



CHAPEL HILL Towntalk

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On the Front Burner



Town Manager Roger Stancil

We often talk about leading from where you are. Here is a perspective from John Maxwell, The 360 Degree Leader:

1. Develop strong relationships with key people.

The trick to fulfillment isn't making every interaction with others go smoothly; it comes from developing strong relationships with them. It's more

important to get along with people than to get ahead of them. If you make it your goal to reach out to others and build relationships with them, you'll derive fulfillment wherever you are.

2. Define a win in terms of teamwork.

Coach Wooden said: "The main ingredient of stardom is the rest of the team." In other words, teamwork is what creates success, and we shouldn't lose sight of that. One player may be crucial to a team, but one player cannot make a team. That is also true of leaders. One leader, no matter how good, does not make a team.

3. Engage in continual communication.

As you interact with your leaders, let them know how you are advancing the vision. Get their feedback and ask questions to find out if there are other things you should know to more effectively pass on the vision to others.

4. Gain experience and maturity.

Maturity doesn't come automatically. My friend Ed Cole often said, "Maturity doesn't come with age. It begins with the acceptance of responsibility."

5. Put the team above your personal success.

When the stakes are high, good team members put the success of the team ahead of their own personal gains.

I like what he says. Think about it.

Coming Up

Dec. 25-27

Town Holiday

Monday, Jan. 1

Town Holiday

Friday, Jan. 12

Martin Luther King Jr. Employee Celebration, 11 a.m., Hargraves Center

Monday, Jan. 15

Town Holiday

Wednesday, Jan. 24

Lunch and Learn: Going Meatless, Noon, Hargraves Center (see p 6)

Saturday, Jan. 27

Homebuyer Class, 9 a.m.-5 p.m., 88 Vilcom Center Drive Suite L-110. To register, call 919-967-1545 x301

Mark Losey photo



In spite of rain, the Holiday Parade came through Town on Dec. 9, with marching bands, youth groups, decorated floats, and a visit from Santa Claus. Watch a video recap of the parade at bit.ly/2AU3UEX.

Spotlight: Brandon Howell

You may not know Brandon Howell—the “Munis Guy”—but he knows you.

“There are around 150 Munis users, 200 purchase-card users, and every Town employee has an account in our Munis self-service portal,” Brandon says. “Working with technology is exciting, but assisting my coworkers to make their jobs easier is truly rewarding.”

Brandon has been with the Town of Chapel Hill for more than five years. For the last three years he’s served as financial systems administrator.

“Sharing ideas and collectively solving problems accomplishes so much more than tackling challenges by ourselves,” Brandon says. “I’m proud to work for an organization that encourages us to lead from where we are and promotes cross-functional thinking.”



He didn’t have to go a great distance after college, receiving his bachelor’s degree in economics from UNC-Chapel Hill.

Brandon says he’s passionate about music and attends a few shows a year with bands like Mandolin Orange and Dispatch. He is likely to sing along. At his home in Holly Springs, he says he loves keeping his youth with a good video game.

Brandon and his wife Dana have been married for two years and remain busy and entertained with their fur-child Bernadette, a high-energy Weimaraner.

— Ran Northam (CaPA/Community Safety)



Thank you to employees who helped make the holiday parade a success. A special thank you to the supervisory team that helped with all the detours, team members that helped decorate the bus and Operator Tammy Price for driving the bus in the parade. While a little chilly - a fun start to the holiday season! Good teamwork!

— Brian Litchfield (Transit)

EMPLOYEES CELEBRATE MARTIN LUTHER KING JR. DAY

The annual employee Martin Luther King Jr. Celebration will be held at 11 a.m. Friday, Jan. 12, at Hargraves Community Center, 216 N. Roberson St. Coretta Sharpless, principal of Northside Elementary School, will speak on “A Celebration of Many Voices Striving To Be Heard.” The winning Word Poetry Contest entry will be read by its author.

The Employee Mass Choir, directed by **Brenda Jones** (Police-Parking), will perform several numbers, including “Glory” and “Can’t Give up Now.” After the program, stick around for a light lunch and socializing with co-workers.



Briefs

Katy Luecken (Transit) conducted a Commercial Driver's License (CDL) Driver Safety Training Class on Dec. 6. Employees from Solid Waste Services, Traffic Engineering and Operations, Fleet Services and Parks Maintenance participated in the training. This program, which helps prevent accidents, is an important part of ongoing safety training for drivers.



(photos courtesy of Chapel Hill-Carrboro Chamber of Commerce)

Honored at the annual Chapel Hill-Carrboro Chamber of Commerce Salute to Community Heroes on Dec. 14 were **Clark Dickens**, Police Officer of the Year (top photo), and **Kendall High**, Firefighter of the Year (bottom photo).

Holiday Recycling Tips



A lot of goodies come in cardboard boxes. You can empty and flatten those boxes for recycling. Recycle paper packing material and paper wrapping too. Throw out the metallic wrapping paper and Styrofoam. You can recycle packing peanuts or air pillows at your local mailing house, not recycling carts.

Holiday lights not working? Recycle them at Waste and Recycling centers with electronics. Do not put them in recycling carts or drop off site containers. Have merry and safe holidays.

—Orange County Solid Waste Management

The Town of Chapel Hill's **Public Works Department** received an Award of Excellence from the Go Chapel Hill Commute Alternatives program. This was presented to Lance Norris, Director of Public Works, in recognition of outstanding leadership with employees for encouragement of commute alternative use, from a possible 420+ businesses. Three of these awards are presented each year to businesses or departments that are outstanding in Transportation Demand Management.



Lance Norris (center, Public Works) accepts the Award of Excellence, with **Ben Hitchings** (left, Planning and Development Services) and Mayor **Pam Hemminger** (right)



It is with great sadness that we share that Chapel Hill Police Department K9 **Stitch** died on Thursday, Nov. 30. Stitch, a Dutch Shepard, served as one of the Guardians of the Hill since December 2013 with her handler Officer **David Funk**. She was a great asset to the department and community and will be greatly missed.

Stitch is pictured above with Officer Funk at this Fall's Community Police Academy where she demonstrated techniques used to find illegal drugs and missing persons.

Starbucks is Coming to Town (Hall)! The Town and Starbucks are teaming up to encourage employees to use healthy commute alternatives to get to and from work. Watch for steaming hot Starbucks coffee and cookies in January at Town Hall! Sign up to use alternative commute modes 3–5 times annually and get your own large coffee cup!

NEWLY SEATED TOWN COUNCIL

The Chapel Hill Town Council met on Dec. 6 for an organizational meeting in which the reelected and newly elected took oaths of office.

The 2017–19 Council is (as photographed from center and moving clockwise) Mayor Pam Hemminger, Council Member Michael Parker, Council Member Donna Bell, Council Member Karen Stegman, Council Member Rachel Schaevitz, Council Member Allen Buansi, Council Member Hongbin Gu, Council Member



Nancy Oates and Mayor pro tem Jessica Anderson.

The business of the meeting included the seating of the new Council, election of the mayor pro tempore, and appointment of Council liaisons and representatives. A reception followed the meeting.

HEALTHCARE TASK FORCE UPDATE

What do you want from your healthcare plan?

Our insurance premiums are increasing. The Healthcare Task Force, comprising representatives from all departments, is looking at ways to keep our health plan affordable for employees and the Town. The task force has looked at short-term and long-term options for reducing healthcare costs. The task force will make a recommendation to the Town Manager in January 2018. Changes to our health insurance plan would take effect on September 1, 2018.

One way to reduce our healthcare costs is to have higher copays for office visits or prescriptions, or add a deductible. These options would have a greater short-term impact on our healthcare costs. To help keep our healthcare costs sustainable over a longer period of time, the task force is looking at ways to help employees stay healthier, including increasing treatment for chronic conditions, offering more Wellness@Work programs, and making the clinic more accessible for employees.

Take a survey at <https://www.surveymonkey.com/r/J6ZBQHX> and let us know what would work best for you.

Comments? Questions? Let us know what you think. Contact Cliff Turner (HRD) at cturner@townofchapelhill.org or 969-5067.

The Problem

Insurance costs are growing faster than Town revenue.

In FY2017, the amount paid to BCBSNC increased 15.5% (\$1.3 million). In FY2018, the amount increased another 12% (\$1.1 million).

The increase in the next fiscal year is predicted to be about the same as the past two years.

THE EMPLOYEE ENGAGEMENT SURVEY IS COMING!

How do you feel about the Town of Chapel Hill as a place to work? Do you feel that the Town values its employees? We need your input on these and other topics for the Employee Engagement Survey, coming in January.

The purpose of this survey is to hear from employees on how the Town can foster the type of work environment where we all want to work. Survey



feedback is used to evaluate what the Town is doing well and areas for improvement, including communications, trust and professional development.

Look for more information by email or other communication channels.

The Elephant in the Room

Tension from the unrest nationally and here locally is something we have been experiencing. Lately it can even be found in the workplace. It is called conflict. Here is the story of one such conflict:

The body language, tension, resistance were thick; not a single person in the room wanted to be here, particularly not with the issues of harassment and disrespect on the table. It was painful and awkward and uncomfortable and unfair.

We were here because there was an elephant in the room: some members of the work group had disrespected and harassed other members of the team, the targets of disrespect being those most vulnerable members due solely to their being "different." Yet, there were no clear winners here – everyone was losing and everyone was hurting.

Absent from the room, in addition to respect and safety, were equity and teamwork. In their place stood polarization: side-taking, "them vs. us," right vs. wrong, good vs. bad, shame and blame. Awkwardness and fear prevailed. Some were too uncomfortable with this incident and this process, feeling vulnerable and fearing repercussions for talking.

Yet they stayed for two hours as we processed what had happened, what was happening, what would be happening. The elephant in the room was defined, one voice at a time. Eventually everyone had a better sense of what had occurred,



at least a better understanding how it had impacted others.

The process, though painful and hard work, was both necessary and incomplete because there was still an elephant in the room. The opinions, feelings and thinking that fed the elephant were still there, along with some biases, even prejudices, including a culture that had allowed it to stay in the room for so long. These would take more time and effort to deal with. However, today there had been a discussion of the undiscussables, the elephant in the room had been named, and everyone had all been involved in the process. From that began to grow a common acceptance that disrespect and harassment could not and would not continue, along with an agreement that everyone in the room was responsible for ensuring that respect was key in making this a safe place to work for everyone. There was discussion of next steps. As a group they agreed to work together to jointly design what was best for the team – getting that elephant out of the room for good and rebuilding a workplace where respect was in place to keep the elephant out!

—Jim Huegerich, Ombuds Office

Compliments

The Fire Department was thanked by Kelly Hunter for an excellent presentation at The Fire Place. The presentation includes the fire safety puppet show. "I can't say enough good things and am grateful to the fire department for bringing such a high-quality experience to our small town of Chapel Hill."

James Bradsher (Transit) was commended by Luke Lauder milk for intervening when an intoxicated passenger began harassing another person.

Kyle Stuart (Police) was thanked by Pixie Stocking for being compassionate, respectful and professional.

The Police Department was thanked by Benjamin for keeping Chapel Hill safe.

Catherine Lazorko (CaPA) was thanked by Courtney Doi for speaking to a class at the UNC-Chapel Hill School of Government. "Several students talked to me after class about how helpful the experience was for them."

Ricky Capps (Public Works) and Fleet Services staff were thanked by Lisa Baaske (Parks and Recreation) for keeping Town vehicles safe and well maintained.

Shanika Nickerson (Transit) was thanked for helping look for and retrieve a cell phone that was lost on a bus. The phone had dropped between the seats out of sight, but Shanika kept looking for it until she found it.

Leaf collection crews were thanked by William White for picking up leaves when he missed the scheduled leaf collection date.

Mitch McKinney, Anthony Jeffreys, Calvin McPherson and Tora Taylor-Glover (all Police) were thanked by Robert Murphy for helping him deal with a potentially dangerous situation with a family member.

Michelle Guarino (Police) was thanked by Mark Bridgeman for advocating for changes in state laws regarding gangs, coordinating events where agencies came together to share information on gang prevention and intervention, and preparing for the 2017 Gangs Across the Carolinas Training Symposium, which was attended by state, local and federal offices from North Carolina and neighboring states.

Housing and Community Services was thanked by Maggie West for providing rental and utility assistance for users of Housing Choice vouchers. This helps make processing quicker, making it possible for people to get into housing sooner.



A huge THANK YOU to **Kevin Robinson, Adam Smith**, and others in **Parks Maintenance** from Meeghan Rosen (Library) for their creative ideas, skill, and can-do attitudes. They took a diseased tree that was replaced on Franklin Street and turned it into a giant Stump Jump at the new nature play space in Pritchard Park.

A compliment for **Reggie Mebane** (Transit) from Jake: "@chtransit the driver for the J bus #1723 around 4:30 today is awesome and friendly to all of his riders. Can he drive everyday???"

Patricia White (Transit) was complimented by Rachael Taggio on Twitter: "@chtransit I'm on the FCX bus and the bus driver this morning is the sweetest! Most of the CH Transit drivers are awesome and she still stands out as super friendly. She's the first person I saw this morning and she made my day 😊"

HOUSING HOLIDAY PARTY

The Department of Housing and Community hosted a holiday party for public housing Residents on Dec. 2 at Hargraves Community Center. The event included door prize raffles, food, Christmas carols, fellowship and fun.

Susan Brown (Library) provided a special treat by reading "How the Grinch Stole Christmas." The Library's Circulator brought games and more entertainment, engineered by **Meeghan Rosen** (Library). Police Department cadets interacted with participants, and there was a special guest appearance by Santa.

Thanks to everyone who contributed to making this a successful event.



CYBERSECURITY TIPS

Remove all "Post-its" which have confidential information



Got a resolution?

Our FREE Tobacco Cessation Program offers:

- Medication
- Weekly Support
- Treatment Plan
- Convenient Location

For more information or to enroll:

Phone: (984) 974-8455

E-mail: barbara_silver@med.unc.edu

For six weeks beginning Jan. 10, Tobacco Cessation Specialist Barbara Silver will meet with Town employees on Wednesdays.

The Bingo Challenge starts Jan. 22!

Complete activities to earn BINGOS, and you'll be entered into drawings to win awesome prizes. To sign up, contact Liska Lackey at llackey@email.unc.edu or 919-968-2796.



Learn about the benefits of going meatless at a **Wellness@Work Lunch and Learn** at noon

Wednesday, Jan. 24 at Hargraves Center with nutritionist Allegra Burton. Lunch will be provided. RSVP to Liska Lackey by 5 p.m.

Monday, Jan. 22, at llackey@email.unc.edu or 919-968-2796.

A big thank-you to 2017 **Wellness Champions!** At the Wellness@Work Holiday Celebration, the Wellness Committee recognized employees who led Wellness Activities in 2017. They gave their time, energy and expertise, leading fellow employees in wellness-related activities and helping us be the healthiest workplace possible.



Wellness Champions were recognized at the Wellness@Work Holiday Celebration on Dec. 7. (l-r) Jim Orr (Parks and Recreation) as The Grinch, Ali Hinks (Public Works), Linda Smith (Parks and Recreation), Liska Lackey (Wellness Clinic) and Sarah Poulton (Manager's Office)

- **Linda Smith** (Parks and Recreation) has led Lunchtime Basketball since fall 2016
- **Ali Hinks** (Public Works) led a six-week Yoga Class in fall 2017.
- **Sarah Poulton** (Manager's Office) has led Town Employee Swimmers since September 2017

Would you like to lead a Wellness Activity in 2018? Contact your Wellness Representative or Liska Lackey at llackey@email.unc.edu or 919-967-2796.

Hometown Hero: Liska Lackey

Liska Lackey (Clinic) was chosen as WCHL's Hometown Hero in recognition of being a dedicated advocate for health and wellness in our community. Liska has been and continues to be the chairwoman of different health boards and organizations, creating programs to bring safe, wholesome practices to Orange County.

You may know Liska as the Nurse Practitioner of our Wellness@Work Clinic, where she implements wellness programs and helps employees with minor injuries, infections and management of some chronic illnesses. She also serves as the board chair

of Healthy Carolinians of Orange County and the Board of Health for the Orange County Health Department. She created the Family Success Alliance, which helps Orange County families who are having trouble making ends meet.

Now, Liska is working to implement a suicide prevention campaign, a Try Transit Week, and an Eat Smart, Move More consistent messaging campaign.



Terry Battle (Parks and Recreation) will lead a Financial Peace University workshop at 5:30 p.m. Tuesday, Jan. 16, in the Large Conference Room at Public Works. You don't need to register.

This workshop, which is endorsed by the Employee Forum, promotes and inspires fiscal responsibility, helping you to build a budget, set spending priorities, pay off debt, and save for emergencies, expenses and retirement. For more information, call 919-883-6153 or email tbattle@townofchapelhill.org.

