



# TOWNtalk

A newsletter for Town of Chapel Hill employees

December 2013  
Vol. 10, No. 4

[www.townofchapelhill.org](http://www.townofchapelhill.org)

## On the Front Burner



*Rog*

Column from Town Manager  
Roger L. Stancil

**Happy New Year!!** What will you do in 2014 to make this a better place to work and to support a community where people thrive?

Have you experienced any changes in feedback from your supervisor because of the implementation of the Performance and Management Development System? I would like to hear from you how this system is working for you.

**Coming soon:** Town wide smoking policy to conform to new County ordinance.

New drug policy for consistent application across all Town departments. Clarification of Conflict of Interest. Town wide accident review. Revitalized Safety program.

### Expanded Senior Management Team:

Look for a picture of the newly expanded Senior Management Team to include the "second in command" people in each department. Our goal is enhanced Communication. Is the quality of information you receive improving? Do you have suggestions about how to improve the information you get? The General Management Team and Administrative Support Group have met to talk about how to improve their Communication channels.

**Town Hall:** We will be making improvements to all three floors of Town Hall to improve customer focus and create collaborative work spaces. Look for ways to influence how these opportunities for change affect you. (see pg. 4)

**Compensation Task Force:** I have selected the final members of the Compensation Task Force. They will begin work Jan. 7 to think about how we advance through the pay range. Look for opportunities to give feedback to your departments representatives.

## Lisa Edwards

**Management Analyst and Fire Department Public Information Officer**

Lisa Edwards has served as the Public Information Officer for the Fire Department for four years. She keeps the community informed about positive events in the Fire Department and major structure fires. She also serves on the Fire Department's senior command staff, which makes command-level decisions for the department, including policies, operations and strategic planning.

Lisa and Diana Harris handle all of the administrative functions of the Fire Department, such as building and equipment maintenance and payroll. Lisa also does budgeting and as the quartermaster is responsible for pricing, ordering, distributing and replacing uniforms.

Lisa was chosen to receive the Village Pride Award by WCHL in November because of her work to support the Pink Heals Campaign. Pink Heals raises awareness for cancer research and funds for the Lineberger Cancer Center. Captain Byron Greeson leads the Pink Heals Campaign in Chapel Hill, and Lisa provides essential support, from distributing information to taking photos and assisting with fundraising activities. Every October, Fire Department personnel wear pink shirts all month to show their support for the campaign.

Lisa wanted to work in the Fire Department because she admires Chief Dan Jones and his leadership style, so she was eager to apply when the opportunity arose. Lisa

## Value in the Spotlight

# Professionalism



Melanie Miller photo

appreciates the department's cohesive family environment. She feels she can call on any co-worker for help and they'll come through.

Lisa is a Chapel Hill native and worked as a school bus driver for 23 years. She is working on a second master's degree in organizational leadership. She also has a master's degree in business administration.

Lisa has a daughter, Lakia, 21, and a three-year-old grandson, Josiah. She spends most of her free time with her grandson or her three dogs. She also enjoys singing and doing activities with her church family.

—Story by Melanie Miller

"I don't think there is anything Lisa cannot do when she puts her mind to it. She repeatedly impresses me."

—Dan Jones, Fire Chief

## COMING UP

**Dec. 24-26:** Town Holiday

**Wednesday, Jan. 1:** Town Holiday

**Wednesday, Jan. 15:** Last day for input on Town Hall renovations

**Friday, Jan. 17:** Annual Martin Luther King Jr. Celebration and Employee Sharing Event. Other events will be held Jan. 14-20. See the January TOWNtalk for more.



Mayor Mark Kleinschmidt rode on the fire truck in the Chapel Hill-Carrboro Holiday Parade.

# In Brief

**Yadira Conyers** (Library) completed an associate's degree in library and information technology. Yadira earned this degree while working two jobs and raising her brother! Congratulations Yadira!



**Brandon D. Perry** (Police) and his wife Jessica are now the proud parents of Isabelle

Rose Perry, born on Oct. 9. Isabelle weighed 7 lbs. 1 oz. and was 21 inches long.



**Andrew Smith** (Police) graduated from the Administrative Officers Management Program at N.C. State

University on Nov. 15. This 10-week course immerses police leaders in management, leadership and research training.

**Sabrina Garcia** (Police) was recognized by the Vaccine Ambassadors, LLC under the Fund For Children And Youth, 501(c)3, and its 31 Inspiring People Campaign. Please congratulate her in this recognition, as well as the knowledge and compassion she brings to victims, colleagues and the community. Visit <https://www.facebook.com/VaccineAmbassadors>.

**Excellence through Service.** Who will receive our highest employee honor for 2014? Nominations for the 2014 Cal Horton Service Award will be accepted during the month of January. Applications will be available Jan. 1 on the intranet (all documents) and through HRD.

Nominees and the recipient will be honored at the Annual Employee Appreciation Luncheon. Nominate an outstanding coworker and they could be the next winner!

Past winners of the Cal Horton Award:

- Colleen Lanigan (2012)
- Nate Davis (2011)
- Maggie Burnett (2010)
- Jim Huegerich (2009)
- Larry Stroud (2008)

# OUTSTANDING EMPLOYEE SERVICE

## CAL HORTON AWARD



Congratulations to all the members of the K9 unit who recently received certifications. **David Funk** and **Greg Taylor** have worked very hard over the past 14 weeks to prepare their new partners for police careers. **Jason Belcher** and **Stephen Shaw** have worked hard to maintain the proficiency of their partners.



It's not too early to start planning and training for the **2014 Tarheel Ten Miler and Fleet Feet Four Miler**. Take advantage of two great opportunities: reduced registration fees AND a free training program to prepare for the Fleet Feet Four Miler.

Beginning runners — get ready for the Fleet Feet 4 Mile Run on April 26 with the Tarheel Training Group, led by **Emily Powell** (Fire). This 12 to 15 week program will meet twice a week for evening runs starting Tuesday, Jan. 21. The deadline to join is Feb. 11. The group is open to both beginning runners AND experienced runners to help motivate and serve as group leaders. Contact Emily Powell at [epowell@townofchapelhill.org](mailto:epowell@townofchapelhill.org) for more information.

**Read and Win Prizes!** It's time for the Chapel Hill Public Library's Winter Reading Program. Play Book Bingo to win free books. Print a bingo card ([tinyurl.com/bookbingo-staff](http://tinyurl.com/bookbingo-staff)) and mark off a square for each book you read. When you complete a row, bring it to the Library and get a free book! You will also be entered in a prize drawing for a \$50 Trader Joe's gift card. There's no limit to the number of cards you can submit, so read as much as you can!

The Triangle Business Journal has named the Town of Chapel Hill as one of the **25 healthiest employers in the Triangle**. Chapel Hill Wellness@Work is designed to provide comprehensive health and wellness programs for Town employees in an effort to promote and maintain healthy lifestyles.

The Town's healthy work environment is supported by a free employee-health clinic. Employees have access to wellness programs, tobacco cessation and weight loss programs, health education presentations and gym memberships.

The program is directed by an Employee Wellness Committee that has employee representatives from all departments and organizational levels. Learn more: [www.chapelhillwellnessatwork.org](http://www.chapelhillwellnessatwork.org).

Do you need assistance **enrolling in a health insurance plan?** Chapel Hill Public Library is hosting enrollment sessions with Certified Application Counselors. These free sessions are open to Town staff. Call 919-968-2780 for session times and to find out what information to bring.

# TOWNtalk

A newsletter for Town of Chapel Hill employees

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

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## R.E.S.P.E.C.T.—What does it look like to you?

You are not only important to the Town, you are essential! You are the face of Town government.

This month's "Ask the Ombuds" focus is on Professionalism, defined: we are committed to the excellence and accountability of our own performance as well as the performance of the organization. We carry out our jobs efficiently and effectively, are open to feedback about our performance and show a willingness to learn.

From the many stories we have heard, employees value working for the Town, take pride in their jobs, and are committed to excellence. Where the stories about professionalism differ is in the area of accountability. Employees have repeatedly made it clear that what professionalism means to them is that we all are held to the same standard of accountability for the way we interact with one another. In other words, your position and/or title, should not give you a "Get-out-of-jail-free" card when it comes to treating all persons with respect, even when their behavior may not appear to warrant respect. Rather, we all should model professionalism as respect, regardless of the situation.

Professionalism is based upon the belief that people are going to act with integrity given their situation. From this belief professionalism is focused on creating a place where learning and growth are encouraged.

This means that we recognize that each of us is a professional who values working for the Town, takes pride in our job, and are committed to excellence. From this perspective, when we see behavior that appears inconsistent with our R.E.S.P.E.C.T. Values, the professional must try to understand the discrepancy and be part of designing an approach that restores respect for all involved.

When we create a place where learning and growth are valued, accountability will follow. Based upon the beliefs that we are all professionals who take pride in our jobs and are committed to excellence we can move forward because:

- Each of us wants to act with integrity in all situations;
- When our actions are inconsistent with our Values, our past work has created a safe place for people to challenge us;
- We can create accountability which is essential to professionalism.

According to the feedback we have received, Professionalism is demonstrated when we consistently do the right thing at the right time for the right reason. Professionalism begins with each employee and is only as healthy as each one of us is willing to take the same responsibility for our behaviors as the pride we take in our work.

# Compliments



**The Fire Department** was thanked by the Prescott, Ariz., Fire Department for contributing to a tribute fence for fallen firefighters.

**Lana Simons** (Transit) was commended by Janice Galloway for waiting until she got into her car at a park and ride lot at night.

**Sue Burke** and **Stormwater Operations staff** were thanked by R.D. Croom for doing "professional and skillful" work on drainage improvements to reduce a flooding problem.

**Tracy Perry, Gideon LeCraft, and Chris Gillum** (all Police) were commended by Glenn Withrow for being professional and caring when they responded to a psychiatric emergency. "In particular, I would like to commend Officer Tracy Perry for the way that she handled this extremely sensitive case."

**Michelle Guarino** and **Charlie Pardo** (both Police) were thanked by Love Chapel Hill for leading a training.

**The Fire Department** was thanked by UNC Chancellor Carol Folt for responding quickly and extinguishing a fire in Cobb Residence Hall.

**Kurt Gurley** (Police) was thanked by Joe McMiller for directing traffic away from a full park and ride lot.

**Allison Finch, Steve Bradley** and **Jerrie Cole** (all Police) were thanked by Jay Saunders for assisting in locating a missing person.

Judy Painter thanked the **Police Department** for conducting the Citizens Police Academy. "It's clear we have a very professional and dedicated police force in Chapel Hill."

A resident thanked a police officer for answering questions about a car being towed. "He was very patient and we all appreciated that he was there. Thank you for all that you do!"

**Susan Naumoff** (Library) was thanked by Luli Gray for helping find a book that wasn't on the shelf.

**Deborah Bozeman** (Transit) was thanked by a passenger for returning a folder that he left on the bus. He said she is always nice and helpful to passengers.

**Joyce Headen** (Transit) was commended by a passenger for being punctual, polite, amazing and awesome.

Thanks to the Police Department staff who visited the Children's Hospital Pediatric Playroom, and especially **Pat Gilchrist**, who coordinated the visit. Other participants, who helped the children make snowglobes, were **Scott Taylor, Nate Chambers, Brandon Perry** and **Nathan Downs**. Thank you all for getting involved with the children.

The Orange County Big Sweep collected more than 6,400 pounds of garbage from local waterways this fall. This success shows the hard work of our Stormwater Division's efforts, led by **Wendy Smith**, with key assistance from our Solid Waste folks, led by **Wendy Simmons**. Many repeat participants are now leading teams in this effort, which speaks volumes about the collaborative relationships staff have built with community organizations.

J. B. Culpepper (Planning) complimented Chapel Hill Public Library's Media Lab and Lab Coordinator **Ryan Chamberlain**. "What a great resource the Digital Media Lab is for the community! And, thank you to Ryan for his professionalism and helpfulness." See below for some of the results of J.B.'s work in the Media Lab.



# Say Hello to the New Senior Management Team



*A newly expanded Senior Management Team gathered on Dec. 5 for its first meeting. Members include: front row (l-r) Catherine Lazorko, Sabrina Oliver, Frances Russell, Jabe Hunter, Ken Penmoyer, Loryn Clark, Chris Blue. Middle (l-r): Meeghan Rosen, Mary Jane Nirdlinger, Tina Vaughn, Brian Litchfield, J. B. Culpepper, Lance Norris, Tiffany Sneed, Flo Miller, Jason Damweber. Back row (l-r): Dan Jones, Jim Orr, Butch Kisiyah, Roger L. Stancil, Jay Gibson, Richard Terrell, Cliff Turner, Matt Lawrence, Robert Bosworth, Ralph Karpinos, Bob Overton and Matt Sullivan (yes, Matt is really there—behind Jason!) SMT members not pictured include Susan Brown, John Bjurman, Gene Poveromo, Mark Bayles and Jeanne Tate.*



## A New Design for Town Hall

Take the Town Hall renovation survey! This project is a chance to improve Town Hall for our customers and ourselves.

Take the survey by noon Jan. 7 at <https://www.surveymonkey.com/s/Townhallrenovations>.

The next meetings will be held from 10 to 11 a.m. Jan. 8 and Jan. 15 in the Town Hall Planning Library. Feedback from meetings about the renovation and responses to this survey will provide information to our designer about how to improve the experience for the customers who visit Town Hall and the employees who work here. Thank you for your participation!

## Stuff-A-Bus Is a Big Success!

Thank you to everyone who helped with this year's Suff-A-Bus campaign. Thanks to donations from Town employees, more than 300 food items and 250 clothing items were delivered to the IFC Food Pantry on Dec. 18.

Special thanks to **Tyffany Neal** (Transit) who coordinated this effort, and thanks to the following employees for their hard work that made this so successful:

**Kay McDaniel** (Public Works), **Renee Moye** (Planning), **Angie Turner** (Public Works), **Kristi Petty** (Library), **Tiffanie Tapp** (Transit), **Lindsey Davidson** (Public Works), **Jeanette Coffin** (Manager),



**Clinton Thorpe** (Transit), **Joe McMiller** (Transit), **Erin Kawamata** (Public Works), **Marie James** (Police), **Travis Parker** (Transit) and **Edward Frank** (Transit).

**Need holiday gifts?** Show how much you love Chapel Hill with high-quality ceramic mugs in a variety of shades of blue and green with the Town seal embossed in white. The \$15 mugs and other Town merchandise are available at the Revenue Office, 143 W. Franklin St.

