

TOWNtalk

A newsletter for Town of Chapel Hill employees



June 2015
Vol. 11, No. 10

www.townofchapelhill.org

On the Front Burner

Message from Town Manager Roger L. Stancil

The Budget. The Town Council has approved our 2015-16 Budget. There are many good things in the budget, including a 4 percent of market increase, split between July and January, to respond to your interest in changing the schedule to offset healthcare premium increases and to set us up for performance based pay. The Budget reflects the 8.5 percent reduction in premiums that is the result of your investment in the wellness initiative. This reduction is a trendbuster. You must look hard for anybody duplicating that effort. You will see that reduction in your share of the payment for family coverage.

Wellness: I understand that we are now a little over 90 percent in Health Risk Assessment (HRA) participation. This level will allow us to continue the level of benefits we have, maintain our wellness program, save us \$\$\$\$. And help each of us understand how we can stay healthy. Thank you.

Personnel ordinance: The Council took the final steps of approval to totally revise our personnel ordinance originally drafted in 1975. Our approach to conflict resolution in the workplace will change dramatically. Rewriting all of our policies to reflect the new ordinance will allow us to ensure consistency, fairness and equity throughout the Town and is one more step to making this a great place to work. I look forward to the changes. Let me know how you think it is going.

Performance Pay. We are beginning our work to build a pay for performance system, as recommended by the Employee Compensation Task Force. We will be involving you in designing a system that rewards our strongest performers. Look for the opportunity to participate.

Enjoy the Summer. It has been a long year. But a Good One. Take some time off. Enjoy your family and friends. Refresh.

Amy Harvey

Deputy Town Clerk

Amy Harvey, Deputy Town Clerk in Communications and Public Affairs (CaPA), is this year's recipient of the W. Calvin Horton Award. The award was presented to her on Friday, June 5, at the Town's Employee Appreciation Day event.

Amy started working for the Town in 1999. She took time off beginning in 2000 and returned in 2002.

She has held a number of positions in her time with the Town and says it's been her pleasure to work with so many people through the Employee Forum, work with the advisory boards, web stewards, leadership training and records management in the various positions she's held.

Amy says she loves the challenge of the job and the opportunity to learn new things.

Although they're all important—Teamwork is the value that speaks to her the most, because no one alone can accomplish the tasks the Town needs to achieve.

"I feel like I'm often the glue that holds things together," Amy says. "I know glue can't stand alone and neither can the pieces of the puzzle."

As Deputy Town Clerk, Amy oversees the preparation of Town Council meetings from scheduling to gathering, publishing and distributing information. She transitions that information into the meetings. When the meetings have concluded, she oversees the

Value in the Spotlight

Teamwork



Ran Northham photo

post-meeting wrap up, ensuring the Council's actions make it to the implementation stage.

"I'm not an expert at any one thing," Amy says. "I know a lot about what others do, and I can make connections with people or projects to move the process along."

Amy's husband, Michael, is a Current Planning Supervisor – Planner III for Orange County. They live in southern Orange County with their two daughters. Morgan, 11, is graduating from Northside Elementary School this year and will attend Culbreth Middle School in the fall; Sydney, 5, will start at Northside in the fall.

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COMING UP

Friday, June 19: Live & Local Dance Party, 6–9 p.m. Plaza at 140 W. Franklin St.

Thursday, June 25: Movies under the Stars: Apollo 13, 8:30 p.m., Wallace Plaza

Friday, July 3: Town Holiday

Saturday, July 4: July 4 Celebration, 7 p.m., Kenan Stadium. www.townofchapelhill.org/july4

Thursday, July 23: Downtown Farmers' Market, noon–2 p.m., 140 W. Franklin St.



Chapel Hill's Independence Day Celebration and fireworks show was selected as one of the top 10 in the country! Join the fun starting at 7 p.m. Saturday, July 4, at Kenan Stadium.

In Brief



Chelsea Laws
(Inspections Division)
and **Matt Brinkley**
(Business Management) graduated this fall from the 2014–2015

Municipal & County Administration Course of the UNC-Chapel Hill School of Government.



Anthony Klein
(Transit) and his wife Susan became grandparents to Mason Alexander Harris, born on April 30. Mason was 6 lbs. 12 oz. His proud parents are Marc and Chelsea Harris.

Tiffany Neal (Transit) has been selected to participate in the American Public Transportation Association's (APTA) early career program, which is designed to develop leadership and transit skills.



Lisa Edwards (Fire) received a Master of Science Degree in Leadership from Pfeiffer University. This is Lisa's second master's degree. She received her first, an MBA from Pfeiffer, in 2004.



Linda Smith has been chosen as the new assistant director of the Parks and Recreation Department. Linda spent the last 15 years with the Town of Cary's Parks, Recreation and Cultural Resources Department.

Your feedback is helping to fuel future plans for Wellness@Work!

Thanks to everyone who completed the employee interest survey! The feedback was useful to your wellness committee which used it during its planning retreat on June 4. The committee met for a special two hour meeting discussing the current and future state of the program. The committee spent time identifying barriers or gaps between the current and future state then moved onto outlining possible solutions.

The committee plans to meet on July 9 to prioritize the items identified at the meeting and develop next steps. Do you want more details about the discussion at

the retreat? Find your wellness committee representative and have a discussion. We need everyone's involvement in moving us forward so don't miss this opportunity.

For more information on Wellness@Work programs, visit chapelhillwellnessatwork.org.



Russell Woody (Police) was chosen as the WQDR Radio Hometown Hero of the week on June 2. Russell is well known throughout the department for his work ethic. He trains new officers, challenging them to better themselves. His positive attitude and commitment to the force are an inspiration.



Chapel Hill Transit assisted with providing transportation to the Southeast Valor Games, a Paralympic sport competition for veterans and service members with disabilities.

Thanks to **Jackie**

Brown and **Greg Alston** (both Transit), who helped transport participants to and from event sites around the Triangle. Also, thanks to **Shanika Nickerson** and **Richard Roberts** (both Transit) for helping coordinate the effort.

Congratulations to Chapel Hill Transit's **Demand Response Division** for receiving the statewide safety award for demand response systems for the fourth consecutive year. This achievement demonstrates the skill of our operators and their commitment to safety.

Javius Newman, Ricky Hunter and **Robert Earhart** (all Transit) represented Chapel Hill Transit at the State Bus Roadeo on June 7. The Transit Roadeo is a contest of skill for professional bus operators, which requires contestants to maneuver through a timed course, negotiating obstacles that simulate the challenges they face daily.

Nikeisha Wyatt (Police) represented the Chapel Hill Police Department at the Islamic Association of Raleigh's Al-Iman Girls Leadership Class. Police Chief Chris Blue said, "I've had an opportunity to hear from the Muslim community often, and I know how much they appreciate our outreach."

To address the need for more parking at Town Hall, the gravel lot across Stephens Street has been reopened. Employees with Town vehicles (except for Police and Fire, or those loading or unloading) are expected to park Town and/or personal vehicles in the lot when parking at Town Hall. Other employees may park in the lot if no other parking is available.

To get to the lot, take the first right on the unmarked driveway just past Stephens Street when heading north from Town Hall. There is a stairway leading from the lot to Stephens Street that can be used to walk from the lot to Town Hall. If you have any questions, contact Jason Damweber at jdaweber@townofchapelhill.org or 968-2844.

TOWNtalk

A newsletter for Town of Chapel Hill employees

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

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Please recycle.



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Compliments



Brian Bacchi thanked the morning JFX driver for being very helpful when he had to use crutches due to an ankle injury.

Damon Jackson (Transit) was thanked by Tom Linz for finding and returning an item that was lost on the bus.

Pete McEwen, Steven Bradley and Jason Belcher (all Police) were recognized by **Jason Grafford** (Fire) for their efforts assisting EMS and Fire during a medical emergency on May 30.

Phil Smith (Police) was thanked for assisting with a 100th birthday celebration for Barbara Stiles and Bernice Wade.

Police officers were thanked by Yangfeng Den and TJ Laughrey for being professional and courteous. "We appreciate their time, patience and positive attitude."

Town Manager **Roger Stancil** commended **fire and police officers** for their quick and professional actions during a structure fire on Dobbins Road.

Melissa Tillman and Quentin Craven (both Transit) were thanked by Jackie Brown for their quick response to a call for assistance with a disabled passenger.

Reginald Mebane (Transit) was commended by Chris Holmquist for being kind and helpful. "He's a remarkable driver."

Chris Blue, Kevin Gunter and Pete McEwen (all Police) were thanked by **Pat Madej** (Manager) for arranging a ride-along with a police officer.

Thanks to **Jackie Brown** (Transit), pictured below, for demonstrating how to use bicycle racks on Chapel Hill Transit buses on May 16 at the Chapel Hill Farmers Market.



Be present — be there for each other and focused on the other person — a focus that says, "there is no one or no thing more important than you and our conversation right now!"

This the fourth article in a series representing choices we all have to bring our "A"-game to work every day. When we partner with others to bring their best we can help create a place where we all want to work because we are having fun, making a difference and achieving our Mission of "Learning, serving, and working together to build a community where people thrive!"

Be Present shows consideration for the other person and gives the gift of valuing the other person.

Be Present is a choice that says, "You and what you have to contribute is not only important, but essential to understanding and effectively addressing a given situation."

Be Present involves minimizing distractions because valuing the other person by connecting with them is the most important thing to do right now. It communicates the message that there is no one or no thing more important than you are right now!

Strategies to **Be Present** involve maximizing availability to be present, truly listening, not allowing distractions, asking permission and testing assumptions.

To be honest, to **Be Present** is not practical all the time. Otherwise I suspect we would get little accomplished. If to **Be Present** right now is not practical, set a time and place for it to occur. To **Be Present** is not an "either/or" situation — "Either I am present now or not at all." Instead, to **Be Present** is a choice to value the other person by committing the time and place to fully **Be Present** for them. The "yes/and" version of to **Be Present** says, "Yes, I want to be present for you, and let's find a time that will work for both of us to ensure that this happens."

To **Be Present** for others, both those with whom we work and those for whom we work, puts legs to our Values and Mission. It communicates that we value what the other person has to contribute to what and how we do the business of achieving our Vision: Connections, Choices, Community.

To **Be Present** is a choice. We would like to hear your stories sharing when either you have or witnessed someone being present for another person in your work area.

— Jim Huegerich, Town Ombuds

Contact the Ombuds Office at 919-265-0806 or ombuds@townofchapelhill.org

Personnel Ordinance Revision Project

On June 8, the Town Council enacted changes to the Town Code about grievance procedures that will increase clarity, consistency, and equity across the Town organization. The ordinance will take effect on Sept. 8, 2015, to allow time over the summer for drafting policies and training employees on the new conflict resolution procedures.

The Council enacted revisions to the Town's personnel ordinance (Chapters 1–10) in September 2014. Town staff members including Anita Badrock are now working on revisions that will include new conflict resolution procedures (Chapters 11–14) for employees. Since joining the Town in April, Anita

has met with more than 200 employees to describe the proposed changes and solicit feedback.

The revised ordinance and policy language establishes a process for workplace disputes that is separate from a grievance procedure, which is only available to address issues relating to severe disciplinary action, harassment and discrimination. Both processes are shorter and more simple than the current grievance procedures and are designed to resolve issues between the people involved in a dispute.

In addition to the new conflict resolution procedures, the Town addresses conflict issues in the workplace through employee training, improved communications and dialogue between supervisors and employees, expanding development opportunities for employees, and in some cases, mediation.

EPMS 360 Supervisory Feedback Survey

The results are in! The EPMS (Employee Performance Management System) 360 Supervisory Feedback survey was conducted in December 2014. 146 employees responded to the survey.

Here's what they said: 91 percent said they were satisfied with working for the Town. 92 percent felt their supervisors were approachable. 50 percent of respondents said their supervisors often listen to their input before making

decisions. 61 percent feel comfortable voicing their opinions to their supervisors without being asked. 78 percent feel their supervisors usually treat them fairly and without favoritism. 34 percent said their supervisors often show appreciation to employees for excellence in their work. 34 percent responded to the same question with moderately often.

How did your department do? Ask your supervisor about your department's survey results.

Employee Appreciation: Fun, Food & Family Feud

Town employees from all departments gathered at the Friday Center on June 5 for the annual Employee Appreciation Luncheon. In addition to old favorites like bingo and cornhole, this year's event included giant Jenga, boat races, a fun photo booth, pickleball and inter-departmental Family Feud! Thanks to everyone who attended.

Congratulations to all the nominees for the Cal Horton Award. You are all stars! **Amy Harvey** was presented with the Cal Horton Service Award. See the Spotlight on page 1.

Thanks to the Planning Committee for organizing the event! The committee included **Amanda Fletcher** (Parks



and Recreation), **Pamela Wilson** (Parks and Recreation), **Tammy Morales** (HRD), **Stacy Ramos** (Parks and Recreation), **LaTonya McNair** (BMD), **Joe McMiller** (Transit), **Terry Battle** (Parks and Recreation), **Jerry Battle** (Public Works), **Alonzo Jaynes** (Police), **Kathryn**

McMillan (Transit), **Ran Northam** (CaPA), **Diana Harris** (Fire), **Shelia Neville** (Transit), **Valeretta Roberts** (Housing). If you have ideas for next year, contact Amanda Fletcher (Parks and Recreation) and look for more information in TOWNtalk or by email.



Photos by Katie Garcia Photography



Cal Horton Award



Ran Northam photo

The 2015 W. Calvin Horton Service Award Nominees with Deputy Town Manager Flo Miller and Town Manager Roger Stancil. Nominees (left to right): Bill Webster, Larry Tucker, Roy Richardson, Gene Poveromo, Amy Harvey, Maureen Looby, Scott Banks and Kay Pearlstein. Not Pictured: Brian Leatherland.

In the Spotlight

(continued from p. 1)

When she's not working, Amy says she enjoys going to the park and the library and watching movies with her family.

Amy began Employee Appreciation Day earlier than usual at 4:30 a.m. preparing her daughter, Morgan, for a field trip to Jamestown, Va. Once she got the family squared away, she arrived at work to tackle a Council meeting packet. With help from CaPA staff members, the packet was completed before they headed to the Friday Center.

"Having breakfast so early, all I wanted to do was get something to eat," Amy says. "I was very surprised when I received such a great Town honor."

And, once a year, Amy and her family can be seen on the lawn at Southern Village listening to the NC Symphony, which they did to end the evening of June 5.

Amy wants to say to everyone, "thank you for this special recognition and—more importantly—for teaching, encouraging and supporting me and others each day."



TOWN OF CHAPEL HILL
Ombuds Office
1st Quarter Report
Jan – April 2015

This report is the sixth one to the organization. Earlier reports can be accessed at <http://www.townofchapelhill.org/town-hall/departments-services/ombuds-office>

Contrasts & Comparisons

Jan – April 2014		Jan – April 2015	
General Categories that people sought the assistance of the Ombuds Office:		General Categories that people sought the assistance of the Ombuds Office:	
37%	• Interpersonal relations	28%	• Supervisor-Employee Relations
28%	• Issues affecting how they do their job	25%	• Career Development
23%	• Facilitated division meetings	17%	• Performance Appraisals
12%	• Informational meetings	15%	• Group facilitations
		7%	• Policy application
		5%	• Interpersonal relations
		2%	• Compensation/Benefits
		1%	• Informational meetings
How did visitors hear about the Ombuds office:		How did visitors hear about the Ombuds Office:	
Brochure	65%	Co-worker	63%
Supervisor	21%	Met Ombuds in unrelated setting	18%
New Employee Orientation	11%	Supervisor	10%
Co-worker	3%	New Employee Orientation	5%
		Unknown	4%

International Ombuds Association (IOA) and The Town of Chapel Hill Ombud's Office Code of Ethics

Confidentiality	The Ombuds holds all communication with those seeking assistance in strict confidence.
Impartiality	Ombuds, as a designated neutral, remains unaligned and impartial. Ombuds will not engage in any situation which could create a conflict of interest.
Independence	The Office is independent in structure, function, and appearance to the highest degree possible within the organization. Collaborative relationships have been developed to help visitors take advantage of the maximum of resources they need for their situation.
Informality	Ombuds, as an informal resource, do not participate in any formal adjudicative or administrative procedure related to concerns that visitors have shared with them.

NEXT STEPS

- ✓ **(Visibility)** 18% of the visitors, this quarter, made contact with the Ombuds in an unrelated setting and used that time to establish an appointment to talk further. The Ombuds Office personnel are committed to use every opportunity to interact with employees in the organization such as attending general quarterly meetings, senior leadership meetings, project update meetings, celebrations, and other employee initiated activities. This will maximize our visibility and remind employees that this resource is available.
- ✓ **(Trainings)** Members of the Ombuds office has participated in New Employee Orientations, Value Based Cultural Trainings, Public Service Leadership Agenda Setting, Community Listening Sessions, Public Participation Spectrum development, Leadership Competencies Brainstorming Sessions, UNC School of Government's Municipal and County Administration Alumni Update Seminar, International Ombuds Association Annual Conference, and organizational strategy meetings about our Personnel Ordinance Update.

Our activity has been devoted to help the organization maintain its commitment to our Employee Performance Management and Development System. Our efforts strengthen the resources that are made available to our employees to help them thrive.

HOW THE OMBUDS OFFICE REPORTS INFORMATION

In accordance with the guiding principles of the International Ombuds Association (IOA), the Chapel Hill Office follows a practice of confidentiality and **reports trending information that does not identify individuals or their work areas**. Trending information is used to help identify employee concerns, and offers suggestions for ways to address those concerns in a manner that is systemic and consistent with the principles of a learning organization.

Members of the Ombuds office meet with the Town Manager and Deputy Town Manager monthly to discuss and strategize around organizational trends.

A quarterly report detailing the nature of the quarter's contacts and proposed next steps is delivered to the Town Council through the Manager's Office; published in the Town Talk Newsletter; an electronic version is available on the Ombuds webpage; and paper copies are printed and distributed throughout the organization.

For **FY 2015-16**, the quarterly reports will be available:

- April 2015 (Released in May 2015)
- July 2015 (Annual Report)
- October 2015
- January 2016

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