



TOWNtalk

A newsletter for Town of Chapel Hill employees

October 2012
Vol. 9, No. 2

www.townofchapelhill.org

On the Front Burner



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A few months ago, when I saw the results of the biennial Community Survey that we conduct every two years, I was struck by two things: first, I thought the information gathered through the survey spoke volumes about how our residents view the way the Town delivers services and the high level of satisfaction residents have about living in Chapel Hill. Second, given the value of that information (www.townofchapelhill.org/survey), I thought it would be a good idea to engage our employees in much the same way in order to learn more about their perspectives regarding the Town as a place to work. To accomplish that, the Town will soon be partnering with the UNC School of Government to conduct an Employee Engagement study which will include interviews with a small number of employees and a survey sent to all employees, permanent and temporary. The Workforce of the Future initiatives we currently have underway (Class and Compensation study, policy development and performance management and development) are in response to the concerns I've heard employees express during my time as Town Manager. I am interested in whether you see it that way and in your perspective in general about the Town as a place to work.

More details about the study are included in the section of this issue

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Mark Bayles

Joined Town: Feb. 14, 1984

Title: Interim Library Director

Mark Bayles has been appointed interim director of the Chapel Hill Public Library. Mark was hired as public services librarian on Feb. 14, 1984, and became assistant director of the Chapel Hill Public Library in August 2006.

As interim director, Mark will oversee the Library's move into its expanded facility at 100 Library Drive in early 2013. (see story on pg. 2) He has committed to serving once again as the chair of the Town's Combined Campaign, which raised \$20,000 last year.

Mark was born in Tucson, Ariz., and raised in Transylvania County, N.C., and attended Brevard High School. He received a bachelor's degree in business administration from UNC-Chapel Hill in 1973 and a master's degree in library science from UNC-Chapel Hill in 1977. He has served as the assistant director of the Fontana Regional Library (serving Swain, Macon and Jackson counties in North Carolina) from 1977 to April 1980. He was the Swain County Librarian from 1980 until April 1983.

He is married to Martha Brown, co-owner of Total Rehabilitation Inc. a Chapel Hill business since 1995. He has one daughter, Hannah Bayles, completing her senior year at UNC-Asheville and majoring in business

Value in the Spotlight

Responsibility



Catherine Lazorko photo

management. When not managing the library, he is an avid tennis player and motorcycle enthusiast.

"I have great confidence in Mark's ability to manage our library with assistance from our excellent team of librarians. We will work closely with Mark, the library team and the new library construction team to continue to plan for and execute that transition early next year as scheduled."

—Town Manager Roger L. Stancil

COMING UP

Sunday, Oct. 7: Festifall Arts Festival, noon to 6 p.m., W. Franklin Street.

Thursday, Oct. 11: Shred-A-Thon, 10 a.m. – 2 p.m., University Mall parking lot.

Saturday, Oct. 13: Shred-A-Thon, 10 a.m. – 2 p.m., Hampton Pointe Shopping Center behind Home Depot, Hillsborough.

Saturday, Oct. 20: Morgan Creek Festival, 1-5 p.m., N.C. Botanical Garden, 100 Old Mason Farm Road



Festifall has local arts, music, food and fun for the whole family!

www.townofchapelhill.org/festifall

In Brief



First cousins Elliott James Karpinos (left) and James Henry

Gotscik Karpinos, met each other when they and their parents came to North Carolina to visit grandparents **Ralph Karpinos** (Attorney) and Carolyn Karpinos.

Employees can access the intranet (internal) page from home (or anywhere they have Internet access) and not have to go to the Internet (public) site. The link is: <https://intranet.townofchapelhill.org>



POLICE PROMOTIONAL CEREMONY—The Chapel Hill Police Department held a promotional ceremony in the Council Chamber on Sept. 26 to recognize the promotion of Sgt. **Gabe Shinn**, who previously managed the K-9 Unit. Pictured here is (l-r) Superior Court Judge Allen Baddour, **Chief Chris Blue** and **Sgt. Shinn**.



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Editorial/Graphics: Catherine Lazorko,
Melanie Miller

Public Library Expansion Project

The expanded Library—more than doubling its size to 62,500 square feet—will be a place for the community to gather and to connect. Construction is expected to be complete by Jan. 30, 2013. This new state-of-the-art facility will be a visible symbol of the Town's commitment to progress, education and lifelong learning.

One of the major benefits will be the addition of new meeting space. The library's meeting room space will increase from 1,000 to 5,200 square feet. The new meeting space includes two large meeting rooms, two large conference rooms, one quiet reading room, and expanded public computing services. There will also be a new teen room, five study carrels, and two group study rooms and expanded leisure reading and study areas. The space for housing the libraries collections will nearly double in capacity. Wifi will be available in all areas of the library.

The \$16.23 million library project is managed



by a Public Works team comprising **Lance Norris, John Newark, Curtis Brooks, Jay Gibson** and **Bob Godding**. The construction contract was awarded to Clancy & Theys, which is currently managing the project site.



If you are a regular full time or part time employee and want to sign up for the **KINETIX GYM MEMBERSHIP** contact **Jim Orr** (Parks and Recreation) at 919-968-2849 and he will arrange for a Kinetix representative to meet with you. Please do not go to the Kinetix locations to sign up at this time.

GET INVOLVED! VOLUNTEER AT PROJECT CONNECT! Project Connect Orange County is a one-day, one-stop center to link people experiencing, or at risk of experiencing, homelessness with a broad range of services. Volunteers are needed for the 6th Annual Project Connect, from 9 a.m. to 3:30 p.m. Thursday, Oct. 11, at Hargraves Community Center, 216 N. Roberson St. Spanish speakers are especially needed! For more information, visit www.phc-orange.org. Have questions? Please contact **Megan Wooley** at mwooley@townofchapelhill.org.

CELEBRATE ONE OF CHAPEL HILL'S NATURAL TREASURES—MORGAN CREEK!

Join the Morgan Creek Valley Alliance and the Chapel Hill Stormwater Management Division to celebrate from 1 to 5 p.m. Saturday, Oct. 20, at the N.C. Botanical Garden, 100 Old Mason Farm Road.

The free festival will feature music by Tim Stanbaugh and Friends. At 3 p.m., an indoor presentation on the natural history of Morgan Creek will be given by Johnny Randall, or festival attendees may join one of several guided hikes: exploration of Meeting-of-the-Waters Creek for kids and parents; a guided hike with Mark Chilton to learn more about historical mills of Morgan Creek; birding with New Hope Audubon's Tom Driscoll; or a guided plant walk with Dave Otto. Questions? Call Wendy Smith at 919-969-7246.



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Please recycle with white paper.



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Compliments



Joseph Ayscue (Public Works) was commended by John Greene for assisting with quickly restoring electrical service to an OWASA pump station facility.

Jason Bean (Police) was thanked by Shawn Slome for resolving a theft. "Please thank Officer Bean on my behalf for his humanity and for his service to our community."

Jeanette Coffin (Manager) was thanked by **Vanessa Tart** (Business Management) for submitting photocopies of receipts to make the P-card process easier. "If we had a "good egg" award, you would definitely get one from us!" Jeanette was also commended by Kendal Brown for her "positive attitude and beautiful smile."

Denice Evans (Transit) was complimented by Samantha Hawkins for her professional and calm handling of an angry passenger. "I would just like to say that I feel Denise handled herself very professionally."

Tracey Harris was thanked by Nellie Fordham, a disabled passenger, for picking her up as she was walking toward a bus stop.

Michael Hayhurst (Transit) was complimented by Michael Jay for being polite, friendly and professional. "After a long day at work, seeing a bus driver with such a great, customer-oriented attitude brightened my day and made the trip most enjoyable."

Latosha Mabry (Transit) was commended for going the extra mile for passengers. "Well done Latosha!"

Darren Purdee (Transit) was thanked by Jane Pickhardt for assisting her daughter in finding the right bus to go to Southern Village.

Leo Vereen (Police) commended the **Police Department** for excellent teamwork in responding to an incident at Highgrove Drive. "All of you jumped in and began doing what needed to be done without anyone giving you detailed guidance. Thank you all for providing a high level of service!"

Who will you nominate? Due Friday!

Who will you nominate for the Cal Horton Service Award?

Do you have an outstanding co-worker? Make sure they get the recognition they deserve by nominating them for the Cal Horton Award. Download a nomination form from the Town Intranet (under All Documents) or contact Human Resource Development at ext. 2700. Return completed nomination forms to Human Resource Development by Friday, Sept. 28.

The program was established by Town Manager **Roger Stancil** and Cal Horton Service Award Program Committee members include **Loryn Clark** (Planning), **Deborah Squires** (Public Works-Engineering), **Andrea Judge** (Parks and Recreation), **Chris Blue** (Police), **Butch Kisiah** (Parks and Recreation), **Sheryl Sherman** (Transit), **Robert Bosworth** (Fire) and **Nate Davis** (Parks and Recreation).

The Cal Horton Service Award was initiated in 2006 when funds were raised by the community through the Foundation for a Sustainable Community Inc., a not-for-profit charitable

corporation under the auspices of the Chapel Hill-Carrboro Chamber of Commerce. The community raised the funds to honor the 16 years of service of Town Manager Cal Horton.

Nominees routinely go above and beyond job expectations, set examples for others in work ethic, attendance, personal values and relationships, and are respected by peers. Nominees must have worked for the Town for more than 10 years.

The recipient will be announced at the longevity breakfast at Hargraves Center on Dec. 7. A ceremony to celebrate with family and friends will be held in December.

Past Cal Horton Service Award recipients:

Nate Davis, 2011

Maggie Burnett, 2010

Jim Huegerich, 2009

Larry Stroud, 2008



On the Front Burner

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of TownTALK titled "Employment Engagement Study – Share Your Perspective." (see pg. 4) I encourage you to read more about what the study will entail and to participate when the time comes. Our employees are the Town's greatest asset, and your feedback is crucial to helping us create a workplace that truly exhibits RESPECT, that values all members of the Team and a place where we can have fun at work.

—Town Manager Roger L. Stancil

SMT Notes

An update of items recently discussed by the Senior Management Team (SMT) are available on the Town's Intranet and can be accessed from your Town computer. To access the notes, type in "intranet" in your web browser, click "Published Documents" on the left-hand side of the page, then "SMT Meeting Notes" under the "Teams" column. To stay up-to-date on other Town news and activities, subscribe to Chapel Hill eNews by emailing info@townofchapelhill.org.

Green Tips

The Policy and Strategic Initiatives team has launched a new project development approach called Energy Savings Initiatives (ESIs) which focuses on bringing appropriate staff together to identify and advance energy and cost-savings opportunities within our facilities.

The first ESI took place in mid-September at the Homestead Aquatics Center. **Robb English, Jim Orr, John Newark, Forrest Heath, and Brian Callaway** gathered to brainstorm several projects and operational modifications that could take place at the facility.

Other ESI projects in development include more efficient lighting in the Fire Station 5 garage, LED lighting in the Council Chamber and LED lighting in the Community Center and Hargraves Gym.

If you have an idea for a possible ESI at your facility or questions, please contact Brian Callaway, the Town's new Energy Management Specialist, at 919-969-5008 or bcallaway@townofchapelhill.org.

Share Your Perspective

EMPLOYEE ENGAGEMENT STUDY— SHARE YOUR PERSPECTIVE

The Town of Chapel Hill is partnering with the UNC School of Government to conduct an employee engagement study about the Town of Chapel Hill workplace. The study will have two parts: in-person interviews with a small, random sample of employees (between 15 and 30) followed by a survey of all employees.

This study is important on several fronts. As you know, the Town is currently engaged in several initiatives in response to employee feedback about organizational policies and procedures, compensation and classification, and employment performance management and development. The study will solicit employee perspective on these topics so we can measure the effects of changes made over time. Additionally, we are interested in learning more about employee morale in the workplace in general, including your perspective on how the organization values you as an employee and team member.

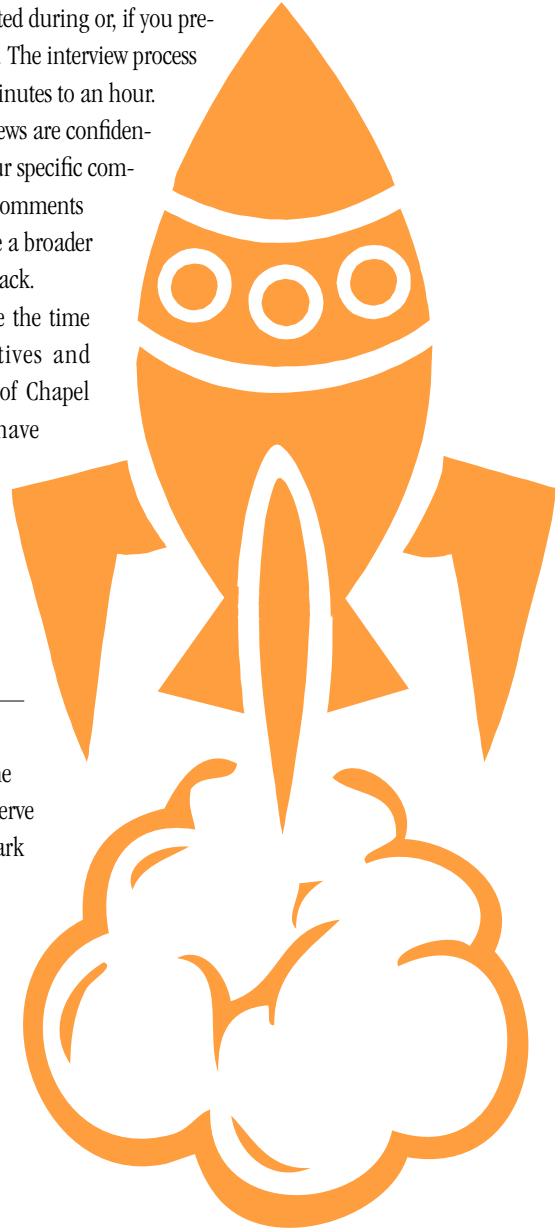
We are working with UNC School of Government Professor Leisha DeHart-Davis to conduct the study.

Over the next eight weeks, she will be contacting a random sample of employees to schedule in-person interviews. Following the interview process, there will be an email/mail survey of all Town of Chapel Hill employees.

Participation in interviews is voluntary.

Interviews can be conducted during or, if you prefer, outside of work hours. The interview process should last between 45 minutes to an hour. Keep in mind that interviews are confidential: no one will know your specific comments; rather, employee comments will be grouped to provide a broader picture of employee feedback.

We hope you will take the time to share your perspectives and help improve the Town of Chapel Hill workplace. If you have any questions about the study, please contact Jason Damweber at jdamweber@townofchapelhill.org.



A Message from the Class and Comp Project Team:

Thank you for your hard work on the Classification and Compensation study over the past several weeks! We greatly appreciate you getting the Job Description Questionnaires and Job Evaluation Manuals finished and submitted. This was a big undertaking, and we are pleased that the data collection process went smoothly. All questionnaires and job manuals have been submitted to Human Resource Development and are en route to the consultants for review.

Next steps for the Classification and Compensation Study:

- The market analysis is now underway and should be completed by the consultants in October. The Senior Management Team, the Project Team and the Manager went through the process with the consultants of selecting the peer group that will be used for the market analysis

and we think that the group selected will serve as effective benchmark organizations.

- The Council will discuss the project and focus on key questions concerning compensation philosophy at a work session on Oct. 17. Please stay tuned for more details on the work session.
- The project is scheduled for completion in November.

If you have questions or concerns, please contact classandcomp@townofchapelhill.org.