



July 25, 2016

## Weekly Report

# Highlight of Departmental Activities

*The Weekly Report showcases the activities and accomplishments of the many Departments within Rutherford County Government. Click on the directory lists, headings and text in blue to be linked to more information.*

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### Airport

The Airport sold 2,470.0 gallons of Jet A to 8 aircraft and 744.3 gallons of 100LL to 27 aircraft.

PHOTOS:

Single Point Fueling of a Jet at Rutherford County Airport (**pictured left and below**).



A 2010 Bombardier BD-700 on the ramp at Rutherford County (**pictured below**).



# Tourism Development Authority unveils sign at Marchman Field



Don Cason, TDA Director, expressed his appreciation for Airport Director Randy Patterson's help in the creation of the new sign. *"We look forward to seeing more visitors travel through Rutherford County as a result,"* continued Mr. Cason.



Commissioner Michael Benfield cut the ribbon at the ceremony. Others in attendance were the Airport Authority Board members, Brooke Watson (Airport secretary), Chamber of Commerce Director Clark Poole, Mr. Ed Washburn (who was one of the first Authority Board members), and other officials and citizens.

## Agriculture/Cooperative Extension

Staff reporting:

Jeff Bradley, Tracy Davis, Cynthia Robbins, Hannah Bundy

Welcome Hannah Bundy as our new Agriculture Agent.

- Taught CATCH Kids Club physical activity program at Spindale Elementary.
- Conducted training for Extension Master Food Volunteers.
- Taught Living Health with Chronic Disease.
- Conducted Jam Making workshops for adults and youth.
- Observed Family & Consumer Sciences program in Madison County.
- Chaired Partnership for Children executive committee meeting.
- Taught Extension Master Food Volunteer training session.
- Conducted monthly radio program on WCAB.
- Taught CATCH Kids Club program at Spindale Elementary.
- Taught Cook Smart Eat Smart cooking class.
- Conducted cooking demonstrations and activities at the Farmers Market.

## Board of Elections

The Director continued to participate in bi-weekly meetings with the State on the new software development. Staff began preparations for the November election by qualifying equipment and labeling items. Registration numbers are growing as interest in the November election intensifies. Statistics as of 7/20/16 are:

Democrats	15,973
Republicans	15,487
Libertarians	180
Unaffiliated	12,359
Total	43,999

## County Manager and Commissioners

The following are several events and activities in which the County Manager, Commissioners and staff were involved over the last few days:

- Planning Board meeting
- Airport Authority meeting
- ARC Grant conference call
- EDC Board meeting
- DSS Board meeting
- Senior Center Advisory Board meeting
- Customer Service Training for employees
- GoToWebinar—NCACC Manager's Weekly Legislative Update
- Law Enforcement Appreciation Breakfast hosted by Republican Party

Other activities, meetings, and events that took place this week were Forest City, Spindale, and Chimney Rock Town Council meetings, meetings with citizens, numerous calls, interoffice meetings, conference calls, public relations, advising, and preparation for various responsibilities.

## Economic Development



This week, the Economic Development Department responded to an industrial RFI, attended an ARC Rutherford County Planning Session at IPDC, and contributed as a panelist at a Professional Development Session held at ICC. Staff continues to be busy following up with multiple industrial recruitment and expansion prospects and working with the Department of Commerce and existing industry representatives regarding various grant reports and requests. This week's agenda also included participating in the monthly Rutherford County Economic Development Commission Board Meeting as well as various meetings and calls with county departments and industry allies.

## Fire Marshal/Emergency Management

The Fire Marshal:

- conducted one origin and cause investigation.
- responded to a search for a missing child that was located quickly by the Sheriff's Office.
- assisted several fire departments by providing additional manpower.
- attended the Emergency Management Forum held in Raleigh.
- attended the Western North Carolina Firefighters Association meeting held in Hickory.
- attended several other local meetings.

## Finance Department

The Finance Office processed accounts payable. Director Paula Roach and Assistant Director Apryl Tesener attended interdepartmental meetings.

## Human Resources

The HR Director held meetings to discuss personnel issues, exit interviews, and retirements. Welcome aboard new hires Jeremy Keever (Solid Waste), Yeconia Ponce (p/t 911), Jeffry Murphy (p/t 911), Ryan Bailey (Sheriff), Melissa Beheler (DSS), Tabitha Smolzer (DSS), Scott Moore (DSS), Jessica Alexander (p/t 911), and Elizabeth Sarrat (DSS). Congratulations to Susan Laney on her promotion to full time Library Assistant and Eddie Mote on his promotion to Convenience Center Supervisor. Employees who have left the service of Rutherford County are James Suber (Transit), Sonya Grace (911), and Andrew Owens (911). The Director scheduled interviews for the Utility Worker at Solid Waste, scheduled and participated in Customer Service Training (**pictures on page 6**), attended the HR Association meeting, and took part in an ESC phone hearing.



Thank you for the continued prayers and support for the family of Grady Byers (**pictured left**).

# Rutherford County Government Employees Mammogram Day

at The Mammography Place



**Thursday, September 22**

Call **286-5380** to schedule your appointment.

Remind the scheduler when you call that you work with Rutherford County Government and you would like to schedule your appointment on September 22.

Have your insurance information ready.



RUTHERFORD REGIONAL  
HEALTH SYSTEM

*The Mammography Place*

Brunch will be served during appointments from 8:30am until 1pm  
Snacks will be served during appointments from 1pm until 4pm

The Mammography Place ● 175 Tryon Road ● Rutherfordton, NC

## Customer Service Training



Rutherford County's Human Resource Director, Debra Conner, worked in conjunction with ICC to provide Customer Service Training for Department Heads and staff.

Training sessions included the following:

- Identify soft skills needed for the job
- Learn how to create a memorable first impression
- Demonstrate effective communication strategies
- Demonstrate effective conflict resolution techniques used in customer complain situations
- List 3 ways to communicate with diplomacy and tact when handling conflict resolution
- Identify techniques to maintain a positive attitude in negative situations
- Identify 3 ways to implement successful inter-department communications
- Demonstrate (participate in) role- playing situations for positive attitude reinforcement
- Demonstrate (participate in ) role-playing situations for customer service



## Information Technology

Traffic Summary - BarracudaSF.rutherfordcountync.gov [172.16.10.29]

From 2016-07-11 00:00:00

To 2016-07-17 23:59:00

### Inbound Traffic

Day	Rate Controlled	Blocked: Bad Recipient	Blocked: Spam	Blocked: Virus	Quarantined	Allowed: Tagged	Allowed	Total Received
2016-07-11	0	290	839	3	31	3	3440	4606
2016-07-12	3939	168	901	3	25	6	3539	8581
2016-07-13	2112	138	1085	13	48	3	3160	6559
2016-07-14	780	115	1106	15	27	2	3179	5224
2016-07-15	1219	274	922	6	19	1	2942	5383
2016-07-16	454	116	399	2	14	3	1388	2376
2016-07-17	189	76	584	4	9	1	1089	1952
<b>Total</b>	<b>8693</b>	<b>1177</b>	<b>5836</b>	<b>46</b>	<b>173</b>	<b>19</b>	<b>18737</b>	<b>34681</b>

### Outbound Traffic

Day	Rate Controlled	Blocked: Policy	Blocked: Spam	Blocked: Virus	Quarantined	Sent	Encrypted	Redirected	Authentication Failure	Total Received
2016-07-11	397	0	0	0	0	1310	4	0	226	1937
2016-07-12	364	0	31	0	0	1297	11	0	543	2246
2016-07-13	76	0	0	0	0	929	6	0	664	1675
2016-07-14	74	0	32	0	0	869	12	0	555	1542
2016-07-15	322	0	33	0	0	1374	17	0	835	2581
2016-07-16	43	0	1	0	0	501	0	0	599	1144
2016-07-17	98	0	0	0	0	491	0	0	567	1156
<b>Total</b>	<b>1374</b>	<b>0</b>	<b>97</b>	<b>0</b>	<b>0</b>	<b>6771</b>	<b>50</b>	<b>0</b>	<b>3989</b>	<b>12281</b>

## Library

	Haynes Branch	County Library	Mountains Branch
<b>Monday</b>	9:00 to 5:00	9:30 to 5:30	9:00 to 5:00
<b>Tuesday</b>	9:00 to 5:00	9:30 to 5:30	12:00 to 8:00
<b>Wednesday</b>	9:00 to 2:00	9:30 to 5:30	9:00 to 2:00
<b>Thursday</b>	9:00 to 5:00	11:30 to 8:00	9:00 to 5:00
<b>Friday</b>	12:00 to 8:00	9:30 to 5:30	9:00 to 5:00
<b>Saturday</b>	10:00 to 3:00	10:00 to 3:00	10:00 to 3:00

## Public Works and Planning

The garage has completed numerous automotive repairs, tire service calls, preventative maintenance repairs, and NC vehicle safety inspections, in addition to reviewing inventory wrap upon entering the new fiscal year. Thanks to the garage supervisor and mechanics who work very hard to keep the County's vehicles in such great mechanical condition. Our Maintenance crews have been very busy as well completing numerous work orders, preventative maintenance, and keeping up with the growing demands of groundskeeping.

Last week we succeeded in getting the new chiller up and running at the Senior Center and the patrons and staff have expressed appreciation for the cool air. Thanks to all the maintenance staff for their hard work. Also, thanks to all the County Departments in using the new Facility Dude work order software; please remember to select the correct craft or trade for the work requested. Planning and Projects has been involved in the following grant submittals and multiple meetings.

Work continues on site inspections and paperwork regarding:

- July Planning Board meeting and follow up.
- preparation for the August Commissioners' meeting
- seeking ARC grant funds for the county.
- applying for NCDOT rail trail master planning funds.
- applying for RHI funding of a County Parks master plan
- Community grant wrap up for FY 15-16, as well as offering FY 16-17 application season.
- budget review and planning for project improvements accordingly in conjunction with the Capital Facilities plan.
- meeting with NCDOT regarding the County's Comprehensive Transportation planning process.
- SPOT scoring of highway improvement projects.

Last but not least we've scheduled site inspections on the Rutherford Solar farm, AEO project, Greyrock, and Queens Gap.

## Revenue Department

The Rutherford County Revenue Department has 2016 tax bills ready for payment. Tax bills are expected to be mailed by Friday, July 29th. If you have any questions, please contact the Revenue Department at 828-287-6000. Several from our office went to the Customer Service Training offered at the Rutherford County Office building. Participants enjoyed all the new ideas that will help them better serve our county citizens.

<b>Customer Service</b>	<b>Totals</b>
Phone Calls	333
Info/Data Requests	1
<b>County Growth Indicators</b>	
Building Permits Reviewed	77
Deeds Recorded	0
<b>Collections Progress</b>	
Total Taxes Collected	\$88,643.75

## Sheriff's Department

In appreciation of our law enforcement, the Rutherford County Republican Party put on an amazing breakfast spread this past Friday morning at the Rutherford County Administration Office building, serving over 150. Thank you, Officers, for your courage, commitment, and sacrifice!



## Soil & Water

The Admin/Education Specialist:

- worked on District meeting Notice and Agenda items.
- worked on updating Farmland Preservation Ordinance.
- worked on information for the Annual Report.

The Ag. Cost Share Technician and student intern:

- worked on Emergency Action Plans for watershed dams.
- worked on contract planning

## Solid Waste

Customers served 396

Loads hauled from convenience centers 58

Loads shipped to Lenoir 37

Recycling loads shipped to Conover 2

Tire Customers 27

The director's week has been extremely busy. It included several meetings with vendors, internal meetings with employees and a trip to Greenville, SC to look at a new roll off truck that is being offered through the NC Sheriffs Association- Refuse Truck Procurement Program.

The office staff continues to perform their everyday job duties while assisting customers. The transfer station staff continues to process all the MSW and recycling tonnages that are coming in. The shop staff has been busy this week with repairs at the convenience centers, normal oil changes and preventive maintenance. The C&D staff is processing the tonnages coming in while continuing to haul dirt for cover. The convenience center supervisor continues to cut grass at the centers while meeting the attendants that are working.

Please continue to recycle.



## Tourism Development Authority

Visit our website for a full list of events and times at: [Timeofyourlifenc.com](http://Timeofyourlifenc.com) or call our Welcome Center at 828-287-6113.

If you have questions, please contact Taylor Hardin, Administrative Assistant for the TDA at 828-287-6013 or by email at [taylor.hardin@rutherfordcountync.gov](mailto:taylor.hardin@rutherfordcountync.gov)

### Transportation Services

#### **Emergency Medical Services:**

EMS crews did an outstanding job this week with an enormous increase in emergency calls. Thank you to all our medics who work long and hard to take care of us. Director met with other department head and HR to discuss results of an employee satisfaction survey. As a follow up, specific strategies to engage employees were discussed in management's monthly staff meeting. The monthly required random drug and alcohol test was also conducted.

TYPE	CURRENT WEEK
Emergency Calls	227
Convalescent Calls	20

#### **Transit Department:**

Staff is currently attending Customer Service Training being presented by ICC. Staff has also attended to a webinar for our Scheduling Software CTS. Staff continues to work on NCDOT final reimbursements and fiscal year end reports for fiscal year 2015-2016. Transit Director and Operations Manager attended a meeting along with other Directors with the HR director to discuss the employee surveys that were taken and to define strategies and set goals for improvement targeting the areas found in the survey that need to be improved upon. We also discussed ways to involve the employees in making improvements and ways to share this with all employees. Director also attended a McDowell County Commissioner meeting to provide data on how they can establish a community transit department; as well as, met with Chatham County Transit to help set the framework so they can start a grocery shuttle service.

Jeff Hill, Operations Manager, still hard at work even while recovering from surgery. **(pictured right).**

TYPE	CURRENT WEEK	WEEKLY AVG
Total Miles	9,392	9,723
# of Local Trips	1,083	1,170
# of Out of County Trips	57	62
# Unduplicated Passengers	227	236
<b>Total Revenue</b>	<b>\$15,737</b>	<b>\$19,278</b>



## Veteran Services

Director Susan Hall and Beverly Wellborn attended District Training in Hickory on Tuesday.

<b>Mail In</b>	96
<b>Mail Out</b>	33
<b>Fax</b>	172
<b>Phone Calls In/Out</b>	48
<b>Veteran Contacts</b>	144



### County News



#### **August 5**

**2016 #FUNC Music Series!** These great family friendly events feature local music, kids' games, food, drinks & much more. This year's series promises to be even better. All nights begin at 7pm! If you are interested musician, food truck operator, vendor or just want to help with the planning committee please contact Doug Barrick at [dbarrick@rutherfordton.net](mailto:dbarrick@rutherfordton.net)

#### **August 12-14**

##### **Lake Lure Olympiad**

Three days of competitive sports races and family fun in Lake Lure and Chimney Rock. Register your events before July 27 and snag a free t-shirt. For more information, call The Welcome Center at 800-849-5998 or visit our website - [www.LakeLureOlympiad.com](http://www.LakeLureOlympiad.com)

#### **August 19-20**

##### **Dirty Dancing Festival**

Lake Lure, NC: A tribute to the classic movie filmed in and around Lake Lure, the 7th annual Dirty Dancing Festival features a weekend of live bands, dance performances by the Asheville Ballet, lessons and even a "lake lift" competition. Enjoy local food vendors, watermelon carrying games, merchandise and more. Funds are also raised to benefit pancreatic cancer research in honor of the film's late star, Patrick Swayze. For more information call The Welcome Center at 800-849-5998 or visit [www.DirtyDancingFestival.com](http://www.DirtyDancingFestival.com).

#### **August 20**

##### **Hot Nights, Cool Rides Auto Show - 9:30 a.m. - 8:00 pm.**

Admire and compare this incredible collection of more than 400 vehicles lining Main Street in Forest City. Roam historic downtown while dining on local eats from food vendors, jamming to live bands and stargazing classic rides.

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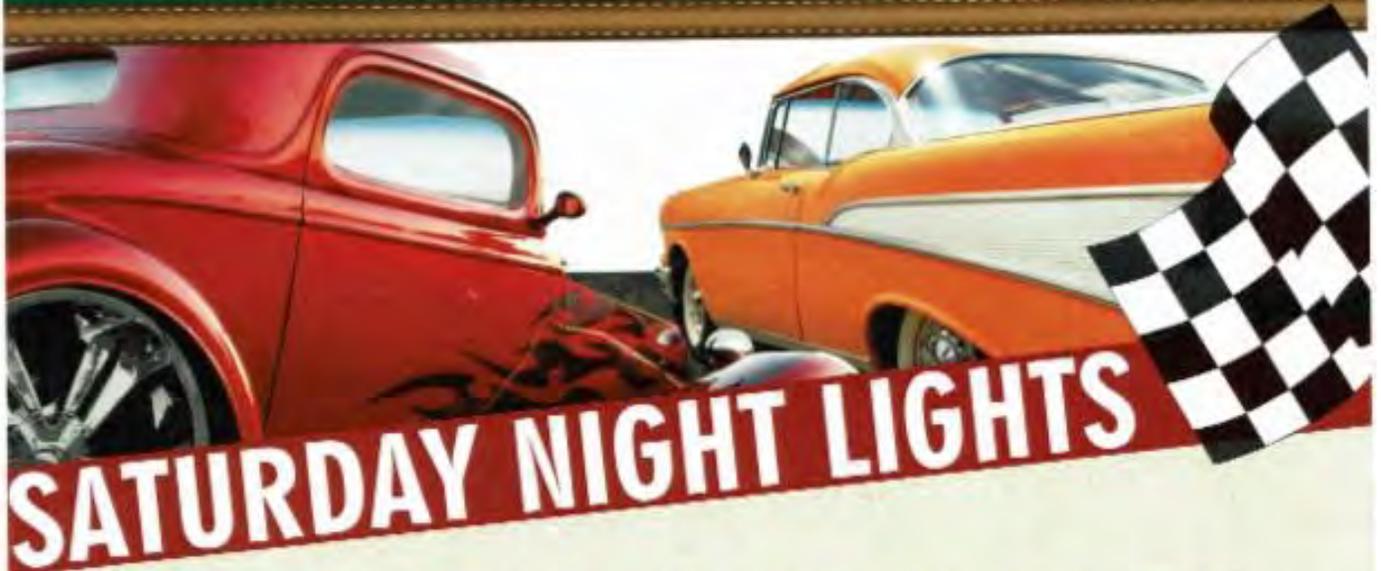
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**TRYON**  
INTERNATIONAL EQUESTRIAN CENTER

**PRESENTS**



**SATURDAY NIGHT LIGHTS**

# **CAR SHOW JULY 23<sup>RD</sup>** **OPEN TO ALL MAKES AND MODELS.**

Register at [www.tryon.com](http://www.tryon.com) to reserve your space.

\$20 registration fee to be paid by check or cash at the event.

Check-in between 12-3pm • Participant voting 3-5pm.

Awards at 6pm with cash prizes given to the winning categories.

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**Saturday, July 23rd:**

- ROC Group Broad River Float. We will be floating sections 2 and 3 (Rock Springs Church Road to River Road). This section is full of rapids and should be a ton of fun. We will meet at River Creek Campground (217 River Creek Drive, Rutherfordton) at 10 am.
- PAC Program: Jennie Giles and David Weintraub will present, "Come Hell or High Water - Remembering the 1916 Flood" at the Anne Elizabeth Suratt Nature Center at Walnut Creek Preserve at 10:30 am.
- Beats, Burgers, and Brews: 6 pm to 8 pm at Old Rock Cafe in Chimney Rock . Enjoy some bluegrass, Americana, folk, blues, or other genres while relaxing on the riverside deck.
- Animals of the South Mountains: 11 am at *South Mountains State Park*
- Knot Tying 101: 2 pm at *South Mountains State Park*

**Sunday 7/24:**

- Knot Tying 101: 2 pm at *South Mountains State Park*.

**Saturday, July 30th:**

- ROC Race Series: Meet Me at the Fountain 5K in Forest City. Register online at <http://smithsdrugsfc.com/5k/>.

Email us at [trails@rutherfordoutdoor.org](mailto:trails@rutherfordoutdoor.org) or call (828) 625-9983 ext. 505 if you would like to sign up for any of the ROC workdays, clean-ups, or group hikes.

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**County Manager**  
Steve Garrison

**County Commissioners**

Bryan A. King, *Chairman*                      Alan Toney, *Vice Chairman*  
Michael Benfield, Eddie Holland, Greg Lovelace

**County Office**

Hazel Haynes, *Clerk to Board*  
Richard Williams, *County Attorney*

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