



Happy Holidays!

CHAPEL HILL
Towntalk

DECEMBER 2018
VOLUME 15 ISSUE 4



On the
**Front
Burner**



Town Manager Maurice Jones

Thanks to everyone who worked so diligently during our recent winter storm. Across the board, our response to the significant snowfall was impressive. From Public Works plowing our roads, to Fire and Police responding to emergency situations and accidents, to Parks and Recreation clearing our sidewalks, we once again pulled together to provide quality services to our community.

This event was also another example of why it's critically important for us to enhance our Adverse Events Policy. In my four

months as Town Manager we've had four occasions that warranted consideration of closing or suspending our operations. I quickly recognized that the issues associated with our current policy were complex and not easily resolved. That is why I formed a team to examine the weaknesses of our current plan, engage our staff and bring forth a new policy that adequately addresses employee safety, equity throughout the organization, and our effectiveness in delivering services during severe weather events.

Our team has done an excellent job of soliciting input from the organization and developing an earlier draft of the policy. They have examined issues such as who needs to report to work and under what circumstances, accommodations for those who must report for duty during storms, and how and when to use administrative leave or award equivalent time off. The candid

feedback we received from staff has been critical in the development of this policy.

We will continue to refine the new policy in early January with the goal of finalizing the plan later in the month. Many thanks to Mary Jane Nirdlinger, Vence Harris, Amy Oland, Anita Badrock, and Cliff Turner for leading this effort and for their commitment to employee outreach.

As the end of 2018 approaches, I'd like to thank each of you for your hard work and dedication to the Town. I have greatly appreciated the warm welcome from everyone. If I have not yet had the chance to meet with your department, I plan to in the coming months. You are all wonderful ambassadors for this organization, and I look forward to getting to know you better in the New Year.

I wish you and your families rest and relaxation during the holidays and peace in 2019.

Coming Up

Dec. 24-26

Town Holiday

Tuesday, Jan. 1

New Years' Day: Town Holiday

Friday, Jan. 18

Martin Luther King Jr. Employee Celebration

Monday, Jan. 21

Martin Luther King Jr. Day: Town Holiday

Tuesday, Jan. 22

Lunch & Learn: Oral Health, noon, Homestead Aquatic Center (see p 6)



Photo by Mark Losey

Residents lined up to get a good view of the Holiday Parade, which included festively decorated Town vehicles, on Dec. 8. View a video at [youtube.com/TownOfChapelHill](https://www.youtube.com/TownOfChapelHill).

2018: The Year in Pictures



Near and Far, a local celebration of global cultures livened up the Plaza at 140 W. Franklin St. on April 8.



Chapel Hill celebrated its newest trail extension in June. The Tanyard Branch Trail will allow pedestrians and bicyclists to travel from the Northside neighborhood to Umstead Park and the Bolin Creek Trail.



Since a public kick-off in May, we have been gathering input from the community to develop a Future Land Use Map that looks to the year 2049.



The Greenfield Place affordable housing community was dedicated on June 23.



Town Manager Roger Stancil, who retired after 45 years of public service, was honored by the Council, U.S. Rep. David Price, and many others at his final meeting.



Maurice Jones was appointed by the Town Council as the new Town Manager, beginning officially in September after a national search.





Chapel Hill's newest Fire Station on Hamilton Road was dedicated in July.



Our Hurricane Florence Emergency Operations Center had the largest inter-departmental representation including staffing of a Call Center.



The Opening Our Future exhibit on Chapel Hill's civil rights movement was unveiled on Nov. 30.

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

<http://www.townofchapelhill.org/>

Download on the **App Store** GET IT ON **Google play**

powered by SeeClickFix

In May, we launched Chapel Hill Connect – a free mobile app that allows residents to easily report non-emergency issues.



Improving parking ease and accessibility are new pay stations, parking meters, a Park Mobile app—and, the Downtown Parking Ambassadors.



Participants in the inaugural Peoples Academy went on a bus tour of Town facilities and points of interest in Chapel Hill.



Results of the fifth biennial Community Survey show that residents rate the quality of our services very highly. www.townofchapelhill.org/survey



Town employees worked hard to keep roads clear and keep residents informed during Winter Storm Diego in December.

POLICY UPDATES

The new **Records Management and Imaging Policy** is online!

Learn more about the Town's records maintenance goals and related local resolutions and state statutes at <https://bit.ly/2GzFnJL>.

Records Procedures to accompany the policy are currently being developed. For more information, contact **Matt DeBellis** (CaPA/TS) at mdebellis@townofchapelhill.org or 969-5016.

Coming Soon! The Adverse Weather Policy is being updated. A series of focus groups and an open forum have been held with employees to consider different types of events and how the policy should address them. Employees can continue to provide input through December by contacting anyone from the Adverse Events Team – **Mary Jane Nirdlinger, Vence Harris, Amy Oland, Anita Badrock** and **Cliff Turner**.

EMPLOYEE HOUSING INCENTIVE PILOT PROGRAM

This winter, the Town will launch a new program to provide incentives to employees to live in Chapel Hill. In November, the Town Council adopted a resolution approving a Town Employee Housing Incentive Pilot Program, developed based on significant input from Town employees, national best practices of similar programs, and input from potential partners. The pilot program will include rental and utility assistance for rental housing and homebuyer and closing cost assistance for employees purchasing a home in Chapel Hill who meet certain income requirements. Stay tuned for additional details, and in the meantime if you have questions, please contact Sarah Viñas at 919-969-5079 or svinas@townofchapelhill.org.



COMBINED CAMPAIGN EXCEEDS EXPECTATIONS

At the end of the Combined Campaign on Nov. 9, we raised a total of \$25,549. Our participation rate was 20.83 percent, exceeding our goal of 20 percent. Employees enjoyed fun events like the kickoff at Town Hall and kickball (photographed here), and pledged money for local charities. Thanks to everyone for their donations of money and time during this campaign, and a special thanks to the Combined Campaign Committee.

DIGNITY

I was troubled after the employee left the ombuds office, not sure whether it stemmed from knowing this employee for a number of years and finding their story unsettling and inconsistent with what I knew about them and our RESPECT Values, or perhaps it was that their story fit a trend of very similar stories I have been hearing from a wide variety of employees. What I was left with was certainty that the common denominator in this and all the other stories was a perception of injury to their dignity. Most had worked for the Town for a number of years and enjoyed and were good at what they did. Most had excellent work histories, even having received top performance ratings. Yet now they felt their dignities were under attack. The indignities typically fell into one of two areas: 1) perceived attacks to their worth, character, integrity (e.g., questioning performance or their credibility); or 2)

being denied equal access to opportunities and resources (e.g., ranging from being denied professional development or advancement opportunities to exclusion from the team, process, opportunity, or being left out of the communication process as it impacted them directly).

Employees know our RESPECT Values, and say that as an organization we speak a lot about them, yet they were quick to point out that trust is built only when we begin to value others enough to regularly seek their input on matters that impact them, include them as valued members of the team, ensure they have equal access to opportunities and communications. Employees have been clear that there will be trust when we get serious about showing our RESPECT Values in our everyday decisions and interactions, when we get better at addressing the dignity of every employee—valuing who they are, what they bring to the workplace, and how



each one helps us achieve the mission of the Town of Chapel Hill; when we make it safe, without fear of retribution for us to talk about when we perceive that our dignity has been attacked; when we begin to share how each of us makes a difference in creating a culture of DIGNITY.

When this happens on a regular basis THEN we will see both value and trust that make a difference and become major factors in where all of us want to work because it is a workplace where all employees are viewed with dignity and treated with RESPECT.

— Jim Huegerich (Ombuds)

Compliments

Jermaine Ray (Transit) was commended by Jim Huegerich (Ombuds) for waiting for an elderly couple to board the bus.

Amy Edwards (Transit) was commended by Sondra Peloquin for always greeting riders and “dropping the ledge” so people can get on and off the bus easily.

Town employees were thanked by Robert Hutchins for rapid response to Winter Storm Diego. “I ventured out yesterday and the roads were being meticulously maintained, having already been plowed despite the continuing snowfall.”

Scott Blacknell (Transit) was complimented by Lisa Mauldin for driving smoothly, giving passengers a smile and a kind greeting, warning passengers of dangerous conditions.

Transit drivers were thanked by Anthea Darling, who recently retired, for reliably getting her where she needed to go over the years. She also thanked administrative staff for helping develop the 420 route.

Town employees were thanked by Anna Wu for snow removal efforts and timely updates.

Scott Blacknell (Transit) was thanked by a passenger for being compassionate to stragglers and making sure everyone gets where they need to go on time.

Timothy Chaplin and **Devorio Evans** (both Public Works) were thanked by Michael Galinsky for removing a large pile of post-storm debris.

Chapel Hill Transit collected a bus load of toys for Orange County Toys for Tots and families in eastern North Carolina who are recovering from Hurricane Florence. Special thanks to **Joe McMiller** for helping coordinate the effort and **Sonja Robinson** for driving the bus full of toys (for the fourth year in a row) to the Toys for Tots distribution center in Hillsborough.

Kelly Burger (Police) was thanked by Beth Vazquez (Ombuds) for being kind and understanding when she filed a police report. “I’m always so impressed by our officers in Chapel Hill, but I just wanted to let you know how much I appreciated Ofc. Burger’s help yesterday.”

Rodney Kornegay, Michael Roberts and **Calvin Farrington** (all Public Works) were commended by Karin Gess for being upbeat, friendly, thorough and neat, even when dealing with large volumes of yard waste after bad weather.



Briefs

Sean Ford (HRD) has joined our team as a Human Resource Development Consultant – Public Works and Parks and Recreation. Sean has eight years of human resources experience and most recently worked as a Human Resources Representative for Aramark Healthcare Technologies (Duke University Medical Center). Sean has a degree in History from Christopher Newport University and also has completed a Professional in Human Resources Certification (PHR).

Chapel Hill is becoming even **more bicycle-friendly!** The League of American Bicyclists has designated Chapel Hill a Silver-Level Bicycle Friendly Community (an improvement over Bronze in 2017). Staff and residents work together to make cycling safer and more convenient. Carrboro is the only other community in North Carolina at the silver level.

For more on progress toward new greenways and sidewalks; traffic calming; bike lanes and sharrows; and education and enforcement, visit www.townofchapelhill.org/GettingAround.





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

Learn all about oral health at a Lunch and Learn at noon on Jan. 22 at Homestead Aquatic Center. Jennifer Harris from Delta Dental will talk on topics including the link between oral health and overall health, managing oral health conditions, and more. Lunch will be provided. RSVP to Liska Lackey by 5 p.m. Friday, Jan. 18, at llackey@email.unc.edu or 919-968-2796.

Employee Zumba starts Wednesday, Jan. 23! This fun aerobic fitness program combines Latin and international dance music with dance moves. The class will meet on Wednesdays from 11:30 a.m. to 12:30 p.m. at Hargraves Center Gym, 216 N. Roberson St., through Feb. 13. Wear comfortable shoes and bring a bottle of water.

The class is free, but you will need a Gym and Pool Pass. If you don't have a pass, contact Liska Lackey at llackey@gmail.com or 919-968-2796.

Have an urgent medical situation? Town employees can visit the UNC Family Medicine Urgent Care clinic at 590 Manning Drive after hours at no cost. Get more information at med.unc.edu/fammed/fammedcenter. Find other urgent care locations at bcbsnc.com (Find a Doctor or Facility) or use the Blue Connect app.

Reminder—the **Swim Challenge** begins Jan. 1. Register at chapelhillparks.org (click on "English Channel Swim Challenge").



Got News?
 Achievements • Weddings • Babies

Send your news to info@townofchapelhill.org.
 Got photos? Send them too!

TOWN HALL GENERATOR GETS A NEW LOOK

Power Plants, a new piece of public art, will soon be installed on the generator outside of Town Hall. Artists Lincoln Hancock and Molly Earls designed the wrap, which draws inspiration from 19th century botanical drawings of plant species native to North Carolina. It also references Wallace Brothers, a North Carolina company that was the largest supplier of flowering plants and herbs for medicinal purposes in the world.



GREEN TIPS

One easy way to reduce holiday waste: Reuse gift bags. These bags can become the real gift that keeps on giving – and the tissue paper, too!

One easy way to reduce waste by reusing something: Try making your own dog toys. Maybe you have an old rope or t-shirt lying around? This can extend the life of your old things and reduce the volume of new things that eventually end up in the landfill.

GOING GREEN!

The Town has gone to electronic submission for all of our affordable housing and human services funding sources (woohoo)! While the Affordable Housing Development Reserve and Affordable Housing Fund have used electronic submission for several years, new this year, we are adding Community Development Block Grant and Human Services.

Now, here's the fun part! We estimate that this will save about 7,000 pages of paper per year for all of our funding sources combined. According to the Sierra Club, that's almost an entire tree a year that we're saving, or 14 reams of paper! This change supports the Town's sustainability goals while also making for an easier user experience for agencies that apply for funding through the Town. We'll save a tree like this just this year!

CYBERSECURITY TIPS



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