



CHAPEL HILL Towntalk

NOVEMBER 2017
VOLUME 14 ISSUE 2



On the Front Burner

See
Town Manager's
special
announcement,
p. 2

Town Manager Roger Stancil

I think it is a core aspiration that we share to want to work in a place where we believe we can influence our work and how we do it. There are multiple initiatives underway now that I invite you to make sure your voice is heard:

Pay for Value Added: The Compensation Task Force I appointed several years ago recommended that we create a system of compensation that rewards people who work for the Town

to be paid when they do something that adds value to their job and helps move people to market rate as soon as possible. They wanted this system to complement our Employee Performance Management and Development System. **Wendy Simmons** (Public Works) will lead this task with several other employees.

They will be seeking your ideas, but if you do not hear from them and have an idea, let Wendy know.

Sustainable Wellness Program and Health Insurance: We have talked about our need to take the lead in designing our own system of health that can sustain the pressures of rising costs. A Healthcare Task Force with representatives from all departments is working with me to design an approach that we can be proud of,

motivate our own responsibilities for our health, help us retain and recruit the best to work for the Town and be sustainable in the face of rising healthcare costs. Let your representative know what you think.

Work Life Balance: We are better at work when we can balance the many responsibilities we all bear in life. A group of employees is working with **Anita Badrock** (HRD) to propose ways we can do that. Parental Leave was their first recommendation. **Contact Anita** if you have suggestions for the group to consider.

Employee Forum: I recently met with the Employee Forum to talk about issues of concern. We can all learn from each other. Let your representative know of concerns you have, or volunteer to be your department's representative.

Together we can Achieve More.

Coming Up

Sunday, Dec. 3

Holiday Bazaar, noon–5 p.m., Plaza at 140 W. Franklin St.

Saturday, Dec. 9

Holiday Parade, 10 a.m.–noon, Franklin Street

Thursday, Dec. 14

Lunch and Learn: Financial Confidence, noon, Public Works (see p. 6)

Monday, Dec. 19

Deadline for WORD Poetry Contest (see p. 4)

Dec. 25–27

Town Holiday



Mark Losey photo

The Fire Department donated a fire truck (Carolina Blue, of course) to the new Firefighting Academy at Chapel Hill High School. Students can earn credit towards an associate's degree as well as a certification.

ROGER STANCIL ANNOUNCES PENDING RETIREMENT

After 45 years in local government service, Roger L. Stancil announced on Wednesday, Nov. 15, his last year as Chapel Hill Town Manager.

"I believe I have accomplished the goals I was asked to achieve here," said Stancil, reflecting on 12 years with the Town of Chapel Hill. "The Town is in good shape for the future, and I am ready to begin another chapter in my life."

Stancil said he will work with the Mayor and Council to provide a smooth transition and support their choices for the selection process of a new town manager.

"We are grateful to Roger for his commitment and dedication to Chapel Hill and are thankful for his willingness to help us transition into the future," Mayor Pam Hemminger said.

Besides having more time for family and his faith community, Stancil envisions his new chapter as working with other municipal governments. In this capacity, he would assist them in keeping an even keel during times of change, he said.



The Town Manager serves as professional administrator of the Town of Chapel Hill, responsible for coordinating all day-to-day operations and administration of about 700 employees and an annual budget of about \$100 million. Appointed by the Town Council, the Town Manager implements policies and programs adopted by the Town Council and provides professional policy recommendations.

A native of North Carolina, Stancil has a bachelor's degree in politics from Wake Forest University and a master's degree in public administration from UNC-Chapel Hill. For 26 years, he worked for the City of Fayetteville, including as City Manager from 1997 to 2006. He served three towns in eastern North Carolina (Winterville, Grifton and Fountain) in various manager and advisor positions.

About Town Manager Roger Stancil

- Initiated the first biennial community survey to gauge how residents perceive the value of Town services. The four surveys conducted to date categorize Chapel Hill as a "high-performing city."
- Conducted early "listening sessions" with various community groups, the beginning of numerous engagement initiatives.
- Led the Chapel Hill 2020 community visioning process to create a new comprehensive plan that guides all we do.
- Stewarded organizational change within the Town with the goal of streamlining basic services.
- Initiated an employee training program to develop a successful multicultural learning organization.
- Developed Town leadership and encouraged a spirit of innovation and collaboration.
- Coordinated a close working relationship between the staffs of the Town and UNC-Chapel Hill, moving from adversarial to collaborative.
- Initiated the first employee engagement survey and created processes to involve employees in decision making at all levels.
- Led effort to write and adopt organizational RESPECT values that are used in decision-making and feedback to employees.
- Established the Wellness@Work program to benefit the health and wellbeing of the workforce, while at the same time lowering healthcare expenditures.
- Maintained core services, even through a difficult recession. Maintained the Town's AAA bond rating and long record of annual audits that show the Town's fiscal strength.
- Addressed affordable housing challenge with community partners and continues to define the need, set targets, and identify investments.



Briefs



Nate Broman-Fulks (Housing and Community) has joined the Town as the Affordable Housing Manager. Nate's primary responsibilities will be management

of many of the affordable housing projects identified in our work plan and oversight of the Community Development Block Grant (CDBG) program.

Sarah Poulton (Manager's Office) was the Keynote Speaker at the UNC-Charlotte MPA Alumni Student Conference in October and received the Alumni of the Year award.



Chapel Hill was well-represented at the 2017 North Carolina Library Association Conference in Winston-Salem, held the week of October 16–20. **Shannon Bailey** and **Krystal Black** presented about the Library's strategic programming process, **Molly Luby** presented on using user experience and design thinking to build community, and **Susan Brown, David Green** and Town Manager **Roger Stancil** presented on public libraries in the open data movement. Library staff members **Maia Schuster** and **John Barker** also attended the conference.



Deborah Davis (Transit) is a proud new grandma! Her grandson Anthony Makai was born on Oct. 25. He weighed in at 7 lbs. 11 oz.



On Nov. 17, students from Suzie Roth's third grade class at Northside Elementary School visited Town Hall to participate in the annual Arbor Day celebration.



Students from Rashkis Elementary School visited Town Hall on Oct. 23 to learn about Town government.



Do you feel like singing? All voice ranges and talents are welcome to join the employee choir for a performance at the Martin Luther King Jr. Employee Celebration on Friday, Jan. 12, 2018.

Rehearsals are held from noon to 1 p.m. on Tuesdays at the Fire & Rescue Training Center, 103 Weaver Dairy Road Ext. (behind the gate at Fire Station 4). If you are interested in joining, please send your name and daytime phone number to **Brenda Jones** (Police-Parking) at bjones@townofchapelhill.org.

RECYCLING UPDATE

Battery and bag recycling have returned to Town Hall! Please feel free to bring in used batteries and plastic bags to recycle. Containers are in the first floor employee break room – a white bucket for batteries and a black stand for plastic bags, next to the blue recycling bin for other recyclable materials.

EMPLOYEE POETRY CONTEST

The WORD Employee Poetry Competition offers you the opportunity to creatively express your feelings about the words, values and actions of Dr. King while earning cash awards. Pen a poem or craft a song that emphasizes the values espoused by Dr. Martin Luther King Jr. (Brotherhood, Non-Violence, Justice, Morality or Action), or draw inspiration from his life, or reference any direct quote from Dr. King. Any form of poetry will be accepted — metered verse, haiku, free form, spoken word, beat, musical lyric, etc

Entries will be judged by **Tim Logue** (Library) and **Faith M. Thompson** (Housing and Community). Faith has had her poems selected in past competitions. Tim is a reader and student of poetry who has served on the editorial board for *Carolina Quarterly Magazine*.

The top poems will be printed on posters that will hang in Town Hall throughout February, and the winning poems/lyrics will be displayed in Chapel Hill Transit buses. The First Place Winner will have the opportunity to read/perform his/her poem/lyric at the Martin Luther King Jr. Employee Celebration, scheduled for Jan. 12, 2018 at the Hargraves Center.

Winning entries will receive the following awards: Employee First Place – \$125; Employee Second Place – \$75; Employee Third Place – \$50.

Entries must be submitted by Tuesday, Dec. 19, to jyork@townofchapelhill.org or to Jeffrey York at the Chapel Hill Library, 100 Library Drive.

The Word Project is organized and sponsored by Town of Chapel Hill Community & Cultural Arts in conjunction with the Martin Luther King, Jr. Employee Celebration Committee, Chapel Hill Transit, and Public Works Departments.

The sponsors and the juror reserve the right to accept or deny any entry for any reason including, but not limited to, appropriateness for display in a public space.

GIVE THE GIFT OF READING!

Chapel Hill Public Library and Housing and Community are working together to give the gift of books this holiday season. Research shows that youth literacy rates improve when children see adults in their households reading, so this year we are collecting books for public housing residents of all ages.

Stop by the Holiday Book Tree in the library lobby and pick an ornament. Buy the book described on the ornament and leave it in the big bin in front of the tree by Thursday, Nov. 30.



Getting It Right – I have been hearing more and more and from a growingly diverse group of people the phrase, "We didn't get it right." What they are referring to is how they related to others who were different. For some the others were "different" due to race or color or gender or religion or ability or socioeconomics or culture. The list of differences is large and only seems to grow as we become a more diverse community and workforce. The bottom line is that "others" are different, different from you and me, different from what we might classify as the norm or "normal." Unfortunately these differences can too quickly be labeled as bad or wrong, and those "different" as not worthy of associating with. But "we didn't get it right back then ..."

One example is a businessman in Chapel Hill who grew up in Raleigh in the 50s. He talks about how as a young child he could not understand the "whites only" and "colored" designations on water fountains and bathrooms, but went along with what was the norm back then. He readily admits: we didn't get it right. What helped him come to this realization more fully was when one of his adult children married a same sex partner. He told me, "we didn't get it right back then, and I want to ensure not to repeat that again." He vowed to get to know the people behind and beyond the differences.

Up close is the example of two employees who come from very different backgrounds, communities, neighborhood and beliefs, who found that those differences kept them



separated and supplied with abundant justification for not connecting. However, that wall came tumbling down during a shared experience of grief that allowed them to see beyond their differences to their shared needs and common interests.

Differences are opportunities for achieving our Town Mission of "Learning, serving, and working together to build a community where people thrive" – a place open to ALL!

We have a choice. We can choose to see others as different and maintain distance between them and us, or we can choose to seek opportunities to understand and collaborate with others who are different from us and to build bridges between us that form a "we" instead of "me." The Town's RESPECT Value of Teamwork is defined in part as "We participate in a cooperative work environment in order to support each other in our service to the community." The Town's Vision is all about embracing differences through Connections, Choices, Community. To accomplish both our Values and our Vision takes each and every one of us — you and me! "We didn't get it right" back then, but together we can learn from the past and begin to embrace those who are different and in the process learn, grow and value every single person.

—Jim Huegerich, Ombuds Office

Compliments

The Police Department was thanked by Walter Horton for assisting with a bomb threat on Nov. 2.

Terrence Patterson (Transit) was thanked by Meg O'Shaughnessy for going above and beyond the call of duty.

Fonda McCadden (Transit) was commended by Kevin Straughn for being kind and helpful to a passenger who was having trouble getting home.

The Solid Waste Services crew was commended by Patricia Smith for excellent customer service and quick delivery of a trash bin.

Bryant Saunders and **Sal Palacios** (both Transit) were commended by Susan O'Rourke for assisting passengers in finding alternate routes during a fire on Pittsboro Street.

Transit operators were thanked by Mrs. Burek for making it possible for her husband, who is legally blind, to travel by bus. Operators on the CCX route have helped make sure he was on the right bus and got off at the right stop.

Lance Hamilton (Transit) was complimented by Tracy Eldred for being courteous and a responsible driver.

Steve Lehe (Police) was thanked by Cassandra Ferraro for helping administer a survey to Citizens Police Academy participants for a capstone project for her master's degree.

Amy Edwards (Transit) was thanked by Amy Ramirez for making sure her son and other Smith Middle School students who ride the bus can cross the street safely.

Jakki Smith and **Dwight McLaren** (both Transit) were thanked by Margie M. for noticing that her bike had been left on a bus and acting quickly to locate her so she could pick up the bike.

Bristol Jackson and **Corey Kuhns** (both Police) were commended for being patient, caring and helpful by residents who were involved in a vehicle collision.

Greg Alston (Transit) was complimented by Barbara Griesse for being friendly and considerate.

Tammy McNair, Tom Mahon and **Darryl Richardson** (all Transit) were thanked by Troy Schmidt for helping him get home safely when a bus route ended earlier than he expected.

Myra Worth-Evans and Development Services staff were thanked by Marci Hansen for helping her know what to do to get permits to fix mold issues in her house.



Pictured are (back) Keith Bowden (Public Works), Mack Howell (Public Works); (front, l-r) Julia Herman (Parks and Rec), Johannah Durst (Parks and Rec), Margaret Irvine (Parks and Rec), Anne Nicholson (Parks and Rec), Alex Aguilar (Public Works)

The Parks and Recreation Department thanked the **Public Works Building Maintenance Division** for providing reliable support. The Building Maintenance staff were particularly helpful in helping solve a leak at the Homestead Aquatics Center. The Aquatics Staff baked them a thank you cake – in the shape of a pool complete with flags, lane lines, and a leak!

Code Enforcement staff, including **Catherine Callemyn** and **Johnny Jacobs**, were commended by Ronni Graham Booth for leadership, professionalism and engagement with the community.

The Fire Department was thanked by Ruth Ouimette for extinguishing a fire at Carol Woods and making sure residents were safe.

GOOD WORDS FOR TOWN EMPLOYEES

Greg Alston (Transit) was thanked on Facebook by Brandon Standley: "Shoutout to the Chapel Hill Transit 12:00pm RU, bus #1712 bus driver for getting me and EVERYONE at E-Haus stop to class on time and safely. I didn't catch your name but you rock!"

Lawrence Vincent (Transit) was commended by EMorETON47 on Twitter: "Good deed of the day: @chtransit driver of CM bus 1712 drove a nursing home resident with bags of heavy groceries up the hill."

BrianFarmer44 tweeted: "Shoutout to the lovely woman driving RU route on @chtransit bus 1720 right now. She always makes my day better!" That driver is **Tammy McNair** (Transit).

Ronald Bigelow (Transit) was thanked by Brent Eisenbarth for stopping the bus while he crossed the street so he could board. "This bus driver made my day!"

David Britt and **Patrick Gilchrist** (Police) were thanked by Thomas Crosby for helping with an investigation into a shooting at the Red Roof Inn.

William Alston (Transit) was complimented by a caller for being nice and helpful.

Dianna Thigpen (Transit) was commended by a passenger for being helpful.

Town Staff were thanked by Len Cone (Planning and Development Services) for assisting with preparations for a conference.

Michelle Guarino and **Tora Taylor-Glover** (both Police) were thanked by Gilbert File for acting quickly and making every effort to be helpful.



wellness@work

UNC HEALTH CARE | FAMILY MEDICINE

TOWN OF CHAPEL HILL

Lunch and Learn: Unwrap the Gift of Financial Confidence

will be held at noon on Thursday, Dec. 14, in the Public Works conference room. Learn about conscious spending, saving, budgeting and more. The presenter will be Julia Held, marketing specialist with Community Home Trust. Lunch will be provided. RSVP by 5 p.m. Tuesday, Dec. 12, to Liska Lackey at llackey@email.unc.edu or 919-968-2796.

Telemedicine is now available!

Access it any time at www.mdlive.com/ ncvideodoc.com or 888-657-9982.

Board-certified physicians can diagnose minor ailments such as allergies, sore throat, respiratory infections, etc. Please have your insurance card when you call. There is a consultation fee of \$20.

Get your flu shot! If you missed the flu shot clinics, it's not too late. Come to the Wellness Clinic during walk-in hours or schedule an appointment at a time that's convenient for you. View the walk-in hours or make an appointment at chapelhillwellnessatwork.org.

Need to drop a few pounds before the holidays?

The Wellness@Work Program can help! The clinic's weight management program offers one-on-one coaching and support from clinic staff. The Clinic Dietitian can also offer help with nutrition-related issues. For more information about clinic programs, contact Liska Lackey at llackey@email.unc.edu or 919-968-2796. Join our Weight Watchers group. Contact **Angie Turner** (Public Works) for details at aturner@townofchapelhill.org or 919-969-5113.

An End to Smoking after Relapse

Bobby Bratton (Stormwater) joined the Wellness@Work program two years ago to stop smoking. He remained tobacco free for eight months, but relapsed last year when his 17 year old dog passed away.

In April, Bobby decided to try again. He met with Tobacco Treatment Specialist Barbara Silver, and together they decided he might benefit from tobacco cessation medication Varenicline (Chantix) to help with cravings. This did the trick, and he has been tobacco free since May 8, 2017, the day after the Nicotine Department Program Fundraiser. That evening had a big impact on his decision as he listened to stories of others becoming tobacco free and reaping the benefits.

Bobby notices his savings growing now

that he no longer spends \$160 on cigarettes every month. Now he can pay off his truck loan sooner and he and his

wife can go to more concerts. He can sit through a whole concert now without leaving every 20 minutes to smoke.

Bobby works out on a regular basis and is able to run on the treadmill without any shortness of breath. He is grateful for free tobacco cessation medications and for support from his counselor.

If you are interested in becoming tobacco free, contact Barbara Silver at 984-974-8455; barbara_silver@med.unc.edu.



HEARD AROUND THE OFFICE

They were returning from Starbucks:

Christina: Did that barista really say, "large latte with a shot of salmonella?"

Beth: Hmm. I think he said – with a shot of some vanilla.

— submitted by Catherine Lazorko (CaPA)

Bergen: "... so for the meeting today I think we have everything we need."

Aaron: "Great, that makes everything much easier."

Bergen: "Yeah but there are a lot of materials. So I have a car today to drive to carry things."

Aaron: "Oh yeah, oddly enough my wife did not need her car this morning and so I have a car today as well!"

Bergen: "Good. I guess we will be able to get everything to the meeting site."

— submitted by Len Cone (Planning and Development Services), who is happy that two staff are discussing that they drove a car to work—as an exception to the rule!

CYBERSECURITY TIPS



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