



# TOWNtalk

CHAPEL HILL

APRIL 2018  
VOLUME 14 ISSUE 7



## On the Front Burner



### Town Manager Roger Stancil

**First, I want to thank you**, the Town's dedicated employees, for your efforts in delivering reliably excellent services. We have always maintained that excellent service is a result of excellent employees. I hope you take great pride in the fact that our customers, the Chapel Hill community, rated the services you provide 29 percent

higher than the national benchmark for satisfaction in the most recent community survey. We will present that information to the Town Council on May 9. Regardless of the role you play on this team, you can say "we did that." As an organization built on a common set of values working collaboratively, you all share in that achievement.

**Recommended Budget.** On May 2, I will present a recommended budget for FY 2018-19 to the Town Council. It has been a challenging process. The preparation of this budget has been difficult due to the rising costs of providing services and the slow rate of growth of our revenues. We have engaged our Leadership Team in seeking ways to balance our investment

in our highest priorities of employee development and retention, maintenance of public facilities, and Council goals. I believe we have done good work in putting the recommended budget together for Council consideration. As I deliver the budget to them, I will also share the recommendations with you in a special edition of TOWNtalk.

**Healthcare Task Force.** I want to thank the members of the Healthcare Task Force for their hard work and dedication over the last year in representing your interests in seeking ways to enhance our wellness initiatives and keep our competitive position in retaining and attracting excellent employees while managing the Town's escalating healthcare costs. The recommended budget will include their thinking based on what we learned together and your feedback.

## Coming Up

### Monday, April 30

Deadline for Cal Horton Award nominations (see p 2)

### Saturday, May 12

Spring Craft Bazaar, noon-5 p.m., Plaza at 140 W. Franklin St.

### Wednesday, May 16

Lunch and Learn: Hiking, noon, Chapel Hill Public Library. See p 6.

### Saturday, May 19

Homebuyer Education Class  
9 a.m.-5 p.m., Habitat for Humanity,  
88 Vilcom Center Drive Suite L-110  
Registration Info: [bit.ly/2r59IW4](http://bit.ly/2r59IW4)

### Monday, May 28

Town Holiday



The Communications and Public Affairs Department received five awards for Excellence in Communications at the NC City & County Communicators Conference April 18-20. Pictured are (L-R) Ran Northam (CaPA/Police), Catherine Lazorko (CaPA) and Melanie Miller (CaPA).

# WHO WILL RECEIVE THE 2018 CAL HORTON AWARD?

Do you have a co-worker who regularly goes above and beyond to be helpful and do an excellent job? Nominate them for the Cal Horton Award, our highest employee honor.

Please submit your nominations to HRD by Monday, April 30. Forms are available from HRD or [www.townofchapelhill.org/calhortonaward](http://www.townofchapelhill.org/calhortonaward). The winner will be announced at Employee Appreciation Day on June 22 at the Friday Center.



Chapel Hill Transit took home some serious hardware the weekend of April 21 at the 2018 NC Public Transportation Association (NCPTA) State Bus and LTV Roadeo:

- LTV Team - 1st Place (**Javius Newman, Carol Brown-Lopez** and **Justin Graves**)
- Bus Team - 3rd Place (**Ricky Hunter, Tommy Hall** and **Danny Elliott**)
- Bus Individual - 1st Place: **Ricky Hunter**
- LTV Individual - 1st Place: **Javius Newman**; 2nd Place: **Justin Graves**

We are proud of these Team Members for demonstrating once

again that we have the best Transit Operators in the State.

Special thanks to the Chapel Hill Transit Team Members who helped organize and manage the roadeo – your teamwork, dedication and professionalism were unmatched: **Travis Parker, Nick Pittman, Melissa Patrick, Mark Lowry, Joe McMiller** and **Katy Luecken**.

The Transit Roadeo is a contest of skill for professional bus operators, which requires contestants to maneuver through a timed course, negotiating obstacles that simulate the challenges they face daily while driving a bus. Transit operators

qualify to participate in the State Transit Roadeo by competing against GoRaleigh, GoDurham, GoTriangle, Greensboro Transit and Wolfline at the Regional Transit Bus Roadeo, which was held in March in Raleigh.



# Briefs



It's a girl!  
**Christina Strauch** (CaPA) and **Tommy Gregory** (Fire) welcomed Jaclyn Ruby Mae Strauch into the world

at 12:05 p.m. on April 22. Jaclyn weighed 8 lbs. 2 oz. and was 20 inches long. Mom and baby are doing well.



Chapel Hill Transit received a safety award at the North Carolina Public Transportation Association Annual

Conference on April 24. This does not happen without the support and efforts of each division and all team members. Thank you for your commitment to safety and it is great to see this award return to Chapel Hill – well done!



**Chase Bernard, Aaron Frank** and **Michael Sudol** (all Planning) were recognized for using green commuting options to get to and from work at the regional Go Perks program event on April 5. Michael and Aaron get to work by biking and using Chapel Hill Transit. Chase gets to work by using Go Triangle Transit, traveling more than 45 miles (one way) to get to work. Impressive!

You can earn gift cards for walking, cycling, carpooling or using Transit. Contact Len Cone (969-5065 or [lccone@townofchapelhill.org](mailto:lccone@townofchapelhill.org)) for information, and check with her if you need bike lights or other safety items for cycling and walking.

Employees from several departments attended the North Carolina City and County Communicators Conference in New Bern April 18–20. Those who attended include **Anita Hackney** (Transit), **Mary Jane Nirdlinger** (Manager's Office), **Ran Northam, Catherine Lazorko** and **Melanie Miller** (all CaPA). Topics discussed included authentic storytelling, community branding, thwarting news deserts, and what's coming next from Facebook.



Check out a short video about Chapel Hill Transit created by **Faith Thompson** and the Housing and Community team: <https://quik.gopro.com/v/RDDoNF44V0/>

Several Town departments were presented with the Gold Safety Award by the NC Department of Labor on April 11. For some departments, this is the second consecutive year that they have been recognized for their efforts in achieving and maintaining outstanding workplace safety programs and records. These Safety Awards are closely associated with the department's incident rate (DART) or days away restricted transferred rate. Most departments that were recognized had maintained a DART rate of "0" for 2017.

"It is gratifying to be a part of an

organization that values and promotes the safety and well-being of all its employees," said Ron Allen, Town Risk Manager. "It is apparent that all departments have made considerable strides over the past year regarding employee workplace safety."

Congratulations to each department and their employees for being awarded this special Workplace Safety Award. When it comes to maintaining safe and secure work environments, we all are reminded that workplace safety is everyone's responsibility.



## KEEPING TRANSIT BUSES CLEAN

Extraordinary Ventures (EV) performs interior bus cleaning services for Chapel Hill Transit. EV crews detail five buses per shift, several days a week. The business gives EV employees an opportunity to work in an integrated setting with hundreds of Transit employees and enjoy socializing with other workers and friends.

The work is highly structured. Crew members are given individual assignments. Instructions are written down and check lists are provided to the workers and their job coaches to follow as they go along. The tasks include sweeping, washing windows, vacuuming, wiping down seats, and cleaning the driver's area. While working, employees wear special yellow shirts that say "EV Bus Crew" for identification and safety.

Extraordinary Ventures is a non-profit organization that creates and nurtures self-sustaining small businesses with the philosophy that all people are employable.



## CELEBRATING PUBLIC WORKS WEEK

Thanks to Public Works employees for everything they do! We will celebrate Public Works Week May 20–26. Public Works employees provide and maintain the infrastructure and services that keep the town running. They work in trucks and on ladders-or behind telephones, shovels, broom, tree clippers, lawn mowers and jackhammers. They collect garbage, pave streets, patch potholes, landscape, maintain parks, construct streets and sidewalks, and maintain Town buildings and vehicles.

## TRAINING CORNER

Workplace Safety and Security trainings are required for all Town employees. In this two-hour program, employees will learn more about emergency drills and exercises, de-escalation techniques, emergency communications, emergency action plans and procedures and more.

Sign up at <https://knowandgrow.csod.com>. If you need help registering, contact Tom Clark or Stacy Ramos. For more information on other upcoming trainings, visit [www.townofchapelhill.org/training](http://www.townofchapelhill.org/training).



### Leading with Respect, Leaning into Conflict

Ombuds regularly encounter employees who are frustrated, stuck, feeling powerless and helpless to change the situation. Some come so upset that they are on the verge of leaving town employment. They are torn because they like their work, the people they work with and for, and many have invested much time into their jobs with the Town. Yet, something has happened that contributes to them feeling disrespected, uncomfortable enough to consider leaving employment with the town. This often involves a conflict. If they stay their options appear limited to either press on, accepting the situation as unchangeable or challenge the person who is perceived to be creating or contributing to the conflict. Though these options may be the right one for them given the circumstances, each comes with a cost to both the employee and the workplace.

An example is an employee who came to ombuds ready to leave the organization because they perceived their supervisor as "racist" and the workplace tolerating such behavior. This employee was new to the job and had great potential. Yet this employee did not want to work in a place where racism was exhibited and accepted.

There was another option that the ombuds could help this employee identify, one that would empower them, yet it required leaning into the conflict. Ombuds could work with the employee to craft their story so that it would most likely be heard by the supervisor and the organization.

The first step in this process would be for



the employee to lean into the conflict by testing their assumption that their supervisor was racist. The employee returned to the workplace to gather information, documenting when, where and how their supervisor acted as a racist. The employee returned to the ombuds a week later, no longer feeling discriminated against, powerless and helpless. In observation of the supervisor's actions and language the employee discovered that the supervisor treated ALL their employees inappropriately and disrespectfully. When it no longer felt personal, the employee believed they did have power and options to lean into the conflict, confronting the inappropriate behavior.

In the process of jointly designing next steps strategies were explored for the employee to lean into conflict—to set limits with the supervisor's inappropriate behaviors. In doing this the supervisor got the message that their behavior was inappropriate and disrespectful and they could not continue to act inappropriately with their employees. Help was sought to improve the way the supervisor related to employees. Several years later both employees remain gainfully employed with the Town.

If you are feeling stuck, frustrated, powerless and helpless, Beth Vazquez and I are here to help you identify strategies that lead with respect and lean into diversity!

—Jim Huegerich, Ombuds Office

# Compliments

**Alonza Crisp** and **Carol Brown-Lopez** (both Transit) were commended by Jay for being punctual and courteous.

**Donald Wright** (Transit) was complimented by Roger Lundblad for safely getting a bus out of traffic when it had engine problems, and doing a great job communicating the problem and solution to passengers.

**Joseph Haywood** and **Kevin Patterson** (both Police) were thanked by Kit Flynn for doing a security check of her home and making suggestions for improving security.

**Andre Jones** (Public Works) was thanked by Mary Jane Nirdlinger (Manager's Office) for promptly picking up a bulky item that had just been left out for collection. Andre was also thanked by Meg McGurk for responding quickly to a problem with a commercial dumpster.

**Rinaldo Marsh** (Transit) was commended by Cindy Justice for taking care of a passenger who became ill on the bus. "I just wanted you to make sure this bus driver gets credit for being so gracious and caring to this lady."

The Transit transportation team, led

**Krystal Black** (Library) and **Lisa Edwards** (Housing and Community) worked at the Chapel Hill-Carrboro City Schools Family Engagement Summit on April 14. The theme of the summit was "Building Student Self-Confidence." Their departments were among 12 organizations represented (including Orange Literacy Council, Orange County Health Department, TABLE, Food for Summer) that had tables at the event.

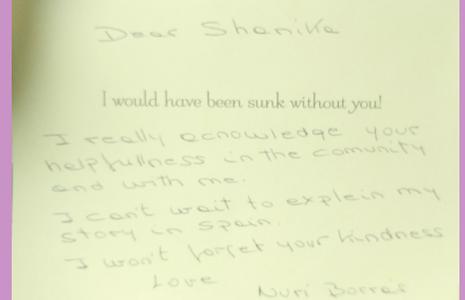
by **Anita Hackney**, was thanked by Robin McMahon for helping a group of Belgian students and teachers use Chapel Hill Transit during a visit to Smith Middle School. "We (my American students and teachers as well as the Belgian students and teachers) were treated like royalty." ... "Ms. Hackney's help and demeanor made the whole experience wonderful, and the Belgian students kept saying how nice everyone is in Chapel Hill."

**Reggie Mebane** (Transit) was complimented by Hillary Jacobs for being compassionate and excellent, and for helping search for a lost debit card. "Totally brightened my day."

**Ben Johnson** (Transit) was thanked by Sam Blank for helping him on and off the bus during a test of wheelchair access on campus. "He was very helpful!"

**Doug Brooks, Valjean Gibson** and **Peter Aube** (all Transit) were commended by Kelly Gallagher for taking good care of passengers when a bus tire blew out.

**Ran Northam** (CaPA) was thanked by Dhurva R. J. Sen for helping with an issue with flag placement during the Near and Far Festival. "I deeply appreciate your sensitivity, thoughtfulness, kindness and expertise."



**Shanika Nickerson** and **Jackie Brown** (both Transit) were thanked by Ms. Borres, who was visiting from Spain. They helped her find the right bus to get home. Ms. Borres and her daughter-in-law were thankful and impressed with Shanika and Jackie's kindness and service.

Police officers were thanked by a resident for showing up quickly and addressing a noise complaint.

**Chris Gillum** (Police) was thanked by Beth Morton for helping her disabled daughter find a transit bus stop when she was lost in Meadowmont.



The **Chapel Hill Police Department** is aiming to raise \$30,000 for Special Olympics with two events: the Orange County Law Enforcement Torch Run on Wednesday, May 30 and the Guardians of the Hill 5K on Saturday, Oct. 27. Register for the 5K at [www.sportoften.com](http://www.sportoften.com). Last year, Chapel Hill was fourth in the state in fundraising with \$33,480.

To purchase Torch Run T-shirts or baseball caps, contact Phil Smith (Police) at 919-614-1852.



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

**It's not too late to do the HRA!** The HRA will end in May. If you don't complete the HRA by May 22, you will have to pay a cost-sharing contribution for health insurance (\$20 per month).

When you complete the HRA, you'll get a personalized plan for follow-up based on your health needs and goals, free access to Town pools and gyms, and a nifty stainless steel insulated bottle with the Wellness@Work logo. Questions? Call 919-968-2796 or visit [chapelhillwellnessatwork.org/hra](http://chapelhillwellnessatwork.org/hra).

Can the Town team win the **Walking Challenge**? From April 30 to June 10, we'll compete against other Orange County teams with the goal of walking 2,505 miles, the distance from Orange County, NC to Orange County, CA. To sign up, contact Liska Lackey at [llackey@email.unc.edu](mailto:llackey@email.unc.edu) or 968-2796.

**Take a Hike!** Get some ideas for beautiful places to hike at the May Lunch and Learn at noon Wednesday, May 16, in Meeting Room A at the Chapel Hill Public Library. You don't have to hike the Appalachian Trail for adventure! Find it here! If time permits, we will take a quick hike on a trail at the Library. Lunch will be provided. RSVP to Liska Lackey at [llackey@email.unc.edu](mailto:llackey@email.unc.edu) or 919-968-2796.

**The spring CSA has begun!** It's not too late—if you sign up now, your fee will be pro-rated for any weeks you miss. Get fresh vegetables, greens, herbs delivered to the Wellness@Work Clinic. Brinkley Farms also offers meat, eggs, and grain products. You can choose what you receive every week. Contact Liska Lackey at [llackey@email.unc.edu](mailto:llackey@email.unc.edu) or 919-968-2796 for more information.



## SHAPE UP!

O2 Fitness is providing free outdoor workout classes in May.

- Wednesday, May 2: O2 Yoga
- Monday, May 7: O2 Pilates
- Wednesday, May 9: Body Flow
- Monday, May 14: Zumba
- Wednesday, May 16: Body Combat
- Monday, May 21: O2 Yoga
- Wednesday, May 23: O2 Barre

Classes will be held from 6 to 7 p.m. on the top level of the Wallace Parking Deck, 150 E. Rosemary St. No need to register—just show up!

For more information, visit <https://o2fitnessclubs.com/shape-up>.

Did you know that permanent employees who complete the HRA are eligible to join O2 Fitness for \$5 per month? After you complete the HRA, contact Stacy Ramos (HRD) at 969-5029 or [sramos@townofchapelhill.org](mailto:sramos@townofchapelhill.org) to sign up for O2 Fitness.

## PRESCRIBED BURN AT THE LIBRARY

The prescribed burn at Chapel Hill Public Library began around 6:45 p.m. Monday, April 2, and was finished at 7:05 p.m. The burn was a safe and educational way to re-establish the Library slope and remove invasive species and support the ecosystem of Pritchard Park. Thanks to excellent partners at the Forest Service, Chapel Hill Fire, and Chapel Hill Parks & Recreation, the burn was successful, and



attracted a crowd and lots of photo ops. From the many questions (from kids of all ages) it appears that we literally and figuratively fulfilled our mission of "Sparking Curiosity." Special shout outs to Ranger Chris and crew, **Meeghan Rosen** (Library), **Kevin Robinson** (Parks & Recreation), and **Matt Sullivan** (Fire) and his fine crew.



## CYBERSECURITY TIPS



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