



# TOWNtalk

A newsletter for Town of Chapel Hill employees

February 2014  
Vol. 10, No. 6

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

## On the Front Burner



**Column from Town Manager  
Roger L. Stancil**

**Snow.** WOW. What a snow we had. And once again Town employees went above and beyond to serve our Town. Thank you for your dedication, Professionalism and Teamwork. What a great place to live and work.

**Moved.** As we prepare for repair to Town Hall from the flood damage, some of us on the second floor have moved to temporary quarters in the Library. We are fortunate to have such a great facility open to us. And the Library staff have been wonderful in sharing their space. Thank you for letting us in for a temporary stay. We will try to stay out of your way as you provide your excellent service to our community.

**Personnel ordinance.** We have been working on revising the Town's personnel ordinance. Our goal is to update it (it was written in 1975) and develop new options for conflict resolution in our workplace. We met with some employee and community focus groups to solicit feedback. We will soon be meeting with those groups again to share how we included your comments in the revision. We will be presenting a proposed ordinance to Council before June.

**Compensation Task Force.** The task force is working hard to learn about past decisions we have made about pay, the results of those decisions and what options exist for the future to develop a sustainable plan that recognizes and rewards those who increase their ability to contribute to the Town's success in its mission. Stay in touch with your department's representative and share your perspective and questions.

## Alonzo Jaynes

**Assistant Police Chief  
Joined Town: Jan. 21, 2014**

As Assistant Police Chief in charge of Support Services, Alonzo Jaynes oversees the Police Department's training, crisis unit, records, human services and technology services. He works to recruit new officers to what he calls "the greatest profession in the world" and to make sure that officers are properly trained and patrol officers are given pertinent data so they can provide services in a timely manner.

As a new employee, Alonzo is still learning the department's policies and procedures before he can sink his teeth into more challenging projects. He is looking forward to establishing relationships and building trust in the community and then working to solve problems in Chapel Hill.

Alonzo had 19 years of experience with the Durham Police Department when he found out that the Chapel Hill Police Department was hiring an assistant police chief. He was drawn by the policies and strategic plan, and saw this as a once-in-a-lifetime opportunity at an exceptional agency. Chapel Hill's approach to community policing also appealed to him. In community policing, the community, police, and public and private agencies work together to identify problems and create solutions.

In his new position, he wants to tap into talent that exists here and create an environment where employees can do their best work.

## Value in the Spotlight

# Ethics



Melanie Miller photo

Alonzo comes from a family of law enforcement officers. He was born and raised in Raleigh and is a graduate of Broughton High School. He has been married to his wife Sonja for 20 years and has two sons, Alonzo Jr. (19) and Trey (14).

He studied Business and Organizational Development at Mount Olive College and earned a MBA from Pfeiffer College. Alonzo now teaches criminal justice part-time at Mount Olive College.

When he's not at work, he loves to read, especially police management literature and spiritual books. He also enjoys comedies and superhero movies.

— Story by Melanie Miller

## COMING UP

**Saturday, Feb. 22:** Book Discussion of *Death of Innocence*, 2 p.m., Chapel Hill Public Library. [chapelhillpubliclibrary.org](http://chapelhillpubliclibrary.org)

**Monday, Feb. 24:** Community Survey results presented to Council. [www.townofchapelhill.org/survey](http://www.townofchapelhill.org/survey)

**Wednesday, Feb. 26:** Lunch and Learn, Noon, Public Works Bldg. 1 Large Conference Room (see page 2 for more)



The Town Choir, led by **Brenda Jones** (Parking), performed at the Employee Martin Luther King Jr. Celebration on Jan. 17.

# In Brief



**Brittany Johnson** (Police) and Marc welcomed Wade Everett on Feb. 10. Wade weighed 7 lbs. 9 oz. and was

20.5 inches long. Parents and baby are doing well.

**Joe Haywood** and **Pearlene Hill** (both Police) received Intermediate certificates in January 2014. Intermediate certification is the second of three levels of recognition for time and training in law enforcement.



**Kenneth Lennon** (Police) joined the Wellness@Work walking group and then began training for a 5K. He

continued on to do another 5K, then a 10K, and is now a mentor for Fleet Feet's Half and Full Marathon Program. He plans to run in the Raleigh Rock 'n Roll Half Marathon in April.



**Phil Williams** (Public Works) was part of a dedication ceremony for a monument to honor Navy Seabees on

Jan. 10 at National Cemetery in Salisbury, N.C.



TOWNtalk is produced by the Communications and Public Affairs Department  
Editorial/Graphics: Catherine Lazorko,  
Melanie Miller



**Richard Bucci** (Fire) and wife Stacy were flown to New York City by AARP Magazine for a three-day photo shoot, featured in the December 2013/January 2014 issue. Richard, 54, was selected in their model search after entering a 200-word essay about life after 50.

**A golf tournament** for the Torch Run fundraiser for Special Olympics will be held Monday, May 5, at the Governors Club. In 2013, the Chapel Hill Police Department raised more than \$48,000, the second highest amount in the state. The goal this year is \$60,000. Sign up at [www.chpd.us](http://www.chpd.us) or [SONC.net](http://SONC.net) (click on Torch Run) or call Phil Smith at 919-614-1852.

For information about purchasing T-shirts or hats to support the fundraiser, contact Phil Smith at 919-968-2864, 919-614-1852 or [psmith@townofchapelhill.org](mailto:psmith@townofchapelhill.org).

### Project Management March Madness!

This March, employees will have the opportunity to learn from other employees about project management skills like making effective presentations, managing the finances of a project, and how to handle difficult communication situations. Employees can access the brochure and training descriptions on the Town's Project Management intranet site! Class sizes are limited so department head approval is recommended.

**Want to quit smoking?** Get started with an informational meeting with the Wellness@Work tobacco cessation counselor.

- Thursday, Feb. 27, 12:30–1:30 p.m., Hargraves Auditorium
- Tuesday, March 4, 11:30 a.m.–12:30 p.m. AND 1:30–2:30 p.m., Transit Training Room
- Monday, March 10, 3–4 p.m., Public Works Large Conference Room

Questions? Contact Barbara Silver at 919-445-5358 or [Barbara\\_silver@med.unc.edu](mailto:Barbara_silver@med.unc.edu).

**The February Wellness@Work Lunch and Learn** will be held at noon Wednesday, Feb. 26, in the Public Works Bldg. 1 Large Conference Room. The topic is "Keep the Scale in Balance: Small Changes for Success." The UNC Weight Research Team will share strategies to prevent weight gain. RSVP by 5 p.m. Monday, Feb. 24, to Liska Lackey at [llackey@email.unc.edu](mailto:llackey@email.unc.edu) or 919-968-2796.

**Winter HRA Fair Still Open!** If your last HRA (Health Risk Assessment) was prior to Sept. 1, 2013, it's time to do the HRA! You'll get a personalized health analysis, including an assessment of risk factors for chronic conditions and recommendations for improvements. Employees who are insured by BCBSNC through the Town of Chapel Hill are eligible to do the HRA.

To do the HRA, complete the questionnaire at the HRA Fair or at [chapelhillwellnessatwork.org](http://chapelhillwellnessatwork.org), attend the HRA Fair for lab work, weight and blood pressure, and set a review appointment. You will receive a \$25 gift card at this appointment.

The HRA will be offered 10 a.m.–2 p.m. Wednesday, Feb. 26, at Transit and 10 a.m.–2 p.m. Friday, Feb. 28, at Public Works. To make an appointment contact Liska Lackey at 919-968-2796 or [llackey@email.unc.edu](mailto:llackey@email.unc.edu).

**General Management Team and Administrative Services Group meetings** will be held quarterly on the Tuesday morning following the monthly Senior Management Team meeting. The meeting will be held from 9 to 10 a.m. in Room B of the Chapel Hill Public Library on May 13, Aug. 12 and Nov. 11.

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



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Town of Chapel Hill  
405 Martin Luther King Jr. Blvd.  
Chapel Hill, NC 27514  
[publicaffairs@townofchapelhill.org](mailto:publicaffairs@townofchapelhill.org) or (919) 968-2743

# Ask the Ombuds

**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 **Ethics**, defined: we conduct ourselves in a way that is consistent with and deserving of the level of trust that has been placed in us by the community members of Chapel Hill.

From the many stories we have heard, employees tend to define **Ethics** as trust. Trust is a word we hear over and over again from employees when they share their stories about frustration, conflict and perceived inequity and injustice at work. Trust is the lens through which employees view every policy, relationship, promotion, performance evaluation, initiative and interaction. If employees trust, then these are all viewed as supporting our Town RESPECT Values. If employees do not trust, then everything is viewed through the lens of suspicion. Trust is what employees feel has been sacrificed when they see favoritism and fear retribution.

Trust is a two-way street. Trust is certainly earned when we live and work consistently with our RESPECT Values. However, none of us is perfect and we all make mistakes. If we base our trust on the other person always doing the right thing we will end up living a life either separated from others because we distrust them to have malicious motives or we develop into cliques that include those we think we can trust and exclude those we distrust. In neither of these cases is trust ever granted or built.

In addition, trust is never solely top-down. In a healthy organization trust must go both ways and be based upon the assumption that each of us is trying to act with integrity given our situation. From this perspective anything that appears inconsistent with our Values requires that we test our assumptions with the other person to verify their intent. That is how trust is built.

According to the feedback we have received, trust is demonstrated when two things happen: each person acts trustworthily toward everyone and relationships are built upon the belief that each of us is not only important to the Town but essential.

Employees have repeatedly made it clear that when trust is a clear foundation in their workplace, then the Town RESPECT Value of Ethics is demonstrated and this is a place where they want to work.

# Compliments



**Matt Sullivan** (Police) was thanked by Mike Taylor (Engineering) for helping move a dislodged cast iron catch basin grate on North Columbia Street back into place.

**David Britt, Stephen Shaw, Chris Blue** and **Celisa Lehew** (all Police) were thanked by William Mills for arranging a tour of the Chapel Hill Police Department for Cub Scout Pack 845. “Sergeant Britt and Officer Shaw (and Jax) were wonderful.”

A resident thanked **Karin Michel** and **Beth Wright** (both Library) for helping find the name of a book. “Hopefully I do not have to go into depth about the degree of joy this has brought me.”

**Arek Kempinski** (Technology Solutions), **Matt Sullivan** (Police) and **Jim Orr** (Parks and Recreation) were thanked by Jay Bryan for making wife available at the Chapel Hill District Court.

**Nate Chambers** (Police, pictured below) was thanked by Betsy Booth for participating in the African American Read-In at Estes Hills Elementary School. “We appreciate you spending the time with us to celebrate Black History Month and children’s literature by African-American authors.”



## Tweet All About It!

### Responses to Chapel Hill Police Department’s tweets on speed enforcement zones are at right. Follow them at @ChapelHillPD.

Katie Donohue Tweeted: I love the bus drivers that work for @chapelhillgov. My bus driver, Amy, was always smiley and told us to have a great day!

BBenn4: Big thank you to the @chtransit driver that stopped to let me in as I was running to the bus stop this morning.

Nancie McDermott Tweeted: WOW!!! Thank you for speedy and welcome information. What a town, what a wonderful town!

- Matt H.** @Matt1553 13h  
Trollolol! "@ChapelHillPD: CHPD wrote 7 citations in the last 45 mins for speeds from 62-68 mph in a 45 zone. #toldyouso #wetryedtowarnyou"  
Expand
- Heather Padgett** @hpadgettluvsu 14h  
@sarahdessen @ChapelHillPD that is amazing I wish my town would do that :)  
View conversation
- sarahdessen** @sarahdessen 14h  
@realjohngreen @ChapelHillPD We're quirky here! But they ARE serious about speed traps. Learned the hard way....  
View conversation
- Danielle Lookabill** @danielle00013 15h  
Wish every police dept had the cheeky sense of humor like @ChapelHillPD has! Enforcing the law with a touch of humor!  
Expand
- Katie Quine** @UndeniablyKatie 15h  
SASS. RT @ChapelHillPD: Motorists on Hwy 54 near the Carrboro line might want to watch their speed...if you don't, we will. #hint  
View conversation
- John Green** @realjohngreen 15h  
@sarahdessen @ChapelHillPD That's awesome. Ours is mostly about murders, which is much less fun.  
View conversation
- CHCCS** @chccs 15h  
@ChapelHillPD & CHFD - Thank you! Bus 142 had mechanical problems...Bus 192 was sent to get students and finish route.  
View conversation
- sarahdessen** @sarahdessen 15h  
Love that my local police force 1) has a Twitter account and 2) it's kind of cheeky. You go, @ChapelHillPD!  
Expand

# Updated Policies to Take Effect March 15

Consistent with our value of Safety, the Town is committed to maintaining a drug free and smoking free work place. We have updated policies in an effort to create an environment where employees can perform their work in a safe, healthy and productive manner and where customers can receive the highest quality of service. Employees will receive additional information this month about the updated personnel policies that take effect on March 15 on the following:

## Substance Abuse Policy

Some of the recent changes include pre-employment drug screens and expanded random drug testing for safety-sensitive em-

ployees (those whose core job functions directly impact the employee's or public's health or safety). The Town maintains zero tolerance against the unlawful use or possession of alcohol or controlled substances in the workplace.

## Smoking Prohibitions for Town Facilities, Town Vehicles and Town Grounds

To provide a healthier environment for employees, smoking will not be allowed in Town facilities and vehicles or on Town property, except in your personal vehicle. No e-cigarettes are allowed in Town facilities or vehicles. If



you want to quit smoking, call 919-968-2796 for more information on the Tobacco-Free Employee Program.

Violations of the policies may be considered in the employee performance evaluation and may subject the employee to disciplinary action.

## THANK YOU to all our employees who kept Chapel Hill streets clear in inclement weather.

Geoff Green Tweeted: Great job by @chtransit expanding service as roads cleared and for frequently notifying customers of changes.

Kari Winter: I just want to say that I think Chapel Hill did an outstanding job of keeping us informed about weather and street conditions over the past few days. Job very well done, and many thanks for it!

Robert Aris: u guys have done a TERRIFIC job with snow/ice removal from the roads. congratulations

Donna B. Rowe: Thanks to all of you for working so hard throughout this winter storm! ...Your dedication to providing email updates, courteous and safe bus transportation, and maintaining good roadways is to be commended! Thanks for all you do!

Harry Lynch: thank you for doing the good job your town employees do - i had my car dug out and towed today from S. Fordham Blvd.'s big hill - even news folks covering the

weather Wednesday like me had to abandon, reluctantly my car...thank you

Eda Cornish: Thank you so much for the ongoing informational messages. Although we still haven't left our house since the storm, it was very helpful to learn about how the town is faring, what's open/what's closed, etc. And it helped in our decision-making process as to where/when to go anywhere. Keep up the good work!

Dan Jensen: You're doing a good job. Thank you.

Kim Waters: I just want to give a huge thank you and credit to the bus driver of the HU bus that came by UNC Hospital around 4pm on 2/12/14. He said his name was Greg, I did not get a last name but he was a life saver today. He was very persistent in trying to get us moving when they said no buses could continue down Manning drive. He made sure we got to our destination safely. Greg even got out to help push

a car that was stuck in the road way blocking the traffic behind it. Along the way he picked up a few people that braved the weather and tried to walk to the Friday Center. If it were not for this driver I and a few others would have been stuck on the road or possibly at campus.

Linda Convissor: Snowplow just before midnight. Much appreciated and all thanks to the @chapelhillgov crews working day and night to clear the streets. - @LindaConvissor



## More Compliments!

**Preston Oppgard** (Police) was thanked by Josh and Alexia Starmer for responding quickly and professionally to a break-in.

**Jeffrey Beckett** and **J. Kirk** (both Police) were thanked by Gerardo and Sara Zamora for assisting their daughter after an auto collision.

**Solid Waste collection crews** were thanked by Sarah Hazel and Steve King for keeping the neighborhood clean. "Chapel Hill is lucky to have you!"

**Susan Brown** (Library) thanked **Mark Geercken** and **Charlie Pardo** (both Police) for talking to Library staff about the Community Safety Partnership and security at the library.

**Kurt Gurley** was commended by Kim Whitney for assisting the Christmas House with an off-duty assignment.

Has someone said something good about you or a co-worker? Send it to [publicaffairs@townofchapelhill.org](mailto:publicaffairs@townofchapelhill.org) and we'll put it in the next TOWNtalk!