



# In the Spotlight

*Highlighting Exceptional Employees*

## Yvonne Brown

**Parking Lot Attendant**

### Joined Town: March 1986

When Yvonne Brown moved to Chapel Hill in 1985, she asked a parking lot attendant about working there. She applied for the job and didn't get it the first time, so she applied again and was hired. Her persistence paid off, and she has been working there 24 years, longer than anyone else in the division.

Yvonne alternates between working at the Wallace Deck for two weeks and at the Rosemary/Columbia Street Lot for two weeks. She says dealing with money and people keeps her mind bright. Having a long line is good, because it gives her a workout.

Many travelers pass through Chapel Hill, so Yvonne gets to meet people from all around the world. They usually speak English well, so the language barrier is not a problem. She helps many visitors by giving them directions.

Yvonne says her favorite part of the job is when everything is going smoothly. Yvonne was born in Laurinburg in a family with eight children. She now lives in

Durham and has family in the area, including her son Terrence and six grandchildren. She enjoys doing activities with her grandchildren, including going to the park and riding bikes.

Yvonne starts work at 7:30 a.m., and arrives early enough to walk for 30 to 40 minutes before work. If it's hot, she walks the steps to the Bank of America building. She rides the TTA bus to work, so she can get to work earlier and have a less stressful commute.

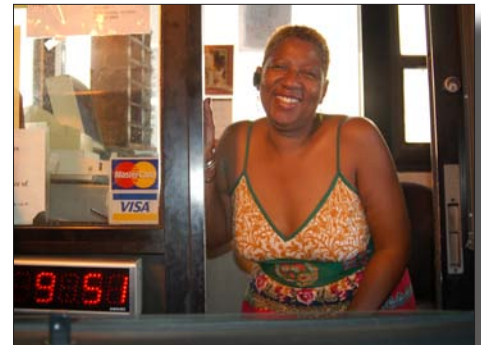
Yvonne volunteers with the Durham Blues Festival and helps out older people in her Club Boulevard neighborhood in Durham with shopping, cooking, or just sitting and talking to them.

"Whatever you do, do your best."

### Value in the Spotlight

## Respect

trustworthy • open • defender  
of individual rights • customer-  
focused • sensitive • civil • decent



"Yvonne is a hard worker from the old school, starting back when we worked with a punch clock and cigar box," said Parking Superintendent Brenda Jones. "She is loyal, dedicated, consistent, and I appreciate her."

### Senior Management Team Values

In November 2007, the Town's Senior Management Team adopted the following set of values to guide their behavior and decisions. These values are Ethics, Social Equity, Professionalism, Respect, Innovation



and Teamwork. It is the intent of the Town Manager and the Senior Management Team to strengthen the organization with a commonly held set of values that drive our mission and objectives.