



# CHAPEL HILL Towntalk

FEBRUARY 2018  
VOLUME 14 ISSUE 5



## On the Front Burner



### Town Manager Roger Stancil

**Looking for what you think.** A Great Place to Work is one in which you can influence how you do your work and the atmosphere in which you do it. We expect Town supervisors to seek your suggestions on how we do that every day.

Sometimes, however, you just need a different way to tell us what you think. The Employee Engagement Survey is another way to tell us what you think. If you share what you think, you could make a difference.

Many of our Town initiatives to value Town employees are based upon what employees have shared with us, including creation of the Ombuds office, changing our employee performance development process to highlight development, and improved policies and procedures like the grievance and conflict resolution processes. Make your voice count! Participate in the Employee Engagement Survey.

**Thank you.** The best part of working here is working with you. People who work for this Town are dedicated and professional. I have watched you serve with respect in many difficult situations. Thank you for helping build a community where we can all thrive. Thank you for what you do every day to make this a better place. Nobody does it better than you.

### Employee Survey Update

See p. 4



## Coming Up

**Wednesday, February 28**

Weight Watchers Open House, 11:15 a.m.-12:15 p.m., Hargraves Center (see p. 6)

**Wednesday, March 14**

Lunch and Learn: Osteoarthritis, Noon, Transit. RSVP to [llackey@email.unc.edu](mailto:llackey@email.unc.edu)

**March 19-24**

Water Week; learn about water resources [chapelhillpubliclibrary.org/events](http://chapelhillpubliclibrary.org/events)

**Saturday, March 24**

Community Egg Hunt, 10 a.m.-1 p.m., Southern Community Park

**Friday, March 30**

Town Holiday

**Sunday, April 8**

Near & Far Celebration of Global Cultures, 2-5 p.m., 140 W. Franklin Plaza



Mark Losey photo

Employees celebrated the life and influence of Dr. Martin Luther King, Jr., at the annual employee celebration on Jan. 12 at Hargraves Center. Above, the Employee Mass Choir, directed by Brenda Jones (Police-Parking) performs. View a video at <https://www.youtube.com/watch?v=N7Dwo8LqhWQ>.

## TEAMWORK CONQUERS A WINTER STORM

Winter Storm Inga dumped 8–12" of snow on Chapel Hill on Jan. 17. Town staff worked hard to keep residents informed about conditions, clear roads and respond to emergencies. A team of staff from Public Works, Police, Fire, CaPA, Parks and Recreation, Chapel Hill Public Library, Transit and Public Housing met before and every day during the storm event to make plans for how to keep streets clear and residents safe.

Public Works crews brined streets before the storm, then plowed and salted or sanded streets after the snow fell. Parks and Recreation staff cleared sidewalks downtown and along Martin Luther King Jr. Boulevard. Crews continued working through the weekend to keep streets and sidewalks clear. In addition to dealing with the falling snow, the Fire Department put out a fire at the North Columbia Street public housing neighborhood.

A call center was set up to answer questions from residents about changes to services and schedules for Town facilities. The call center was staffed by employees from departments ranging from Public Works to Human Resource Development. See Anita Badrock's story on p. 3 about her experience.

Town Hall was closed on Thursday, and for the first time, employees were allowed to use sick time to cover hours they were unable to work on Friday. Human Resource Development is working on updating the adverse weather policy.

Thanks to everyone who did an excellent job during difficult conditions!



## COMPLIMENTS

Thanks to **Public Works crews** for snow removal during the winter storm from Aaron Nelson and Anna Wu.

**Tim Thorpe** (Transit) was commended by James Dougherty on Twitter: "... at 5:30ish AM I passed one of the Chapel Hill Transit white vehicles stopping at Jones Ferry to talk to a passenger at the bus stop. My thoughts were that they were letting the passenger know that the buses were starting late today and I think they gave them a ride. If that is the case BRAVO to you and your team!"

A resident with health issues thanked a police officer for helping her cross Estes Drive during the storm.

**Melissa Tillman** (Transit) was thanked by Suzy Zarzar for helping workers from UNC and UNC Hospitals get back to their homes and cars from the Manning Drive parking lot during Winter Storm Inga. "I am so appreciative of the ride and I want to say thank you to Melissa, but also to the leadership team who oversee the town transit and all of the bus drivers on the road each and every day to get us back and forth from car to work to home."





## Employee Spotlight: Anita Badrock

Snowstorm Inga was big! Many Town employees spent long hours out in the cold providing important services to our Town. Ten of us found a new way to support our colleagues and serve the community. We staffed the Town's first storm call center.

The 175+ calls we received covered a wide range of questions and concerns, from road condition updates to questions about what restaurants might be open on Franklin Street. Sometimes we had to do a little research and call people back, but we surprised ourselves at how much assistance we could provide and how much our help was appreciated. It was such a good feeling to realize that our residents believe we can help them with such a variety of questions. Probably the one thing we heard more than any other was the comment, "Wow, I can't believe you answered the phone and that you are there working."

One call we had in particular touched us all. A person called who was worried about running out of medication. She said she would never call 911 about this problem, because she knew that 911 responders were out there "taking care of real emergencies." We were able to reassure her that our Town was "on the job" taking care of her and our community. When we hung up, she said, "I can't tell you how much I appreciate being able to talk to a real person."

If you are interested in learning more about how to help at the call center, please email Vencelin Harris, our Emergency Management Coordinator, at [vharris@townofchapelhill.org](mailto:vharris@townofchapelhill.org).

— Anita Badrock (HRD)

## AWAITING SPRING: A Place of Early Blooming



**"Chapel Hill: It's a place of early blooming, where plants and people can just go ahead and burst into blossom without worrying about the pressures that might hold them back elsewhere."**

**— Michael McFee, an excerpt from 27 Views of Chapel Hill (Eno Publishers)**



Photos by Mark Losey (CaPA)



## THANK YOU FOR DOING THE EMPLOYEE SURVEY

This is the last week to complete the Employee Engagement Survey. More than 300 employees have completed the survey so far!

To encourage participation, UNC Athletics has offered incentives, including a signed basketball, baseball tickets and more, to offer in a drawing to departments that achieve 100 percent participation. In addition, departments may want to explore internal incentives for their employees. The Survey Committee team will distribute up-to-date participation rates by department.

If you have questions, contact a member of the Survey Committee: **Jim Huegerich** (Ombuds), **Linda Smith** (Parks and Recreation), **Andrew Smith** (Public Works), and **Megan Dale** (Public Works).

View a video about the survey at <https://youtu.be/lqnryfBgRaY>.



Town employees collected more than 75 items to donate to the Interfaith Council in December. Thanks to everyone who contributed and to **Len Cone** (Planning and Development Services) for organizing the effort.

## TRAINING CORNER

Telling Your Story with Numb3rs: Ken Pennoyer (Business Management) will show how to use simple guidelines for presenting numbers, tables and graphs to make communications more effective and compelling. These tools can help you tell a complex story without overwhelming your audience with data. This workshop will be held from 2 to 3 p.m. Tuesday, Feb. 27, in the Town Hall Training Room.

Other training opportunities coming soon include:

- Sustainable Leadership, March 27-28
- Time Management, March 7
- Interactive Listening, March 21

Sign up through Cornerstone: <https://knowandgrow.csod.com>  
Questions? Contact Tom Clark at [tclark2@townofchapelhill.org](mailto:tclark2@townofchapelhill.org).



Employee Training Portal

### Success

*"Success is ultimately realized by people who make more right choices ... and recover quickly from their bad choices. Choices are directional ... they lead us toward or away from the success that we are trying to achieve. Our personal and professional success depends on repeating good choices day in and day out ... and avoid repeating bad choices. With your choices you take both control and responsibility for your success"*  
—David Cottrell, *12 Choices ... That Lead to Your Success*

Life can be tough, even cruel at times. It can be unfair. Life is often not what we expect. We can't always control what happens to us, but we do have control over how we respond to the events and challenges in our lives. Facing difficulty we need resiliency to respond well. When we encounter difficulty up close and personal, Option A, our first option, may not be available. Yet, we're going to get through this. When we don't have an expected option, when it's been totally taken away from us, sometimes forever, we can choose another option. When we are honest, we are all living Option B; how can we make the most of it?

To begin with, I have absolutely nothing to lose in choosing to ask for help – there is power in saying I am not alone in this and "we" are going to get through this together. The wellness resources on the back of your Town ID—Wellness Clinic,



Employee Assistance and Ombuds—are there to help you be the best you can be, to enhance success, especially when life throws you a curveball. Choose success, choose to use these resources to be the best that you can be!

Resilience is defined as "the capacity to recover quickly from difficulties; toughness; the ability of a substance or object to spring back into shape; elasticity." Resilience in our workplace – toughness, elasticity and learning - requires making good choices and using the supports and resources set up to help us be the best we can be. We build resilience when we feel we have some control over our lives; when we understand that we can learn from mistakes and failure; when we know we matter as human beings; when we realize we have real strengths to rely on and share; and when we recognize the strength we have in both diversity and standing together. Let's stand together; let's learn, serve and work together to build a community where all people thrive—that is success!

—Jim Huegerich, Ombuds Office

# Compliments

**Nigel Frank** (Transit) was commended by Whitney Martin for helping to jump start her car when the battery died. "That kind of customer service and help was very much appreciated, especially on such a freezing cold day."

**Ricky Hunter** (Transit) was thanked by Tracy Eldred for helping an older couple find the best route to get to UNC Hospitals. "He was kind and respectful."

**Scott Blacknell** and **Alan Lamb** (both Transit) were complimented by Maggie Burns for being respectful, pleasant, and safe drivers. "I always know they will be on time and appreciate it."

**Calvin Karlson** (Police) was thanked by Gary Hill for finding a broken water pipe during a house check for his in-laws who were out of town. "Before I could arrive he had already shut the water off at the street because who knows how long this would have been running if he had not been doing such a good job checking around this house."

Chapel Hill Transit buses provided shelter for residents while firefighters from Chapel Hill, Carrboro, White Cross and North Chatham extinguished a fire at The Villages in Carrboro.

**Police officers** were thanked by Dale May (Traffic Engineering) for assisting with road closures during the UNC-Duke game on Feb. 8. "You and your staff and campus police really came through, proving what it means to be a 'team player.'"

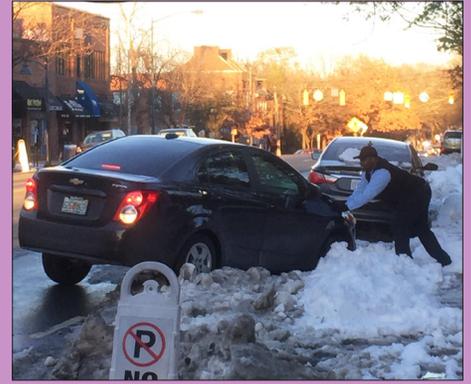
**Doug Brooks** and **Melissa Tillman** (both Transit) were thanked by Brian Litchfield (Transit) for handling a major medical emergency on a Tar Heel Transit bus. They made it possible for EMS to get to the passenger as quickly as possible.

**Prairie Osborn** (Police) was commended by Maribeth Lewis-Baker (Transit) for being professional, patient, firm and effective with an aggressive customer.

**Public Works crews** were thanked by Jean Anderson for quickly responding to a request for a new garbage bin.

**Tamika Price** (Police) was complimented by Antoinette Joyner for giving an engaging presentation at East Chapel Hill High School. "Her presentation was tremendous, the students were so captivated with the information they stayed past the designated time of the presentation."

**Jabe Hunter** (Police) was complimented by Stephanie Leach for doing an excellent presentation at a meeting.



**Reggie Mebane** (above, Transit) was commended by Geoff Green on Twitter for digging a car out of the snow: "An amazing @chtransit driver goes above and beyond duty today: 'I got sisters and I hope somebody would help them too.'"

**Transit operators** were thanked by Sandy Henriquez for making the first day of classes easier by being kind, courteous and helpful. "Everyone is stressed to get to where they are going, and it is such a gift that you have professional, thoughtful bus drivers who obviously work hard to keep us all safe and try to accommodate everyone. Thank you!"

**Tora Taylor-Glover** (Police) and the Police Department were thanked by John McMelkin for helping with a family crisis.

## WHAT DO YOU WANT IN THE NEXT TOWN MANAGER?

The Town Council wants to hear your voice as it embarks on a nationwide search for a new Town Manager. There are lots of ways to provide your input:

### 1. Speak up at a public input session

People are welcome to drop in at any time during these sessions:

- Sunday, March 4 – 3 to 5 p.m. at Hargraves Community Center Gymnasium, 216 N. Roberson St.
- Monday, March 5 – 5:30 to 7:30 p.m. at Christ United Methodist Church, 103 Market St. in Southern Village. (first floor meeting room of the Youth and Young Adults Building; enter

from the parking lot.)

- Tuesday, March 6 – 1 to 3 p.m. at Chapel Hill Public Library, Room B, 100 Library Drive.

### 2. Comment via Facebook Live

These public input sessions will be live streamed on the @ChapelHillGov Facebook channel. Comments are welcome.

### 3. Take a Survey

A survey form is available at [bit.ly/2HHJLCS](https://bit.ly/2HHJLCS)

### 4. Email your views

All comments will be collected at [townofchapelhill@developmentalassociates.com](mailto:townofchapelhill@developmentalassociates.com)

### More about the Search Process

After 45 years in local government service including 12 at Chapel Hill, Town Manager Roger L. Stancil announced last November his plans to retire. He will continue to serve as town manager and assist with the leadership transition.

The Town Council has contracted with Developmental Associates to lead the search process. The first step is to define the competencies sought in the next town manager and design the selection process. Public input will be considered by the Council when defining these competencies.



**wellness @ work**  
 UNC HEALTH CARE | FAMILY MEDICINE  
 TOWN OF CHAPEL HILL

**The 2018 Summer Community-Supported Agriculture (CSA) Program** will begin on April 17. You'll get a weekly box of food from Brinkley Farms, delivered to the Wellness Clinic. You can customize your order, and options include meat, eggs and grain products, as well as lots of vegetables, herbs and leafy greens.

Boxes are available in three different sizes, priced at \$240, \$320 or \$400 for 16 weeks. If you join after April 17, the fee will be pro-rated for any weeks you miss. To sign up, contact Liska Lackey at llackey@email.unc.edu or 919-968-2796.

For quick answers to your health questions, **call Health Line Blue**. This non-emergency medical assistance line is available 24/7 at no cost to you. Health Line Blue can answer questions about medication or help you know where to get care and what to do until you can see a doctor.

To access Health Line Blue, call 1-877-477-2424 (look on the back of your member ID card).

If you are facing an issue that threatens your life or health, don't hesitate to go to the emergency room!

A new session of **Weight Watchers** begins on March 28. Interested? Come to the Open House from 11:15 a.m. to 12:15 p.m. Wednesday, Feb. 28 at Hargraves Center to learn more. The Town pays half of the fee, so your cost is only \$93 for a 17-week series. For more information, contact **Angie Turner** (Public Works) at aturner@townofchapelhill.org or 969-5113 or **Liska Lackey** (Clinic) at llackey@email.unc.edu or 968-2796.

**Are you worried about the flu?** Here's what you can do to protect yourself and loved ones. It's not too late to get a flu shot! Call the clinic at 968-2796 or stop by during walk-in hours (1–2:30 p.m. daily; visit chapelhillwellnessatwork.org for more info).

Other things you can do to fight the flu: **Take flu antiviral drugs.**

If you are at a high risk for complications, contact the Wellness Clinic or another health care professional promptly if you get flu symptoms, even if you have been vaccinated this season.

**Avoid close contact with sick people** to help prevent the spread of germs. If you do get sick, limit contact with others to keep from infecting them.

**Wash your hands often** with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand rub. Clean and disinfect surfaces and objects that may be contaminated.

**Avoid touching your eyes, nose or mouth** because germs spread this way. Cover mouth and nose with a tissue when you cough or sneeze. Stay well!

Employees can get **free access to Town gyms and pools** when they complete the Health Risk Assessment (HRA). Employees who have taken the HRA will receive a pool/gym pass that allows them to use the Homestead Aquatic Center, Community Center Pool and Gym and Northside Gym at no charge. Employees who have not taken the HRA will be charged the daily rate.

The 2018 HRA will begin in March. Look for more information soon by email and in TOWNtalk.

**15.2%**  
 OF EMPLOYEES USE



walk



bike



transit

The Town of Chapel Hill has been named one of the **Best Workplaces for Commuters** by the Center for Urban Transportation Research. This designation recognizes employers that offer outstanding commuter benefits that result in at least 14 percent of their employees no longer driving alone to and from work. The Town offers carpooling incentives, free emergency ride home program, secure bike parking and more. For information, contact Len Cone at 969-5065 or lcone@townofchapelhill.org.

**Hockey Fans**—get discounted tickets to the Carolina Hurricanes game on March 17! Tickets are available at a discounted rate for employees and their families and friends. Order tickets at [www.CanesGroups.com/Public](http://www.CanesGroups.com/Public) and use the promo code PUBLIC. Questions? Contact Ashley Knowles at 919-861-5455 or [Ashley@CarolinaHurricanes.com](mailto:Ashley@CarolinaHurricanes.com).

**CYBERSECURITY TIPS**



**Always use a PIN code to secure your mobile device**

Published by:  
 Town of Chapel Hill  
 405 Martin Luther King Jr. Blvd.  
 Chapel Hill, NC 27514

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

TOWNtalk, a publication for and about Town of Chapel Hill employees, is issued monthly September through June. It is printed on recycled paper. Please recycle.

