



TOWNtalk

A newsletter for Town of Chapel Hill employees

September 2015
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www.townofchapelhill.org

On the Front Burner



Message from Town Manager Roger L. Stancil

You love working for the Town; but you wonder what the future opportunities might be for you to thrive here. I am looking for leaders, mining for talent. By working and talking together, I think we can design ways to meet our mutual interests.

In the next few years, there will be multiple opportunities to advance, especially if you are willing to look at positions outside your department or division. Whenever possible, I would rather promote a proven leader from within than take the risk of hiring someone from elsewhere who might not grasp our Values Based Leadership expectations. We can teach skills; attitude and core values are more difficult. While I do not believe anyone who already works here is entitled to a promotion, I do believe you should have the inside scoop on what we are looking for and by working together we can find ways you can develop the skills you need to advance.

Here are some suggestions I have for you: **Lead from where you are.** We are all leaders, no matter where we sit in this organization. What can set you apart?

- **Communicate clearly and concisely with the user/reader in mind** both in written and verbal communications.
- **Innovate.** Think about why we do what we do and come up with a better way to do it. Do not be afraid of doing something different.
- **Think systemically.** How are things connected? How does what you do affect someone else and how can you engage them in thinking about what you do together? I am always amazed at what can happen when people talk to each other. Be the one to start the conversation.

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Tim Czupka

You'll find Tim Czupka (pronounced CHUP-kah) in the second-floor Town Hall office across from the elevators. He shares the room with Ross Tompkins.

Tim was recently promoted to Technical Services and Support Manager in the Technology Solutions (TS) department.

"This position allows me to have a bigger voice in how we (TS) provide service and support to the Town internally and externally," Tim says.

Tim says the team members he works with is what keeps him coming back.

"No one wants to let down their teammates and that's how I feel about my team," Tim says. "I never want to let them down, so I try to do the best that I can knowing that it can have a direct effect on them."

He says responsibility is the Town value that speaks to him most. He says he notices how one person's actions can have a direct effect on everyone around that person.

"I have always been interested in processes," Tim says. "I love to see the way the Town can maximize efficiency by creating end-to-end

Value in the Spotlight

Responsibility



Ran Northam photo

processes across departments. By working together to improve what we do, we can have a positive effect on others throughout the Town."

Tim received his bachelor's degree in management information systems from Iowa State University. He started working for the Town of Chapel Hill on Nov. 6, 2007. Prior to that, he was a contractor for the Town.

Tim and his wife, Lisa, have been married for 16 years. They live in Durham and would love to move to the country where "it is quiet and the stars shine brighter at night." Tim's mother also lived nearby. She moved to Morrisville to be closer almost three years ago.

The Czupkas enjoy traveling in their spare time, meeting new people and learning new cultures.

COMING UP

Wednesday, Sept. 23: Wellness@Work Lunch and Learn, "What's for Lunch?" Noon, Chapel Hill Public Library. See p. 4.

Sunday, Oct. 4: Festifall Arts Festival, Noon-6 p.m. West Franklin Street

Fridays through Nov. 6: Live and Local Music & Arts, 6-9 p.m., Plaza at 140 W. Franklin St.

Wednesday, Oct. 14: Lunch and Learn, "Grief and Loss," Noon, Aquatic Center. See p. 4.



Community policing at its finest! Kurt Gurley (center, Police) with Mia Hamm and members of the U.S. Women's Soccer Team.

In Brief

Enoch Chan (Technology Solutions) has been promoted to Network Analyst. Enoch started working for the Town as an intern more than 10 years ago, continued employment during his college years and joined the Town on a full-time, permanent basis in 2012.

Phil Hanson (Planning) has joined the Town as Planner I, focused on bicycle and pedestrian initiatives.

Megan Wooley-Ousdahl (Planning) has been promoted to Senior Planner after her hard work on several challenging projects over the past few years.

Mark Lowry (Transit) is the new Transit Safety Officer. He will lead Chapel Hill Transit's Occupational Health and Safety Program and will be an important team member of the Town's Risk Management initiative by developing and coordinating safety programs and training for Chapel Hill Transit.



Cheryl Warren (HRD) was sworn in on June 19 as an Officer of the Court in Durham County, to serve as a Guardian ad Litem. A volunteer Guardian ad Litem

is appointed to represent a child who is alleged to have been abused or neglected. Her goal is to make a difference in the lives of abused and neglected children by advocating for their rights and helping the judicial system to determine their needs and what's in the best interest of the child.

Matt Sullivan (Fire) thanked everyone for all of the great teamwork that made the Pink Heals event a huge success. "There were so many examples of great support and collaboration." Special thanks to **Steve Sherwin** (Police) for all of the advance planning and coordination



Remembering 9/11

Public safety officials from Chapel Hill, Carrboro and Orange County, and Town employees, came together at Fire Station One on Friday, Sept. 11, 2015, to remember the lives that were lost in the terrorist attacks in New York City, Washington, D.C., and Shanksville, Penn., some 14 years ago. Interim Fire Chief Matt Sullivan and other public safety officials, along with the mayors of Chapel Hill and Carrboro addressed those in attendance prior to the three-by-three ringing of the bell, signifying the end-of-shift for the lives of the public safety officials who were lost—a practice that is repeated annually.

and to **Matt Lawrence** (Fire) for development of the operations plan and assuming command responsibility throughout the day.

The **Stormwater Division** of Public Works, in partnership with the UNC Institute for the Environment, received the 2015 StormTV Project Award, Training Category, from the Water Environment Federation for the video "Keep Restaurant Pollution and Profits From Going Down the Stormwater Drain." The video trains restaurant owners and employees in preventing water pollution by properly disposing of wastes.

Len Cone (Planning) recommends that no matter WHAT the mode of transportation, leaving a single occupancy vehicle at home is the best idea! And though there are perhaps better transportation choices for getting to and from work, even a camel can keep the carbon footprint very low! "Just TRY alternative transportation at least once this coming fall as the roads begin to get crowded with the beginning of school—even if it MUST be a camel!!!" says Len.



HRD provides trainings on a variety of topics. Coming soon — Values Based Culture Training (9/17), Communicating with Confidence (10/5), Team Building (9/21), and much more! To attend a training, fill out a training request form and have it signed by your supervisor. Questions? Contact Tom Clark at tclark2@townofchapelhill.org or 969-5031.

What You Said in the TOWNtalk Survey

What do Town employees want from their employee newsletter? The 2015 TOWNtalk survey was distributed in April. Thanks to everyone who completed the survey! We will use your responses to provide more of what you want in TOWNtalk.

TOWNtalk was rated "excellent" or "good" by 94 percent of responders. About 58 percent of responders said they read the newsletter "always." The most-read features of TOWNtalk are On the Front Burner (the Town Manager's column), In the Spotlight, and Compliments.

Information that employees want to receive includes information about employee benefits (26 percent), announcements about special events (22 percent), features and photos about employees (21 percent) and news from departments, information about work policies, and compliments to employees (19 percent).



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Please recycle.



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In the Spotlight

(continued from p. 1)

Look for opportunities to demonstrate your leadership. Volunteer to lead a multi-department project. Volunteer to serve on a task force, like the recent Compensation Task Force addressing organizational issues. Jim Orr, Jackie Carden and Heather Robinson stepped out to lead our efforts on the clinic and the result is now our wellness program and decreasing healthcare premiums. And some great life stories about new health. Tammy Morales, Barry Lowry and Linda Smith volunteered to lead the Combined Campaign this year. They will have the opportunity to develop and demonstrate skills that would not have been available in their regularly assigned job.

Look outside the department you currently work in. Sometimes you look up in your own department and it can look pretty crowded. You work for the Town, not just your department. Keep your eye on the jobs list. When an internal candidate applies, we offer developmental feedback and help developing your skills. What do you think about how we can meet these mutual interests I stated in the first paragraph? Send me an email if you have a thought: rstancil@townofchapelhill.org



FISH! Over the past four months, “Ask the Ombuds” has explored **Choice, Play, Make Their Day and Be Present.** These four topics are the cornerstones of an international movement known as the FISH! Philosophy. FISH! is all about creating an innovative and accountable work environment where a playful, attentive, and engaging attitude leads to more energy, enthusiasm, productivity, creativity and fun. FISH! is about “finding the deep source of energy, creativity, and passion that exists inside each of us by learning to love what we do, even if at the moment we may not be doing exactly what we love.”

In 1997, John Christensen observed fish sellers at Pike Place Fish Market tossing trout and salmon through the air, providing a high energy which energized many pedestrians passing by on their lunch breaks. They gave their complete attention to each customer and ensured each had an enjoyable visit. It occurred to Christensen that the fishmongers might not enjoy every part of their job but they chose to bring joy to how they approached it. They also sold a lot of fish. John Christensen created the Fish Philosophy in 1998. The FISH! Philosophy includes four

simple, interconnected practices:

Be There: When people need you, they need all of you. Setting aside distractions and judgments to be fully present is a sign of respect. It improves communication and strengthens relationships.

Play: You can be serious about your work without taking yourself so seriously. Play is a mindset more than a specific activity. It allows you to throw yourself with enthusiasm and creativity into whatever you are doing, in a way that is natural, not forced. “Playing” with ideas helps you find solutions to everyday challenges.

Make Their Day: Simple gestures of thoughtfulness, thanks and recognition make people feel appreciated and valued. When you make someone else feel good, you feel good too.

Choose Your Attitude: To actually choose how you respond to life, not just react, you must be intentional. When you get up, decide who you want to “be” today. Ask yourself throughout the day, “What is my attitude right now? Is it helping the people who depend on me? Is it helping me to be most effective?”

Through The FISH! Philosophy, we build stronger relationships with the team members we work with, the customers we serve, and the people we love.

To learn more or for a demonstration of Fish! in your work area, contact the Ombuds Office at 919-265-0806.

Compliments



Mark Geercken and Charlie Pardo (both Police) were complimented by Bonnie Lawson for being a caring and professional presence at University Place.

Reginald Mebane (Transit) was complimented by Kathleen Kenyon for being kind, friendly and compassionate. “His behavior and customer service is exemplary.”

Tiffanie Tapp (Transit) was thanked by Karen Harrison for assisting with a difficult application for the EZ Rider service.

The Inspections Division was commended by Preston Maroney for being very helpful and a pleasure to work with during a building project.

James Crouch (Inspections) was commended by David Bruckenstein for providing guidance for a challenging window replacement project.

William Rogers (Transit) was complimented by Teri Malo for excellent driving skills.

Jeff Beckett (Police) was commended by Mike Mineer (Police) for being level headed, thoughtful, and using all of his skills to resolve situations.

Jared Greenlee (Police) was thanked by Mara Evans for responding calmly, quickly and professionally to a noise complaint.

Derek Kemp expressed his appreciation to **Robert Mallory** (Police) for providing a police presence on campus.

Bradley Meyers (Police) was commended by Jason Murphy for doing an outstanding job in a court testimony.

Phil Smith (Police) was thanked by Michael Fox for assisting with safety at an event at Julian’s.

Charles Mitchell, Warren Edwards, Audrey Gattis, Josh Degraffenreid, Mark Shrader and Wayne Thompson (all Public Works) were thanked by John McCreery for doing an excellent job on a sidewalk repair.

Travis Alston (Inspections) was thanked by Meg Miller for helping resolve a neighborhood issue quickly and professionally.

Matt Sullivan (Fire) commended Fire, Police, Transit, and CaPA for teamwork and support during a response to a hazardous substance incident at Pinegate Apartments.

Fire Department staff were thanked by the Lineberger Comprehensive Cancer Center at UNC-Chapel Hill for the successful Pink Heals Tour and a \$2,275 donation raised through the Fill the Boot drive. **Matt Sullivan** (Fire) recognized a great team effort including exceptional support from **Steve Sherwin** (Police) and **Matt Lawrence** (Fire).

Robert Sykes (Stormwater) was thanked by Freddy Pinero for fixing a drainage problem. “Robert was courteous, helpful, very professional and responsive.”

The Police Department was thanked by the UNC Panhellenic Recruitment Team for keeping everyone safe and secure during the recruitment process.

Lance Norris (Public Works) and **the Public Works Department** were complimented by Laurin Easthom for responding quickly to address the neighborhood’s concerns.

All About the Bond Referendum

Chapel Hill voters will decide in the Nov. 3 municipal election whether to allow the Town of Chapel Hill to issue up to \$40.3 million in general obligation (G.O.) bonds to fund community improvements.

The bond referendum would not require a tax increase because the Town's Debt Fund has capacity to repay the debt with the existing dedicated tax. To pay the principal and interest on the stormwater referendum bonds, there would be an annual stormwater fee increase of about \$15 to \$20 for the typical residential property.

The bond projects are responsive to public input expressed in the Chapel Hill 2020 comprehensive plan, the Community Survey and many community plans such as the Chapel Hill Bike Plan, Greenways Master Plan, Comprehensive Parks Plan, Stormwater Master Plan, and other efforts.

They also address concerns expressed in the Community Survey – improvements to ease traffic congestion, street and sidewalk maintenance, street lighting and stormwater infrastructure. The community's high rankings for the Town's trails and greenways system, bicycle and pedestrian safety infrastructure, and teen programs are also addressed by the bond projects.

Chapel Hill voters supported the community's last bond referendum in November 2003. Those bonds totaled \$29.36 million. They funded the expansion of the Chapel Hill Public Library, new sidewalks and greenways, streetscape projects in downtown Chapel Hill, land purchases for open space, and energy improvements in Town buildings.

Chapel Hill 2015 Bond Referendum

Voters will decide on Nov. 3, 2015, whether to allow the Town of Chapel Hill to issue \$40.3 million in general obligation (G.O.) bonds to fund improvements throughout the community. This will not require a tax increase.

Streets & Sidewalks	\$16.2 million
Bike & Pedestrian Safety Sidewalk Construction Streets Infrastructure Downtown Streetscape	
Trails & Greenways	\$5 million
Greenway System Expansion Morgan Creek Trail Bolin Creek Trail/Tanyard Branch Trail	
Recreational Facilities	\$8 million
Parks and Recreation Administrative Space Community Programming Space Parks Renovations & Expansion	
Solid Waste Facilities	\$5.2 million
Develop options for future solid waste removal	
Stormwater Improvements	\$5.9 million
Various high-priority projects	
More information at www.townofchapelhill.org/bondinfo	



What's New with Wellness@Work?

Wellness Spotlight



Lana Simons

(Transit) has been tobacco free for 2 ½ years! She says it's a "nicer way to live," and she is proud of herself.

Lana had never tried to quit smoking before, but when she heard that the Wellness@Work program offered free medication and \$100 incentives for quitting, she said to herself "might as well try." She was pleasantly surprised at how easy it was, especially after smoking a pack a day for 50 years.

Using nicotine patches and gum helped ease her withdrawal symptoms. She also identified things in her daily life which triggered her desire to smoke, and made some behavior changes to "unhook" her from these triggers.

Lana had many motivations for becoming tobacco free. She had begun to hate the smell of cigarettes on her clothes and on

other people. Her doctor had explained that smoking had contributed to polyps and to the thickening of her vocal cords.

The benefits she now enjoys are a clearer speaking voice, a clean smelling house and car, not having to think about smoking, and using the money she is saving to buy fruits and vegetables to eat healthier. Lana apologized to her family and friends for making them endure the smell of her smoking in their cars and houses, because she knew, even if she smoked outside, she was bringing the smell inside with her. She also loves when she goes to the doctor, answering the question on the intake form "Do you smoke?" with a "No!"

She is grateful to the tobacco treatment specialist, Barbara Silver, for giving her tips to help her along the way. She enjoyed the easy conversations, making her meetings with Barbara the fun part of her journey.

If you are interested in finding out more about this free program, contact Barbara Silver at 984-974-8455 or barbara_silver@med.unc.edu.

Nutrition Counseling Available:

Nutrition counseling is now available at the Wellness clinic. Amy Crisp, R.D., L.D.N., is a Registered Dietician who works with a variety of nutrition related conditions such as weight management issues, heart health and diabetes. She received her degree in Dietetics from the University of Maryland, College Park and her specialty is healthy eating and diabetes.

Amy will lead a discussion on preparing healthy lunches at our September Lunch and Learn at noon Wednesday, Sept. 23, in Meeting Room C at the Chapel Hill Public Library. RSVP to Liska Lackey by 5 p.m. Monday, Sept. 21, at llackey@email.unc.edu or 919-968-2796. For more information on Wellness @ Work programs, visit chapelhillwellnessatwork.org.

The October Lunch and Learn on

"Grief and Loss" will be held at noon on Wednesday, Oct. 14, at the Homestead Aquatic Center. The presenter is Michelle Guarino, Crisis Unit Supervisor for the Police Department. RSVP by 5 p.m. Monday, Oct. 12, to llackey@email.unc.edu or 919-968-2796.



wellness @ work
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