



See Town Manager's Message, p. 2

CHAPEL HILL Towntalk

SEPTEMBER/OCTOBER 2016
VOLUME 13 ISSUE 1

JOHN FRENCH

JOHN FRENCH WAS MOVED TO TEARS WHEN HE TOLD EVERYONE AT EMPLOYEE APPRECIATION DAY WHAT RECEIVING THE W. CALVIN HORTON SERVICE AWARD MEANT TO HIM.

"I believe in what I do in order to make a better life for someone," John said. "That award showed me that fellow Town employees value my work and my work ethic."

The service award is one of the highest honors the Town of Chapel Hill bestows upon an employee. It is given to a Town employee who brings credit to the Town with exceptional contributions to the community.

When John started working for the Town of Chapel Hill 13 years ago, he mentored children at Smith Middle School. At that

time, 99 percent of the students referred to the office for disciplinary reasons were African American. He says that number has since dropped to about five percent.

"This position doesn't always give me immediate results," John said. "But seeing the long-term benefits gives me the motivation to keep coming back every day."

John said 95 percent of the kids he worked with weren't on track to go to college, and that number is also dropping.

"Our program gave them the motivation to be successful," John said. "Now they mentor kids in the same situation they were once in. The best teachers are ones who went through similar situations."

John started as a part-time program coordinator at the Hargraves Community Center 15 years ago. Two years ago his

full-time position as Resident Services Coordinator moved to the Housing and Community Department from the Police Department.

His time with his wife of eight years, Nicole, and daughter, Madison, 7, and son Caleb, 13, is sometimes limited due to his job.

"When I do have some spare time, I love fishing with my son and hanging with my daughter," John said. "She gives me a different perspective on life."

John and his family live in the house his mother previously owned in Chapel Hill. He graduated from Chapel Hill High School and NC Central University with a degree in physical education and a minor in sociology.

—Story by Ran Northam (CaPA)

Coming Up

Downtown Pop-Up Farmers' Market

Thursdays, 3:30-5:30 p.m.,
Plaza at 140 W. Franklin St.

Friday, Oct. 14

Live & Local Music & Arts Series
6-9 p.m., Plaza at 140 W. Franklin St.
140westfranklinplaza.com/series

Thursday, Oct. 27

Project Connect Orange County
9 a.m.-3 p.m., Hargraves Center
Sign up to volunteer at bit.ly/2dkRgjr

Monday, Oct. 31

Homegrown Halloween
8-10:30 p.m., Franklin Street

Photo by Catherine Lazorko



Town Manager's Message

from Town Manager Roger Stancil

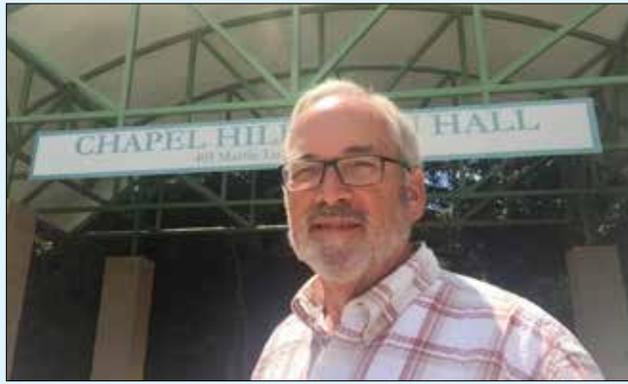
United Way Campaign:

A group of dedicated employees is leading our United Way Campaign this year and they have set an ambitious goal

for the funds they want to raise. I encourage all of us to do what we can to fund the nonprofit agencies supported by the United Way. As Town employees, we receive many benefits that we all appreciate. Giving to United Way is one path to giving back to the community around us. The agencies of United Way serve the region not just the town limits. I have found that you do not have to think very long to realize that someone we know, or someone in our family, have benefited from one or more of the agencies. One way to think about our contribution is that we are supporting the safety net that is available to all of us. I know many Town employees give dollars in other places and time in many ways. This year, also think about your contribution to United Way and consider what else you can do.

Halloween: October 31 comes on a Monday this year. Maybe a chance to continue our quest for a smaller, safer, more local Halloween. I know many Town employees work hard to keep this event safe. Thank you for your hard work. It is also an event that is well planned, and everybody knows how what they do fits into the ultimate goal of a safer community. I think that is one reason we do so well. Just think what we could do if we clearly defined that in everything we do.

Happy New Year: This is the time of year we reassemble from the summer and renew our focus on the Town's mission: Learning, serving and working together to build a community where people thrive. There is much work to do. And what a Great Team we have to do it.



2016 TOWNTALK READER SURVEY RESULTS

Notice something different about TOWNtalk? In response to your feedback from the 2016 TOWNtalk survey, we've made changes to the look and content of your TOWNtalk employee newsletter. Thanks to everyone who completed the survey!

TOWNtalk was rated "excellent" or "good" by 95 percent of responders. About 41 percent said they read the newsletter "always." The most-read features of TOWNtalk are the Town Manager's column, the Employee Spotlight and Compliments.

Information that employees want to receive includes news from departments across the organization (48 percent), information about employee benefits (42 percent), messages from the Town Manager (40 percent), announcements about special events (40 percent) and features and photos about employees (37 percent).

If you have ideas for stories for TOWNtalk, please send the CaPA Creative Team an email at info@townofchapelhill.org.

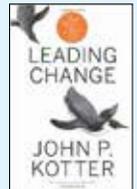
LEADERS ARE READERS

"The only constant is change." "Be the change you want to see." "To improve is to change, to be perfect is to change often." You've probably heard these and other inspirational quotes about change. But how do you actually affect change in an organization? How do you navigate – and lead through – times of great change? How can you understand and address both the technical and human aspects of change?

Here are a few items from the Library's collections that might help with those questions. These books offer practical advice and strategies for managing change:

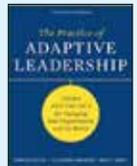
Leading Change by John P. Kotter

Kotter literally wrote the book on leading businesses and organizations through change – and this is a new and updated edition of that classic and influential book. Kotter stipulates that constant and often difficult change is the new normal – and proceeds to offer practical strategies in successfully lead through change.



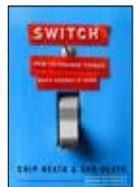
The Practice of Adaptive Leadership: Tools & Tactics by Ronald A. Heifetz et al

The premise of this book is that leading change can be difficult, dangerous work. People feel threatened, stakes can be high, and tempers may flare as paradigms shift. This book is a very practical and highly useful guidebook, full of useful tools, case studies, and anecdotes that can help you be an adaptive leader – and help your team adapt to complex, yet crucial, change.



Switch: How to Change Things When Change Is Hard by Chip Heath & Dan Heath

This book looks at one of the major obstacles in almost any effort to change, whether personal or professional, small or large scale. The authors argue that the tension between our rational and our emotional minds can derail and doom change efforts. They offer practical ways to balance those two minds, leverage the best of both, and succeed in creating real change. Case studies and anecdotes tell of successful changes led from all positions and levels of responsibility.



—Susan Brown, Library Director



Briefs

Congratulations to **Mark Agosto** (Transit) for successfully completing the Transportation Leadership Development Program (TLDP), an intensive 12-week leadership program.



Lisa Baaske (Parks and Recreation) is now the Parks and Recreation Department's Public Notary. Congratulations!

Jacqueline Brown (Transit) graduated from Everest University with a bachelor's degree in Criminal Justice in July. Congratulations!

Brian Dunagin (Fire) has been promoted to Fire Equipment Operator.

Congratulations to **Robert Earhart**, **Stephen Deberry** and **Larry Demery** (all Transit) for completing the Chapel Hill Transit Fill-In Supervisor Training Program. This four-month program is an intense combination of training and on-the-job experiences.

Ray Enoch and **Phillip Nasser** (both Fire) passed the state exam to be a Certified Fire/Arson Investigator. Congratulations on this significant accomplishment.

Robert Farrell (Transit) has been promoted to Mechanic III – Bus. Robert has worked for the Town/Chapel Hill Transit for 16.5 years and has an extensive knowledge of our fleet.



Tracey Link (Parks and Recreation) has received her Bachelors of Business Administration. Congratulations!

Buck Marks (Transit) has achieved the designation of Certified Local Government Purchasing Officer. Requirements include a four-hour exam and more than 250 instructional hours.

Jason McIntire and **Celisa Lehew** (both Police) have completed the second of a series of three FBI-LEEDA Supervision courses.



Dave Park (Fire) is a proud grandpa! His new grandson, Asher Barye Philips-Park, arrived on

May 19. Asher was 8 lbs. 6 oz. and 21 inches long.

Jef Ryan (Fire) has been promoted to Fire Lieutenant. He has worked for the Chapel Hill Fire Department since April 2006.



Cliff Turner (HRD) has accepted the opportunity to serve the Town as our Director of Human Resource Development (HRD) starting on

Nov. 1. We wish all the best to Frances Russell in her pending retirement.

Don Willis (Transit) has been chosen to be the Operations Manager for Demand Response Services. He has more than 22 years of transit experience.

Transit's Demand Response Team went 164 days without a preventable accident. During this time, they traveled about 110,000 miles.

The Chapel Hill Transit team, including **Javius Newman**, **Ricky Hunter**, **Robert Earhart** and **Danny Elliott**, placed second at the State Bus Rodeo in June. **Gerhard Konig** represented the Town on the LTV (Light Transit Vehicle) course.

Remembering 9/11

Police Chief Chris Blue and Fire Chief Matt Sullivan were among a group of public safety officers who ran 2,076 steps in the Stairs to Remember Run on Sept. 9. The annual run honors the sacrifices made and risks taken by the first responders who rushed into the World Trade Center to try to rescue victims trapped in the buildings 15 years ago. The numbers of steps — 2,076 — is the same number of steps that were in each of the World Trade Center Towers.

The 110-flight stair run is hosted by UNC-Chapel Hill's Army ROTC. Read the full story posted by UNC-Chapel Hill at unc.edu/spotlight/poignant-reminder.



Combined Campaign Kicks off this October Giving Back to Our Community

The Combined Campaign is a partnership with the United Way that supports a wide variety of local charities and is a fun and easy way for Town employees to combine forces and give back to our community.

During the month of October, Town employees will be able to fill out pledge cards which will be used to identify charities.

Several Senior Leadership Team members are participating in a challenge where they are assigned a “wacky” task that they must perform based on incentive goals being met. Other activities include a kickball tournament and a closing ceremony to highlight this charitable cause. Watch for updates coming soon!

For information, contact Alex Terry at aterry@townofchapelhill.org or 969-5024.

Sculpture Honors Firefighters



Pictured here (l-r): Daniel Cefalo, Chair of Cultural Arts Commission; Mayor Pam Hemminger; and sculptor Mike Roig

"Promethean Honor Guard," created by sculptor Mike Roig in honor of Chapel Hill's Fire Department, has been installed in front of Fire Station #1 at 405 Martin Luther King Jr. Blvd.

Promethean Honor Guard was one of the first public art projects funded by Chapel Hill's Percent for Art Program and was originally installed in front of Fire Station #5 on Bennett Road.

The sculpture depicts an abstract pyramid of fire personnel with flame-like birds ascending above their heads. The fire birds rotate in the wind, while reflecting the sun and glistening with a hint of flames.

Are you using the Town intranet?

If not, you're missing out on important messages, documents and helpful resources. To get to the intranet on computers connected to the town network, use <http://intranet/>. Some browsers will ask you to log in—use the first part of your email (usually first initial and last name) and the same password you use with your email. For computers accessing the intranet from outside the town network, use <https://intranet.townofchapelhill.org/>.

Need help? Contact itsupport@townofchapelhill.org

Ask the Ombuds

R.E.S.P.E.C.T.

A Glance in the Rearview Mirror

R.E.S.P.E.C.T. posters – you see them in every Town work area or carry them with you. Our RESPECT Values were developed in 2011 by the Employee Forum and Senior Leadership Team to be both the standard to work toward valuing all people and to be the common language to use to consistently achieve this standard. Respect needs you!

The Town of Chapel Hill has the Vision of creating a place Open2Everyone, where everyone is welcome and has equal opportunity to connections, choices, community and the Mission of Learning, serving and working together to build a community where people thrive – ALL people! This requires a transformative culture where everyone, regardless of who and where you are, is engaged and respected and valued and necessary. Over the past several years a great deal has happened to create this transformative culture in the Town.

To accomplish the Vision and Mission the Town recognizes that it must value, grow, protect, and invest in its most important resource – its employees! Major effort has been implemented to provide the tools and resources to help bring about a place where I want to work. To this end the Town has developed and remained committed to an excellent employee benefit package. During the difficult financial times of the 2008 recession, the Town remained committed to persevering this benefit package and to not laying off employees.

Further, recognizing that employees would be facing difficult financial times and would be required to do more with less, the Town invested in Wellness Resources to wrap around employees to help them be and do their best. These wellness resources, listed on the back of Town IDs,



include the Wellness Clinic, Employee Assistance Program, and Ombuds office.

Committed to ensuring that all employees have access to quality training, the Town hired a dedicated Trainer. Training opportunities were developed to create a transformative and learning culture, opportunities for leadership development, including Facilitated Leadership and Mutual Learning Model.

The Employee Performance Management and Development System was implemented with the emphasis on employee development for all. The Personnel Ordinance was replaced with one that sought the clarity, consistency and equity employees requested.

Respect – are we doing better? The efforts listed above would say so. You have said so. Have we arrived? NO! Respect is a journey that requires constant attention and work and YOU. Town Manager Roger Stancil has opened the dialogue with his statement: “I encourage you to challenge me if I say something or act in a way that you believe does not reflect these values. You may share a perspective with me that I did not consider which might affect my decision or behavior. Alternatively, I may share new information with you so you might better understand the decision or my behavior.” The baton has been passed on to us. Respect involves you and me. Respect involves everyone!

— Jim Huegerich, Ombuds

Compliments

The **Stormwater maintenance crew** was thanked by Steve Bullock for fixing problems with flooding on Lakeshore Drive and was commended by Rick Lehner for quick response to a culvert issue.

Nicole Slavik (Police) was thanked by Carol Kelly for her professional, compassionate response to a motor vehicle accident.

Deborah Bozeman (Transit) was commended by Amy Stuart for being helpful and kind when she lost her car keys on the bus.

Danny Lloyd and **Scott Taylor** (both Police) were thanked by Anusha Chari for meeting with Buckner Lane residents to talk about traffic concerns.

Jarvis Price (Public Works) was commended by Lynne Holtkamp for assisting when her car ran out of gas.

Lana Simons (Transit) thanked Town employees for donating sick time and encouragement during an illness.

William Dean complimented the Town on improvements to Rosemary Street. Thanks especially to **Emily Cameron**, **Curtis Brooks** and **Rae Buckley** for managing this project.

Residents expressed their support and appreciation for **the Chapel Hill Police Department**. Those who emailed or called included Suzanne Lyman, Robert Hildreth, Charla Hodges, Elizabeth Thorpe, Irene Ferguson, John Poteat and Lewise Busch. Suzanne Lyman said, "I appreciate your directness and accessibility to the community."

The Police Department was thanked by Erin Schwie Langston for dealing with speeding drivers in the Coker Hills neighborhood.

The Parks and Recreation Department was thanked by Ann Loftin for making improvements to the showers at the Homestead Aquatic Center.

Reggie Mebane (Transit) was complimented by a passenger for being polite, friendly and a safe driver.

The staff in **Housing and Community** would like to thank everyone who participated in Employee Appreciation Day activities, especially Family Feud. You guys rock!
#2106FamilyFeudChampions

Can't get enough compliments? Check out the bulletin board next to the restrooms on the first floor of Town Hall.



CHECK OUT THE DOWNTOWN POP-UP FARMERS' MARKET!

Share in the bounty of a Popup Farmer's Market in downtown Chapel Hill, held 3:30 to 5:30 p.m. every Thursday through Oct. 27 on the Plaza at 140 W. Franklin St.

Products include summer fruits and vegetables such as peaches, berries, melons, heirloom tomatoes, okra, peppers, squash, eggplant, greens, garlic, and fresh herbs, eggs, cut flowers, baked goods, breads, cheeses, chocolate, tea and coffee, all produced within 60 miles of Chapel Hill.

www.thechapelhillfarmersmarket.com

TRAINING CORNER

Training sessions are offered throughout the year on a variety of topics. Coming this fall: Values Based Cultural Conversations

What makes us unique? What makes us different? Explore strengths and biases, and become aware of the diversity in our workplace and community. The workshops help participants develop understanding, tolerance and acceptance of others. The next session will be held from 9 a.m. to noon Wednesday, Oct. 26, at Chapel Hill Public Library Meeting Room A. Please complete a training form and send it to Latisha Perry (lperry@townofchapelhill.org).

Are you interested in expanding your personal and professional skills? Find training opportunities at www.townofchapelhill.org/training.



Chase Barnard (Planning and Sustainability) participated in the Blue Ridge Relay, a 209-mile running relay race held Sept. 9-10. He drove the team's van over a winding and often treacherous course through the Blue Ridge and Black mountains of Virginia and North Carolina.



Get your flu shot! Come to the flu shot clinic from 10 a.m. to noon Friday, Oct. 14, at Transit or get your flu shot during clinic walk-in hours (visit chapelhillwellnessatwork.org for more info). All employees covered by the Town's insurance are eligible. Bring your BCBS insurance card.

Weight Watchers at Work is back! Meetings are held at 11:15 a.m. on Wednesdays at Hargraves Center, 216 N. Roberson St. The 17 week program is \$158.10 with the town paying HALF. Your cost of \$79.05 must be paid at the information session by check, credit card or cash. If you prefer, you can write three checks: each one for \$26.35, to be deposited one month apart.

If you are interested, please contact Liska Lackey at llackey@email.unc.edu or 919-968-2796.

The new Weight Management Program provides coaching and support. Are you above a healthy weight and motivated to change your eating habits and physical activity? The Weight Management Consultant will work with you to develop weight loss goals and identify barriers. Make an appointment through the portal at chapelhillwellnessatwork.org.

Thanks for participating in the **Wellness@Work Employee Interest Survey!** Each year, the Wellness@Work program issues an employee interest survey to gain feedback on how the Town's program is working. This year we had a 40 percent response rate, which is very good!

The feedback is analyzed and used by your Wellness Committee to help in the yearly strategic planning process. The Wellness Committee met on Sept. 1 to begin the planning process for next year. The group will brainstorm about to improve the program, prioritizing solutions along the way. Last year's committee identified sixteen interventions to improve the program and all of them were addressed in some fashion. We will report back on the outcome of this process and our priorities for next year. Thanks for letting your voice be heard!

For more wellness news and events, visit chapelhillwellnessatwork.org



Thanks to all who attended the Employee Appreciation luncheon on July 15! We had record crowds and fun was had by all. Please share any feedback with afletcher@townofchapelhill.org. We will start planning the 2017 event in the winter. All are welcome to join the committee.

CaPA Receives National Award

The Town's social media campaign to promote public safety messages for Homegrown Halloween earned a top national honor – a Silver Circle award – from the City-County Communications and Marketing Association (3CMA) on Sept. 8.

The Communications and Public Affairs Department won in the Social Media: Best Campaign Use category for a Homegrown Halloween campaign involving videos that balanced cautionary messages with fun. **Ran Northam** conducted videotaping and editing, and social media programming; **Catherine Lazorko** wrote video scripts; and **Melanie Miller** designed video graphics.

View the videos at <https://vimeo.com/album/3620187>.

TOWNtalk is produced by the Communications and Public Affairs Department
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Graphic Designer: Melanie Miller
Staff Writer: Ran Northam

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Got News?

Achievements • Weddings • Babies



Send your news to info@townofchapelhill.org.
Got photos? Send them too!

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chapelhillgov

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