

**OFFICE OF THE OMBUDS  
CHAPEL HILL, NORTH CAROLINA  
Quarterly Report  
October 2015 – December 2015**



The Town of Chapel Hill Ombuds program provides a safe place for employees to share their concerns and explore strategies to informally resolve issues and concerns. The Ombuds program provides space for delicate questions or difficult issues when other outlets are difficult to find.

Abiding by the tenets of the International Ombudsman Association (IOA), the Town of Chapel Hill Ombuds program operates in a manner consistent with the 4 standards of practice: **confidentiality, impartiality, independence, and informality.**

Contacts this Quarter (2015)	Employee Concerns										
<p><b>78%</b> Employees of the Town of Chapel Hill</p> <p><b>22%</b> (Non-employee) Residents, visitors, clergy, or business owners in Chapel Hill</p>	<p>41% Career development</p> <p>38% Interpersonal relations</p> <p>8% Seeking policy clarification</p> <p>7% Seeking information</p> <p>6% Disciplinary action</p>										
<p style="text-align: center;"><i>How we spent our time:</i></p> <table border="1" style="margin-top: 10px;"> <caption>How we spent our time</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Administrative</td> <td>~5%</td> </tr> <tr> <td>Training</td> <td>~10%</td> </tr> <tr> <td>Meetings</td> <td>~20%</td> </tr> <tr> <td>Visitors</td> <td>~65%</td> </tr> </tbody> </table>	Category	Percentage	Administrative	~5%	Training	~10%	Meetings	~20%	Visitors	~65%	<p style="text-align: center;"><b>Non-employee Concerns</b></p> <p>56% Clarity of Town’s rules/policies</p> <p>30% Seeking referral information</p> <p>14% Difficult Conversations</p>
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Administrative	~5%										
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## Trends this Quarter

- Employees continue to express their desire to expand their talents, skills, knowledge, and abilities in areas beyond their department to better serve the community;
- Employees express concern at the disconnect between Town policies and how policies are administered in their individual departments;
- Employees are interested in seeing organizational values applied consistently and equitably in everything the town does;
- Extensive work this quarter in helping employees to identify their personal accountability in resolving conflict;
- Employees are excited that more training opportunities are being made available but concerned that they will not be allowed to participate due to schedule, role, and appearance of favoritism;
- Employees are referring other employees to our office in larger numbers than previously seen.

## REPORTS

If you have any questions, or are interested in the Ombuds visiting with you and your department to discuss this report further, please do not hesitate to contact us at the number below or by email at [ombuds@townofchapelhill.org](mailto:ombuds@townofchapelhill.org).

For 2016, the quarterly reports will be available:

- April 2016
- July 2016 (Annual Report)
- October 2016

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