



TOWNtalk

A newsletter for Town of Chapel Hill employees

February 2008
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www.townofchapelhill.org

A Short Report

By Roger L. Stancil,
Town Manager

With the transfer of Landscaping Services from Public Works to Parks and Recreation, effective Feb. 1, we have moved down the road to reaching our organizational objectives outlined in the June 21, 2007 Organizational Roadmap I discussed with the Council and sent to all Town employees.

Over the coming year, we will achieve additional organizational realignments, including the coming together of Engineering and Public Works and the creation of a sustainability function within the Town organization. These changes, as with others accomplished to this point, will be achieved with input and leadership from those affected. Our goal is to create a more efficient organization, increase our communication about the services we provide and reflect the priorities of the Town Council.

Following is a summary of other organizational initiatives achieved and underway:

- Effective July 1, Sabrina Oliver became the director of Communications and Public Affairs, combining the responsibilities of the Town Clerk's Office, the Public Information Office and website management. This centralizes and focuses the Town's official communication and information link with the community.
- With the appointment of Valerie Meicher as director of Human Resource Development, we began the transformation of this department's focus to include organizational development in partnership with other departments.
- As Ken Pennoyer began work on Feb. 4 as director of Business Management, we begin to integrate finance, information technology, budgeting and business planning as strategic business support functions in the Town's management.

Following the Public Works/Engineering/Sustainability changes, generally planned to be effective by the end of 2008, we will have two other realignments on the horizon for 2009 and beyond:

- Combining Housing and Community Development to emphasize the Council's priority on affordable housing and ending chronic homelessness. This organizational entity will focus on strategic actions to address these issues.
- Creating a Cultural Arts entity, aligning public art, parks and recreation and library services. Stay tuned and get involved with the discussions that affect you.

Ed Brooks

Duties: As a Patrol Sergeant, Brooks is responsible for giving out daily assignments and supervising, coaching, and mentoring a platoon of 7 to 12 officers. One platoon answers from 15 to 40 calls every day, including property damage, vehicle accidents, and domestic disturbances. As a supervisor, Brooks observes officers at work and goes on calls for break-ins or domestic disturbances in progress or serious accidents involving personal injury. He also deals with citizen concerns about interactions with officers.

Brooks began working with the Town in 1985 and was promoted to Patrol Sergeant in December 2005. Brooks likes his co-workers and enjoys working with citizens. He wants people to have a peaceful resolution, and doesn't like it when people walk away unhappy. Even though being a police officer involves unpleasant experiences, he says his job is overall more good than bad.

Personal: Brooks' wife Rita is a Regional Operations Manager with RBC Centura in Chapel Hill. He attends the Eagle's Nest Christian Fellowship in Raleigh, where he is Head Deacon. He enjoys hunting and attending sporting events, including college and professional basketball and football. Brooks started weightlifting in junior high school and began competing in powerlifting in 1985. He has won several state, national and world powerlifting bench press titles. In November, he was inducted into the North Carolina Weightlifting Hall of Fame. Only one

Value in the Spotlight

ETHICS

responsible conduct • transparent • lawful • clear manner of business
controls in place • self-disciplined • protect public assets



or two people are inducted into the Hall of Fame every year, based on character and weightlifting accomplishments.

Our Value: Police Chief Brian Curran says, "Sgt. Ed Brooks has been a loyal, dependable and ethical employee at the Chapel Hill Police Department since he began working here in 1985. I can always count on Ed to do his best for the citizens of Chapel Hill and for his brother and sister officers here at the department. We are fortunate to have him on board."

COMING UP

Feb. 18: Presidents' Day (not a Town holiday)

Feb. 29-March 2: Library Book Sale

March 2: Community Dinner, 1 p.m., McDougle School. Information:
www.communitydinner.org

March 21: Good Friday (Town holiday)

March 26: Public Forum on Town Budget, 7 p.m., Town Hall Council Chamber



February is Black History Month. Learn more about the African American community in Chapel Hill by visiting the Black History Month exhibit at Town Hall, on display through early April.

In Brief

Jeff Clark (Police) graduated Cum Laude from NCCU on Dec. 15, 2007 with a Bachelor's Degree in Public Administration. He will begin graduate studies in Public Administration at NCCU in January 2008. His family is very proud of him!

Clay London (Fire) will be promoted from Master Firefighter to Fire Equipment Operator effective Jan. 28. London is a NC Level II Firefighter, USAR Tech, Haz Mat Tech, Emergency Vehicle Driver and has completed the Apparatus Operator course.

Retired Chapel Hill Police Detective **J. D.**

Parks was honored on Jan. 8 in a ceremony in Cary for his 14 year involvement with the Special Olympics Law Enforcement Torch Run. Parks has hosted numerous events and was instrumental in organizing a golf tournament which is now the largest Torch Run tournament in the state, raising over \$60,000 annually.



Wes Tilghman (Parks & Recreation) has been promoted to Supervisor for Festivals and Community Celebrations.

Wes has served as an Arts and Event Specialist since April 2001.

Wes is enthusiastic about the new leadership and direction for the department and says, "I'm a public servant at heart. I get a strong sense of accomplishment working for the greater good of the community."

Wes married Alice Williams in February 2007, and they live in Carrboro. He is the father of a bright and energetic 14-year-old, Garrett. Wes enjoys surfing, biking and coaching youth basketball. He contributes to his community through his church and other civic organizations.



TOWNtalk is produced by the Communications and Public Affairs Department
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Melanie Miller

Conserve water now.



Due to the ongoing drought, Chapel Hill is under Stage Two water restrictions. Long-term weather forecasts predict the drought will extend well into 2008. Take steps to reduce your water consumption by at least 15 percent.

- Get a free low flow showerhead from OWASA at 400 Jones Ferry Road, Carrboro. Older showerheads can use as much as 8 gallons per minute; new low-flow showerheads only use from 2.5 to 1.75 gallons per minute.
- Wash only full loads of clothes and dishes. If it's time to buy a new washer, opt for a water-saving front loader.
- Check your water bill every month for higher than expected water use, which may indicate a leak.

For more information, visit www.owasa.org.

There are **new ways to check voicemail** for phones at Town Hall, Public Works, Transportation, and Parks & Recreation Community Center.

To retrieve voicemail from home: dial your own number and press * when you hear your own greeting; then follow the voice-prompts to listen to voicemail.

To leave someone a voicemail (or to transfer a call to voicemail): dial an asterisk, then the extension (ex: *1234)

To be notified on your pager or cell phone when you have a new voicemail on your work phone: access your voicemail, select option-4 (setup options), then option-2 (message settings), then option-1 (message notifications), then follow the voice prompts to configure the device to receive notifications. When entering a phone number for the device, don't forget to include a "9" before the number. Also, you may want to choose to receive notifications on messages marked "urgent" rather than all messages.

Enjoy leap year a little more this year as the Feb. 29 payroll will be deduction-free for medical and dental insurance!

In August 2007, the Manager approved a change in Town policy to a twice-monthly deduction for medical and dental insurance cov-

erage. One happy result of this change is that we will periodically experience a third biweekly payroll in a month which will be deduction-free for medical and dental insurance. Surprisingly, this year one of those months is little February, thanks to the leap year. Happy 29th!

Free income tax assistance will be provided by The Women's Center, in partnership with the UNC-Chapel Hill Law School, from 5 to 7 p.m. on Wednesdays through April 10. There will be no session on March 13. Spanish translators will be available for some sessions. Assistance is available by appointment to those with incomes less than \$39,000 per year. The Women's Center is located at 210 Henderson St. For more information, contact Jennifer Grady at 968-4610, 1-888-669-4736 or everywoman@womenspace.org.

Volunteers are needed to assist people with disabilities in an Adaptive Aquatics Class that meets from 6:30 to 7:15 p.m. on Tuesdays at Chapel Hill Community Center. Volunteers work one on one or with small groups. A seven-week commitment is needed, from Feb. 5 through March 18. No teaching experience is necessary but you should be comfortable in the water. For more information, contact Marian Kaslovsky at 968-2787 ext. 217 or mkaslovsky@townofchapelhill.org.

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Please recycle with white paper.



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Compliments



Paul Azzu (Transit) was complimented by Sally Efirid for his good customer service. “Just wanted to say that he is one of the friendliest, most helpful drivers I’ve ever encountered, and I’ve ridden the bus for 15 years!” Azzu also received compliments from Anne Rain Tanner for being polite and friendly to passengers. “He has really stood out to me as an excellent driver because he is always very polite and seems to really enjoy his job and interacting with students and others riding the bus.”

William Rider (Transit) was commended by Gabrielle Scronce for his friendly service. She loves riding the bus when he drives and says it is a pleasure to ride with him.

Raymond Weston (Transit) was complimented by Donna Rogue for his pleasantness and friendly greetings to each of his passengers. “He keeps his bus clean, is always on time and is an outstanding driver!”

Ruth Gibson wrote to express her appreciation for **Chapel Hill’s public transportation**. “I think the buses are really a great way to get around and the bus stops are most convenient—I like the seating available at the bus stops, too! . . . Well done!”

Denys Vielkanowitz of NCDOT Traffic Engineering wrote to thank **Town employees** for their assistance with completing the Superstreet project at the intersection of 15/501 and Erwin and Europa Roads. “I am pleased to inform you all that in the two days that the Superstreet has been open, traffic conditions have been significantly improved in the vicinity of Erwin / Europa Roads.”

SUBMIT YOUR NEWS AND PHOTOS to TOWNtalk! The next deadline is March 3 for the March issue, distributed on March 14 with the biweekly payroll. Send submissions to publicaffairs@townofchapelhill.org or call 968-2743.

AFLAC ENROLLMENT

This is your chance to pick up additional protection through Aflac! Enrollment begins Monday, Feb. 11. Check with your department for times and dates.

Don’t miss your opportunity to get additional protection for you and your family! Make an appointment today to meet with Nancy Cox, our Aflac agent and learn how Aflac can benefit you and your family. Nancy will have forms for Wellness Benefits available for those that already have Aflac and who have not submitted for cash back. Now is the time to make any changes to your Aflac plans during open enrollment.



Employee Forum

The budget season is under way. This is the time of the year that departments are reviewing their current budgets and considering changes for the next budget year. The Town Council will hold a retreat, work sessions, forums and hearings from Jan. 11 through the early part of June. Contact your Employee Forum representative (see Employee Forum in the January issue of *TOWNtalk*) with ideas or suggestions for our participation in this important process.

The Employee Forum has elected new officers for 2008. The new Chair is **Kay McDaniel** (Public Works); the new Vice-Chair is **Amy Oland** (Finance); and the Secretary position will be shared by **Heather Robinson** (Fire) and **Lauren Draughon** (Engineering/Stormwater Management).

The Employee Forum meets on the second Thursday of every month. If you have issues, concerns or questions that you would like to be addressed during these meetings, please bring them to your representative. We want to know what’s on your mind.

Recycling

Recycling from government buildings is now easier! The Government Building Recycling Program has changed. Instead of having to separate white office paper from other types of office paper, all types of office fiber can now be combined into one container labeled “mixed office paper.” This new system of mixing white office paper with other office fiber makes recycling easier and collection more efficient. You can also add chipboard such as cracker boxes with liners removed or notepad backs with the adhesive area at the top removed. Continue to separate newspapers, magazines and phone books in their own separate container. Corrugated cardboard should be flattened, contents removed and boxes taken to their designated recycling container as always.

Each year almost 90 tons of paper, cans and bottles are recovered from government buildings in Carrboro, Chapel Hill, Hillsborough, OWASA and Orange County. Waste audits have shown the volume of recyclables remaining in the trash to have dropped as low as 10 percent in some departments. If you need a deskside bin or new brochure about the program or if you think your department needs help with recycling, contact us at 968-2788 or recycling@co.orange.nc.us. We can achieve zero recyclables left in the garbage.

— Blair Pollock (Orange Community Recycling)

News from Human Resource Development

Employee Assistance Program

The Town of Chapel Hill has a new provider for our Employee Assistance Program (EAP), Frank Horton Associates, LLC. The change was made to better serve our employees as well as their family members.

The EAP is a confidential service that gives you and your dependent family members a chance to talk with a licensed counselor about issues that are of a concern and talk about strategies on how to address those issues.

The EAP offers assessments, problem solving counseling and referrals to resources or treatment providers. This service is offered as part of your benefits package, and it is offered at no cost to you. The only way you can incur a cost is if you need additional services, which are beyond the scope of the EAP. In most cases, the counselors are able to identify a treatment provider who works with your health insurance benefit.

You and your dependents can be seen at the EAP for just about any reason. Some of the more common issues include: relationship problems, parenting concerns, grief, low self esteem, high stress, depression, addictions or work related issues. If you are concerned about a personal or work issue, the EAP offers a safe place for you to discuss any of your concerns and determine an appropriate course of action.

In addition to counseling, the EAP is a place for you to turn to when you need infor-

mation about other kinds of resources such as debt management, childcare, eldercare, domestic violence or legal matters. Online information and resources can be found at www.fhahelps.com.



All the counselors are master's level professionals, who are certified by the State of North Carolina. You can generally schedule an appointment within a few days of your call. If it is an emergency, a counselor is on call 24 hours a day and can respond to your call the same day. The EAP adheres to very strict confidentiality

guidelines and professional standards.

To make an appointment with a counselor, just call the EAP at 919-850-3410 or toll free at 1-800-326-3864. The intake coordinator will schedule a private session for you to talk with a counselor. If you have questions about the EAP, please feel free to call one of the Human Resource Development Department team members. They can be reached at 968-2700.

At the EAP, all concerns are addressed seriously and thoughtfully. Any problem can be worked through. The earlier it is addressed, the easier it is to resolve. When one of life's issues is concerning you, do not hesitate to take advantage of your benefit—a visit to the EAP.

Introducing Our Partners

Town employees will begin to see additional services from the Human Resource Development Department this year as the department transitions to a new partner service-delivery model.

“Changing to a new partner focused service-delivery model will help us meet two specific, long-term department goals,” says Valerie Meicher, Human Resource Development Director. “Our first goal is to provide a broader range of services and solutions for our partners throughout the town. Second, we are striving to radically improve our effectiveness and efficiency in processing transactions.”

The department intends to meet its goals by having a “Partner” assigned to each Town department. The Partner will deliver all services to that department's employees and leaders. The model allows for better use of HRD team members, who will no longer be working primarily on routine transactions. Instead, they will be focused on achieving long-term hiring and staff-retention goals, establishing career and development opportunities, and providing services and information to our employees.

Partners for each Department are:



Camellia Brooks-Brooks:
Inspections, Planning, Fire, Communications and Public Affairs



Lisa Edwards:
Transit and Police



Wendy Walsh:
Parks & Recreation, Public Works, Business Services, IT, Library, Engineering, Housing



For questions or to contact the HRD Partner for your department call 968-2700.