

TOWNtalk

A newsletter for Town of Chapel Hill employees

March 2005
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www.townofchapelhill.org



A Short Report

BY CAL HORTON, Town Manager

The Council has made progress in its budget review work. Council Members and members of the special Budget Review Committee met on Feb. 24 to receive the first progress report from the management consultant, Ken Murray of Maximus.

Murray reported that "Town personnel have been extremely helpful and are seeking opportunities for improvement. Overall, the Town appears to be operating at or above industry practices in many areas." Murray also observed that there is a "strong commitment to customer service, both organizationally and individually." In addition, he commented on his company's review of the compensation reports prepared by the Town's Human Resources Department, stating that the work was "excellent; at the state-of-the-art for the public sector."

All of the materials being presented to the Council as a part of the budget review are available on the Town's website. The budget committee and the consultant will make their final reports to the Council on April 11.

I appreciate the excellent cooperation of all employees who have been asked to provide information for the management review, both in writing and in interviews. Please continue to do all that you can do to help the Council as they wrestle with difficult budget decisions.

"Know Your Numbers"

(That's blood pressure, blood sugar and cholesterol). This Lunch & Learn workshop by Pfizer Inc. will be held from 1 to 2 p.m. March 15 at the Chapel Hill Public Library. Lunch will be provided to pre-registered participants. Call 968-2700 to register no later than 5 p.m. March 10.

Jackie Thompson

Housing Officer II

Joined Town: 1988

Department: Housing

Duties: Serves as central point of contact for more than 300 families who live in Chapel Hill Public Housing, oversees the annual recertification process for residents, attends Small Claims Court and District Court for lease violations, and assists residents with relocation during major public housing renovations.

Personal: A busy mother of two daughters, Brittany, 12, and Kristin, 7, Thompson somehow finds time to serve on many Town and community boards.

She serves on the Employee Forum, the Headstart Policy Committee and Volunteers for Youth. She is active in Girl Scouts and with her church, Hickory Grove Missionary Baptist Church, where she sings in the choir, serves as secretary for Sunday School and serves on the First Aid Committee. In her free time, she enjoys reading, visiting with her family and beach trips. A native of Richlands, N.C., she and her husband, Tony, live in Carrboro with their daughters.

In the Spotlight



Philosophy: "In Town service, you really have to like people because it's all about helping others. I enjoy working with all types of people and learning about their differences."

Nomination Quote: "Jackie is a hard working employee who is dedicated to her work and providing the best service possible," said Housing Director Tina Vaughn. "Over the years, I have come to respect and admire Jackie for her community involvement and her care and concern for others."



Spring Holiday - March 25
Apple Chill Festival - April 17
Renaming of Airport Road - May 8

The annual **Orange County Egg Hunt** for children ages 2-10 is set for 9:30 a.m. to noon Saturday, **March 19**, at Riverview Park behind the Orange County Courthouse in Hillsborough. Hundreds of children are expected to participate in the free celebration, sponsored by parks and recreation departments from Chapel Hill and Carrboro, and Orange County. Information: 968-2728 or wtilghman@townofchapelhill.org

In Brief



Toni Pendergraph (Attorney's Office) completed the Paralegal Certificate Program at Duke University on Jan. 20. The 16-week comprehensive program included 200 hours

of instruction in Core Paralegal skill training along with four substantive courses in Criminal Law, Contract Law, Property Law and Tort Law which were taught by lawyers. "On the first night of class we were told that the curriculum would be challenging, and it truly was," said Pendergraph, who aced the course.



Roger Waldon (Planning) has announced that he will retire effective June 1. The Town planning director will begin a new career as a private planning consultant. In addition to his 21

years with the Town, Waldon's community service has included election to the Chapel Hill-Carrboro School Board and work with a variety of community organizations. Town Manager Cal Horton will make a decision about interim leadership for the Planning Department soon.

Many Town employees have been hit with the flu that's been going around. At **Parks and Recreation**, commendations were sent by Director Kathryn Spatz to **Felix Drye, Nicholas Propst, Cheng Yin Fan** as well as temporary employees **Abby Brown** and **Josh Jonassaint** for not only keeping the facility functioning but



Editing and Layout: Catherine Lazorko
Proofreaders: Carol Abernethy and Ted Hobgood
Contact: clazorko@townofchapelhill.org
 919/968-2893

also making patrons feel welcomed and at home at the center. "All five did yeoman's work this week," Spatz said. "We couldn't succeed without them."

Human Resources announces that employees may sign up for Voluntary Short Term Disability Insurance during enrollment sessions set for noon to 3 p.m. Thursday, March 10, in the Sanitation Conference Room at Public Works, and from 9 a.m. to noon Friday, March 11, at the Human Resources Training Room in Town Hall. Employees will be required to complete a Proof of Health Form if they do not currently have Symetra voluntary disability insurance. A presentation will be made by Rufus Langley of Symetra.

Chapel Hill Public Library Directory Kathy Thompson reported that circulation edged over 2,900 the day before snowfall on Jan. 29. Circulation for a Saturday is normally about 1,900. "In Chapel Hill prior to a snow storm, it is 'bread, milk and BOOKS!'" Thompson said.

Employees are invited to submit their art for display at the **Town Employee Art Exhibition** scheduled in Town Hall from June 17 to Aug. 12. Submissions are due on June 14 to Kate Flory of the Public Art Commission in Town Hall. The show features work of employees and their family members. For more information, call Kate Flory at 968-2888 ext. 377.

Step It Up! program participants are reminded that summary sheets are now due to Healthy Balance Team leaders. This summary will cover the second quarter, which is Nov. 22, 2004, through Feb. 7, 2005.

The Chapel Hill Public Library is offering **free computer classes** in March and April. Classes will be taught by UNC volunteers from 8:30 to 9:30 a.m. during the week in the Library's computer lab. Topics range from computer and Internet basics to tax resources and on-line genealogy searching. Some classes will be presented in Spanish. To review the offerings and to register: www.lib.unc.edu/instruct/chpl_unc/

TOWNtalk is a publication for and about Town of Chapel Hill employees. It is published monthly September through June on recycled paper (100 percent post-consumer fiber).

New Employees:

New Employee Orientation is scheduled for 8:30 a.m. to 12:30 p.m. Wednesday, March 16, in the Human Resources Training Room of Town Hall.

Justin Lanning (Fire), Firefighter
Zachary Lindsey (Fire), Firefighter
Brian Parker (Fire), Firefighter
Eric Taylor (Fire), Firefighter
George Powell (Housing), Maintenance Services Manager
Mary "Len" Cone (Transportation), Marketing and Outreach Coordinator

Retirees:

Bill Minton (Fire), Fire Captain
 (9/10/79 - 8/22/97 and 10/1/98 - 2/28/05)
Carl Moraven (Police),
 Police Lieutenant (11/15/76 - 8/3/79
 and 3/9/81 - 2/28/05)

Compliments



The **Inspections Department** received high praise on Feb. 15 from Stephen J. Manton of ESM Associates of Chapel Hill. "I do appreciate the staff being so ready to hear from a concerned citizen and real estate developer, and being able to filter through the levels of discussion and bring a conclusion that is reasonable and appreciated," Manton wrote. "More often than not the town and the various departments are the brunt of lots of criticism and I just found this incident could not have been handled more professionally.

Michael Whitmore (Housing) was thanked for attention given to repairing a furnace in a resident's home. "Your willingness to get to the root of the problem was greatly appreciated," wrote Dana Brower on Jan. 29. "In the 18 years I have lived in this apartment the heat has never worked better than it does now."

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Town of Chapel Hill
 306 N. Columbia St.
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