Ready For Santa



K-9 Nero (above left) helping Santa Paws before the big night.



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The Fayetteville Frontline employee newsletter is produced bi-monthly.

If you would like to contribute to Frontline, please email us at [corpcomm@ci.fay.nc.us](mailto:corpcomm@ci.fay.nc.us).

## Watch the Employee Recognition Awards Ceremony On-Demand!



Watch the entire ceremony at your convenience online at [www.FayTV7.com](http://www.FayTV7.com).

Join us in January for the next Employee Recognition Awards Ceremony!