



DAY-BY-DAY CIVILITY
BY MAYOR JOHN KIRKLAND

The following article from the North Carolina Community Foundation (NCCF) newsletter was authored by Jennifer Tolle Whiteside who is the NCCF President and CEO. She addresses the need for civility in conduct of customer service and then concludes that every aspect of our modern society needs to become more civil in meeting the mission of an organization.

By Jennifer Tolle Whiteside

I accompanied both a friend and a family member to several medical appointments last week. As an observer, I got a small glimpse into our healthcare system and a large glimpse into customer service.

I spent several hours in waiting and patient rooms watching and reflecting on customer service. At one visit, a receptionist had a printed sign by her computer that said, "Be kind - for everyone you meet is fighting a battle you know nothing about."

My initial reaction was appreciation for such a great thought. I loved the focus on the patient and the reflection of the importance of customer service.

I realized the sign was aimed at the customer not the employee and have been thinking about it ever since. Who has the responsibility for a positive interaction? Who is responsible for customer service? And who exactly are we serving?

To be clear, I think the sign is a good one. Really, it's one that all of us should follow. But that is just basic civility. Treating others respectfully, being kind and not making quick assumptions about others are all attributes we each should follow in all interactions. That's just being a good human.

Customer service is something else altogether. How we ensure we are proactive, timely, knowledgeable, listen fully, can work across differences, receive feedback

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In today's world with increasing incivility that we all see daily in the media, online, and even in our own families and communities, it may feel like customer service or basic civility is a relic of the past. But community foundations have an opportunity to be a haven where people can work together to strengthen the whole community.

Philanthropy is one of the rare spaces left where we can both be civil and kind, provide excellent customer service and all work together toward a common goal.

My hope is that we all continue coming together with our neighbors to combine our time, talent and treasure to ensure our state thrives.

It is natural that Ms. Whiteside's message aims at the conduct of the NCCF mission; however, I believe that we can look at government at the national, state and local level and realize that the failure to be civil to opposition parties leads to failure in effecting compromise on appropriate resolution of governing problems. The result is a failure to provide for future growth and national prosperity.

I will testify that Ms. Whiteside is correct in stating, “That is what community foundations are all about. We exist to bring people together who might otherwise never be in community with one another to work to strengthen a community, region or, in our case, entire state.”

The Craven County Chapter of the North Carolina Community Foundation is an example of the success of persons working together in civil discussion and moving forward. I would encourage readers to visit the NCCF web page and consider becoming a part of this exciting philanthropic organization.

May we all become more civil as we dialog with our neighbors, friends and family. We can each be a part of a positive change. ■



**TOWN MANAGER'S
REPORT - REPRINT**

BY TOWN MANAGER DELANE JACKSON

The Atlantic Hurricane season runs from June 1 through November 30. However, a hurricane can form outside of those dates. Historically, fall is the most active part of hurricane season. August and September are usually the busiest months for hurricanes along North Carolina's coast. Our proximity to the Atlantic coast, combined with the low elevation above sea level for large parts of our town, make River Bend vulnerable to impacts from Hurricanes. A tropical system

does not need to develop into a hurricane to cause damage in River Bend, particularly in the flood zone. **UPDATED AND REPRINTED FROM SEPTEMBER 2019**

Because of these facts, if you live in River Bend, you should consider purchasing flood insurance. You can obtain a policy from a local agent, through the National Flood Insurance Program (NFIP). The Town of River Bend is a participant in the Community Rating System (CRS) of the NFIP. In short, that means that the town maintains records and files on flood zone properties, has and enforces a local flood damage prevention ordinance and meets other annual minimums to be a CRS town. Our CRS status means that River Bend residents who live in a special flood hazard area (SFHA) are eligible for a 10% discount on annual flood insurance policy premiums.

Our records indicate that 503 homes in River Bend were flooded during Hurricane Florence. According to data from the NFIP, just before Hurricane Florence made landfall, there were 443 flood insurance policies in effect in River Bend. That means there were at least 60 flooded homes that did not have flood insurance. Of the insured homes, cumulatively, those policies had

total annual premiums of \$342,200 and were insured for a total \$107,660,200. On average, each policy owner paid \$772 in annual premium and was insured for \$243,000. After Hurricane Florence, 370 claims were made on those 443 policies, which is an 85% claims rate. To date, those claims have paid \$37,092,325 to the policy owners. On average, each policy owner with a claim received \$100,250 from their flood insurance policy. These facts show that having flood insurance can be

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very beneficial. Typically, regular home owners insurance does not cover damages from rising waters (flooding). If you are uncertain about your insurance coverage,

"If you are uncertain about your insurance coverage, you should contact your agent now. Do not wait until after the storm to learn that you are not covered."

you should contact your agent now. Do not wait until after the storm to learn that you are not covered.

It is true that flood insurance is like most other types of insurance, in that there may be many years that you pay the premium and never have a claim.

Based on the figures above, the average claim in River Bend after Hurricane Florence paid for 129 years' worth of the average premium costs. Also, it is important to note that being located outside of a SFHA on the map does not mean that your home is safe from flooding. It just means that the risk is lower. On a personal note, my home is not located in a SFHA, but I maintain flood insurance. I have \$250,000 of coverage, and my annual premium is less than \$600. I

"Flood insurance typically does not go into effect until 30 days after it is purchased. If you wait until a hurricane is projected to impact River Bend, like Dorian recently was, it may be too late."

strongly encourage every River Bend resident to consider purchasing flood insurance, especially those who live in a flood zone. Flood insurance typically does not go into effect until 30 days after it is purchased. If you wait until a hurricane is projected to impact River Bend, like Dorian recently was, it may be too late. ■

REPORTING AFTER HOURS WATER-SEWER EMERGENCIES

- ◆ Dial Town Hall at 638-3870.
- ◆ Dial "9" and follow the directions to contact the on-call duty operator.
- ◆ Enter your phone number at the sound of the tone.
- ◆ The automated system will inform you that your page has been sent.
- ◆ Our utility operator will return your call.
- ◆ If you do not receive a call back within ten minutes, please notify the Police Department at 638-1108. They will get in touch with the on-call utility system operator.



**WRD/PW
AUGUST REPORT**

BY BRANDON MILLS
DIRECTOR OF PUBLIC WORKS

In August, Public Works replaced several stop signs and speed limit signs around Town because they had become faded from years of being out in the elements. We try to replace our signs before they become too faded. Public Works repaired several potholes this month using a product that is a cold asphalt patch. We cut the pothole out square, add this material, and then compact it with a gas powered tamper. We cleaned out the gutters around the storage rental units which we do

at least four times per year to remove any debris that may clog them up.

Water Resources purchased the emergency portable generator that was budgeted for in the 2019-2020 fiscal year. As a reminder, our backup portable generator went out last year right before Hurricane Florence. We ended up having to go all the way to Charlotte to rent one for use during the hurricane. This generator ensures that we will have a means of producing power so we can keep our utilities that do not have backup power up and running during emergencies. Water Resources also passed our annual performance testing for our field laboratory certification. We have to do this annually to keep our field laboratory certification. This certification allows us to do all of our “in-house” testing. I would like to thank one of our utility systems operator James Jones for a job well done.

“Flood insurance typically does not go into effect until 30 days after it is purchased. If you wait until a hurricane is projected to impact River Bend, like Dorian recently was, it may be too late.”

If you have any questions concerning the Water Resources/Public Works Department, please call us at 638-3540, Monday-Friday, 8:00 a.m. - 4:00 p.m. After hours, water and sewer emergencies can be reported by dialing the Town Hall at 638-3870. You will be instructed to dial “9” and follow the directions to contact the on-call duty operator. You will then be asked to enter your phone number at the sound of the tone. After entering your phone number, the automated system will inform you that your page has been sent. Please be patient, and our utility systems operator will return your call. If you do not receive a call back within ten minutes, please notify the Police Department at 638-1108, and they will get in contact with the on-call utility systems operator. ■

COMING EVENTS

Work Session
October 10
7:00 p.m.
Town Hall

Craven County
Commissioner
E.T. Mitchell
Meet & Greet
October 15
5:00 - 7:00 p.m.
Town Hall

COMMUNITY WATCH
October 16
7:00 p.m.
Town Hall

Council Meeting
October 17
7:00 p.m.
Town Hall

CERT
October 23
7:00 p.m.
Town Hall

Shredding Event
Saturday, November 2
9:00 A.M. - 1:00 P.M.
Town Commons

Flu Shot Clinic
Thursday, October 3
9:00 A.M. - 1:00 P.M.
Town Hall



RIVER BEND NEWS

FROM TOWN HALL
is published monthly by the
River Bend Town Council for
the residents of the Town of
River Bend.

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Leaf & Limb Collection Schedule for 2019-2020

Residents may begin
placing their yard debris
street side on the dates
indicated in parentheses

Zone 1 Pick Up Begins

July 8, 2019

July 3, 2019

September 9, 2019

September 4, 2019

November 4, 2019

October 30, 2019

January 6, 2020

(includes Christmas trees)

January 1, 2020

March 9, 2020

March 4, 2020

May 11, 2020

May 6, 2020

Zone 2 Pick Up Begins

July 15, 2019

July 10, 2019

September 16, 2019

September 11, 2019

November 11, 2019

November 6, 2019

January 13, 2020

(includes Christmas trees)

January 8, 2020

March 16, 2020

March 11, 2020

May 19, 2020

May 13, 2020

Pinecones, pine straw and
leaves must be bagged. For
additional important informa-
tion about River Bend's Leaf
& Limb collection program,
please see our Ordinance online
at www.riverbendnc.org. ■

Town Council 2019 Meeting Dates

Work Session January 10
Regular Meeting January 17
Work Session February 14
Regular Meeting February 21
Work Session March 14
Regular Meeting March 21

Work Session April 11
Regular Meeting April 18

Work Session May 9
Regular Meeting May 16

Work Session June 13
Regular Meeting June 20

Work Session July 11
Regular Meeting July 18

Work Session August 8
Regular Meeting August 15

September 12, 2019 Work Session was rescheduled to September 19, 2019 — 5:00 PM

Work Session September 12
Regular Meeting September 19

Work Session October 10
Regular Meeting October 17

Work Session November 14
Regular Meeting November 21

Work Session December 5
Regular Meeting December 12

Budget Meetings

Budget Session March 19

Budget Session March 26

Budget Session April 2

Budget Session April 9

Budget Session April 16

~~Budget Session April 23~~

*April 23, 2019 Budget Session was rescheduled to the May 9, 2019
Council Work Session.*

*All Council Work Sessions and Regular Council Meetings
will be held in the River Bend Town Hall beginning at
7:00 p.m. All Council Budget Sessions will be held in the
River Bend Town Hall beginning at 4:00 p.m.*

**Green type indicates a completed leaf & limb collection*



Golf Cart Registration

Town ordinances allow for residents to drive their properly equipped golf carts on River Bend streets provided that they are inspected by and registered with our Police Department. If you plan to drive your golf cart on the roadways, you must display the 2019 registration decal.

Inspection and registration are required annually. The registration fee for each golf cart is \$10.

For additional information and to make your inspection reservation, please call the River Bend Police Department at 638-1108.



Registration is Required for all Dogs and Cats

All River Bend dogs and cats must be registered annually.

Office hours are Monday through Friday, 8:00 a.m. through 4:00 p.m. Registration is \$10.00 per pet.

Owners must present proof of rabies vaccination at the time of registration.



Pet I. D. Photos Now Available

The Town of River Bend is now offering residents the opportunity to link a digital photo of their registered pets to our Animal Registration database. When you register your pet this year, you may submit a photo by e-mail, or staff can scan a photo for you if you prefer. This photo database will help reunite lost pets with their owners more quickly in the event a pet becomes lost.

The service is voluntary and free of charge.

DOG PARK AT RIVER BEND



River Bend dogs have their own exercise area where they can play with other canines. Situated between the Town Park and Ritter Field, the dog park gives dogs a chance to run while their owners socialize.

The park is open from sunrise to sunset for dogs with proof of current vaccinations. Separate exercise areas accommodate large and small dogs.

For complete list of rules applicable to dog park use, please visit Town Hall for a brochure or view details on our web site at www.riverbendnc.org. Dog park rules are also posted at the entrance to the park.



Sign up for our

Emergency Notification System

and receive timely notifications by phone, e-mail, text messages and more.

SIGN UP NOW
at www.riverbendnc.org

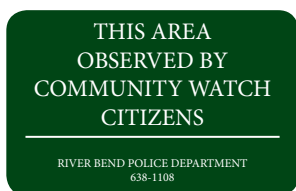
this service provided by the Town of River Bend through
**Blackboard
connect**



River Bend has a functional Community Emergency Response Team (CERT). For more information about this group, or to volunteer, please contact the Police Department or visit our web site.



If you have a medical condition for which you require any type of special medical care during a disaster or if your medical condition requires assistance to evacuate during a disaster, you may wish to apply to Craven County for their Special Needs Registry. The River Bend Police Department can provide you with the appropriate form and provide some basic information about the County's program.



River Bend has a very active Community Watch program supported by our Police Department. If you are interested in volunteering, call the River Bend Police Department at 638-1108.



River Bend has a skateboard park to meet the needs of some of our more athletic residents.

A signed parental approval form is required and helmet use is strictly enforced. For more information about the skateboard park, visit our web site or call the River Bend Police Department at 638-1108.