



In the Spotlight

Highlighting Exceptional Employees

Charles Mitchell

Construction Crew Supervisor

Town of Chapel Hill Public Works employee Charles Mitchell was nine miles from work during February's snowstorm when he was forced to leave his sidelined vehicle. Six hours later after helping to push stuck vehicles, assisting motorists and walking as snow continued to fall—Charles caught a ride with a friendly resident and arrived in time to begin his night shift. It was 6:30 p.m.

As a snow plow driver, Charles knows his job is important during a weather emergency. He drove his Public Works truck through the night—pushing snow and laying sand, salt, and deicer to clear the Town's streets. More than 12 hours later, his shift ended around 8 a.m. just as many people were waking up. For the remainder of the week, Charles and other public works employees worked around the clock clearing icy roadways and piles of snow.

Charles is no stranger to Chapel Hill snowstorms—he worked in 2002 and 2005 storms. Crews work different shifts around the clock, sometimes sleeping over at Public Works, to ensure safe roads for the community.

Drivers always work with a partner, and teamwork is essential. "Safety is always first," Charles says. "You

watch for your truck and crew, and everything else. That's why teamwork is so important."

This year Charles and crew members started brining the roads about 12 hours before snow started to fall and worked diligently throughout the entire storm. He also applauds the Town's new brining process, which works to prevent snow and ice from bonding to the pavement.

Charles started serving the Town 28 years ago as a brick mason. Now as a construction Crew-leader Supervisor, he coordinates efforts and works to respond to service requests around Town.

A North Carolina native, Charles grew up in Pittsboro. He is a member of the Mustang Club and sometimes shows his Mustang at shows and rodeos. He lives with his father, London Mitchell, and has two sisters, Laura Geddes and Darlene Mitchell.

"This level of dedication is appreciated and often demonstrated by Charles," Public Works Director Lance Norris said. "This level of commitment is exemplified by many of our Town employees who had personal challenges, including power outages or long commutes in

Value in the Spotlight Communication



Caroline Simpson photo

less than desirable conditions. Our employees regularly make arrangements and sacrifices in order to report to work and fulfill their responsibility."

—Story by Caroline Simpson

RESPECT Values

- Responsibility**
- Equity**
- Safety**
- Professionalism**
- Ethics**
- Communication**
- Teamwork**

