



Employee Appreciation
Friday, June 22
 Don't miss the Cal Horton Award ceremony at noon! Who will win our highest employee honor? See p 4.

MAY/JUNE 2018
 VOLUME 14 ISSUE 8

CHAPEL HILL towntalk



On the Front Burner



Town Manager Roger Stancil

The Budget is approved. This is always good news. This year, it means the Council again recognized the importance of our employees in providing the excellent service our community expects and appreciates with a 3 percent of market (market is the midpoint of a paygrade) pay increase for all full-time and part-time

employees. During the budget discussion, we also talked about completing our work on pay for value added or performance pay. The Council shares our interest in finding ways to provide increased compensation for those who help advance the Town's goals. We will be working on having that conversation in the fall with the Council and also beginning a new class and compensation study. Conducting such a study every five years was a major recommendation of the Employee Compensation Task Force. The last comprehensive study was in 2013. The budget also advances major priorities of the Town such as affordable housing and planning strategically for the future. But without you, nothing is possible. Thank

you for all you do every day to build a community where people thrive. Business Management and HRD will provide more detailed information on the pay increase.

The fiscal year is over. June 30 is New Year's Eve in local North Carolina government. In Chapel Hill, the Council stops meeting until Labor Day. Take your time off. Refresh yourself and return in September ready to keep rolling. When you are here, use the time to plan smartly for next year. There will be a lot happening.

Employee Appreciation continues with our lunch on June 22 at the UNC Friday Center. I hope to see you there. We will recognize the hard work you have accomplished this year, along with the nominees for and winners of the Cal Horton Award.

Coming Up

Friday, June 22

Employee Appreciation Celebration
 11 a.m.-1 p.m., Friday Center

June 25-28

Open Enrollment Sessions

Wednesday, July 4

Town Holiday
 Fireworks Celebration at Kenan Stadium; Gates open at 7 p.m.; fireworks show at 9:30 p.m.

Tuesday, July 17

Neck and Shoulder Massage,
 11 a.m.-2 p.m., Chapel Hill Public Library (see p 6)

Download Chapel Hill Connect
 to submit and track requests, access local information, and much more!
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 powered by SeeClickFix

The new Chapel Hill Connect mobile app makes it easier to report non-emergency issues. The report is automatically submitted to the appropriate department for review. For this and other ways to report issues, visit www.townofchapelhill.org/report.

LEN CONE IN THE SPOTLIGHT

Posters. Flyers. Sign-up Sheets. Water bottles. Bike lights.

This is the list on repeat in Len Cone's brain during the month of May. That's because May is Bike Month in Chapel Hill. As the Transportation Demand Community Manager, Len has been busy with special events across the community.

There was the International Bike to School Day, Bike on the Bus Workshop, Bike to Work Breakfast, Spring Roll Cruiser Ride National Bike to Work Day, the Town staff bicycle ride, the Fix-It and Bus Rack Station Launch — and the Family Bikes, Bells & Blueberry Days event.

Len's work is directed by the Town of Chapel Hill Transportation Management Plan, which is designed to increase air and water quality, and decrease the amount of traffic generated by businesses around town. This is done by promoting policies that will result in the reduced use of automobiles, particularly single occupant vehicles, and support the Town's efforts to reduce carbon emissions while promoting wellness. As part of this work, Len writes grants, designs marketing outreach strategies, conducts biennial employee mobility

surveys, and of course, she plans many events.

Her largest annual event is the Go Chapel Hill Mobility Conference in October when she plays host to 120 Transportation Demand Management Champions and community members from all over the Triangle.

Yet you probably are more likely to see Len at community outreach tablings when she invites people over to pick up a free bike light or water bottle. Then she strikes up a conversation. "Did you ride your bicycle when you were younger?" "Would you think about riding the bus or your bike to work just one day in the next 12 months? Did you know that if you bike, bus, walk, carpool, just one day, you will keep about 40 pounds of carbon emissions from going into the atmosphere?"

Last year, she created a traveling program series named Transportation Tea and Tales where she offered hot tea and pastries on a linen tablecloth with real china and silver. From her special guests – workplace commuters – she solicited tales and stories from their workplace commutes while offering individualized information



on best ways to get to and from work without their cars.

"I love my job," Len said. "The work I do can have a powerful and healthy impact on lives of the people I love -- the people I work with and the people of this community. It is a team that makes the year round events occur, and I am thankful to be part of this!"

If you are thinking about how to leave the car at home to make the community healthier to live, play and work, contact Len at 919-969-5065 lccone@townofchapelhill.org.

NEW FIX-IT STATION ON FRANKLIN STREET

Do you ride your bike to work? Take care of small repairs at the new Fix-It and Station on Franklin Street. The Fix-It Station has a bicycle tire pump and tools for small bicycle repairs and quick tune-ups. It's accompanied by a demo station that shows how to load your bike on a bus. Get transit schedules at chtransit.org and go anywhere in Chapel Hill!



TELL US WHAT YOU THINK ABOUT TOWNTALK!

Let us know what you think of TOWNtalk! Take the TOWNtalk survey at <https://www.surveymonkey.com/r/TOWNtalk2018>. We'll use the survey results to give you more of what you want to see in your TOWNtalk!

Complete the survey and you'll be entered in a drawing to win a baseball cap or mug with the Town seal. The survey will be open through Monday, July 9.



Briefs



Congratulations to **Rick Shreve** (Transit) for completing the Transportation Leadership Development Program. This intensive 12-week program provides executives and managers the opportunity to examine their leadership and communication style.

Public safety officials participated in the 2018 Orange County Torch Run for Special Olympics on Wednesday, May 30. The Torch Run raises awareness of and funds for Special Olympics North Carolina. Last year, Chapel Hill raised \$33,480, the fourth largest amount of money in the state.

T-shirts and hats are available. For more information, contact **Phil Smith** (Police) at 919-614-1852.



A huge congratulations to the many Town employees who contributed to making the inaugural Near & Far Festival a success. Hundreds showed up on April 8 to turn 140 West Franklin into a fun, interactive, and funky street scene. Staff from Parks and Recreation, the Library, Community Arts and Culture, and the Downtown Partnership all worked together to create a local celebration of global cultures.

Thanks to **Allison Weakley, Christine Hill, Wendy Smith** and **Sue Burke** (all Stormwater) for helping put together the "Protecting Our Watersheds" exhibit at Carrboro Branch Library, 900 Old Fayetteville Road. Materials were also contributed by Triangle Land Conservancy and Orange County Lands Legacy Program. A reception will be held from 2 to 4:30 p.m. Sunday, Sept. 30.

Have an upcoming event, festival, or gathering and want to make it extra special? The Circulator can set up shop for casual interactions, make book recommendations, help with questions, and bring some fun for all-ages activities. Get in touch soon, though — our calendar is filling up fast! chapelhillpubliclibrary.org/the-circulator



Students from Parks and Recreation's Adapted Recreation program's music improv class Push Play Sing (pictured above) performed as part of the National Institute of Environment and Health Sciences event, Music and Your Health: An Afternoon of Performances and Presentations. Participants with various abilities were in the musical lineup along with senior citizens from the Croasdaile Chorale and Forest at Duke. The program included academic presentations and a performance by internationally known local jazz musician Neena Freelon!

STAFF PICNIC (AND TEAMBUILDING!)

The staff of the Engineering/Stormwater Division had a picnic on May 10 at Southern Community Park. **Tom Clark** (HRD) led a group teambuilding exercise. The group used the time to make the "perfect square," learned about their team dynamics and leadership roles, and set team goals. If you would like to have a

teambuilding experience, contact Tom Clark at tclark2@townofchapelhill.org



HEALTH CARE TASK FORCE UPDATE

On June 13, the Town Council approved the Town Budget including a \$250 deductible for Health Insurance.

The Health Care Task Force reached a consensus that adding this deductible to the healthcare plan would be the best way to minimize impacts on employees while providing enough savings to bring down cost increases to a more sustainable rate. The group considered recommending a specific amount for the deductible but did not reach a consensus on the amount. We recommended that the Town add a deductible to the plan of an amount at the Town Manager's discretion and that he increase funding to our wellness initiatives.

The task force was assembled by Town Manager Roger Stancil in June 2017. Comprising employees from across the organization, we were asked to consider ways to enhance our wellness initiatives while managing the Town's escalating healthcare costs. The task force met a number of times to discuss the impacts, costs and savings of various potential changes to our employee healthcare plan. Our goals were to:

- a. Find a plan that can be sustainable going forward by slowing the rate of growth in our cost of healthcare insurance.
- b. Balance impact on employees with the cost savings to Town.
- c. Maintain the high level of healthcare benefits that help the Town remain an employer of choice in the region.
- d. Increase investment in wellness initiatives such as the Wellness Clinic, HRA's, smoking cessation programs, etc. that help us reduce costs in the long term. There are monies in the Budget to fund the expansion of Clinic Services in the coming year.

— Cliff Turner, HRD

CELEBRATING OUR EMPLOYEES

The 2018 Employee Appreciation Celebration will be held from 11 a.m. to 1 p.m. Friday, June 22, at the Friday Center, 100 Friday Center Drive. Join your co-workers for delicious food, outdoor games, prizes, a photo booth, Family Feud and more! Lunch from City BBQ will be served from noon to 1 p.m.—pulled pork, pulled chicken, and beef brisket! To sign your team up for Family Feud, contact **Trey Couch** (Parks and Rec) at tcouch@townofchapelhill.org.

The Cal Horton Service Award will be presented at noon. Thank you to this year's inspiring assortment of candidates and the co-workers who nominated them. The award recognizes employees who routinely go above and beyond their job expectations.



Going the Distance to Get It Right

In November 2017 the Ombuds column focused on the topic "Getting It Right", noting how in the past differences have been wrongly used as excuses to separate us. That column challenged us that if we are to move toward a community open to all we must, ALL of us, see differences as opportunities to build the place where all people thrive. This month the Ombuds column will focus on ways you have shared with Ombuds on how/where the Town is going the distance to get it right—WHEN:

- Respect is not merely a noun, but a verb, something each and every one of us works hard to get right each and every day. And when we fall short, we have there resources to help us have the difficult dialogues to build respect
- I am asked for my input when something directly impacts my job, ranging from purchase of equipment to organizational changes that involve what I do and where I work
- We work well as a team, and I feel valued as a member of the team; further, people I work with seem to care that I am okay and doing well
- My direct supervisor has worked with me to create a plan for my professional development, including training and opportunities to assume new and diverse responsibilities
- What I am asked to do is clear, consistent and equitable
- Communication is something we work hard at getting right – timely, regular and accurate; and we have come to accept that communication is a responsibility shared by all
- I am willing to take responsibility for my



attitude and for being respectful of others when their attitude is not their best

- I understand, believe and know—understand how what I do helps achieve our mission and vision; believe that I can influence our work and how we do it; and know that I will be respected for who I am
- We support one another, seek diversity of input, and see differences are opportunities for learning
- I like the work I do, the people I work with and for, and being part of a workforce of people committed to getting it right.

These ten ways show that we are working to get it right here in Chapel Hill to build a healthy workplace where all thrive. Yet, these ten things all take hard work and the involvement of everyone. Moving from a "me" to a "we" focus requires all of us. Knowing that we will encounter challenges in our jobs is one of the reasons the town has invested in the Wellness Resources listed on the back of every employee's Town ID: Wellness Clinic, Employee Assistance Program, and Ombuds. It is also the reason so many Town resources and initiatives have been invested into actively living our Town RESPECT Values. Yet, what makes things really "right" is when each and every one of us gets involved in making it happen.

— Jim Huegerich, Ombuds

Compliments

Alonza Crisp and **Carol Brown Lopez** (both Transit) were commended by Jay More for going above and beyond the call of duty. "I regularly ride several routes, and I can assure you that these two drivers are the best in the Triangle."

Ran Northam (CaPA/Police) was thanked by Jack Leland for assisting him in his public policy journalism class. "The [police] department displays only accountability, transparency and genuine care for its citizens."

Cheonna Boyd, Chris Latta, Kevin English and **Doug Brooks** (all Transit) were thanked by Caroline Nisbet for making a third grade class trip on Chapel Hill Transit easy and fun. "Our kiddos had a great experience and all drivers were very accommodating."

Alonza Crisp (Transit) was commended by J. Muhammad for being "one of the best drivers in the Triangle. His customer service skills are phenomenal."

The **Police Department** was thanked by Blair Pollock for working on the Shred-A-Thon in April. More than 30 tons of paper were collected to be shredded and recycled. The next Shred-A-Thons will be on Oct. 11 and Oct. 13.

Thanks to **Transit drivers** for providing service to the UNC graduation ceremony (on Mother's Day!) Transit was thanked by Jef Solomon for providing clean, comfortable, on-time buses with friendly, helpful staff for the UNC-Chapel Hill commencement ceremony at Kenan Stadium. "CATS (in Charlotte, where we live) could take a lesson from you all."

From **Brian Litchfield** (Transit Director): Transit Team - thank you to each of you that helped make the 2018 Commencement Shuttle service a success for our customers and Partners. I saw many examples

Ronald Bigelow (Transit) was thanked by Patrick Brandt for being a good driver. "He is a great guy and often picks me up even when he is very close to the end of his route and on the way to the garage."

Hal Beavers (Transit) was thanked by Elizabeth for being a great bus driver. "He's always happy, he always smiles, he always says 'Good morning.'"

Kevin Kuhn and **Calvin Karlson** (both Police) were commended by Drew Melvin for cleaning garbage out of the roadway. "Just shows the quality of officers you have working for you."

Ron Telfair (Police) was commended by Janet Elbetri for being patient and professional with questions from the public during a roadblock.

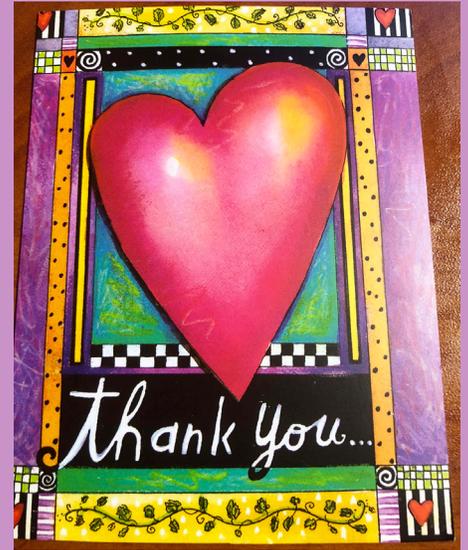
Jennifer Liles (Police) was thanked by Hannah Hipp for helping to recover luggage from an Uber driver. "Officer Liles arrived quickly, was very helpful and considerate."

Sue Burke (Public Works-Stormwater) was thanked by Sonia Rapaport for providing a letter that helped her save a substantial amount on flood insurance premiums.

Dale May (Traffic Engineering) was thanked by Ran Northam (CaPA/Police) for quickly replacing a wayfinding sign with a spelling error.

of excellent customer service, communication and teamwork today. Your commitment to customer service helps make events like this a success and a positive experience for those visiting Chapel Hill/Carrboro/UNC. Thank you giving part of your Sunday to make this happen. I'm proud of your good work! Thank you.

More compliments from Town Manager **Roger Stancil**: "I appreciate all you do every day. Your smiles and helpfulness combined with your



Chapel Hill Transit employees were thanked by Eric Insler for providing great service, safe rides, and smiles. "You really helped me earn my master's degree!"

Jonathan Barbee, Sarah Furman, and the Police and Fire Departments were thanked by Mike and Barb McNulty for being helpful and kind after a death in the family. "We're so grateful to have such wonderful people in our town, and wanted to acknowledge the help they gave us."

Doug Brooks, Valjean Gibson and **Peter Aube** (all Transit) were commended by Kelly Gallagher for getting passengers to their destinations after a tire on a bus blew out. "Thank you guys so much for taking good care of your passengers."



professionalism make visits to our town memorable. I am honored to work with you."



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

The HRA Drive is over, and **95 percent of eligible employees have completed the Health Risk Assessment (HRA)**. HRD will follow up with anyone who hasn't participated. If you complete the HRA, cost-sharing for health insurance (\$20 per month) is waived. For more information, contact Liska Lackey at llackey@email.unc.edu or 919-968-2796.

We need your feedback on Wellness@Work. Something new is coming! We are collecting program feedback at the Employee Appreciation Event. No survey will be sent to your email, but you'll have a chance to answer four short questions when visiting the Wellness@Work table. Answer the questions and you will be entered in a drawing to win a prize! Do you think your voice doesn't matter? Think again! Your input over the years

has helped to change the program. For example, we have offered clinic hours at different departments, offered more departmental challenges, and more! So look for the Wellness@Work table for your chance to be heard and win!

The summer CSA program ends in July. Sign up now and get lots of fresh tomatoes, melons, and more. Fees will be pro-rated. To sign up, contact Liska Lackey at llackey@email.unc.edu or 919-968-2796.

Take a break from work and get a relaxing **neck and shoulder massage** on Tuesday, July 17, in Meeting Room C at Chapel Hill Public Library. The cost is \$10 (due by July 10). Time slots are available between 11 a.m. and 2 p.m. To sign up, contact Liska Lackey at llackey@email.unc.edu or 919-968-2796.

EMPLOYEE SURVEY UPDATE

Thanks to all of you the 2018 Employee Survey was a great success – 65 percent of employees participated in the survey. This rate is 15 percent higher than the 2015 survey. Your voice is important!

The survey identified “highlights” – positive ratings or improvements in areas including group dynamics, employee voice, training, teamwork and supervisory trust. Also identified were “hotspots” – areas needing further attention – including communications, advancement and trust.

The School of Government conducted four focus groups of employees to help interpret the findings. From the focus groups came findings related to decision-making and providing input. One recommendation from the focus groups was to use the survey

results in the manager hiring process.

What's next? This summer the Survey Committee members and School of Government Team will work with the SLT to better understand the survey findings and focus group interpretations, holding an SLT workshop and meetings with departments to dive deeper into what the findings indicate organizationally and departmentally. The Committee and SOG will work with departments on action plans.

For more information, contact Leisha Dehart Davis at ldd@unc.edu or committee members: **Linda Smith** (lsmith@townofchapelhill.org); **Andrew Smith** (asmith@townofchapelhill.org); **Megan Dale** (mdale@townofchapelhill.org); and **Jim Huegerich** (jhuegerich@townofchapelhill.org).

SUMMER FUN AT THE LIBRARY

Summer is here, and that means it's time for the Summer Reading Program at the library! Read at least 20 hours between June 1 and August 15, and you can win prizes and help set a new Chapel Hill record. Last summer the whole town read 49,000 hours—we can beat that this year!

Looking for a good book to read this summer? Wondering how to download audiobooks to your phone while you are getting those steps in the Wellness challenge? Just ask any member of the Library team!

RECYCLING UPDATE

Orange County Solid Waste staff completed waste audits at all Town buildings and found that 18 percent of the waste was recyclable. The audits were followed by surveys to find areas for more waste reduction and recycling, such as making sure waste and recycling bins are paired for convenience.

The most problematic sort issue observed in departments was with rigid plastics, especially inclusion of #1 (PET) rigid plastic, like clam shells, which are not recyclable.

—Blair Pollock, Orange County Recycling

CYBERSECURITY TIPS



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Please recycle.

