



# CHAPEL HILL Towntalk

OCTOBER 2018  
VOLUME 15 ISSUE 2



## On the Front Burner



*Town Manager Maurice Jones*

### Responding in Times of Need

I would like to once again express my deepest appreciation to everyone for their hard work during Hurricane Florence and in its wake. Our staff truly pulled together to provide assistance both here in Chapel Hill and in the hardest hit areas of our state. Many employees worked

around the clock clearing roadways of downed trees, answering phones at the call center, coordinating with our county partners on shelter operations, shuttling evacuees to shelters and providing public information so crucial during an emergency.

I was especially impressed with our employees who traveled to other parts of North Carolina to help folks who were most in need. Chapel Hill proudly deployed a fire engine team, our swift water rescue team and a crew of Public Works employees to assist with fire suppression, rescues and critical clean-up. In addition, drivers from Chapel Hill Transit picked up people who were driven out of their homes by the storm and delivered them safely to our local shelters and the Friday Center shelter. Our staff

was rightfully greeted as heroes by the residents of those localities.

As a new manager I expected that it would take time to become familiar with this organization and how it functions. I was ready to patiently observe our operations and ask probing questions about how and why we operate. However, crisis situations tend to show the best, and worst, of an organization – very quickly. What I saw prior to, during and after Hurricane Florence, confirmed for me what I had suspected before my arrival on Aug. 20. This Town is blessed to have a dedicated staff of professionals who come to work every day, ready to serve others and make a difference. For that, I am grateful!

*(See p. 2 for more about the Town response to Hurricane Florence.)*

## Coming Up

**Saturday, Oct. 20**

Celebrate new art on Tanyard Branch Trail, 9:30 a.m., 339 Umstead Drive  
Haunted Hill, 5 p.m., Chapel Hill Community Center.

**Thursday, Oct. 25**

Shred-A-Thon, 10 a.m.-2 p.m.,  
University Place

**Saturday, Oct. 27**

Guardians of the Hill 5K  
<https://bit.ly/2xqx8Zk>

**Wednesday, Nov. 7**

Special Veterans Ceremony for Town employees, 7 p.m., Council Chamber



*It's like magic! See how a sign is created at the Traffic Engineering sign shop.  
[bit.ly/2pJM1BA](http://bit.ly/2pJM1BA)*

## EMPLOYEES ASSIST EASTERN NORTH CAROLINA NEIGHBORS

When responding to Hurricane Florence, the Town of Chapel Hill RESPECT values were reflected in how employees assisted the community and our neighbors in eastern North Carolina.

### Fire Department

In an Oct. 4 letter to the Town, Pamlico County Emergency Services Director and Fire Marshal Chris Murray wrote: "Thank you and your personnel for the effort you expended and your support for fellow firefighters, fellow North Carolinians, and fellow Americans. The support that was provided will never be forgotten by the members of Pamlico County Emergency Services."



The Fire Department team that assisted our eastern neighbors included:

- **Paul Moss, Chris Cardwell, Ben Batley and Jeff Stevens** (Swiftwater team)
- **Gerry Boone, Clay London and Jason Grafford** (USAR structural team)
- **Keith Gaudette and Bryan Pendleton** (USAR Swift Water Team)
- **Bill Blankenship, Jake Sinkiewicz, Meredith Summers and Aris Dixon** (Engine company to stand by a station)
- **Pat Spencer and Dennis Puckett** (National Guard deployment)

### Public Works

A team from the Public Works Department assisted the Town of Pembroke with clean-up after Hurricane Florence.

The Public Works team included **Shelton Burnette, Rodney Carroll, Josh Degraffenreid, Audrey Gattis, Mark Shrader, Kenny Hardin** and **Wayne Thompson**. In addition to the work crew, the Town sent a rubber-track excavator to load debris, two dump



(L-R) Rodney Carroll, Josh Degraffenreid, Audrey Gattis, Mark Shrader, Wayne Thompson, Kenny Hardin, and Shelton Burnette (all Public Works); not pictured, Kyle Stuart (Police)

trucks, a crew cab truck, chain saws and other equipment to support the clean-up operation.

**Shelton Burnette**, streets and construction superintendent, commented on the warm welcome and appreciation given by the community and shared how meaningful and touching this experience was for all.

See the video at <https://youtu.be/ERSsuybNfE0>

## CHAPEL HILL TRANSIT DOING GOOD FOR COMMUNITY

### Transportation to Valor Games

In May, Chapel Hill Transit joined with several transit agencies around the Triangle to assist with providing transportation services to the Southeast Valor Games. The Valor Games is a national paralympic sport competition for veterans and active-duty service members with disabilities that was held on the campuses of UNC-Chapel Hill and Duke University, and in Raleigh. Over a three-day period this past May, Transit Operators **Michelle Sykes-Parker, James Bradsher** and **Tony Combs** helped transport Valor Game participants and attendees to/from event sites around the Triangle. Thanks to **Richard Roberts** and **Cheonna Boyd** for helping coordinate the effort.

### Shuttles for Storm Evacuees

Chapel Hill Transit operated shuttles to transport residents to emergency shelters opened by Orange County before the hurricane. After extreme rain and flooding from the storm, Transit operators were again called to assist with evacuations from communities vulnerable to flooding.

Park and Ride lots on Eubanks Road and at Southern Village were made available to people searching for a safe place to park their vehicles from anticipated flooding.



**Justin Graves** (Transit) was recognized by the Triangle Disability Awareness Council at their awards celebration in July for his customer service, passion and professionalism. Thanks to Justin for positively representing Chapel Hill Transit.

# Briefs



**Alisha Cordell** (CaPA/Technology Solutions) is the new administrative assistant for Technology Solutions and

also supports CaPA's board and commission activities. She brings energy, enthusiasm and years of professional experience.

**Matt DeBellis** (CaPA/BMD) is the Town's new Records Manager. Matt will work with departments and TS business analysts to incorporate public record storage and retrieval practices into the systems and workflows used to operate the Town. Matt will also work with the Open Data Team to make routinely requested public records self-service and will coordinate trainings on public records management.

**Gianluca (Luca) Di Michele** (Technology Solutions) has accepted the position of Information Technology Analyst. Luca is a Microsoft Certified Professional (MCP) and is working on an associates degree in Network Management.

**Emily Holt** (Housing and Community) has joined the Town as Affordable Housing Development Officer. She will manage affordable housing development and preservation projects.



**Ran Northam** (CaPA/Police) and his wife Randi have a new addition to the family. Winter "Winnie" Sutton Northam

was born at 7:44 a.m. Aug. 21. She weighed 8 lbs. 4 oz. and was 20.25 inches long.

**Amy Oland** (Business Management) has been appointed as the Interim Director of Business Management.



**Megan Peters** (Housing and Community) is the new Community Connections Coordinator. She will coordinate community

partnership and resident engagement efforts.

**Travis Parker** (Transit) has been promoted to Assistant Operations Manager – Demand Response. In his new role, Travis will be responsible for the operation of EZ Rider service.



**Jonathan Powell** (Fire) and Jenna welcomed a new member of the family, Robert Ellison

Powell, at 8:39 a.m. on June 7. He was 8 lbs. 12 oz. and 21.5 inches long. Everyone is doing well.

**Deaver Smith** (Parks and Recreation) is the new Teen Specialist. Deaver has experience programming for a diverse group of youth and teens from a variety of backgrounds. Deaver's work space will consist of two locations — the Parks and Recreation Administrative Office and the Teen Center.

**Linda Smith** (Parks and Recreation) has been appointed as the Interim Director of Parks and Recreation.

**Sally Warther** (Business Management) has been selected as the Purchasing and Contracts Specialist.

## Open House on Transit Service

Chapel Hill Transit users—you can help plan the next phase of the North-South Bus Rapid Transit (NSBRT) project ([www.nsbrrt.org](http://www.nsbrrt.org)). This project aims to provide more efficient service and reduce congestion and pollution.

- Monday, Oct. 22  
5–7 p.m., Christ United Methodist Church, 800 Market St.
- Tuesday, Oct. 23  
11 a.m.–1 p.m., Chapel Hill Public Library Meeting Room B  
5–7 p.m., Orange United Methodist Church, 1220 Martin Luther King Jr. Blvd.

## New Art on Tanyard Branch Trail

Chapel Hill's greenway system has some new public art, thanks to metal artist Leo Gaev and the Town's Percent for Art Program. Gaev's new piece spans both sides of the pedestrian bridge on the Tanyard Branch Trail.

Like the bridge itself, Gaev's art makes connections between park, trail, and community, featuring 43 steel silhouettes mounted on perforated steel panels. The silhouettes are derived from photographs of people walking the trail, enjoying the park, and going about their daily lives in the Northside neighborhood.



A celebration is planned for 9:30 a.m. Saturday, Oct. 20.

## POLICY UPDATE: HOLIDAY PAY

The Town's Holiday pay policy has been confusing to Town employees for some time. It tangled up our holiday leave paid benefit — offered to all regular employees by the Town as part of our Town benefits — with how we get paid if we actually work on a holiday.

The new policy separates these issues and makes each one equitable and clear. Here are the important changes and how they affect you:

1. Holiday Leave is now clearly explained as a Town benefit and equitably offered to all regular employees calculated on the base hours of their position. This is similar to how we accrue other benefits such as vacation and sick time.

Base Weekly Hours	Amt. of Paid Holiday Leave
20	4
30	6
37.5	7.5
40	8
42	8.4
56	11.2

2. Holiday Premium is defined as how an employee is paid for all the hours they actually work on a holiday. Non-exempt employees receive 1.5 times regular pay for all hours worked on a holiday. Exempt employees receive hour for hour compensatory time for time worked on a holiday.

3. Public Safety Employees have different holiday and premium procedures because their jobs require 24/7/365 coverage. However, their holiday leave benefit is equitably calculated exactly the same way as every other employee in the organization—on their base hours.

For more information, visit [www.townofchapelhill/policies](http://www.townofchapelhill/policies) — and locate Holiday Pay under Human Resource Development Policies. If you have questions after reviewing this information, please contact your Human Resource Development Partner or Business Management.

## COMING SOON...



## THE HIVE

An online, one-stop shop where all Town employees can find forms, policies and good information on the Town's internal services.

### Same Team

The employee and their supervisor had been best friends, working side-by-side on the same shift for years, even socializing when away from the job. But something happened when one was promoted to supervisor. A friendship soured as the work relationship became more formalized, to the point of the visitor to the ombuds feeling micro-managed, at times harassed and the job no longer enjoyable. That is where the formal grievance came in.

Speaking to power does not historically come without a cost. So, that is why the employee came to the ombuds office – to help them think through their options

The employee suggested that it would be nice to be able to talk with their former friend/now supervisor in a safe place, without formal constraints, without fear of reprisal. The visitor agreed to invite their supervisor to a dialogue with the ombuds facilitating.

At first the room was filled with tension, uncertainty, distrust. Each told their story. And after the emotions settled, it became clear that they both valued their respective jobs and wanted to restore a valued friendship.

They discussed what that would look like and how to ensure that it lasted when under pressure due to work demands. Both employees were encouraged that they had been able to share their story with the other person, to identify ways to restore the friendship while maintaining boundaries that would respect both their jobs. The original employee expressed that they no longer felt a need for a formal grievance and decided to withdraw it.

Both employees left the ombuds office with a renewed friendship and the tools and strategies and resources to keep it healthy.

— Jim Huegerich, Ombuds



October 11 is Ombuds Day! Accepting the Council proclamation read by Council Member Council Parker (far left) was (left to right) Beth Vazquez, Town Ombuds; Victoria Dowd, UNC Assistant Ombuds & Program Specialist; Laurie Mesobov, UNC Ombuds; Dawn Osborne-Adams, UNC Ombuds Director; and Jim Huegerich, Town Ombuds.



# Compliments

**Ryan Chamberlain** (Library) was thanked by Barry Lowry, Tracy Dudley, Amy Harvey, Joe McMiller, Patrick Spencer and Steve Stewart for helping create a video for their LCI team.

**Andre Jones** and **Randel Riggsbee** (Stormwater) were thanked by Stacey Graves (Fire) for picking up trash and debris at the temporary Fire Station 2 site.

**Ray Lovinggood** thanked Public Works for its excellent street sweeping program.

**Stephen Baines** (Transit) was commended by Ms. Edelman for providing patient, compassionate service on EZ Rider.

**Rinaldo Marsh** (Transit) was commended by a customer for being professional and keeping passengers informed (and cool) when a bus had a mechanical problem.

**Marvin McGee** (Transit) was thanked for providing compassionate service to EZ Rider customers.

**Lance Hamilton** (Transit) was commended for providing excellent, courteous service on the Senior Shuttle.

**The Public Works Department** was thanked by Jamezetta Bedford for working hard to keep the Town safe, clean and functioning smoothly. "Y'all are just the finest department!"

**Aitor Canup** and **Jeremy Sauer** (both Police) were thanked by John Rees for helping with the RENA Center bike rodeo.

**Saquita Slade** (Transit) was complimented by Alan Hoyle for driving carefully and not getting too close when he was riding a bicycle.

**Parks maintenance crews** were thanked by Stacey Graves (Fire) for pruning trees at the Fire Training Center.

**Bristol Jackson** (Police) was thanked by Caroline Spencer for helping to locate a missing woman with dementia.

**Jessie Cameron, Marlene Williams** and **Doranda Murphy** (all Transit) were commended by Landy Qualls for being nice and having good driving skills.

**Bradley Glover** (Transit) was complimented by Steven Baker for helping a visually impaired person board the bus safely.

**Demarcus Lyons** (Transit) was commended by Robert Shreve for being thoughtful, courteous, and a safe driver.

**Patricia White** (Transit) was complimented by Mariel Marshall for being friendly and having a positive attitude.

**Laronda Shipmon** (Transit) was commended by Manny Coker-Schwimmer for stopping to pick up passengers who were standing in the rain when she was off-duty and headed back to the garage.

**Bradley Glover** (Transit) was thanked by Xuejie Chen for finding and returning an iPhone that was left on the bus.

**Ben Johnson** (Transit) was commended by Roger Lundblad for helping a person who was walking along Martin Luther King Jr. Boulevard.

**Kyle Stuart** and **Victoria Carter** (both Police) were commended by Police Chief Chris Blue for helping a man who had cut an artery in his arm and was bleeding profusely. "The patient had a positive outcome due to your quick thinking."

**Marvin McGee** (Transit) was thanked by Aoife Iredale for protecting her seeing eye dog from an aggressive dog.



**James Upchurch** (Parks and Rec) and **E. B. Holden** (Public Works) were commended by Bryan Walker (Police) for assisting a driver with a mattress that had fallen off of their SUV. Upchurch and Holden quickly got the mattress back onto the vehicle.

**Keica Hargraves** (Transit) was complimented by Eva Cohn for waiting for a passenger who didn't make it to the bus stop in time.

**Chris A. Gillum** (Police) was thanked by Gordana Vlahovic for finding a runaway dog and helping them get the dog back quickly.

**Henry Ognechi** (Transit) was commended by Tischan Seltzer for being amazingly friendly and making passengers feel welcome.



*Pictured (l-r): Nichole Crawford and Ashley Badstein*

Whit Rummel thanked our new Downtown Ambassadors for helping walk him through the new parking payment system. "No sooner had I arrived at the kiosk to pay and saw the new system in place thinking I'd have to figure it all out – when a parking angel appeared magically to cheerfully walk me through the process."



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

Are you interested in swimming, walking or playing basketball with co-workers? Wellness@Work has got you covered with employee-led groups!

**Fall Walking Group**

Explore local trails from 11 to 11:45 a.m. every Wednesday through Oct. 31. The walking group is led by **Lauren Ryan** (Transit) and **Katy Thomas** (Public Works). To sign up, contact Liska Lackey at [llackey@email.unc.edu](mailto:llackey@email.unc.edu) or 919-968-2796

**Town Employee Swimmers**

All employees with a basic knowledge of swimming are welcome to this group, which is led by **Sarah Poulton** (Manager’s Office). Meet at 7 a.m. on Thursdays at Chapel Hill Community

Center (120 S. Estes Drive). If you have participated in the HRA and have a “Pool and Gym Admission Pass”, it is FREE. To sign up, contact Sarah at [spoulton@townofchapelhill.org](mailto:spoulton@townofchapelhill.org) or 969-5009.

**Lunchtime Basketball**

Led by Linda Smith (Parks & Recreation), this group meets Tuesdays and Thursdays from noon to 1 p.m. at Chapel Hill Community Center, 120 S. Estes Drive. If you have participated in the HRA and have a “Pool and Gym Admission Pass”, it is FREE. To sign up, contact Linda Smith (Parks and Recreation) at 968-2849 or [lsmith@townofchapelhill.org](mailto:lsmith@townofchapelhill.org).

If you don’t have a Pool and Gym Pass, contact Liska Lackey at [llackey@email.unc.edu](mailto:llackey@email.unc.edu) or 919-968-2796.

**Wellness Success Story**

**Lauren Ryan** (Transit) started smoking socially in college and continued to smoke after graduation. Soon, Lauren married, and she and her husband planned to become pregnant. She quit smoking until her son was 17 months old.

Lauren began working for Chapel Hill Transit in 2015 and learned about the various wellness programs offered to employees. She was interested in creating a healthier lifestyle and contacted Barbara Silver with the Wellness@Work Tobacco Treatment Program to help her quit smoking. She and her husband were talking about getting pregnant for a second time, and she wanted to be smoke free before then. She recognizes now that she first quit for her son; not for herself. Quitting for herself made the difference in her being able to stay tobacco free for over two years.

Lauren appreciates her regular meetings with Barbara, which helped keep her accountable. Together, they worked



on strategies to help her deal with stress in healthier ways. Lauren also enjoyed the \$100 gift cards she received for being tobacco free for six months and one year.

Lauren has learned to handle stress and anxiety in a more productive ways. She credits the Wellness@Work team with her being healthier and stronger today.

If you use tobacco and want to quit, contact Barbara Silver at 919-904-4848 or [barbara\\_silver@med.unc.edu](mailto:barbara_silver@med.unc.edu).

**GET A FLU SHOT NOW!**

Even healthy people can get the flu, and it can be serious. Protect yourself and everyone around you by getting a flu vaccine.

Flu shot clinics are open to employees, dependents, and pre-65 retirees covered by the Town’s insurance. Bring your BCBS insurance card. Come to a flu shot clinic (no appointment needed) or schedule an appointment with the clinic through the portal at [chapelhillwellnessatwork.org](http://chapelhillwellnessatwork.org).

- Monday, Oct. 22, noon-2 p.m., Transit, Training Room
- Thursday, Oct. 25, noon-2 p.m., Transit, Training Room
- Friday, Oct. 26, 10 a.m.-noon, Public Works, Building 2

**CYBERSECURITY TIPS**

**Information security is as simple as**



**A**LWAYS  
**B**E  
**C**AREFUL

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