

For the Record



Standing Strong



Inspiring words from our Mayor and Town Manager... see page 5

It stands one hundred and fourteen feet tall. It holds seven hundred and fifty thousand gallons of water. Some folks refer to it as "Big Blue." Some folks aren't sure what to call it. But one thing everyone who sees it can agree on, it has stood strong each and every day since it was erected. The Spring Lake Water Tower can be seen for miles. It stands grounded in the dirt this Town was built upon. It has weathered the heat, snow, ice, storms and if

it could talk, it would have stories to tell. It has seen so much come and go and still it stands. Now, it stands, overlooking new growth, new development and new progress. Between the cones, dirt and barricades, it stands. It, with our name boldly and proudly displayed on its face, takes everything in. Its wires, beams and anchors are still as strong as they were when they were first installed. It, much like the Town herself,

can and will endure. It will see it and us through the growing pains of expansion and ride through the prosperity of growth. It is a promise of what will be and a whisper of what was. It is a constant reminder that regardless of what comes or goes, Spring Lake shall always prosper. She will dig in and rise above the short term so she may remain standing strong in the end. For you see, nothing can beat Spring Lake Strong.

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Still Going Strong...

This year marks the 14th Annual Spring Fling Festival and we are just getting started! We are currently planning what promises to be the strongest Spring Fling to date. The date has been set. It will be held on April 18, 2015. That Saturday, we will fill Mendoza Park with the best the area has to offer. There will be carnival rides,

vendors of all types (food, crafts, speciality items, etc.) information booths, Cumberland Co/ Fayetteville Art Attack! bingo, live entertainment and so much more. Don't forget, it is also opening day of baseball so there will also be games all day on all 3 fields! Opening ceremonies kick starts the day at 10:00 am. Mark your calendars

now! You can ensure the strength of this event by becoming a vendor. Applications are now being accepted. You can find them on our website or by contacting the Rec Dept. at (910) 436-0011. We are just getting started and you don't want to get left behind. Become a sponsor or vendor today.



Strong Operating Procedures



The Spring Lake Police Department is now equipped with Pro-Vision Body Worn Cameras (BWC.) The Pro-Vision Body Worn Camera is unique in that it records in high quality HD picture, processes night settings with infrared recording, has instant play back on both the camera and when downloaded to a PC. Each BWC has been programmed

and stamped with the officer's name and date/time so there are no discrepancies as to when an incident occurred. Each BWC is either controlled by the camera itself or by remote control which is equipped on the officer's belt. All video is reviewed by the Watch Commander and archived.

Each officer who has been equipped with a BWC will activate the camera when taking any law enforcement action. These actions include: responding to calls involving domestic violence, larceny, 911 abandoned, burger alarms, simple assaults, drug violations, suspicious circumstances and traffic stop violations. When responding to a call, an officer informs the parties they are being recorded. Per standard operating procedures for the BWC, officers wear the cameras for their entire shift and only activate them when they are performing a police-related duty or responding to a police related situation. Both the Chief and the officers feel this addition to the uniform is a proactive move in making Spring Lake safer and builds stronger confidence in our Police Department.



STRONG FOLLOW-UP

On Thursday, Jan. 15th, the Revenue Dept joined with Water Resources to hold, "Governing the Tap." It was an informative forum on everything water in Spring

Lake. Topics ranged from the water bill to water meters. It was an opportunity to expand on the changes to water utilities and provide citizens with useful information. It was

just one of many ways customer service is being addressed across all depts. Here are a few points in case you didn't make the forum.

Gold arrows indicate addresses. There are 3 addresses on your bill:

1. The physical address to the water dept
2. The physical location of the service
3. The location the bill is mailed to

Your account number is pointed out with the light blue arrows. It is listed in 2 places on your bill. Keep in mind, your account number is unique and assigned only to your account.

TOWN OF SPRING LAKE
300 RUTH STREET
PO BOX 617
SPRING LAKE NC 28390-0617

00000010

FORWARD SERVICE REQUESTED

ACCOUNT NUMBER	SERVICE ADDRESS	BILLING DATE	DATE FROM	DATE TO	DAYS
43953	106-A S 5TH ST	01/01/15	11/03/14	12/01/14	000028

000005
000005 Cmp No: 000 : Page: 1 of 1 (Seq#9)

METER NUMBER	PREVIOUS READING	CURRENT READING	USAGE	UNITS	DESCRIPTION	AMOUNT
10180370	62.00	62.00	0	1	SEWER INSDIC - RES	9.25
10180370	62.00	62.00	0	1	WATER INSDIC - RES	3.25

TOTAL ACCOUNT BALANCE 12.50

TOWN OFFICES CLOSED ON JANUARY 1ST - NEW YEAR'S DAY.
TOWN OFFICES CLOSED ON JANUARY 19TH - MARTIN LUTHER KING JR DAY.
WATER UTILITY FORUM (ALL ARE WELCOME TO ATTEND) JANUARY 15TH FROM 6:30PM TO 8:30PM.

DESCRIPTION	AMOUNT
PREVIOUS BALANCE	0.00
PAYMENTS APPLIED	0.00
CREDITS/ADJUSTMENTS	0.00
CURRENT BILL AMOUNT	12.50
PAST DUE AMOUNT	0.00
TOTAL DUE	12.50

01/12/15 PAY 12.50
IF PAID AFTER 01/20/15 PAY 37.50

AMOUNT PAID

TOWN OF SPRING LAKE
WATER ADMINISTRATION DIVISION
PO BOX 617
SPRING LAKE NC 28390-0617

- Information pointed out with the greenish colored arrows are informational/reference items:
1. meter number - your meter is unique to you and your property
 2. previous reading - this number reflects the last number recorded from your meter
 3. current reading - this reflects the reading from your meter used to calculate your bill
 4. reminders/updates - items of interest the Town wants to make you aware of
 5. days - number of days in the billing cycle

Items pointed out with the light red arrow are dates. Dates include the "billing date" which is the date the bills were generated. The "date from" which is when the billing cycle started. The "date to" is when the billing cycle ended. The "due date" is when the bill is due without any penalty. The "if paid after" is the date when the late fee will be applied to the account. Items pointed out with dark red arrow are monies due. Finally, the amount pointed out with the purple arrow is the amount that will be due if the account reaches past due status (meaning the account is not paid by the 18th of the month.) Remember, your meter is read on a monthly basis. Bills are mailed by the 3rd day of each month. Account balances are due on the 10th of each month. If your account balance is not paid by the close of business on the 18th, a \$25 late fee will be added to your account. A 2nd notice will be mailed to you on the 19th if your account still has a balance at that time. If your account remains unpaid on the 1st business day after the 25th of the month, your account is subject to disconnection. (Note if the 18th or 19th is a weekend or holiday, the action will take place on the first working day thereafter.) We are here to help you. If you have any questions about your water account, please call us. (910) 703-8912.



Strong Facts

Half of all home heating fires are reported during the months of December, January and February. The Spring Lake Fire Department wants you to know the facts about staying warm this winter. Heating equipment is one of the leading causes of home fire deaths. Most of them are preventable. Remember to keep anything that can burn at least 3 feet away from heating equipment (i.e. furnace, fireplace, wood stove or space heater.) Keep a 3 foot “kid free” zone from all open fires and space heaters. Never use your oven to heat your home. Have a qualified professional install permanent space heating equipment, water heaters or central heating units. Have heating equipment and chimneys cleaned and inspected every year by a qualified professional. Remember to turn portable heaters off when you leave the room, house or go to bed. Always use the right kind of fuel, specified by the manufacturer, for fuel burning space heaters. Make sure the fireplace has a sturdy screen to stop sparks from flying into the room. Ashes should be cool before removing them from the fireplace. Test your smoke alarms monthly. Be smart this winter and stay strong in your commitment to

Meet a Strong Leader:

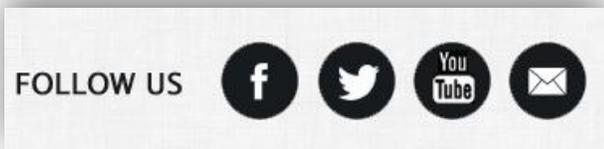
Interim Captain Billy Tharpe

The Spring Lake Police Department recently experienced a change in leadership among its ranks with the retirement of Captain Jeff Stafford. Upon his retirement, an interim Captain was named. Billy Tharpe will serve as Interim Captain. Cpt. Tharpe has been in law enforcement for over 10 years. He has served half that time in Spring Lake. Before entering law enforcement, Cpt. Tharpe served his country as a MP infantry Army Ranger. In Spring Lake, Cpt. Sharpe has served as the Evidence Sergeant. His list of certifications can fill a page and include leadership training and certified instructor. His experience, thoroughness and critical thinking make him an obvious asset to the Department but its his unique perspective on people, life and outlook in the world that make him perfect for his position as Captain. Cpt. Billy Tharpe truly embodies what it means to be a Police Officer. He, along with Chief McDuffie, are strong leaders for our Police Department and together, they and their department are Spring Lake a safer place.



Stronger Media Presence

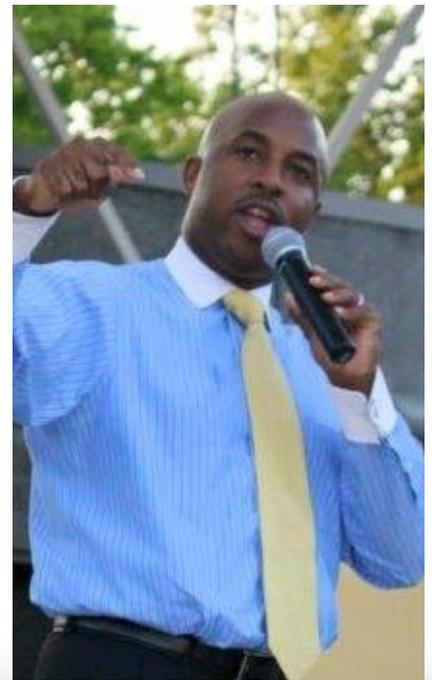
Hopefully by now you know the Town has a Facebook page, Twitter page and a YouTube Channel. If not, it is the perfect time to check them out. We are doing all we can to stay connected with you so we can get you the information you need and want so you can stay informed on matters important to you. Coming in early March, the Town will be launching NEW social media. We will link them to our website and spread the word. We need you to help us grow stronger and you need us to stay informed. Let’s do it together!



Strengthening the Ties that Unite Us

As Mayor, I have had the opportunity to visit many places, meet many people and open doors that I might not have otherwise opened. In all I have seen and done, I have come to realize, more than ever, the key to success for any of us is the same for all of us. We need to stop pointing fingers or waiting for the right time. The time is now. In each of us lies the power to strengthen our families, our homes, our communities and our nation. We need to come together and

build upon those things we share - faith, love and service. When we begin to realize we are endowed with greatness, we will determine how our story is to be told. We will then muster the collective strength to do what it takes to achieve success. It starts with the person in the mirror. We must be willing to get outside of our comfort zone, stand up for what we know to be true, invest in our young people, build strong families and make the dream real for everyone. If we are to achieve greatness, we must strengthen the ties that unite us.



Around the Corner...

*A monthly update and perspective by
Town Manager Ken Metcalf*

campaign. “Spring Lake Strong.”

Over the years, I have seen many things in Spring Lake. I have come to know many people. One of the things I love best about Spring Lake is the strong bonds shared between those who grew up here. It cannot be broken. When you meet a native from Spring Lake, you know it. Regardless of where they go or what they do, Spring Lake is a part of them.

Over the years, Spring Lake has flourished. We have transformed from a small town on the outskirts of Ft. Bragg, to a thriving community with strong innovation, strong leadership, strong schools,

strong infrastructure, strong technology and strong potential.

As we head into the new year, we are committed to strengthening the endeavors we have started, strengthening our community, strengthening our partnerships and strengthening the quality of life for all our citizens. THAT is Spring Lake Strong.

Thank you for your support as I serve you as Town Manager. It is our goal as a Town to provide the best service possible. Let me know how we're doing. Call me at (910) 578-7317 and let's talk about the town!

As you read this edition of, “For the Record” I’m sure there is a certain theme that comes to mind.

Strong.

In the weeks to come, we will be launching the next phase of the, “I Love Spring Lake”



A Strong You

One out of two people make resolutions at the beginning of the year dealing with fitness. What better way to keep those resolutions than to use the fitness center located in the Rec Dept. or take advantage of a Zumba class? The Spring Lake Recreation Dept. has many opportunities to make and keep a strong you. Check them out today!



The Strength of Patience

The U-4444 project is underway. The impact to one's daily commute calls for a bit of patience and this will grow stronger as the project progresses. For more information on the project, visit the Town's website: About ->Project Updates. We will post info as we get it.



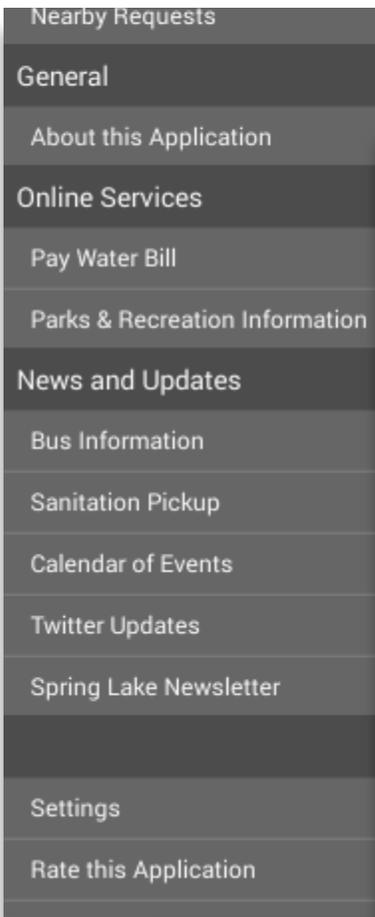
Stronger Efforts

The 2015 household waste and recycling calendars have been posted to the Town's website and can be picked up at Town Hall if you would like a printed copy. The Sanitation Dept. invites you to join them as they step up efforts to clean up Spring Lake. Please be mindful of work crews and remember the proper disposal of waste.



Strong Roots

If you are driving north on Main Street, Johnny's Barber Shop sits off to your right. Its a small brick building. There is nothing flashy about it. Step inside and you'll find out there isn't anything flashy inside either. However, the atmosphere, customers and the Barber will make you want to pull up a chair and sit a spell. Johnny Wilkie has been the Barber since 1972. For over forty years, he has served Spring Lake. He knows and greets his customers by name as they walk in the door. He says what he likes most about being in Spring Lake is the people. He enjoys seeing, meeting and befriending generation after generation. He is a family man, rooted deeply in his faith. You'll find him at 218 N Main six days a week doing what he loves. He has no plans on retiring anytime soon. He says as long as his health is good, they can carry him out when he's gone. Mr. Wilkie personifies the best of Spring Lake - loyal, hard working and strong.



HOUSEHOLD TRASH INFORMATION

The Town contracts with Waste Industries to provide household trash and recycling service for the Town.

Your sanitation service fees are accessed on property taxes. The property owner is responsible for paying the fees associated with sanitation. It is not based on setting up or starting a water account. If you are uncertain about this, please contact the owner of the property or call the Revenue Department.

Sanitation services are provided by the Town via Waste Industries to those residents living in the city limits of Spring Lake. Some residents have a Spring Lake zip code but do not fall inside the city limits.

If you need to report a missed pick up (trash or recycling) or a damaged or missing can or need to clarify what service is, you can do so in one of the following ways:

1. report it via the app
2. call (910) 497-3390 (ext 1607)
3. report it via the portal on the website under sanitation

All schedules and misc. information relating to trash and recycling are posted on the Town's website.

SERVICE

The Town is divided into four (4) service areas - each covers the day of the week.

- Household trash is picked up one (1) time per week on the same day every week
- Recycling is picked up EVERY OTHER WEEK. It is picked up every other week on the same day as your household trash.
- Household trash is picked up in the mornings; recycling is picked up in the afternoons
- Recycling schedules, because it is every other week, are split into routes 7 as each (except Wednesday) has a A week and a B week (Wednesdays only have an A week)
- if your normal pick up day falls on a holiday, the service will be one day later. For each holiday, the impact of the holiday to Town services. Be sure to check the calendar for information if you have questions.
- Below are the **service maps AND schedules** for trash and recycling for your convenience. Again, these are posted on the Town's website if you need printable versions

please note when reading the maps the dots indicate the service locations. the maps may not be 100% inclusive but give an indication of the service AREA. when determining your day of the week use the dots on the map as compared to the bulk of the dots. if you are unsure...

Thursday Recycling:

Spring Lake Recycle Thursday Pt. 1300

CALENDARS/SCHEDULES:

Monday A Week:

Legend	Day of Trash Collection	Recycling pickup	Holiday	For pickups on or following a holiday, your collection will be delayed by one day.					
🗑️	🔄	🌳	🏠	January	February	March	April	May	June
S	M	T	F	S	M	T	F	S	M
1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30
31									
July	August	September	October	November	December				
S	M	T	F	S	M				
1	2	3	4	5	6				
7	8	9	10	11	12				
13	14	15	16	17	18				
19	20	21	22	23	24				
25	26	27	28	29	30				
31									

NEW

FEATURE

The "I Love Spring Lake, NC" app just got stronger! In addition to all the great things it could already do, you can now check your sanitation schedule.

Simply open the app; scroll down to News and Updates; click on Sanitation Pick up. It will load the information you are looking for - right on your device.

The information added includes:

- How to report sanitation issues such as missed pick ups or damaged cans
- Explains how the household waste and recycling routes work
- includes maps of the:
 - household waste routes
 - all of the recycling routes
- Calendars for all the recycling and household waste schedules.

Not sure what schedule you are? It is not a problem. The information tells you how to determine which route you fall under or it gives you the information you need to contact the right people to get you pointed in the right direction. There is no more need to run out and check the lid of your trash can or hang a piece of paper in your calendar. It's in the app!

DON'T FORGET! the "I Love Spring Lake, NC" app is free! Download it today. You can report any issue, pay your water bill, stay in the know with latest news, read the current newsletter, check on Rec info, get bus info and more! Sign up for push notifications and you will automatically receive critical information directly to your device. New features will be released next month...don't miss them!





Strong Preparation

No one hopes for snow or inclement weather (except for maybe school children with scheduled exams.) But it is winter in North Carolina. We should be prepared for unexpected. One day, it can be sunny and eighty degrees and tomorrow it can be thirty and icy. When inclement weather hits the area and you need to know how it impacts Town operations, we have a strong plan in place to get the information you need. All weather related information will be posted on the Town's website. Go to the home page and click on the red link labeled weather alerts. Each alert will also be posted on Facebook and twitter. You can also access all the information via the Town's app. Critical notifications will be "pushed" directly to any device with the Town's app. Major delays and closings will be broadcast to the media outlets. We will provide you with the best information we can as it relates to the operation of the Town.



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!



Not Just Strong... Spring Lake Strong

They chose their line of work. They serve no matter the risk be it great or small. When the call comes in, they respond regardless of the time, regardless of the day of the week, regardless of whether it is a holiday, regardless of the weather, they respond. They see people at their best and they see people at their worst. They will risk their lives for a complete stranger without a second thought. They will defend the innocent and the weak; they tend to the wounded and the trapped. They remain vigilant on and off duty. The good they do often goes unnoticed and unreported. They are the firsts ones you call when you truly need help. They are Public Safety Officers. The men and women of the Spring Lake Police Department and the Spring Lake Fire Department are truly dedicated to their profession. They are men and women of character, integrity and worthy of respect. That is why on Saturday, February 28th, we are holding a special event, "Blessed Are Public Safety Officers - They are Spring Lake Strong" Event" (BAPS for short) starting at 3:00 pm. It is a time to interact with them, meet them, thank them, fellowship and pray for their safety. We support them, stand behind them and this is our way of letting them know. Make plans now to attend!



Mark Your Calendar For These Noteworthy Upcoming Dates:

- February 9: Board of Aldermen meeting, 7:00 pm
- February 10: Appearance Commission meeting, 6:00 pm
- February 16: Town Holiday
- February 23: Board of Aldermen meeting, 7:00 pm
- February 28: BAPS Spring Lake Strong Event, 3:00 pm
- March 9: Board of Aldermen meeting, 7:00 pm
- March 10: Appearance Commission meeting, 6:00 pm
- March 16: Recreation Advisory Committee meeting; 7:00 pm
- April 18: Spring Fling Festival; 10:00 am



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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www.spring-lake.org.
facebook.com/townofspringlake.
 #springlakenc

