



CHAPEL HILL Towntalk

JUNE 2017
VOLUME 13 ISSUE 8

On the Front Burner

Town Manager's Message



First, enjoy the summer. Take a break. Enjoy your family and your time away from work. I plan to do that and come back refreshed and revived. Thank you for all you have done this year to create a community where people thrive.

HRA. WOW. 97% Participation. Not much more to say. Thank you. We are a learning organization that can demonstrate that we care about our own health and safety. And I believe that someone's life will be better because they participated.

Healthcare Task Force. The Task force has begun its work to learn about the healthcare environment in which we are living and seek solutions that will help us focus on our health and create a sustainable plan for maintaining our benefits. Our goal is affordable, accessible health care for our employees, sustainable by the Town over time, that helps

us attract and retain excellent employees. Look for your representatives. Let them know what is important to you. Respond to their requests for information and perspective. We can do this.

Compensation Task Force. We have kept our commitments to the original Compensation Task Force. We need to finish up our work on Value Added Compensation and Career Progression so everyone will know how they can increase their compensation by increasing the value of their work. Look for this group to also be asking for your opinion.

Maintenance. We have to look at how we organize for and fund the maintenance of our facilities. We have not funded that function adequately. These are the facilities in which we work and which we need to

(continued on p 2)

Coming Up

Thursday, June 29

Movies Under the Stars: *The Karate Kid*, 7 p.m., Wallace Deck

For more movie dates, visit downtownchapelhill.com/movies

Tuesday, July 4

Town Holiday

July 4th Celebration, Kenan Stadium
Gates open at 7 p.m.; fireworks begin at 9:30 p.m.

Friday, Sept. 1

Tarheel Downtown, 6-9 p.m., Plaza at 140 W. Franklin St.



The 2017 Cal Horton Service Award was presented to Heather Robinson and Joe McMiller on June 9 at the Employee Appreciation event. See p. 2. Pictured, l-r: Town Manager Roger Stancil, Heather Robinson (Fire), Brian Litchfield (Transit), Joe McMiller (Transit), Matt Sullivan (Fire), Flo Miller (Manager's Office)

CAL HORTON SERVICE AWARD

The winners of the W. Calvin Horton Service Award, announced at the Employee Appreciation Celebration on June 9, are **Joe McMiller** (Transit) and **Heather Robinson** (Fire).

The award is one of the highest honors the Town of Chapel Hill bestows upon an employee, who receives an inscribed glass plaque and \$1,000 cash award. Town Manager Roger Stancil spoke about the Town of Chapel Hill workforce as a "Team of Winners" recognized for providing excellent services by the Town Council and Chapel Hill residents, who rank services highly in the Community Survey.

Former Town Manager Cal Horton stated in a letter to the honorees: "You have served the citizens of Chapel Hill with distinction. Your example is a model that inspires other Town employees to undertake similar good work and good deeds."

For more information about the Cal Horton Service Award, visit www.townofchapelhill.org/calhortonaward

Joseph McMiller

Joseph McMiller provides exceptional service to his department by demonstrating outstanding leadership. He has represented not only his department on several outside tasks, but also many Town-oriented tasks. He has shown the ability to motivate his team members and truly defines the Town Values.

He has served, or is serving on various committees throughout the Town of Chapel Hill: The Employee Forum, Martin Luther King Jr. Celebration Committee, Compensation Task Force, and Chapel Hill Transit's Employee Forum. He started the Stuff the Bus event in which Chapel Hill Transit buses collect items and gently used clothing for donation to the local IFC. He also organized a Hurricane Matthew Relief Drive (with the help of other transit agencies) to provide relief to the victims in the eastern region of North Carolina. They took a loaded 40-foot bus to the United Way in the Tar River region.

Heather Robinson

Heather Robinson's contributions span from her core team (Crew). She is an instrumental team member willing to do whatever it takes to further their goals. This occurs daily, which translates to better work across her shifts.

Robinson was an initial founding member for the Wellness at Work program. She continues to be a member of that committee to progress its goals for the Town. She is respected by her colleagues. If a need arises, she looks to see what she can do for the Town, department, for the fire service. It is never about her as an individual.

She was an integral employee of our "SciWhy" fire science program that was conducted several times to demonstrate the STEM connections within the fire service. She volunteered time in organizing, staffing, reserving rooms, acquiring materials and developing the curriculum.



THANKS FOR TAKING THE TOWNTALK SURVEY!

Thanks to everyone who completed the TOWNtalk Reader Survey! TOWNtalk has been redesigned and expanded in response to your suggestions in past surveys. We've added more pages, more photos and more news from across the organization.

Winners of the drawing are **Deborah Squires** (Planning and Sustainability) and **Sarah Furman** (Police). Congratulations to them.

TOWNtalk was rated as "excellent" or "good" by 98 percent of responders. About 73 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 (74 percent), benefits information (70 percent), features and photos about employees (70 percent) and messages from the Town Manager (66 percent).

If you have feedback or ideas for stories for TOWNtalk (or photos), send an email to info@townofchapelhill.org.



Deborah Squires (Planning and Sustainability) loves her new mug!

ON THE FRONT BURNER

(continued from p 1)

do our jobs. In the next few months, we will be surveying that need and making plans for the resources we need to keep our facilities in good shape.

Diversity and Inclusion. When I appointed Rae Buckley as Director of Organizational and Strategic Initiatives, I included a renewed focus on diversity and inclusion within our organization as one of her responsibilities. Mining and developing talent is one component of that. Another is being mindful of our need to focus on gender and cultural equity throughout our ranks and taking positive steps to ensure equitable access to opportunity. We will soon be conducting an assessment of our organization's abilities and needs in that area with steps to increase what we are doing well and improve where we need to.



Briefs



Anne Marie Boudreaux (Housing) is the new Public Housing Management Analyst. Her duties include overseeing the federal Capital Fund Grant Program, renovation of public housing apartments and supervision of the maintenance division.



Bobby Bratton and Mark Schrader (both Public Works) will represent the Town of

Chapel Hill in the North Carolina Backhoe competition to be held in Greenville, N.C., on June 28.

Henry DePietro has been promoted to Assistant Director – Administrative Services (Chapel Hill Transit). He will be responsible for executive oversight of Safety, Training, Advertising, Maintenance and Human Resources, along with Demand Response.

BENEFITS OPEN ENROLLMENT

Open enrollment for benefits has begun, and will end on July 21. During this period, you can make changes to benefits, such as adding or dropping dependents or making changes to dental insurance coverage. You can renew your flexible spending account (these must be renewed every year).

HRD will send out forms. Please return your completed forms to HRD by 4 p.m. Friday, July 21.

If you will be out of the office during this time, contact Kelly Stokes at 969-5034 or Cliff Turner at 969-5067.



Lisa Edwards (Housing) is now serving as Public Housing Operations Manager. "This is a great opportunity which allows me to learn a different aspect of Town service and work with a new team of professionals."

Ran Northam (CaPA) has been selected as Community Safety Communications Specialist, working with CaPA. He will work closely with Police and Fire to communicate information about natural disasters and other safety-related Town initiatives.

The Chapel Hill Transit Demand

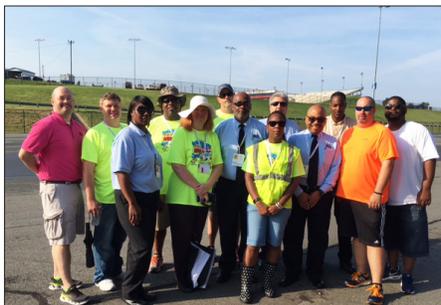
Response Team has gone 302 days without a preventable accident. The previous record was 202 days. During this time, the team traveled about 201,000 miles (that's 20,183 hours behind the wheel).

Transit employees moderated sessions, presented and led sessions at the NC Public Transportation Association (NCPTA) conference in June. Those included **Mila Vega, Nick Pittman, Katy Leucken** and **Tim Thorpe**.

Five departments received the Gold Safety Award from the NC Department of Labor. **Business Management, CAPA, Human Resource Development, the Library and Technology Solutions** were recognized for achieving and maintaining outstanding safety records and workplaces for 2016.

The **Fire Department** partnered with the Orange County Department on Aging to assist and educate aging residents in the Town of Chapel Hill with smoke and carbon monoxide detectors and fire safety on May 15. Members of the Fire Department's Operations and Life Safety divisions assisted by showing residents where manufacture dates can be found on the alarms, installing new detectors and providing fire safety tips.

Wes Tilghman (Parks and Recreation, pictured below right) helped coordinate a Flag Day service in Surf City, in memory of his father, Hunter Tilghman. Read more at <http://bit.ly/2rAntui>



BUS ROADEO

At the State Bus Roadeo on June 4, **Tasha Harrington** (Transit) finished third in the LTV (Light Transit Vehicle) competition. The Chapel Hill Transit team of **Ricky Hunter, Tommy Hall** and **Akalema Pheribo** finished in the top five, competing against the best bus operators from around the state. **Marcus Parker** also did a fantastic job representing Chapel Hill Transit on the LTV course. Thanks to volunteer judges **Maribeth Lewis-Baker, Melissa Tillman, Travis Park, Don Willis**, and course managers **Joe McMiller, Nick Pittman** and **Mark Lowry**.



Christine Freel (Transit) used to smoke heavily, even as she coughed her way through a bout of the flu. Toward the end of her illness, she finally quit smoking for several months.

Unfortunately, the stresses of her previous job led her to resume smoking. She tried to smoke “just one,” but soon found herself buying packs of cigarettes. She was back to regular smoking, but she hid it from her co-workers because it was frowned upon in her job.

When Christine began working at Chapel Hill Transit, she learned about the Wellness@Work Tobacco Cessation Program during orientation. She was delighted to find out about the \$100 incentive given to employees who are able to be tobacco free for six and 12 months. She made up her mind to quit.

Christine found the Wellness@Work Tobacco Free Employee program helpful in the following ways:

1. It gave her information she needed.
2. She had accountability
3. She was able to discuss ideas and concerns with Barbara Silver, her Tobacco Treatment Counselor
4. She received FREE nicotine patches, which supported her in becoming and in remaining tobacco free.

Her new tobacco free life includes extra money saved, breathing a little bit easier when she goes for a walk, and confidence in being around others without having to hide her smoking. She feels enormous pride in making this challenging behavior change.

You too can experience the rewards of a tobacco free life. Contact Barbara Silver at 984-974-8455 or barbara_silver@med.unc.edu

Thanks to everyone who attended the **Employee Appreciation Celebration** on June 9. There was a great turnout and fun was had by all! If you have feedback on the event, please send your comments to afletcher@townofchapelhill.org.

Are you interested in joining the committee to plan next year’s Employee Appreciation event? Email afletcher@townofchapelhill.org.



Ask the Ombuds

TRUST without “US” is empty

Over the past five years the one thing that has been common in all workplace conflicts that employees have shared with the Ombuds office is TRUST! When conflict exists, trust has eroded and everything else either stops or slows down. And all parties often loudly proclaim that they cannot trust the other.

Working in a place where trust is damaged is not healthy and everyone loses. Once broken, it takes hard work and everyone involved in rebuilding that trust. There are several questions that help us get to a place to rebuild trust:

- How do you define trust?
- How do we get to trust?
- How do you know you can trust someone?
- What do they need to do or say for you to be able to trust them?
- How do you tell or show people they can trust you?
- Have you communicated to others your expectations of what needs to happen in order for you to trust them?
- Do you think they’ve communicated their expectations of how you need to act or what you need to do to be trustworthy?
- What needs to happen for you to lose trust in someone?
- What’s the price you’ll pay if others can’t trust you or you can’t trust them?
- What can you do right now to create more trust?

Two things have emerged in all these situations shared by employees: 1) trust takes everyone to be involved for it to survive and thrive; and 2) trust is a choice.

Trust takes “US.” Trust is never a one-person responsibility. It takes all of us working intentionally and hard to build and maintain trust. Trust is the currency of relationships. When there are gaps between what



we expect and what we get in relationships, we must spend some of that trust currency in order to ensure the health and integrity of the relationship.

Trust is a choice. When faced with gaps we choose what to put in those gaps – trust or suspicion. We can choose to bridge that gap though genuine inquiry—respectfully testing assumptions and demonstrating transparency; or we can choose to make inferences based upon our untested assumptions. Our choice will determine the integrity and health of the relationship.

Resources available to help build trust – the Employee Assistance Program and our Ombuds Office – help us explore tools for rebuilding trust. Our RESPECT Values are both the standard that we seek and the common language we use to achieve trust in relationships. Our Ombuds will can help you create the safety to have that dialogue around our Values to begin to rebuild trust.

Four Commitments I Can Make to Build Trust:

- 1) When there is a gap, I will fill it with trust
- 2) When I catch someone filling the gap with suspicion, I will come to the defense of the person doubted
- 3) When what I see erodes my trust, I will come directly to the person involved and respectfully test my assumptions
- 4) When this fails to rebuild trust I will access one of our resources to help create the safety for rebuilding trust

Let US join together in putting “US” back into trust.

— Jim Huegerich, Ombuds

Compliments

The Solid Waste crew was thanked by James (no last name) for quick delivery of a yard waste roll cart.

Reggie Mebane (Transit) was commended by Roger Lundblad for being a safe and courteous driver. "The bus driver avoided two accidents by alert driving."

Thanks to all **Transit team members** who helped make the 2017 commencement shuttle service a success.

Bryant Saunders (Transit) and other **DX route drivers** were complimented by Samantha Lockwood. "I have never had nicer drivers than those that drive the DX."

The Police Department was thanked by Victor Orlikowski for working to keep the streets safe for everyone.

The Police Department was thanked by a resident for being compassionate and professional when responding to a family tragedy. "I am so incredibly thankful for their kindness."

Thanks to **Transit's Demand Response Team** for partnering with the Library to provide shuttle service for their Summer Kickoff event on June 9. The shuttle made it possible for many more people to attend the event.

Chapel Hill Transit joined with several other transit agencies to provide transportation to the Southeast Valor Games. The Valor Games is a national Paralympic sport competition for veterans and active-duty service members with disabilities.

Over a three-day period, **Jackie Brown** and **Tammy Price** helped transport a number of participants to and from event sites around the Triangle. **Shanika Nickerson** and **Richard Roberts** helped coordinate the effort.

Tim Czupka, Barry Thompson, Sharon Fisher, Seth Yachtis and **Enoch Chan** (all Technology Solutions) were thanked by Parks and Recreation for providing support during the RecTrac software migration, including training sessions, multiple test database builds and ongoing technical guidance.

Randolph Hagans (Transit) was thanked by Millie Fordham for being patient and helpful.

The crew of C shift, Engine 31 (Fire) were thanked by Johnny Jacobs for professional response to a fire call on Gomains Avenue. "It was greatly appreciated and their hard work does not go unnoticed."

Patricia White (Transit) was commended by a passenger for being outstanding in every way, very helpful and lovely.

The Police Department was thanked by Sarah Howell for checking on her brother. "...it meant the world to get that peace of mind."

Christine Freel (Transit) was praised by Alexandra Austin for being exemplary as a driver and as a human being. "She is safety conscious, has a wonderful heart and is kind and personable."

Brian Clossley and **Carissa Kennedy** (both Library) and the library staff were thanked by Tom Clark (HRD) for helping with room issues and supply needs for training sessions at the library. "They are always ready to help."

Christine Freel (Transit) was commended by Rick Fahrer for stopping and waiting for an elderly person who was trying to catch the bus in heavy traffic.

Chapel Hill Transit was recognized by the NC Department of Transportation for assisting with Hurricane Matthew response. **Joe McMiller** (Transit) coordinated an effort to gather donations and deliver them to areas impacted by the hurricane and flooding. Thanks to everyone who helped make this possible!



Green Garden Goodness—The B Shift fire crew (**John Wellons, Eleni Terzis, Brennan Pore** and **Phillip Nasser**), led by **Richard Cherry** (pictured below, with Olaf the scarecrow), planted a vegetable garden at Fire Station 4, 101 Weaver Dairy Road Ext. They are now enjoying fresh vegetables at the fire station.



PILOTING FOR A BETTER USER EXPERIENCE

David Green (Library), **Daniel Dunn** (TS), and **Shannon Bailey** (Library) share a story that demonstrates the value of running a pilot.

For over two years we had a problem at the library that needed solving. We have been unable to update or make improvements to our public computing services. With 63 computers and an average of 120 users per day, this is an essential service for our community. The user experience was poor, and we no longer wanted to wait for the perfect solution or funding.

We decided to do something. First, we defined the problem: How might we provide an excellent public computing experience with minimal capital costs and minimal support time by personnel?

We looked to the design thinking process to help us, determined our outcomes-based goals, and developed a pilot program with our user needs serving as our guide. The pilot was also shaped by the limited resources and funding we had available to us. The team saw this as an opportunity to experiment and innovate.

We deployed pilot computers and proceeded to conduct user interviews and collect data for a one week period. Our data demonstrated the pilot was successful and met our desired outcomes. Armed with the information we needed to make further improvements, we began to iterate. We



went back one step in the design process to address any critical feedback. After further changes, we were able to deploy 36 new computers to the downstairs lab.

We are happy to report that the user experience is greatly improved. Because we intend to continually assess the public computing in the library, we expect to cycle back through the design process.

This project was a true collaboration, and every member of the team was valued. I believe that David and Daniel's interest in seeking out front-line library staff experience, in conjunction with their own expertise, was essential to the success of the pilot.

We had a small team with well-defined roles. We listened, because we knew that independently we didn't have all the information.

Most importantly, we all agreed to experiment and not wait for a perfect solution. The team supported suggestions and maintained a willingness to try new things. We weren't afraid to get creative. If you would like to learn more about our experience piloting, please let us know.

—Shannon Bailey, Library

BOOKS ON THE BUS!

Chapel Hill Public Library hosted a "Books on the Bus" event in May, with a bus tour around Chapel Hill while librarians read bus-related stories and sang bus songs. (There may be a video of Brian Litchfield singing "The Wheels on the Bus.") Thanks to **Tammy Price** (Transit) for driving the bus and **Joe McMiller** for helping coordinate the details, and thanks to **Susan Brown** and the Library team for making this happen.



RECYCLING UPDATE

Remember to recycle on vacation: Ask the rental agent or hotel management where and how to recycle your cans, bottles and paper. If they can't provide that service you can always bring them home to Orange County where we will help turn them back into resources again. The rest stops along most interstates in NC have recycling courtesy of NC DOT, so you can drop them there too.

—Blair Pollock, Orange County Recycling

Got News?

Achievements • Weddings • Babies



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

Keep all the documents under lock and key before leaving the work desk.



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