



See Town Manager's Message, p. 2

# CHAPEL HILL Towntalk

NOVEMBER 2016  
VOLUME 13 ISSUE 2

## Scott Newton

SCOTT NEWTON OVERSAW A FOUR-TO-SIX-MONTH PROJECT TO COMPLETION IN JUST TWO MONTHS.

Ridge Road, located near Boshamer Stadium, underwent a full street reconstruction that had to be completed before UNC-Chapel Hill students returned from summer break. The scope and size of the project would usually present a four-to-six-month timeline for expected completion. Time management was key with just a two-month window available and unknown sublevel road conditions.

"Ridge Road turned out to be one of the most challenging streets I've worked on in my time here," Scott said. "I wanted to make sure the road was built back correctly as it carries a lot of traffic each day, especially bus traffic."

Scott worked long hours, including on weekends, in order to keep the job on schedule. Part of his job is working closely with the contractor's superintendent. Scott said, "No two of these jobs are alike, nor are the contractors, and good communication was necessary to ensure a quality product."

Scott recently celebrated 18 years of employment with the Town of Chapel Hill. He is the senior engineering inspector for the Public Works Department and was in charge of the Ridge Road reconstruction project this summer.

"It's important to me that when I walk away from a job with my name on it that it's done correctly," Scott said.

Day-to-day, Scott's job involves visiting construction sites to ensure they meet Town standards. This consists of anything

from drainage installation and roadway preparation to sidewalk and curb and gutter work.

Before working in Chapel Hill, Scott was employed for eight years with the NC Department of Transportation in Greensboro.

Scott and his wife Jennifer were high school sweethearts and will celebrate their 30th wedding anniversary in May. They have a trip planned to Antigua to celebrate.

Scott and Jennifer have two children, Kelsey, 26, and Tyler, 21, as well as four grandchildren.

In his spare time Scott's family spends a lot of time with family and friends on the water and boating at Hyco Lake. He enjoys the outdoors and hunting.

Scott lives in Burlington where he has lived his whole life.

—Chris Lowder (CaPA)

## Coming Up

### Nov. 24–25

Town Holiday. Happy Thanksgiving!

### Sunday, Nov. 27

Tree Lighting Ceremony  
6 p.m., University Baptist Church,  
100 S. Columbia St.

### Saturday, Dec. 10

Holiday Parade  
10 a.m.–noon, Franklin Street

### Friday, Dec. 12

Deadline for poetry contest (see p 4)

### Thursday, Dec. 15

Wellness@Work Lunch and Learn,  
Noon, Transit (see p 6)

Photo by Ran Northam



## Town Manager's Message

Town Manager  
Roger Stancil

**Veterans Day.** This November, the Town Council recognized and celebrated the service of all our Veterans.

Our freedoms are safe because you served.

Thank you. And thank you to all the families and friends who support our Veterans. The proclamation was accepted by Joe McMiller, Fixed Route Supervisor in Transit. Joe was active duty military and successfully completed two tours to Iraq – he was honorably discharged as a Sergeant in 2012.

**Halloween.** Speaking of keeping us safe, I appreciate all the work by Town employees and our friends from other jurisdictions who help us stay safe during the Halloween revelry on Franklin Street. I have said before there is a lot to learn about Teamwork and successful organizations from our Halloween planning effort. We work as a Team. Everyone has an assignment and knows how it fits into the mission. If we could do that every day in our day jobs, we could soar.

## Help Plan the Next Employee Appreciation Event!

The Employee Appreciation Committee is seeking Town staff to serve on the committee. Meetings will take place once a month starting in January 2017 and twice a month closer to the June event. The theme, character and activities of Chapel Hill's Employee Appreciation are chosen by members of the Employee Appreciation Committee. If you have a special interest or want to serve your fellow employees, this is your opportunity to help plan this fun and rewarding event.

Committee Positions include:

- Catering
- Games & Activities
- Community Outreach for gifts and prizes
- Publicity
- Setup & Strike
- Volunteer recruitment

Help us create a memorable celebration!

For more information, email Amanda Fletcher at [afletcher@townofchapelhill.org](mailto:afletcher@townofchapelhill.org).



**Combined Campaign 2016.** Speaking of Teamwork, I am proud of the final report from the leadership team that led our campaign this year (see report at right). They set a very ambitious goal and believed they could do it. I have asked them to do a Project Update to share what they learned from the experience. Just from seeing the thermometer chart in the lobby of Town Hall, I am affirmed in my belief that if you can imagine it, you can make it happen. Thank you to everyone who participated. Our Campaign Leadership Team comprised Linda Smith, Alex Terry and LaTisha Perry, joined by campaign leaders Lonnie Harp, Angela Gerald, Martha Waters, Rae Buckley, Robert Minick, Eric Feld, Andrew Smith, Kay McDaniel, Barry Lowry and Don Willis.

## Combined Campaign Smashes Giving Records—Up 55%!

Throughout the month of October, the Town partnered with the United Way to support a wide variety of local charities (called the Combined Campaign). Events included a kickball tournament, fun and food events at different Town facilities, and a challenge participated by Senior Leadership Team members where they were assigned “wacky” tasks to perform based on incentive goals being met. By the end of the campaign, the Town had raised over \$27,400, which is a 55 percent increase in the giving amount from 2015 and represents the largest giving amount in Town history! Expect to see more information about the Senior Leadership Team Challenge in the near future!



*Congratulations to the 2016 Kickball Champions: The Just Us League from the Police Department, who battled through three games to win the championship. Thanks to all the teams that participated.*



*The Mayor and Council held a ceremony in observance of Veterans Day (observed on Friday, Nov. 11) to recognize employees who are veterans or who have family members in active duty. A Presentation of Colors ceremony was conducted. Mayor Pam Hemminger presented a proclamation to honor service members in all branches of the military.*



# Briefs



**Venita Bradshaw** (Police-Parking) had a baby girl!! Kennzi

Bradlyn was born at 3:43 a.m. on Halloween. She weighed in at 7 lbs. 14 oz. and was 19 inches long.

**Trey Couch** (Parks & Recreation) got married on Sept. 24. Congratulations!



**Stephen Deberry** (Transit) has been promoted to Transit Supervisor-Fixed Route.

Congrats to the **Cultural Arts Division** for a successful 2016 event season!

**Brittany Johnson** (Police) has been named the Police Department's Employee of the Year. She will be officially recognized at an awards ceremony in early 2017.

**Renee Moye** (Housing and Community) has been promoted to Community Development Program Manager. Renee will manage the Town's federal Community Development Block Grant program and other housing and community development related grants.

Congratulations to **Mark North** (Police), who has been chosen as Police Officer of the Year. North will be recognized at the Chamber of Commerce's annual Salute to Community Heroes on Thursday, Dec. 8, at University Place. He will also be officially recognized at an awards ceremony in early 2017.

**Sarah Viñas** (Housing and Community) has been promoted to Assistant Director of the Office of Housing and Community. In addition to responsibilities related to the day-to-day operations of Housing, she will lead resident services initiatives.

**Chapel Hill Transit** received the Performance Excellence Award – Urban Category from the NC Department of Transportation . The award is based on annual operating performance statistics (e.g. cost per trip, passengers per hour). Chapel Hill Transit competed with larger cities for this award, including Charlotte, Raleigh and Greensboro.

## LEADERS ARE READERS

As you read this, the first cohort of the Town's Leading for Collaborative Innovation course is wrapping up. Envisioned by the Town Manager as a way to build our organizational capacity for innovation and collaboration, course participants report that it has been a demanding and very rewarding experience. As these colleagues across Town departments begin to apply the mindset, skills and behaviors from the course, you might be interested in learning about what they've been learning about. All of these books are available in the Library's collection:

*Innovator's DNA: Mastering the Five Skills of Disruptive Innovators* by Jeff Dyer, Hal Gregersen, and Clayton Christensen

The premise of this book – and of the LCI course – is that people can learn to be more innovative. The authors did an in-depth study of innovators and found five essential "discovery skills" they share: associating, questioning, observing, experimenting, and networking. The book details each of those skills and how to develop them within yourself and your organization.

*Field Guide to Human Centered Design* by IDEO  
Closely associated with innovation is "design thinking" or "human-centered design," a human-centered approach to problem solving that helps people and organizations become more innovative and more creative. This guide explains how empathy, iteration, prototyping, and other design processes support innovative, collaborative solutions to problems.

*Useful, Useable, Desirable: Applying User Experience Design to Your Library* by Aaron Schmidt and Amanda Etches

The Library has been developing its own capacity for innovation and design thinking, using this book as inspiration and roadmap. The premise of the book is that everything is a touchpoint – from the parking lot to the website to the furniture – and touchpoints affect how people experience the library. The authors offer a clear and concise overview of UX principles – journey mapping, service design, persona development - as well as some very practical applications that are relevant well beyond the library realm.

— Susan Brown, Library Director

## PROMOTIONS AT PUBLIC WORKS



Public Works employees who have received promotions recently are:

- ① I-r: Fred Rogers, Solid Waste Equipment Operator II; Devorio Evans, Solid Waste Equipment Operator II; Timothy Chaplin, Solid Waste Equipment Operator II; Chris Summerlin, Solid Waste Services Supervisor; and Cris Rosas, Solid Waste Equipment Operator I
  - ② I-r: Chris Jensen, Senior Engineer; Bryan Dejesus Serrano, Sign and Marking Technician I
  - ③ I-r: Clyde Price, Fleet Mechanic II; Alex Aguilar, Facilities Systems Technician; John Angeletti, Fleet Mechanic II
- Not pictured: Mike Rempson, Traffic Signal Systems Analyst

## TRAINING CORNER

Congratulations to employees who completed the fall session of Sustainable Leadership: **Peter Aube** (Transit), **Ed Barberio** (Housing and Community), **David Bonk** (Planning and Sustainability), **Brian Clossey** (Library), **Herbert Griffin** (Transit/HRD), **Kendall High** (Fire), **John Brunner** (Parks and Recreation), **Anne Nicholson** (Parks and Recreation), **Travis Parker** (Transit), **Luis Rodriguez** (Fire), **Rick Shreve** (Transit), **Kateri Timmes** (Public Works), **Sarah Viñas** (Housing and Community) and **Don Willis** (Transit).



If you are interested in participating in this training, share your interests with your leadership team. This two-day interactive training is offered for anyone interested in developing qualities, technical skills and knowledge required to meet the performance expectations of being a Town of Chapel Hill leader, and is required for supervisors and managers. The next session will start in early 2017. If you have questions about Town-wide training, contact Tom Clark at 969-5031.

On Oct. 29, a litter cleanup and learning fair culminated a week of beautification in the S. Estes neighborhood. About 30 volunteers gathered trash from woods and stream buffers and created a mural of beautiful fish along the chain link fence at the playground as a reminder to keep the creek and community clean. "Protect Bolin Creek! Fish Wish for No Litter" was the message.

## Ask the Ombuds

### You Are Our Most Valuable Asset!

One of the things I have repeatedly heard from you is how much you enjoy your job and the people you serve.

Yet, at the same time, a number of employees have expressed that the job they love is challenged by conflict in the workplace. Sometimes that conflict is with a coworker; sometimes that conflict is with a supervisor. Sadly, a number employees have communicated to me that they have come to dread coming to work due to the unresolved conflict. Some have said that the conflict has become so difficult that it is affecting their health and that they are looking for employment elsewhere.

Conflict is a normal part of living in a diverse world community where our own wants and needs sometimes collide with those of others. What is not healthy is when that conflict is allowed to fester and affect both our teams and our service.

If this is your experience – conflict at work is stealing the joy in your work or is affecting what you do, we need to talk. No, I cannot "fix" the problem, making the conflict stop. Yet, I can help you identify



strategies to address the conflict. I am here to help you tell your story so that it is most likely to be heard by the person with whom you are in conflict. And when our stories are properly heard, we can often find common interests upon which to change the conflict into collaboration. Further, we can explore resources available to you to be able to best manage your work situation, helping you be the best you can be.

I am invested in helping you understand how what you do helps achieve our Vision and Mission; helping you believe that you can influence your work and how you do it; and helping you know that you will be respected for who you are. Let's talk!

— Jim Huegerich, Ombuds

## Employee Poetry Contest Celebrates Dr. Martin Luther King, Jr.

The words and values expressed by Dr. Martin Luther King Jr. are universal and as relevant today as when they were spoken and shared by Dr. King himself. You have the opportunity to creatively express your feelings about those words and actions while earning cash awards.

Put pen to paper or finger to keyboard and write a poem or song lyric that emphasizes the values espoused by Dr. Martin Luther King Jr. (Brotherhood, Non-Violence, Justice, Morality or Action), is based on the life of Dr. King, or references any direct quote from Dr. King. Any form of poetry will be accepted — metered verse, haiku, free form, spoken word, musical lyric, etc.

Entries will be judged by nationally known poet and musician, Shirlette Ammons. She has received a John Hope Franklin Grant for Documentary Studies, The Ebony Harlem Award for Literary Achievement, as well as Emerging Artist Grants from the Durham Arts Council and the United Arts Council of Wake County.

The top poems will be printed on posters that will hang in Town Hall throughout February, and the winning poems/lyrics will be displayed in Chapel Hill Transit buses. The First Place Winner will have the opportunity to read/perform his/her poem/lyric at the Martin Luther King, Jr. Employee Celebration, scheduled for Jan. 13 at the Hargraves Center.

NEW this year will be a category for Employee family poets and a family teen poet award.

Winning entries will receive the following awards:

- Employee First Place – \$125
- Employee Second Place – \$75
- Employee Third Place – \$50
- Family Poet Recognition - \$25
- Family Teen Poet Recognition - \$25

**Entries must be submitted by Friday, Dec. 12, by email to [jjork@townofchapelhill.org](mailto:jjork@townofchapelhill.org) or in person at the Parks and Recreation Administrative Office, 200 Plant Road.**

# Compliments

**Nate Chambers** and **Mark Geercken** (both Police) were thanked by the Orange County Department on Aging and SeniorStriders for participating in a Coffee and Cops event with the walking group.

**Sheleathea Wright Quick** (Police) was thanked by Alice Ammerman for participating in a Peer Learning session on fingerprinting technology.

**Marcus** (Transit) was commended by Bob Warren for being on time and helpful.

**The Police Department** was thanked by Sandra Santucci for keeping participants in Homegrown Halloween safe.

**Shane Osborne** (Police) was complimented by Jerry Whortan for leading and engaging discussion session with the Sunrise Rotary Club.

**Cole Daniels, Jeremiah McDonald** and **Peter McEwen** (all Police) were commended by John Kissinger for their excellent performance in the Officer Survival Training program.

**The Police Department** was thanked for supporting and participating in the Chase Park and Elliott Woods hot dog/hamburger supper.

**Tony Jeffreys** (Police) was thanked by Jennifer Fargo for handling an incident at SunStone apartments with respect and patience.

**Drew Cabe** (Police) was commended by John Dennis for being professional and understanding during a traffic stop.

**Communications and Public Affairs** (CaPA) was thanked by Sylvia K. Miller for informative emails during Hurricane Matthew.

**Chris Blue** and **Scott Taylor** (Police) were thanked by Patty Courtright for the Community Police Academy. "It was informative, enjoyable and impressive!"

**Lawrence Vincent** (Transit) was complimented by Deborah Harris for being friendly and a skilled driver. "What impressed me was the care and patience the driver displayed while assisting a passenger in a wheelchair."

**Joe Butler** (Transit) was thanked by Arnold Kaluzny for finding and returning a phone that was left on an EZ Rider bus.

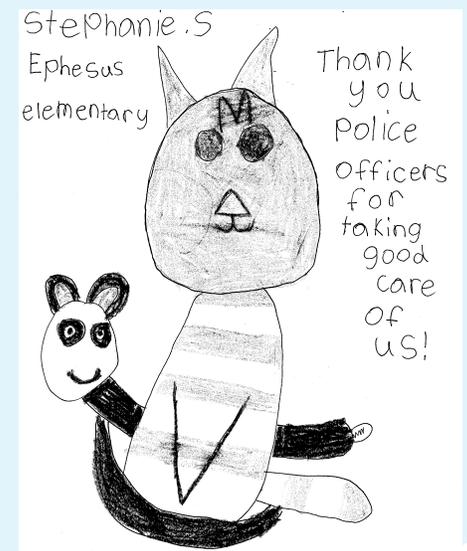
**The Police Department** was commended by Don Young for their work on the Faith Hedgepeth murder investigation.

**The Police Department** was thanked by Erin James for their compassion during a family tragedy. "We will forever be grateful for the kindness they showed."

**Enoch Chan** (Technology Solutions) was recognized by Tim Czupka for his hard work in making the Firewall Upgrade Project a success.

**Robert Minick** (Public Works) and the Landscaping Crew were thanked by Bruce Sampsell for quickly removing a fallen tree.

Stephanie S., a student at Ephesus Elementary School, brought bagels to the **Police Department**, along with this note:

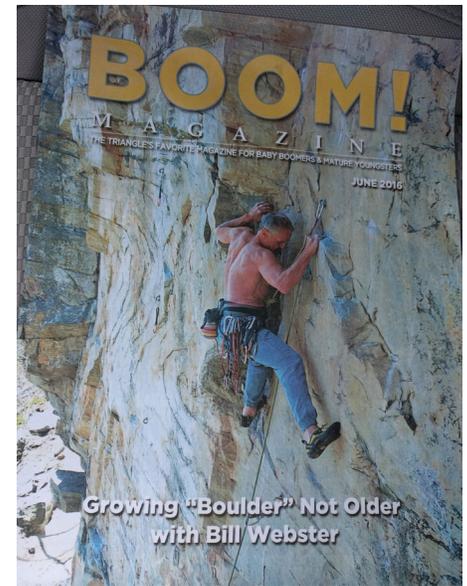


## STAN HAS FANS!

**Stan Norwood** (Transit) has some special friends in the community. Wolfy (short for Wolfgang) stopped by Transit recently for a tour and a visit with Stan, his favorite Operator. He even helped fix a bus.

Jenny Kilgen's six-year-old son eagerly waits for Stan's bus to pass by every morning. When he spots it coming, he waves frantically, hoping the bus driver will wave back. The bus driver does wave back, and he softly honks his horn.

Jenny says, "Not only does he make this little boy's day, every day, but I imagine he has a similar positive effect on the Chapel Hill community on the whole. Thanks to Stan for being so welcoming and friendly!"



It's not too late to **get a flu shot!** Come to the clinic at any walk-in time. If you have a group of at least five people who need flu shots, the Wellness staff will come to you! Contact Liska Lackey at llackey@email.unc.edu or 919-968-2796 for more information.

Wellness@Work is pleased to announce the winners for the **Fall Into Fitness Challenge!** 103 employees participated in the Challenge, walking a total of 9,356,700 steps or 4,678 miles in one week. That got us to Anchorage, Alaska, with 322 miles left to hike around in The Denali National Park Preserve! WOW!

Nine teams enjoyed healthy competition. The team winner is What's SUP! from Town Hall. With 846,524 steps, this team of seven employees averaged 120,932 steps!

For walking >200,000 steps, **Sheleathea Wright Quick** (Police) won the Individual Grand Prize!



*What's SUP! team members (l-r): Ralph Karpinos (Attorney), Judy Johnson (Planning and Sustainability), Christina Strauch (Communications and Public Affairs), Tom Clark (photo-HRD), Mary Jane Nirdlinger (Planning and Sustainability), Rebecca McDonnell (Planning and Sustainability) and Kay Pearlstein (Planning and Sustainability)*

Learn how to protect yourself from identity theft at the **December Lunch and Learn** on Thursday, Dec. 15, in the Transit Training Room. Lunch will be provided. Sign up by Dec. 13—email llackey@email.unc.edu or call 919-968-2796.

The Town of Chapel Hill is partnering with UNC Family Medicine to offer the **UNC Weight Management Program** through Wellness@Work. The free program offers individualized, intensive coaching and support. You will get a comprehensive initial assessment and regular follow-up meetings to help develop an individualized self-monitoring plan for physical activity and diet.

To sign up, log into the portal at chapelhillwellnessatwork.org and schedule a Weight Management Program appointment or contact Liska Lackey at the Wellness Clinic at 919-968-2796 or llackey@email.unc.edu.



*Sheleathea Wright Quick (Police), Individual Grand Prize winner, with some of her team mates, The Beat Walkers*



*Two new friends – the next generation of public servants, born four days apart this spring – Ivan, son of Elanie and Brian Dunigan (both Fire), and Samuel Viñas, son of Sarah Viñas (Housing and Community).*



*Chapel Hill firefighters are assisting in fighting forest fires in western North Carolina. Four firefighters and a reserve engine were sent as part of an Orange County Task Force. These resources will be used to protect structures and back fill stations that have been deployed to the wildland fires.*



*Huge congrats and job well done to Parks and Recreation on the Festifall Arts festival on Oct. 2.*

