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# TOWN OF WAYNESVILLE



[www.townofwaynesville.org](http://www.townofwaynesville.org)

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VOL. 10 NO. 1

*Town of Waynesville - Incorporated 1871*

JANUARY 2013

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## Message from Town Manager Marcy Onieal



It's been six months since former manager Lee Galloway retired, and six months since I've made Waynesville my home . . . not long enough to have unpacked every box or learned every street name, but certainly long enough for me to know how fortunate I am to have landed a job as Town Manager in one of the best locations in Western North Carolina.

In fact, it took me only one visit to see how well the Town of Waynesville has been run, to catch a glimpse of the community's vision, and to learn firsthand how much pride citizens have for their hometown. Whether one is a seventh generation native, a newcomer anxiously awaiting a first mountain winter, or a returning visitor with a fondness for good food, falling leaves, fun festivals and fabulous quaint shopping districts, I know we all agree that Waynesville is a very special place, and as your new Town Manager, I hope to help ensure it stays that way.

My predecessor Lee Galloway was known for his effective and ethical management, his stewardship of public facilities and financial resources, and his good sense of humor and warmth. I've been told I have "big shoes to fill" and I know that to be true from my own experience of working with Lee over the years. Certainly, I hope to build on his legacy here and I share with him the core values which serve as the foundation for "good" government anywhere – collaboration, appreciation for diversity, stewardship, integrity, professionalism, transparency and accountability. Our community is indeed fortunate to have elected leaders who also believe in those core principles and work very hard at building consensus around tough issues rather than taking the "divide and conquer" approach which has become so prevalent elsewhere in our society.

The Town is blessed with a staff of 230 very talented and caring employees, including a leadership team of nine department directors, who collectively average over 24 years of local government experience each. Nowhere have I encountered a group of employees any more dedicated to their work and service to their community than Town of Waynesville employees. Not only do our employees know and do their jobs well, they often put "service above self" ...

like our 2012 Employee of the Year, Cemetery Crew Leader Lonnie Higgins, who checks on worksites afterhours and rarely leaves town just to ensure he is available in case of emergencies; like Assistant Finance Director Dean Trader who coordinated dozens of town employees to lead a county-wide food-drive in support of Haywood Christian Ministry; and like so many of our employees who take on heavy course loads or leadership roles in professional organizations, or volunteer for community agencies while still working fulltime. These are folks who exemplify leadership and service. It is indeed an honor to work with so many who know their jobs well, and perform their work with a sense of joy, in a spirit of giving back to the community that we all love.

So what is in store for the near future? As we move into the New Year, the Town is in excellent financial shape, but continues to face near-term financial constraints, even as the economy begins to perk up. The ongoing funding challenges are due, in part, to increased costs in fuel, materials and solid waste/landfill operations, and to loss of revenues caused by such things as the recent ban on sweepstakes gaming operations. In 2013, the Town will embark on a strategic planning process that will result in a map toward future improvement and funding of necessary infrastructure improvements, greenway development, modest renovations to the old Town Hall and Public Works facilities, and most significantly, the potential consolidation of services with the Lake Junaluska community (more about that in the next newsletter). As we look to the spring, we also will bid farewell to two well-known and beloved long-term employees who are retiring this winter, Jackie Pressley in our Finance Department and Town Clerk Phyllis McClure (affectionately known as "Mayor Phyllis" for much of her 30-year tenure with the Town).

During my 20+ year career in public service, I have had the great fortune to live and work in communities of all sizes, on both coasts, from the sea to the mountains -- from Oregon and California to Tennessee and North Carolina – but in Waynesville, I now know I am home. It is my great honor to serve as your town manager and I look forward to getting to know each of you personally in the years to come. Please stop by Town Hall for coffee and a chat. Tell me what's on your mind, share your history and your vision for our town. Most importantly please let us know how I and all our town staff can do a better job serving you. After all, that's why we're here.

# SNOW STORM RESPONSE

## What Citizens Need to Know

Last year's winter weather was mild. However, be assured that the Town is prepared for emergencies such as snowstorms. Even with the best efforts of Town personnel, citizens should be prepared for some inconveniences during a heavy snow storm. While keeping our citizens comfortable is a high priority, the top priority is safety, for motorists, those with high risk health issues, our personnel and those with whom we contract for snow removal.



### 1. Snow and Ice Control

The Town is responsible for snow removal on 85 miles of Town streets and also services DOT maintained roads, such as Main Street and Russ Avenue. In heavy snowfall, the Town utilizes its own equipment, and contracts with local companies for additional equipment and operators.

The Town does not have the capability to clear every road within town limits in a matter of hours. It may be several days before your street is scraped, and even then snow and/or ice may remain on the road. Please use caution when traveling and we urge people to plan ahead and stay at home unless travel is absolutely necessary.

It is standard practice to plow the roadways out to the curb line or outer edge of the shoulder. This allows for proper drainage once the snow and ice begins to melt, and minimizes the hazards from refreezing. The Town is not responsible for removing snow plowed into driveways or the entrances to private streets. Streets are prioritized for snow removal as follows:

**Thoroughfares** – Main thoroughfares such as Russ Avenue and Main Street must be cleared quickly to allow emergency services and essential commercial traffic to continue moving.

**Primary Routes** – Those roads, both state and town maintained, which feed larger areas of town.

**Smaller Residential Streets** – Smaller residential streets are cleared by generally following the sanitation routes. However, if continued snowfall affects the top priority roads, equipment and manpower will be shifted back to those thoroughfares. It may be 24-72 hours after a heavy snowfall before all of these roads are reached.

### 2. Electrical Service

Citizens within the Town of Waynesville receive electrical power from either Progress Energy or the Town of Waynesville. The Town purchases power from Progress wholesale and sells it to approximately 3,100 customers. The Town Electric Department responds to all outages within its service

area. Progress customers must report outages to Progress.

### 3. Reporting a Problem

On the back of every quarterly newsletter you'll find a Telephone Reference list for every Town department. You may want to keep this list handy for quick access throughout the year.

The Public Works departments normally work 7 am - 4 pm, Monday through Friday, but office staff are not at Public Works after hours. During an emergency, such as a snowstorm, employees work many additional hours and days. During normal hours, you may call 456-3706 to report a problem. To report a problem after normal business hours, please call 456-5363 to reach the Waynesville Police Department. All calls for water, sewer, electric, or street issues are then reported to the appropriate personnel.

### 4. Special Needs Registry

The Police and Fire Departments work in cooperation with Haywood County Emergency Services to maintain a Special Needs Registry of individuals who have a physical, mental, or cognitive condition that would require special assistance during an emergency. Citizens who are on oxygen, dialysis, or have other conditions which require constant electrical service or prevent them from communicating their name and other information to Police or Fire personnel are urged to register with the Waynesville Police Department. This information is voluntary, and is only visible to law enforcement and emergency services personnel. To ensure that contact information for relatives and caretakers remains correct it is the responsibility of the individual or family member to complete a new form when information changes.

When a storm or other power outage occurs, the Police Department conducts welfare checks on the citizens registered. The Police will then contact the listed contact person(s) if necessary. If emergency shelters are established, police and fire personnel will assist in transporting individuals to the shelter if needed.

For more information, and to register, please contact the Waynesville Police Department at 456-5363. Registration forms are available at the Police Department, on the Town website or a form can be mailed or delivered to their home.

**5. Autism Alert System** – A program similar to the Special Needs Registry is being created with the Autism Society for residents with autism and other cognitive or behavioral conditions. This program includes sticker decals that can be placed on vehicles and front doors. The vehicle decal alerts the Police or EMS personnel that there is information in the glove box, which is invaluable if the driver is unable to communicate after an accident. In the case of an emergency at home, the sticker on the front door provides notice that this information is available on the refrigerator.

For more information, please contact the Waynesville Police Department at 456-5363.

## WAYNESVILLE PUBLIC Art COMMISSION Plans Next Project

In January, the Public Art Commission (WPAC) will review submissions for its fourth major piece of original artwork, to be installed in the Mini-Park in September 2013. Continuing the connection between the Town and Great Smoky Mountains National Park, the new piece will have the theme of *Wildflowers of the Smokies*.

The WPAC is one of the most visible of the Town's volunteer boards. Since 2008 the WPAC has commissioned three significant works in downtown Waynesville: *Old Time Music* by Stefan Bonitz, *Folkmoot* by Wayne Trapp, and the hand-constructed *Art Connects the Parks* railing by Intracoastal Iron. Its members also envisioned and oversaw the replica arch recently installed in the Mini-Park.

To make *Wildflowers* a reality, the WPAC must raise \$12,500 for the commission fee to the selected artist(s). No Town funds have been used for the purchase of any public art pieces - the members of the WPAC raise the funds needed from community donations. After *Wildflowers* is successfully installed, the WPAC plans to move out of downtown and commission a piece for either Hazelwood or Frog Level - look for more information on these plans in the coming year.

For more information on the WPAC, to make a donation, volunteer to help with fundraising efforts, or to request a speaker for your community group, visit the Public Art page at [townofwaynesville.org](http://townofwaynesville.org) or call Chairman Jan Griffin at 246-8188 or email [WPAC@townofwaynesville.org](mailto:WPAC@townofwaynesville.org).

## REMINDER

### Register to Receive Notices of Utility Outages

Residents and businesses are encouraged to sign up for its new Citizen Notification System to receive critical information before planned street closures, water and power outages and emergencies.

Town residents and customers can receive time-sensitive messages however they prefer - text messaging, email, or voice phone call to a home or cell phone. With this new system, provided by DeltAlert, residents will receive utility notices and emergency information within minutes.

To maintain the Town's infrastructure, service disruptions, whether to repave a street or repair a water line, are an unfortunate necessity. The success of this important program depends on individual participation, so all Waynesville residents and business owners are urged to register today.

To ensure they receive these messages, customers must sign up and register their contact information at [www.townofwaynesville.org](http://www.townofwaynesville.org) or call 828-452-2491.

## 5th Annual Community Food Drive Pack the Pantry Update

In the fall of 2008 employees of the Town of Waynesville saw a need for local food pantries to have food donations before the holidays. This began the Pack the Pantry community food drive, as employees worked with local businesses to collect food for Haywood Christian Ministry to distribute to those in need. Pack the Pantry has grown each year through increased community participation and the enthusiastic participation of the students at several Haywood County Schools.

But the drive really took off last year when Town employees joined with Pisgah and Tuscola High Schools to promote a food drive competition the week of the infamous football game. The school that collected the most food won a Pack the Pantry trophy, and bragging rights for a year. This is a competition in which the entire community wins!

Food was collected at the Junior Varsity and the Varsity games and the fans determined the outcome of the competition. Large donation boxes were set up at each stadium entrance, and donations were placed in the school box of their choice. Students also collected food at each school that week led by the Tuscola SWAT TEAM and Pisgah Leo Club.

Pack the Pantry Food Drive activities continued throughout October and into mid-November as the students at Jonathan Valley, Junaluska, and Hazelwood Elementary all held classroom food drives, and local businesses placed public collection boxes for donations. The drive ended on Friday, November 16th with an all-day community collection event. A total of 25 truck loads of food was collected along with \$3,300 in cash donations.

Thank you to everyone who volunteered their time or donated food and money!

For more information on any Pack the Pantry food drive activities, please call Dean Trader at 456-3515.

## Employee of the Year!

Lonnie Higgins was nominated by his coworkers and selected as the "2012 Employee of the Year". Lonnie has worked for the Town of Waynesville in the Streets and Sanitation Department for 5 ½ years, currently working at the Greenhill Cemetery as Cemetery Crew Leader. Congratulations Lonnie!

## Please Bag Leaves Beginning in Mid-January

Beginning in mid-January the vacuum leaf collection machine will be taken out of service for the season. Leaves will need to be placed in bags for pickup, Please keep all other material separate from leaves.





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## Special Recognition for Commission Members

### Peter Sterling, Ann Melton and Henry Foy

Historic Preservation Commission members congratulated fellow Commission Members Peter Sterling, Ann Melton and Henry Foy for their recent awards and thanked them for their contributions to the Town of Waynesville. At the North Carolina Society of Historians annual awards banquet on October 20<sup>th</sup>, in Mooresville, Peter Sterling received the Paul Jehu Barringer Jr. and Sr. Award of Excellence for the Haywood Snapshot Project. Ann Melton and Henry Foy received the Willie Parker Peace History Book Award for Views from the Past—Main Street Waynesville, 1896-1931. Other books by Ann Melton that were recognized and received the Willie Parker Peace History Book Award include: The Early History of Love Lane, The Love Family of Haywood County, The Early History of Woolsey Heights, Millionaire's Row and the Early History of Frog Level.

## Waynesville Employees Honored at Luncheon

Town employees were honored at a luncheon on Friday, December 14 at the Waynesville Recreation Center. The Town's workforce consists of 160 full-time employees and 75 part-time employees for a total of 235.

The following employees were recognized for years of service:

5 years - Michael Clontz, Tim Carver, Bryan Reeves, Damon Swanger, Lonnie Higgins, Myron Clark, Michael Rich and Gifford Raulerson.

10 years - Robert Skiver, Diane Robinson, Heath Plemmons, Jason Rogers and Shane Messer.

15 years - Crystal Shuler, Sherry Burnette-Lowe, Sheila Trull, Joey Fox, Tamara Vander Molen, Steve Saams, Chris Snyder, Edward Hickman and Hugh Parrott.

20 years - Eddie Caldwell

25 years - Scott Muse, Terry Trantham and Ronnie Norris.

Fifty-four employees were recognized for perfect attendance in 2012.

David Smith, Wastewater Treatment Superintendent was recognized as "the longest serving employee" currently holding the title with 33 years of service.

One additional truck load of food was collected at the Employee Appreciation Luncheon as a grand finale of the 2012 Pack the Pantry Food Drive and taken to Haywood Christian Ministry. Thanks to everyone that helped in any way with this food drive to help others in our community!

## Keep Fats, Oils and Grease Out of the Drain!

Our sewer system is not designed to handle or treat excessive amounts of Fats, Oils and Grease (FOG). Over time, without proper disposal of FOG, they build up in the sewer system and eventually block collection pipes and sewer lines, resulting in sewer backups and overflows on streets, private properties and even in customers' homes and businesses. Overflows may also impact the environment negatively and can result in contamination of ponds, streams and rivers. FOGs are a byproduct of cooking and are mostly found in meats, cooking oil, lard or shortening and butter or margarine. Residential customers pour the substances down their drains and commercial food establishments may have inadequate grease controls.

FOGs that enter the sewer system eventually solidify and form grease balls. These grease balls can range in size from marbles to the size of cantaloupes and must be removed periodically. Sewer backups can also cost customers thousands of dollars for the repair or replacement of their damaged property.

To work effectively, sewer systems need to be properly maintained. The Town encourages all customers to maintain their internal system and to use proper disposal methods such as:

- \* Recycle used cooking or motor oil at one of Haywood County's recycling centers.
- \* First freeze the grease or oil and then throw the hardened oil away on trash day.
- \* Mix oils with unscented kitty litter, sawdust or sand to solidify the oil (avoid scented or disinfectant types of kitty litter as they can react with the oil and cause a fire).
- \* Use a paper towel to wipe small amounts of cooking oil, such as meat drippings, and throw the paper towel in the trash.
- \* Install "No Grease" signs around sinks to remind employees to avoid dumping fry grease and other fat products down the drain.
- \* Frying oils can generally be stored for up to six months and also can be reused for up to six hours of frying time. Store oil in the original container after cooling and strain for foreign materials as it is being poured back into the container.

### Methods to Avoid:

- \* Pouring household grease into sinks, garbage disposals or other drains. This is one of the major contributors to sewer stoppages.
- \* Flushing grease, diapers, sanitary napkins, newspapers, soiled rags or paper towels down toilets.
- \* Pouring oil or grease into a storm drain; it is the same as pouring it directly into a lake.
- \* Ignoring your grease trap maintenance schedule.

## Tree Trimming

Electric Department crews began trimming trees in the Fall in preparation for the Winter months. This necessary preventive maintenance helps keep power outages at a minimum during snow and ice events. Tree limbs are side dressed and V cut to remove them from the electric lines. If you have questions about this trimming or would like to discuss the appearance of your trees please call Electric Superintendent Phillip Wyatt at 456-3706 or Horticulturist Jonathan Yates at 456-3507.

## Water/Sewer Maintenance Crew Leader Retired

Bill Franklin, Crew Leader in Water/Sewer Maintenance, retired effective October 1, 2012 with 32 years of service. Bill, and several of his family members, have had a long history of excellent service with the Town. We wish Bill many happy years in retirement and thank him for his years of service!



## Waynesville Receives 2012 Gertrude S. Carraway Award of Merit

The Town of Waynesville was recently selected to receive a 2012 Gertrude S. Carraway Award of Merit from Preservation North Carolina in recognition of recent renovations of the Municipal Building located at 16 South Main Street. The Municipal Building, built in 1917 as the Waynesville Post Office Building, is listed on the National Register of Historic Places. The award was presented to Waynesville in Asheville

on September 21. The Carraway Awards are presented each year to people and organizations demonstrating genuine commitment through extraordinary leadership, research, philanthropy, promotion and/or personal participation in historic preservation.

## Frog Level Improvements

Waynesville's Electric Department has been hard at work in Frog Level. Merchants, locals and visitors are enjoying the addition of street lamps in this National Historic District. The Frog Level Merchants Association purchased the decorative lighting and Waynesville's Electric Department provided the labor for installation. Electric Superintendent Phillip Wyatt said there has been no trouble working among motorists during this time, the only trouble being the difficulty of getting through ten inches of concrete! Thanks to Town employees for their hard work on this project – James Rhinehart, David Hyatt, Jay Entwistle, Wesley Warren, Dustin Espinosa and Kirk Messer. Jim Pierce of the Frog Level Merchants Association sends a special thank you to Public Works Director Fred Baker and Alderman Gary Caldwell.

## Retirement Reception for Town Clerk Phyllis McClure

Come join us in thanking retiring Town Clerk Phyllis McClure for her dedication and service! A public drop-in reception is scheduled for Tuesday, January 29th. Festivities will be held in the lobby of the Town Hall from 4:00 - 6:00 p.m. Phyllis began work with the Town in 1979 as a part-time employee in the tag office, and soon joined the Finance Department as a full-time customer service representative. She has served as Town Clerk since 1992, working with every department and many residents on a wide variety of issues.

## 2013 Yard Waste & Bulky Items Collection Schedule

All items must be placed at curb by 7:00 a.m. on normal garbage collection day.



Yard Waste (Brush) is collected the 1<sup>st</sup> full week and 3<sup>rd</sup> week



Bulky Items (Junk) are collected the 2<sup>nd</sup> and 4<sup>th</sup> week

January 2013							February 2013							March 2013						
S	M	T	W	Th	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S
30	31	1	2	3	4	5	27	28	29	30	31	1	2	24	25	26	27	28	1	2
6	7	8	9	10	11	12	3	4	5	6	7	8	9	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23	17	18	19	20	21	22	23
27	28	29	30	31	1	2	24	25	26	27	28	1	2	24	25	26	27	28	29	30
														31	1	2	3	4	5	6

**MAYOR:**

**Gavin A. Brown**

**ALDERMEN:**

**Gary Caldwell**

**Julia Freeman**

**J. Wells Greeley**

**LeRoy Roberson**

**MANAGER:**

**Marcy Onieal**

**ASST. MANAGER:**

**Alison Melnikova**

**TOWN CLERK:**

**Phyllis R. McClure**

**HOLIDAY SCHEDULE**

**Christmas** – Offices closed December 24 & 25  
(Dec. 24 & 25 garbage will be

picked up on Dec. 26)

**New Year's** – Offices closed  
January 1 (garbage pickup January 2)

**Martin Luther King, Jr. Day** –  
Offices closed January 21 (garbage pickup January 22)

**TELEPHONE REFERENCE**

Police Administration	456-5363
Fire Administration	456-6151
Building Inspections	456-8647
Code Enforcement	456-2010
Utilities	456-3515
Tax Collections	452-3588
Town Manager	452-2491
Asst. Town Manager	456-2002
Town Clerk	452-2491
Human Resources	456-2028
Planning	456-2004
Zoning	452-0401
Public Works Director	456-4410
Streets/Sanitation	456-3706
Water/Sewer/Electric	456-3706
After Hours/Emergency	456-5363
Water Treatment Plant	456-8497
Waste Treatment Plant	452-4685
Parks and Recreation	456-2030
Armory	456-9207

**DOWNTOWN WAYNESVILLE**

**ASSOCIATION**

456-3517

[www.downtownwaynesville.com](http://www.downtownwaynesville.com)

**MEETING SCHEDULES**

**Board of Aldermen**

2nd & 4th Tuesday at 7 pm - Town Hall

**ABC Board**

3rd Tuesday at 10 am - 373 Walnut St.

**Board of Adjustment**

1st Tuesdays at 5:30 pm - Town Hall

**Firemen's Relief Fund Board**

On Call

**Historic Preservation Commission**

1st Wednesdays at 2 pm - Town Hall

**Planning Board**

3rd Mondays at 5:30 pm - Town Hall

**Public Art Commission**

2nd Thursdays at 4:00 pm - Town Hall

**Recreation & Parks Advisory Comm**

2nd Tuesdays 5:30 pm - 550 Vance St.

**Waynesville Housing Authority**

1st Wednesdays 5:30 pm - 65 Church St.

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