



TOWNtalk

A newsletter for Town of Chapel Hill employees

April 2013
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www.townofchapelhill.org

On the Front Burner



Column from Town Manager
Roger L. Stancil

On March 25-26, the Senior Management Team spent some time learning a little more about each other and how our various leadership styles can complement each other as we continue to build a strong Team. We acknowledged our shared Responsibility to take ownership for our roles in creating and leading an excellent Town Team as well as managing our individual departments.

Using our shared Values of RESPECT as our foundation, we focused on how we can learn from each other and offer the same opportunity to people we work with in our departments. We recommitted ourselves to constructive dialogues with more clear goals and expectations to help us better understand our roles in our workplace.

I promised to the senior managers and I promise to you that I will work hard to clarify expectations and that I will invite questions and feedback. I asked that they, and you, practice our curiosity skills.

I like what the Ombuds have to say elsewhere in this newsletter about creating a place where we want to work. Read about Rae Buckley in this newsletter and her new assignment in making these dreams come true.

As we continue to develop our organization, we will find ways to connect Talent with Opportunity and find ways to train our Talent to be ready when Opportunity knocks. For those of us who work here now, our legacy will be mutually designing a workplace founded on RESPECT that we can pass on to those who follow us.

What will you do today to make this the kind of place you want to work?

Rae Buckley

Organizational Effectiveness Coordinator (Policy and Strategic Initiatives Department in the Manager's Office)

A familiar face in a new role, Rae Buckley is ready to help employees understand and engage in the Town's strategic objectives as the Town's first organizational effectiveness coordinator.

Rae was hired as a housing and neighborhood services planner in 2004, and became a special project planner for Human Resources in 2011. She credits these experiences as preparation for her new role because she intends to take a community development approach by identifying stakeholders and working collaboratively to develop solutions.

Her position was created to help the Town address external and internal changes. As Organizational Effectiveness Coordinator, Rae will look at these changes with a focus on Town employees. "We as an organization cannot be effective unless we consider the people side of change," she said. "If we are going to be a nimble and adaptable workforce we need to engage all employees at every level, especially employees in the field and who work directly with the public."

One of the first priorities for Rae is to build and strengthen communication channels inside the Town. She has started a twitter account called @TOWNtalkCH for social media users and has also begun to work remotely in the break areas of Transit and Public Works in order to meet

Value in the Spotlight

Professionalism



Allie Moore photo

employees outside of Town Hall and learn more about the work of the Town.

Another focus of the organizational effectiveness coordinator position is to connect talent with opportunities. By looking at the skills of employees and moving them in a way that maximizes their abilities for the organization Rae said the Town is trying to create a culture where employee talent is recognized and cultivated internally.

A New Jersey native, Rae moved to Chapel Hill in 2002. Rae and her husband Bill have two children, ages 3 and 6. She mentors through Connected Women of North Carolina and will serve a term on the Board of the Orange County Rape Crisis Center starting in June.

—Allie Moore, CaPA

COMING UP

Saturday, April 20: Library grand re-opening celebration, 11:15 a.m.

Monday, April 22: Police Charity Golf Tournament, The Governors Club

Thursday, April 25: Shred-A-Thon, 10 a.m. – 2 p.m., University Mall parking lot

Friday, April 26: Grand Opening of 140 West Franklin Plaza, 7–9 p.m.

Friday, May 17: Spring Roll Cruiser Ride, 5:30 p.m., Wallace Deck



May is Bike Month! Events include the Spring Roll Cruiser Ride on Friday, May 17. For a list of events, visit tinyurl.com/d7wtqoc.

In Brief



Susan Brown (Library) will join the Town as Chapel Hill Public Library director starting May 20. Many

residents from the Chapel Hill-Carrboro community will recognize her as former branch manager of the Carrboro Cybrary.



Christina Strauch (CaPA) and **Marie James** (Police) went on a ride-along with the Chapel Hill

Fire Department. "Big thanks to those who helped orchestrate our adventure!"

If you're interested in doing a ride-along, call the Battalion Chief at 969-2010 (leave a message with the date) to get a waiver and schedule a time, or call Diana Harris at 968-2781 to get a message to the Battalion Chief.

Matt Cecil (Transit) presented his Transportation Leadership Development Program (TLDP) group project at the North Carolina Public Transportation Association (NCPTA) conference. Matt, a graduate of the NCSU-Transportation Leadership Develop Program, will share how their class project, "Behind the Wheel with Operations and Maintenance," is being implemented.



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

Champions of the Roadeo!

Congratulations to Chapel Hill Transit's Bus Operator team of **Danny Elliott, Justin Brown** and **Javius Newman**, who won first place in the annual North Carolina State Bus Roadeo team competition on April 7, competing against the best bus Operators from around the state.



Tasha Harrington and **Tiffany Tapp** also did an excellent job of representing Chapel Hill Transit in the LTV (small bus) competition.

The bus roadeo tests the driving and knowledge skills of bus operators in an obstacle course that mirrors the specific driving maneuvers and encounters frequently experienced in the course of their daily work behind the wheel

of their bus. Operators must demonstrate safety habits and smoothness of operation and are rated on both while driving through each situation on the course.

A special thank you to the Chapel Hill Transit staff members that helped prepare the operators for the roadeo and to those who assisted with judging the contest.



Communications and Public Affairs (CaPA) earned recognition for **excellence in public communications and outreach** from the NC City & County

Communicators Association (NC3C), winning a first place award in the Community Visioning category and a second place award for Most Creative Activity with Least Dollars Spent.

Shred your confidential papers securely at the post-tax season Shred-A-Thon. Both events are from 10 a.m. to 2 p.m. and will take place at the following locations:

- Thursday, April 25 – University Mall, Estes Drive, in the parking lot near Dillard's.
- Saturday, April 27 – Hampton Pointe Shopping Center, Hwy. 86, Hillsborough at the recycling drop-off site behind Home Depot.

The Shred-A-Thons are open to Orange County residents and businesses including those in the part of Chapel Hill that is in Durham County, and local government employees that work within Orange County. Please remove any non-paper materials or electronic media.

Let us know what you think! Complete the Employee Perspectives Survey online by April 17. Paper copies will be distributed to employees who are unable to complete the survey online. For more information, contact Jason Damweber at jdawweber@townofchapelhill.org or 968-2844.

Celebrate Earth Day with Chapel Hill Parks and Recreation, and help keep our public spaces clean! The Community Park and Bolin Creek Cleanup will take place from 10 a.m. to noon Monday, April 22, weather permitting. Meet at 200 Plant Road. If you have extra gloves, please bring them along. Contact Sarah Wolfe at swolfe@townofchapelhill.org for more information.

Another way to do the HRA — the employee wellness clinic now accepts lab results from other UNC Health Care providers for use in the Health Risk Assessment (HRA). Lab work must meet the following conditions:

- include cholesterol & diabetes screening that would normally be performed as part of the HRA
 - have been performed by a provider in the UNC Health Care system
 - have been performed in the 12 months prior to your HRA appointment
- Please let the clinic staff know that you would like to use previous UNC lab results at the time of your appointment.

TOWNtalk, a publication for and about Town of Chapel Hill employees, is issued monthly September through June.
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 Please recycle with white paper.



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Compliments



Jason Belcher (Police) was commended by Susan Ehringhaus for checking on her after she accidentally dialed 911. "I want to thank all of you for the job you do all the time, including today."

Celisa Lehew and **John Wagner** (both Police) were thanked by Brian Smith for assisting him after his vehicle was towed. "I truly appreci-

ate the tactful manner in which this unfortunate incident was handled by your officers."

Phil Williams (Public Works) was thanked by **Drew Cabe** (Police) for quickly fixing a flat tire. "Phil has always went above and beyond to assist me and anyone else I know that needs his assistance."

Martha Schultz commended **Chapel Hill Public Library staff** on their hard work to move the library into its newly remodeled building at 100 Library Drive. "The library staff has done an *absolutely remarkable* job in every aspect of this undertaking."

A compliment for **Jessie Cameron** (Transit):

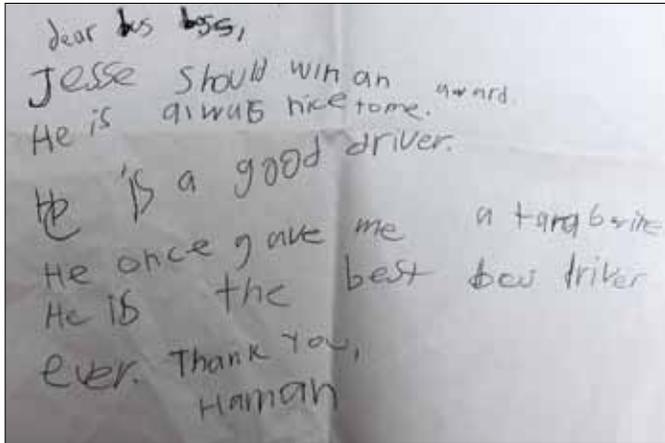
"dear bus boss,
Jesse should win an award.

He is always nice to me.

He is a good driver.

He once gave me a tamborine.

He is the best bus driver ever. Thank you,
Hannah"



Ask the Ombuds

by **Jim Huegerich** and **Faith Thompson**

I Want to Work in A Place Where ...

Many of you may have seen the posters entitled "I Want to Work in a Place . . ." that are beginning to show up in our work area. I hope you take a moment to read them and start to reflect on some of the things that you most value in the workplace. Here are some thoughts that we have heard from the 320+ employees that have used the Ombuds staff in some capacity:

I want to work in a place where the goal is to ensure clarity, equity and trust in everything we do, from the seemingly most insignificant, routine task to the decisions and plans behind the tasks that move us forward.

I want to work in a place where my input is

received and valued on merit and not on the basis of my job title.

I want to work in a place where I am heard — where my questions find answers, my suggestions for improvement are acknowledged, and my initiative is encouraged

I want to work in a place where I am trained to and supported in shifting our discussions from:

- Certainty to Curiosity
- Debate to Exploration
- Simplicity to Complexity
- "Either/Or" to "And"

I want to work in a place where everyone feels as though he or she is a valued member of a Team, where both you and I:

- Understand how what we do helps achieve the Vision and Mission
- Believe that we can influence our work and how we do it
- Know that we are respected for who we are
- Have fun in the process!

The bottom line is that I want to work in a place where I am not only important to the Vision and Mission but essential to it!

SMT Notes

SMT notes are posted on the Intranet within a day or two of the SMT meetings. Access the notes from the intranet at <http://intranet> by clicking on "Published Documents" on the left-hand side of the page, then clicking on "SMT Meeting Notes" under the "Teams" column.

Say Hello to New Employees!

Darrell Wall (Housing)
Jeffrey Brewer (Public Works)
Peggy Paumer (Manager)
Emanuel Smith (Housing)
Sarah Wagner (Library)

Goodbye to Retirees

Robert Carden (Police)

Green Tips

Video Killed the Travel by Car

Do you remember that famous 1980s pop tune by the Buggles called Video Killed the Travel by Car? You know, the one that was also famous for being the first music video aired on MTV? Wait . . . maybe I'm getting the title wrong . . . it might have been Video Killed the Radio Star. Either way, the message of this song is relevant, even today.

Over the last few weeks, IT has finished installing the second wave of videoconferencing units in most major Town facilities. These units — now located in Public Works, Transit, Police, Parks & Recreation Administration and Town Hall — allow us to have virtual meetings through the television with the help of some fancy camera equipment.

So, the next time you need to schedule a meeting with other staff that are not located in your building, try a television meeting (or videoconference) instead.

Each system is now equipped with a step-by-step guide (hardcopy and onscreen visuals) designed to minimize angst, frustration and all out "video rage." Okay, so what does this have to do with a car? you might ask. Well, videoconferencing eliminates the need for travel between facilities, buying you some extra time in your day and avoiding the costs and other impacts associated with car travel.

If you or you and 10 of your closest friends at work would like a free training, please contact the Office of Sustainability (x5075) or the IT Help Desk (x2020) to schedule one.

—John Richardson, Office of Sustainability

Enjoying Springtime in Chapel Hill

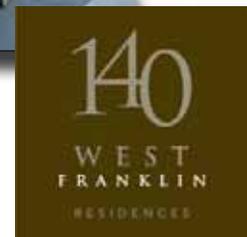
Grand Opening of 140 West Plaza on Franklin Street

Mayor Mark Kleinschmidt invited the public to a grand opening celebration for 140 West Franklin during a news conference earlier this month. The grand opening celebration of 140 West Franklin is scheduled for 7 p.m. Friday, April 26.

The 140 West Franklin Street Project at the intersections of Franklin, Church and Rosemary streets consists of condominiums, retail and parking – and the public plaza and public art. Friday's celebration will feature the official opening of the 26,000 square foot public plaza and retail spaces, as well the first-time activation of Exhale, an eye-catching art sculpture with colorful lighting and fog effects designed as an interactive component to the sculpture. In

addition, Tar Heel Blues, a 48' recycled steel wall mural by Napa artist Gordon Huether, will be on display in its new home on the 140 West Franklin Plaza.

These are exciting times for Downtown Chapel Hill! Stay tuned for our Celebration of the Arts, coming up on the 140 West Franklin Plaza! Special events, including 12:30 p.m. Wednesday music and visual arts presentations, are being planned for the plaza this summer and fall by **Wes Tilghman** and **Jeff York** (Parks and Recreation).



Community Connections for Employees

We employees who do not live in Chapel Hill often view the community through the services we provide to residents. After hours, there are opportunities to have fun, network, and really become engaged in the life of Chapel Hill. In this new column, prepared by Rae Buckley, we want to know what you like to do when you're not working in town!

Festivities:

Dinner and a Movie!

Any night of the week from 5–6:30 p.m. Just \$29 gets you two Top of the Hill entrees, two non-alcoholic beverages and two tickets to the early show at the Varsity Theater. For more information please call 929-8676 or visit www.topofthehillrestaurant.com.

2nd Friday Artwalk

Friday, May 10, 6–9 p.m. Many of the galleries will have live music and other art related entertainment. Admission is free. Visit www.2ndfridayartwalk.com and see what businesses and venues are participating!

Professional:

Encounter, Engage, and Connect through Art

Tuesday, May 14, 5:30–7:30 p.m. Young Professionals Network presented by DSI Comedy, Register online at www.carolinachamber.org (\$10). In three mini-exercises, learn with Ackland senior staff how to talk to anyone, anywhere, using what you see around you.

Career Workshop about LinkedIn

Wednesday, April 24, 9 a.m.–Noon Orange County Job Link, 503 W. Franklin St. in the computer lab. Get hands-on instruction on how to set up an account, create a profile, and the value of becoming “LinkedIn.”



Services:

Free Services at Aveda!

Monday, April 22, 9:30 a.m.–6 p.m. Aveda Institute Chapel Hill will provide complimentary haircuts, makeup applications, express facials, polish changes and stress relieving treatments. Donations to Triangle Land Conservancy (TLC), will be accepted but not required during this event. Call 960-4769 ext. 3 to schedule an appointment.

Homebuyer Education Class

Saturday, May 18, 9 a.m.–5 p.m. Contact Sharron Reid at 919-932-7077 x213 to register. This class is open to anyone in the community interested in learning more about the homebuying process.

Household Finances and Record Keeping

May 9 and May 16, 10 a.m.–Noon Hargraves Center, 216 N. Roberson St. \$10 for residents of Chapel Hill or Orange County; \$12 for non-residents. Register at www.townofchapelhill.org/register. Learn practical skills regarding financial record keeping and budgeting.