

For the Record

More Than Meets the Eye



Around the Corner... A monthly update and perspective from the Town Manager...page 5

Drive down Highway 210 and you cannot miss the newest addition to Spring Lake. The 82,000 square foot facility truly is more than meets the eye. With state of the art air conditioned units, this storage facility is setting records. But is it any wonder? After all, it is located in one of the fastest growing Towns in the region.

Lake totaled over \$4 million and renovations totaled over \$1.2 million. There were twenty (20) new businesses completed, three (3) under review and five (5) under construction. Those figures didn't include the residential growth.

The amazing part is, it isn't stopping because the new fiscal year is underway. In fact, the momentum is carrying forward and Spring Lake is showing no signs of slowing down!

Economic Development efforts

are a priority for the Town and for the Chamber. These efforts will clearly be seen in the upcoming months in various projects. (Check out the Downtown Overlay District as a starting point.) The Town will be keeping you abreast of major projects on the projects page of the Town's website. Be sure to check it out.

Next time you are driving thru our Town, slow down and take in the view. So much is happening. There truly is more than meets the

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If we can't reach you we can't notify you

As a part of our continuing efforts to improve customer service, the Town is implementing a few changes in regards to revenue collections. The changes will positively affect your water billing.

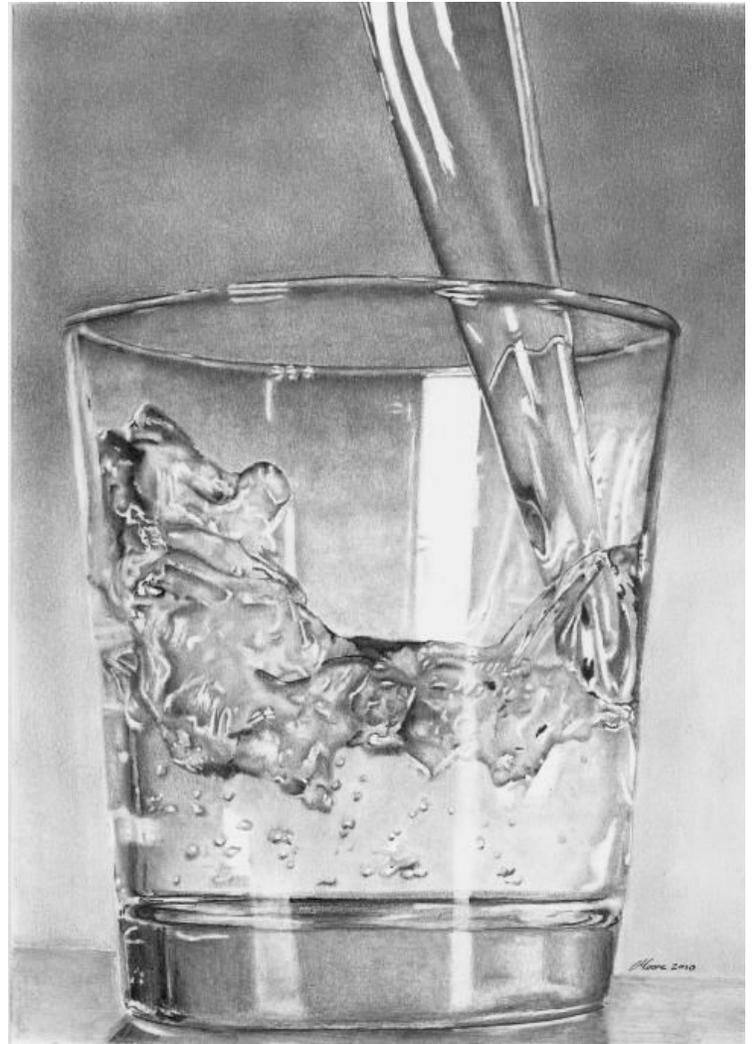
Effective July 1, 2014, the amount of water deposits has changed. The deposits are now \$50 for homeowner with good credit; \$100 for renter with good credit and \$150 for all with bad credit. In addition to this change, the Revenue Division will now be sending out second (2nd) notices. Meters will be read and bills will be

calculated on a monthly basis. Bills will be mailed by the 3rd of each month. Account balances are due and payable on the 10th day of each month. If account balances are not paid by the close of business on the 18th day of the month, a \$25 late penalty may be accessed to each account. If the 18th falls on a holiday or a weekend, the late penalty will be added at the close of business of the first working day thereafter. Second notices will be mailed to customers who are accessed a late penalty the same day the penalty is applied. If the

account balance remains unpaid following the 25th of the month, utility service is subject to disconnection.

In order for you to receive your bills and 2nd notices, we are asking that you update your account information. This will ensure that the Town has the most current contact information on file. Please visit the website at www.spring-lake.org or complete a form at the Town Hall.

We can't notify you if we can't reach you. Update your account today!



A Blueprint for Success

For years, focus has been spent on Main Street. There have been workshops, charettes, meetings, etc. After long hours and public input, there is movement towards a finalized blueprint for success.

The Main Street Overlay District is in the process of being finalized. The purpose of the MSOD is ultimately attract different kinds of business to Main Street. The zoning provisions inside the district are designed to expand the Central Business District all the way up to Highway 87 at points south and north on Main. The MSOD also codifies the Facade Improvement Guidelines already being utilized. To read more, check the project page of the Town's website.



Every Day Heroes

The Spring Lake Fire Department's NO HOUSE LEFT BEHIND campaign was part of a state wide campaign with 90 fire departments participating. State wide, 8600 smoke alarms were installed in homes and the SLFD installed 1284 of them. That is 15% of the alarms installed across the entire state! Pictured above is C Shift (Assistant Chief Jason Williams, Eric Wendler, Cpt. Johnathan Richardson and Kim Hall - Travis Walker is not pictured) who installed 450 of the nearly 1300 alarms the department installed.



Caring for Pets and Their People

If you have been down Odell Road or highway 87 you can't miss the construction going on at Manchester Animal Hospital. Spring Lake's finest pet facility is expanding. When the Town grows and people move here, they bring their families. Families include pets.

Manchester Animal Hospital is dedicated to providing superior care to pets and their people. The expanded facility will give them the capacity to board and care for more of our furry friends and space for rehab when needed. It is a great addition to the Town!



The Town of Spring Lake strives to hire the best and the brightest. Regardless of the position held, all of our employees are committed to providing outstanding customer service - both internally and externally. We are an equal opportunity employer and encourage all qualified applicants to apply for the position(s) they are interested in. All applicants

need to remember a completed Town application must be submitted for all jobs applying for, drug testing and back ground check will be performed before a final offer is made. To see what positions are currently available, visit the Town's website or stop in Town Hall. As of this publication, we have 4 open positions.

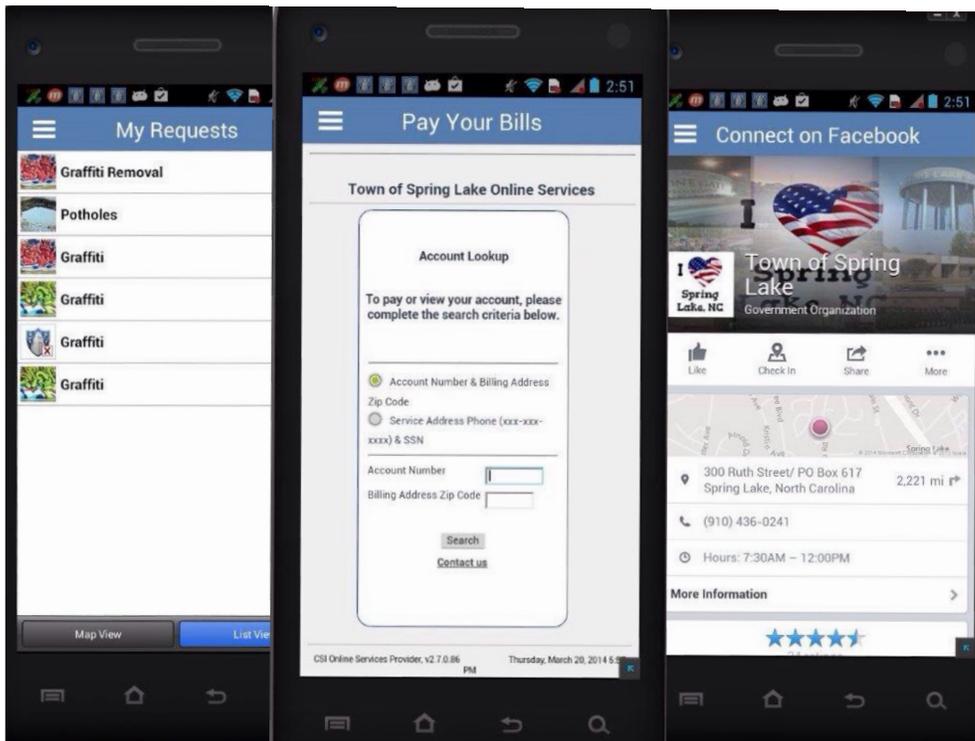
COMING SOON... THERE'S AN APP FOR THAT

There is an app for just about everything and pretty soon, there will be an app for everything (well almost everything) Spring Lake. The "

Love Spring Lake NC" app is on schedule to launch the first of October and we want you to get excited about all the great things it will enable you to do!

Some of features of the app will include but not be limited to are:

- Link directly to pay your water bill
- Check bus schedules
- Receive updates from Town via live feed
- Connect with all social media platforms and website
- Report any issue you have such as missed service, pothole, signs, debris, illegal dumping, new trash can request, water leak, water break, sewer back up, etc. all in real time. The requests are routed to employees in the field and you can check on the status of your request at any time. If you are not sure of the location, the app will use GIS mapping to help. You can use your phones camera to capture images to send with your request.
- You will also be able to send comments and questions
- In addition, you can use the portal on the Town's website to view your requests, check the information or enter information.
- Plus, much more!





Making a Difference in 4 Miles

Four miles they ran through Spring Lake. They were not chasing a suspect. They were running for a cause. They were running because they wanted to. The Spring Lake Police Department participated in the North Carolina's Torch Run for Special Olympics. This national event raises funds and awareness for local special olympics efforts. The efforts of the SLPD were spearheaded by Sgt. Napoleon McCormick and aided by Angie

Sommers. All together, the department raised over \$10,000. At the time of the run, the department was ranked in the top 10 of the state. The department was able to rally support from the community and surrounding areas. They worked tirelessly on their days off to make their efforts count.

The day of the run showed how the community cared as businesses, schools and

individuals lined the run route cheering them on, handing them water and showed support for the hard work and effort they had put into the event. On behalf of the department, thank you for helping us surpass our goal! We are here to serve, protect and be a part of the community. We look forward to doing this again next year. And we look forward to you joining us!



It's Beginning to Look A Lot Like Christmas

Join us for the areas PREMIERE market and direct sales vendor craft fair.

The MERRY MARKET AND DIRECT SALES VENDOR CRAFT FAIR will be held Saturday, November 1, 2014 from 8:00 am to 2:00 pm at the Spring Lake Community Center.

Vendors and craftsmen from around the area will gather to offer an array of

unique products and gifts just in time for the holidays. You will NOT want to miss this shopping extravaganza! Make plans now to attend.

Vendor space is still available so if you are interested in selling to the masses, reserve your space today. For more information, contact the Senior Center at (910) 497-7700 and download the information from our website.

Help Us Help You

By ordinance, the definition of lot clearing is, "any quantity in excess of one tree greater than 30 feet in height and/or 18 inches in diameter." Ordinance also defines construction and demolition waste as, "any waste building materials, packaging and rubble resulting from construction, remodeling, repair and demolition operations on pavements, houses, commercial buildings and other structures."

The Sanitation Department needs your assistance so they can better serve you. Please try to remember the following when placing items at the curb for weekly pick up:

- Do not mix piles. Yard debris must be separated from household trash and

separate from bulk items. Mixed piles will not be picked up.

- Piles need to be clear of all power lines, fire hydrants and large limbs/trees. The claw truck cannot maneuver in spaces where this is not the case.
- Construction debris is considered any debris that appears to be part of a project whether it is commercial or residential. Boards with nails, broken apart boards, shingles, etc. are considered construction debris and will not be picked up.
- Logs and limbs must be cut to manageable lengths in order to be picked up.

If you have any questions about your pick up please call (910) 497-3390 x1607.



Around the Corner... *A monthly update and perspective by Town Manager Ken Metcalf*

The new fiscal year has started and we are off to a great start. Although we have had to tighten the "belt" across the board, we are in no way skimping on services. It has always been and always will be a priority to the Town to provide outstanding customer service. Whether you are coming in Town Hall to pay your water bill or dealing with one of the water ops crews fixing a water leak, we pride ourselves on the customer service we provide. We are also still committed to ensuring all available lines of communication are utilized when it comes to getting information out to our residents. We want to make sure we keep you abreast of what is happening, what is coming up and items you need to know. We continue to improve our website,

facebook and introduce new social media avenues. Our upcoming app will be a great asset. Changes to our newsletter will only enhance this process. With communication comes feedback. We want to hear from you. Tell us what you think, your experiences, what you would like to see, how we helped you and how we can improve. You can use the citizen feedback form on the website, fill out a card inside Town Hall, send me an email or give me a call. As we improve the lines of communication, you will see all the different projects we are embarking on. Some are much needed infrastructure improvements, some are quality of life, some are required and some are for the betterment of the Town as a whole. All have been vetted and are a wise

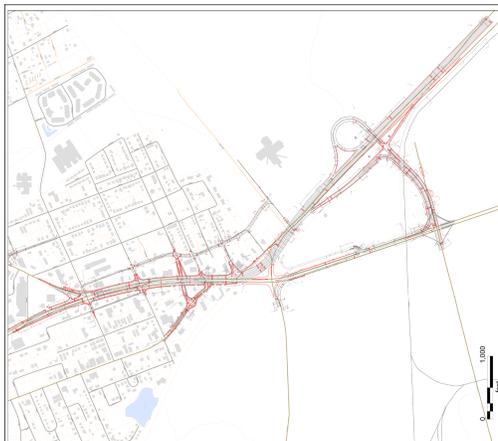
investment of time and money. You will also see effort being invested in Economic Development. Business is booming in Spring Lake and with a little effort, we can encourage more development in our Town. With development comes zoning changes and addressing blight challenges which our Inspection Department is on top of. In order for us truly to be successful as a Town, it will take all of us, Board, staff and residents, working together towards a common goal. Exciting? Indeed! These are just some of the exciting programs, changes and adjustments that the Mayor, Aldermen, and town staff have in store for you, just around the corner! Let me know how we're doing. Call me at (910) 578-7317 and let's chat about the town!

A Main Street Moment

The Manchester post office had been set up prior to the civil war. It was located in the Manchester community just north of Spring Lake. In 1942, due to the growing population of the Town, the post office was relocated from a general store to what is now 108 North Main Street. The name confused folks being as it still had Manchester address. Led by Mr. Arthur Priddy and Mr. Grady Howard, on October 1, 1948, the post office became the United States Post Office, Spring Lake, NC. On October 1, 1960, the United States Postal Service established city delivery mail service in town and to some residents in the nearby urban area (thus why some folks have a Spring Lake zip code but do not live in the incorporated Town limits.) Finally, on January 1, 1966, the United States Post Office moved from 108 N. Main to a modern 5500 square foot office located at 225 N. Main Street where it is located today.



The Post Office: then & now



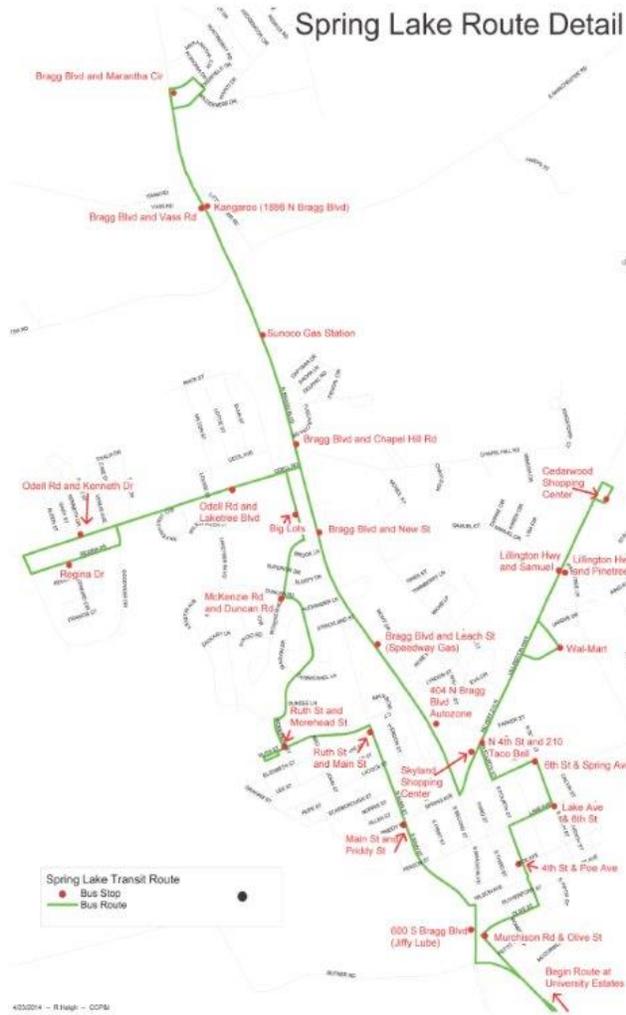
OVERPASS IS COMING; ROAD CLOSURES ARE HERE

If you haven't already noticed, construction on the overpass has begun. The Town receives notifications from DOT regarding the construction periodically and will pass these along when they become available. The north part of Main Street will soon be closed off for an indefinite part of time due to NCDOT starting to relocate utility lines associated with the U-4444 project. Updates will be posted to the Town's website and facebook page.

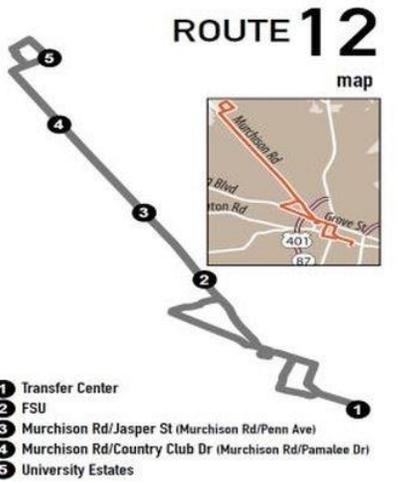
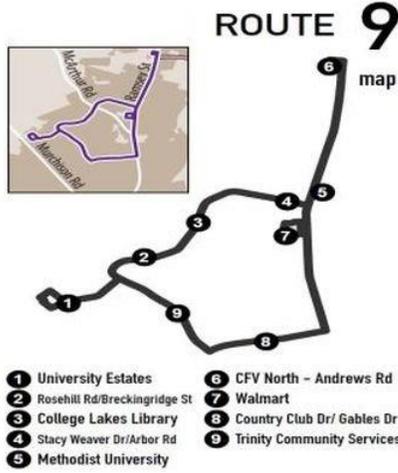
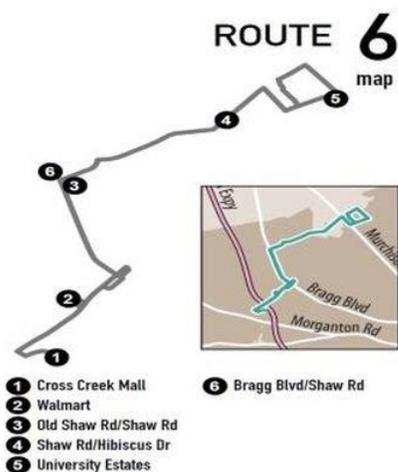
Get in the Game

Registration for fall sports is now underway! If your child is interested in soccer, football, basketball, volleyball or cheerleading, there is no time like the present to get them signed up. Registration is easy. You can download a registration form from the Town's website or pick one up from the Recreation Center. To complete the registration process, you will need to pay the registration fee (all are \$15 for residents and \$30 for non-residents except football which is \$20 for residents and \$40 for non-residents, have a completed registration form, proof of residency and a copy of your child's birth certificate. Registration will continue through August 9, 2014. For more information, call (910) 436-0011.





REGIONAL TRANSPORTATION STARTS WITH SPRING LAKE TRANSIT



As of July 1, 2014, Spring Lake Transit made a few changes to its schedule to make riding the bus more convenient for riders.

First, Spring Lake Transit added three (3) new stops:

- Lake Ave. & 6th St.
- 6th St. & Spring Ave.
- Kangaroo (1866 N. Bragg Blvd.) at Mendoza Park

Second, two (2) stops were removed and replaced:

- Removed 415 S. Bragg Blvd. (Army City Steak & Gyro) and replaced it with 4th St. & Poe Ave.
- Removed Main St. & Strickland St. and replaced it with McKenzie Rd. & Duncan Rd.

The next change was to change the hours of operation. **This is a minor change.** The bus service operates Monday thru Friday. It begins at 6:00 am and ends at 7:00 pm. There are delays in service from 10:00 am until 12 noon and 1:00 - 4:00 pm.

Each stop is approximately 3 - 4 minutes apart and all of the bus stop locations are indicated with a Spring Lake Transit bus stop sign. Route cycling time is 55 minutes now compared to 80 minutes previously. The route also now stops near one of our Elementary schools.

An added benefit to the new changes is that

Spring Lake Transit has tried to sync with F.A.S.T. The changes enables Spring Lake bus riders to access F.A.S.T routes 6, 9 and 12 which opens up ease of access to such locations as Methodist University, College Lakes Library, Fayetteville State University, Country Club Drive and the F.A.S.T. transfer Center. For more info on F.A.S.T. Rates and schedules, check out our website.

Our rates did not increase. It is still only \$1 each way to ride the bus. For more information, visit the Bus page of the website, call the bus hotline (910) 565-4466 or call the Inspections Department at (910) 703-8908.



Your First Stop For All Things Spring Lake

What do I need to bring to establish a water account? When is the next Board meeting? How do I contact a certain department? What is the bus schedule? What sports are you registering for? What will be picked up as part of yard debris? The answers to all these questions and more can be found on the Town's website. It is an encyclopedia of everything (well, not everything but close) Spring Lake. It is updated regularly and new pages are added frequently. It is always evolving, just like the Town, so be sure to check back often. There is even an embedded "get started quick" page for those in a hurry (check out the Town Services link on the home page.) you can sign up for communications from the Town and provide your feedback to the Town all in one convenient place. If you can't find it, shoot an email to the webmaster.



Keep the Feedback Coming

Next time you are in Town Hall, be sure to fill out a customer service feedback card and tell us what you think. Our goal is great customer service! Send us your photos of creative but safe ways you have displayed and shared the "I Love Spring Lake, NC" message. We will showcase them on Facebook and in our newsletter. Send your photos to webmaster@spring-lake.org. Keep the feedback coming. We want to hear from you. What are things you want to read about in the newsletter? What great things are going on in your part of the Lake? Share your feedback. Share your love for Spring Lake, NC with us!



Connect With the World... And Us

Let's face it. We live in a connected world. Just about every where you go, you see folks of all ages with some sort of mobile device. If not, you see an advertisement asking you to check "us out online" whether it is on their website or some social media site. We are living in the digital age. The Town is no different. We want you to connect with us online. We have an abundance of information on our website and social media pages. But we also know you are on the go! We want you to get outdoors, enjoy the sunshine and take advantage of the great opportunities that make up Spring Lake. That is why we have made it a little easier for you. When you are at Mendoza Park feel free to take advantage of the free wifi. So whether you are at practice, having a picnic, walking on the trail, know you can stay connected. You can not only stream your favorite tunes but check out what's going on in Town as well.



Mark Your Calendar For These Noteworthy Upcoming Dates:

- July 28: Board of Aldermen regular meeting, 7pm
- August 9: Fall Sports Registration ends
- August 11: Board of Aldermen regular meeting, 7pm
- August 12: Appearance Commission meeting, 6pm
- August 25: Board of Aldermen regular meeting, 7pm
- September 3: Town Holiday
- September 11: 9/11 Remembrance Ceremony, 8:30am
- October 25: Fall Festival and Haunted House, 4-8pm
- November 1: Merry Market Craft Fair, 8am-2pm



Why Do You Love Spring Lake?

With all the exciting things happening here in our Town, it's hard not to find something to love about Spring Lake. That is why we are asking you to tell us what is it about Spring Lake that you love the most? Is it our parks? Is it our Town Manager? Is it our superior customer service? Is it our new coffee shop? Is it our gateway? Is it our Boys and girls club? Is it the way the Board of Aldermen is always looking out for our residents? Is it our new growth? Is it our hometown feeling? Is it our people? We want to know. Drop us an e-mail, send us a letter, take a picture or give us a call. We will be using some of the feedback in upcoming reports, posts and on our websites. If we use yours, we will send you an, "I Love Spring Lake" t shirt while supplies last (so be sure to include your address.



Town of Spring Lake

Chris V. Rey, Mayor.
 James O'Garra, Mayor Pro Tem.
 James Christian, Alderman.
 Richard Higgins, Alderman.
 Densie Lucas, Alderwoman.
 Fredricka Sutherland, Alderwoman.
 Ken Metcalf, Town Manager

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