



CHAPEL HILL Towntalk

SEPTEMBER 2019
VOLUME 16 ISSUE 1



On the Front Burner



Town Manager Maurice Jones

On September 11th, the Town took a moment to commemorate the 18th Anniversary of the terror attacks that claimed thousands of lives in New York, Washington, D.C. and Somerset County, Pennsylvania. That fateful morning, now simply known as 9-11, shook our nation to its core as the indelible images of destruction and despair were seared into our memories.

As we stood in front of Fire Station 1 to honor those who perished, a profound sadness washed over me as I recalled the stories of anguish and horror and sorrow. The shock we all felt as we realized what was occurring in our nation. Mourning the people who lost their lives and grieving for the family and friends they left behind.

However in the hours, days and weeks after 9-11, we also heard the heroic stories that brought us great pride in our country, and in our profession of local government. We heard about firefighters, police officers and other emergency personnel who put their lives on the line for others. Those brave men and women did not think twice about entering into mortally wounded buildings to protect and serve. Even those who survived the collapse of the World Trade Center towers continued to suffer for many years with the

torment of witnessing such a horrific event while also watching their bodies weakened by the side effects of inhaling the airborne toxins that engulfed New York.

We heard about the great courage of the passengers on Flight 93, who raced to save strangers on the ground even though they knew they had little chance of saving themselves. Their bravery on that doomed flight ensured that other symbols of our democracy in our nation's capital would endure and that hundreds of other people would be able to return to their families that night.

The people who brought death and destruction to our doorstep were hoping to bring our country to its knees. They were jubilant in the immediate aftermath of the attacks but it didn't last for long. Instead the mayhem of that day brought us closer together as a people.

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Coming Up

Wednesday, Sept. 18

Lunch & Learn: Chapel Hill from Mid-1900s to Today, noon, Hargraves Center (see p 8)

Friday, Sept. 20

History Walk with Jerry Neville, 1 p.m., meet at Hargraves Center (see p 8)

Saturday, Sept. 21

Magical Hill, 3-7 p.m., Chapel Hill Community Park, 120 S. Estes Drive

Saturday, Oct. 12

Shred-A-Thon, 10 a.m.-2 p.m., Eubanks Road Parks and Ride Lot



Transit's Supervisory Training Class completed advanced securement training on Aug. 15. This class was designed to create problem solving skills related to securing mobility devices and provide an overview of the Americans with Disabilities Act, sensitivity training, and practical hands-on experience. Photo (back, l-r): **Anthony Klein, Tommy Hall, Jermaine Ray, Stacey Lassiter, Monica Richard**, and (seated, l-r) **Lamont Corbett, Kelly Robert Lyon and Javius Newman**.

SUMMER IN CHAPEL HILL

It was a busy summer in Chapel Hill. With the first July 4th Celebration and Employee Appreciation event in Southern Village, Chapel Hill Transit's 45th anniversary and more, Chapel Hill was a hive of activity. Take a look back some of the summer fun at youtu.be/YrZjbBuD2FM.



Briefs



Matt Brinkley (BMD) has been appointed to the position of assistant director of Business Management. Matt joined the Town in July 2009

as the budget manager. He received both a bachelor's degree in political science and a master's degree in public administration from Western Carolina University. Matt possesses strong financial management and budgetary expertise and brings a wealth of experience to the position.

Rodney Carroll (Public Works) has completed the requirements to become a North Carolina Roads Scholar. The Roads Scholar Program recognizes local government personnel who have significantly increased their knowledge of road maintenance procedures and improved their technical and managerial skills. Rodney has completed seven Roads Scholar training classes.

Zach Dodson (Transit) has been promoted to supervisor. Zach has 17 years of experience as a mechanic and has served as a fill-in supervisor for Transit for two years.

The son of **Arnetta Gray** (Transit) has been accepted to West Point. Arnetta and her husband attended his induction Parade Ceremony on Aug. 17. He is beginning his freshman year as a defensive lineman on the football team.



Nicholos Palmer (HRD) is the new office assistant for HRD. Nicholos graduated from UNC-Pembroke in 2016. Stop by the HRD front desk and welcome Nicholos to the Town.



Lauren Ryan (Transit) had the amazing opportunity to participate in the Orange County Government Citizens Academy this spring. The nine-week program covered the various departments of Orange County.



Jeffrey Sullivan (Transit) has joined the team as Community Outreach Manager. Jeffrey is a graduate of UNC- Chapel Hill with a bachelor's

in journalism, mass communication and dramatic art. He has more than six years of transit and community outreach experience.

Who's having lunch with the Town Manager?

In July, the group included: L-R: **Eric Whaley** (BMD), **Nate Broman-Fulks** (Housing and Community) **Ricky Cherry** (Fire), **Daniel Siler** (Library), **Len Cone** (Planning) **Angie Turner** (Public Works), **Maurice Jones** (Town Manger), **Vanessa Sanders** (Parking/Police), **Scott Falise** (Police), **Lisa Baaske** (Parks and Recreation), and **Luther Nash** (Inspections).



TEAMBUILDING

On Aug. 23, members of the Affordable Housing and Community Connections and Planning staff went on a field trip to Greensboro. The first stop was a visit to the Hammer Tiny Home Community to learn more about their exciting work. After lunch, we visited the International Civil Rights Museum – an incredible learning experience for our teams.

—Loryn Clark

Town Manager Marks One-Year Anniversary

Congratulations to Maurice Jones for his one-year anniversary as Town Manager. When Jones began in Chapel Hill, he immediately faced several large scale events including large crowd demonstrations (August and September 2018), Hurricane Florence (September 2018), Hurricane Michael (October 2018), OWASA water main break (November 2018) and Winter Storm Diego (December 2018).

"It has been an exciting and productive year for our organization," said Jones. "I was overwhelmed by

the welcome I received from the Mayor and Council, our staff and this wonderful community. I'm looking forward with great anticipation to moving Chapel Hill forward, together."

Maurice Jones is a Hometown Hero! Catch WCHL's story at bit.ly/2Zm5V9d.



TOWN HALL SECURITY AND PARKING UPDATE

If you've visited Town Hall recently, you may have noticed some changes. The second floor entrance door now requires a keycard to enter. Visitors enter on the first floor and sign in with the security guard.

Employees may park in any space not designated as Visitor or Reserved. Employees must display a Town Hall employee permit or temporary permit (available at HRD and Manager's Office reception desks). Display the permit on the driver's side of the vehicle in a window that faces out of the parking space.

If no parking spaces are available, employees may park in the gravel lot above Stephens Street (enter at the driveway on Columbia Street). Employees may also park in the Town's lot at 104 W. Rosemary St. or the Wallace Parking Deck. You do not need to pay for parking during regular business hours if you display your employee parking permit.

If an employee or visitor receives a ticket, please bring it to **Jeanette Coffin** or **Ross Tompkins** (both Manager's Office). They will coordinate with Parking Services to void the ticket.

If you have questions or ideas for improvements, contact Ross at rtompkins@townofchapelhill.org.

FIVE-YEAR BUDGET PLAN

The Town of Chapel Hill is embarking on a Five Year Budget Plan to lay a framework for future Town budgeting. The plan will project needs and gaps in service areas; organize data sets; identify trends; and review opportunities for change. The aim is to provide an in-depth story of where we have been and where we're headed.

Five-Year Budget Plan themes (and champions) are Environmental Stewardship (**John Richardson**); Capital (**Scott Clark**); Human Services (**Loryn Clark**), Human Capital (**Susan Brown**); Transportation (Brian Litchfield); Operational Sustainability (**Chris Blue**); and Economic & Financial Sustainability (**Mary Jane Nirdlinger**). Participation from all departments and programs, as well as the public, will be important to its success.

A draft plan will be shared during the Town Council's annual planning retreat in early 2020.

ON THE FRONT BURNER

(continued from p 1)

That sense of comity unfortunately has waned, resulting in the political polarization of our country. Despite the partisan bickering we experience—from state houses to the halls of the U.S. Congress—I still believe in the American Spirit. It is alive and well in its people. It's alive and well here in Chapel Hill, through the wonderful work of our firefighters, police officers and emergency responders. It's alive and well in their family members, who provide the support they need to do their jobs well. Those family members carry a burden that most of us will never know. And we thank them for their sacrifices.

That American Spirit is alive and well in the values of our organization as we promote good governance and celebrate our diversity. Each of us can honor those who lost their lives on 9-11 by first "never forgetting" and secondly, by simply carrying on our commitment to service — by dedicating ourselves to helping others and increasing our efforts to make Chapel Hill a wonderful place to live for all of our residents.

DIVERSITY

Faced with diversity—different languages, cultures, socio-economics, life experiences, religious beliefs—our ability to communicate becomes crucial. There is a choice open to all of us—to build bridges or to build walls.

Building bridges requires listening. Are we curious and open to, actively seeking to respectfully hear each other's stories, experiences and concerns? In our stories we come to better understand and appreciate one another, rethink stereotypes and misperceptions, test assumptions, and build relationships. This all begins with us seeing the value in others enough to want to hear their stories.

Through a diversity of views we can balance the many sides, and come to a more complete understanding of the issues, explore disagreements, and search for common ground upon which to jointly design next steps. To acknowledge that each person is of value frees us to see that we often



have more in common than different, a first step toward cooperation and collaboration.

Our challenges as employees of the Town of Chapel Hill working with diversity are most effectively faced together, sometimes in spite of our pasts, sometimes because of our pasts, but always, with respect for our pasts.

Listening and talking to one another about who we are, hearing and telling these diverse stories, these are efforts that help us to focus on what really matters to us—relationships. The diversity of our stories help us build community.

Diversity—it is here to stay. Be a part of making diversity work to build a community where everyone thrives!

—Jim Huegerich (Ombuds)

Compliments

Kelly Burger (Police) was commended for locating and arresting a person who had an active arrest warrant.

Karisha Jackson, Sayer Brosnahan, and **Rae Norwood** (all Inspections) were commended by Wilma Oliver for providing outstanding service, answering questions, and explaining correct procedures.

Melissa Patrick (Transit) was thanked by a passenger for helping her get transportation when her phone battery was low and she needed medication.

Ronald Bigelow (Transit) was complimented by Heather Sternsheim for being kind. "My daughter and I love riding his routes. He's an asset to the Chapel Hill Transit team!"

Angela Baxter (Transit) was complimented by Jenessa McElrath for being a great driver and providing information about the area.

Devorio Evans (Public Works) was commended by Esther McDonald for being friendly, efficient, and able to answer questions about yard waste.

Stan Norwood (Transit) was complimented by Samuel Ngugi for being courteous. "Kudos for the good job."

Corey Kuhns (Police) was thanked by Joe Rowand for helping remove a copperhead snake that got into his house.

Danny Lloyd (Police) and other police officers were thanked by Grace Church for being courteous and professional.

Shelton Burnette (Public Works) was thanked by Lew Brown for fixing a street problem. "We really appreciate such a prompt response and good work."

Charlene Morgan (Transit) was complimented by a passenger for being kind.

Kaila Vick (Transit) was complimented by Alicia for good driving skills. She navigated many obstacles at Southern Village and made it look easy.

Parking Services staff were thanked by University United Methodist Church for helping with traffic control during their Vacation Bible School program.

The Human Services Advisory Board was thanked by Ronald Carnes for making the grant process easy.

James Bradsher (Transit) was complimented by Davje Neville for being cheerful and friendly.

Mark Losey (CaPA) was thanked by Tammy Grubb for adding many wonderful photos to the Town's photo library.

Hallie Bispo (Transit) was complimented by Jan Gradziuk for being friendly to passengers.

Ernie Rogers (Engineering) was thanked by Pamela Ransohoff for following up with Spectrum to get things cleaned up.

Jimmy Crouch and **Van Bennett** (both Inspections) were thanked by Chelsea Laws for being quick to respond to help clean up storm damage.

Jakki Smith (Transit) was commended by a rider for responding quickly when the bus had mechanical issues.

Sheila Olivo (Downtown Ambassador/Police) was complimented by Amy F. for being helpful while Amy and her family were visiting downtown.

Scott Blacknell and **Kim Badie** (Transit) were complimented by Anneka Huegerich for being courteous, friendly and reliable. "I've been riding the JFX (since January) and am in awe of the courtesy, professionalism, and safety awareness of the drivers on this route."

Tammy McNair (Transit) was complimented by Jan Gradziuk for being an awesome bus driver.

Audrey Gattis, Bobby Bratton, John Bost, Philander Logan, RayField Stephens, Robert Sykes, and Santiago Hernandez (all Stormwater) were thanked by Fred Stevens for removing a logjam from a creek.

Jun Gim (Police) was thanked by Lauren Ryan (Transit) for showing her son his patrol car.

Calvin McPherson, Anthony Jeffreys and **Paul Bell** (all Police) were commended by Beth Vazquez for being compassionate and respectful.



Southeast Valor Games presented Chapel Hill Transit with a handmade flag (left) in appreciation for assisting with the 2019 games. The plaque on the back states, "Presented to Chapel Hill Transit on behalf of Bridge II Sports for your belief in the power of sport to transform lives through confidence, resilience and honor. Thank you for your support of Valor Games Southeast 2019."

200 Years of Getting Better, Together

The Town is celebrating "200 Hundred Years of Getting Better, Together" with a series of programs, projects, commemorations, and celebrations this fall. Multiple Town and community partners will host events to celebrate the 200th birthday of our Town government.

To see current programs or submit an idea for an event, visit chapelhill1819.org or townofchapelhill.org/history.

PAY FOR VALUE ADDED TASK FORCE

The Pay for Value Added Task Force formed in 2017 to build on the work of the Employee Compensation Task Force to continue to develop a compensation system that retains current employees and attracts our workforce for the future. Our mission is to explore how we can reward employees for adding value to the organization for individual or group achievements.

So far, the task force has met with stakeholders from various departments to gain feedback on their interests related to pay; researched departments/divisions that already have reward or career progression programs; gathered feedback from SLT, Employee Forum, and departments with active incentive programs; and interviewed and researched other organizations to understand their special pay programs.

We have learned that employees are interested in rewards, recognition, and/or

career progression. Employees also want the system to be financially sustainable, equitable, and objective without competition between employees.

After speaking with employees, their responses reframed our thinking, and our work shifted away from designing a “pay for value added” system with prescriptive requirements. We instead designed guiding principles to help departments incentivize employees beyond their base pay.

The task force is now testing existing and newly proposed incentive programs against our principles to shore up the principles as well as finalizing a companion document which provides guidance for designing and implementing new incentive programs.

If you would like more information, email the task force at incentives@townofchapelhill.org.



WEBSITE REDESIGN

In early 2019, Communications and Public Affairs began work on a redesign of the Town’s website. We gathered input from internal teams, the public, and the UNC-Chapel Hill School of Media and Journalism to help guide the look and functionality of the new site. The goals are to improve usability, make content easier to find, and give the site a modern update.

Thanks to all of the feedback and analysis, the Town now has an initial website design. Email your feedback to info@townofchapelhill.org. Learn more at bit.ly/2Tgpt9x.

COMBINED CAMPAIGN

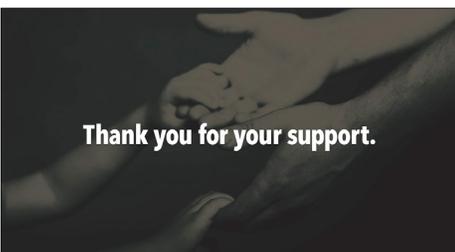
The Town partners with the United Way of the Greater Triangle each year to give back to the community that we live in, serve, and love. The campaign committee is busy planning an exciting campaign that will run from Oct. 1 to Nov. 15. We have set a \$30,000 goal and would love to have at least 25 percent of employees participate. In the coming weeks, look for more information, including ways to give, special events, prizes, and information from partner organizations.

A kick-off event is scheduled for 11 a.m.–1 p.m. Friday, Sept. 27, at Hargraves Center. If you would like to donate a baked good or raffle prize, contact **Katy Thomas** (Transit) at kthomas@townofchapelhill.org or 969-5119.



“First Impressions Customer Service Training” was held on Aug. 29. (L-R) **Angie Arrington** (Public Works), **Debra Lane** (Parks & Recreation), **Alisha Cordell** (TS/CaPA), **Kari Grace** (Planning), **Len Cone** (Planning), and **Lauren Ryan** (Transit).

Expand your skills with training! Workplace Safety Training (required for all employees) Sept. 17, 19, and 20. Communications Matters, Tuesday, Sept. 17. Purchasing Made Easy, Wednesday, Sept. 18 and Tuesday, Oct. 8. Managing Multiple Priorities, Wednesday, Sept. 25. For more information, visit www.townofchapelhill.org/training or contact **Tom Clark** (HRD) at 969-5031.



Don't forget to check the HIVE for the latest policy updates and adverse events. Just click on the Hive icon on your desktop.



Maribeth Lewis-Baker (Transit) came in to work early to prepare for the Wheelchair Securement Class. She captured this beautiful sunrise around 5:50 a.m. as she was getting things ready for the class, which started at 8 a.m. See the front page for a photo and more information about the wheelchair securement training.

PAPER USE/RECORDS RETENTION

The Town’s new Records Management Procedures will go into effect on Oct. 1!

Our Records Policy and Procedures guide how we manage all kinds of records, including cloud storage and file sharing services, email, texts, and software as a service. It also covers public record compliance and general best records management practices.

These procedures will help the Town better manage its work and ensure that we are legally compliant with how the Town manages records, in addition to offering clear guidelines on how we respond to public record requests.

Once the North Carolina Department of Natural and Cultural Resources approves them, we will be able to digitize some of our records. This means we will also eventually be able to destroy paper backups.

Matt DeBellis (CaPA/TS) will hold information sessions before Oct. 1. Sessions are scheduled for Sept. 17, 19, 24 and 26 at Town Hall. Space is limited. Sign up at knowandgrow.csod.com.

The procedures can be found on the Communications and Public Affairs Policies page at bit.ly/2mliyQf, along with the policy that was approved earlier this year.

Have questions? Contact **Matt DeBellis** (CaPA/TS) at 969-5016 or mdebellis@townofchapelhill.org. We want to make this a clear and useful transition to better records management for everyone.

A recent study tells us that we order about 250 cases of paper every year! Each case has about 5,000 sheets of paper, which adds up to more than 100 mature trees. If we laid each sheet end-to-end, it would reach all the way to Washington, D.C. Paper is important to our operation, but are there things we can do to use less? We used more than 1,200 reams of paper last year. Can we work together to lower it by 25 percent?

Got a good idea about how we can reduce our paper use? Please share it with your coworkers and email it to **John Richardson** (Manager’s Office) at jrichardson@townofchapelhill.org.

PILOT COMPOSTING PROGRAM

We’ve spent the last two months “greening up our act” and we’ve seen some great results. So far, Town Hall has



diverted 86 pounds of waste from the landfill and created 22 pounds of compost. Fire Station 1 has diverted 27 pounds of waste from the landfill and created seven pounds of compost.

All of our compost will be sent to the South Estes Community Garden, which was just approved as a CompostNow Garden Partner, meaning any CompostNow user can ask to have their compost sent to this garden!

If you have questions, comments, concerns, or compliments, contact **Kathryn Kelly** (Mayor’s Office) at kkelly@townofchapelhill.org.



MAGICAL HILL

The Chapel Hill Community Center Park will be transformed into an enchanted wonderland for Magical Hill, from 3 to 7 p.m. Saturday, Sept. 21. Celebrate everything whimsical and magical at this event for all ages. Explore Fairy House Lane, hear fantastical stories and music, make your own crafts, and more. Bring your own wings! Costumes are encouraged but not required. Sign up for the Fairy House Competition at chapelhillparks.org.

For more information, visit bit.ly/2kCwgxq or contact **Robena Meek** (Parks and Recreation) at 968-2878 or rmeek@townofchapelhill.org



USE BOSSDESK FOR TECHNOLOGY ISSUES

BossDesk is here! Click on the icon above on your computer’s desktop and log in using your Town credentials. You can access the system from any device using the URL <https://helpdesk.townofchapelhill.org>. Use BossDesk to reserve equipment, request new equipment and request repairs.

If possible, use Chrome or Firefox as your primary browser with BossDesk. If you are unable to access the URL or the desktop icon, email tshelpdesk@townofchapelhill.org for assistance.



TAKE THE CHALLENGE!

What did you do this summer? In May and June, 60 Town employees had great fun participating in the Fruits and Vegetables Challenge.

Five teams competed, and the team prize went to the Rah Rah Radishes from the Library.

They enjoyed a healthy lunch delivered to them at work!



Three of the Rah Rah Radishes (Shannon Bailey, Sarah Wagner and Pat Tyler) enjoying their prize lunch!

The six-week Fall Into Fitness Challenge begins on Sept. 16. Do whatever activity works for you – we'll convert it to miles and see how far we can go. Participate on your own or as part of a team. Everyone will be eligible to win prizes!

Forming a team? Give your team a name – be creative and fun! Teams must have at least five members (all Town employees). All team members must be registered to participate.

To sign up, contact Liska Lackey (lackey@email.unc.edu or 919-968-2796).

CHAPEL HILL HISTORY LUNCH AND WALK

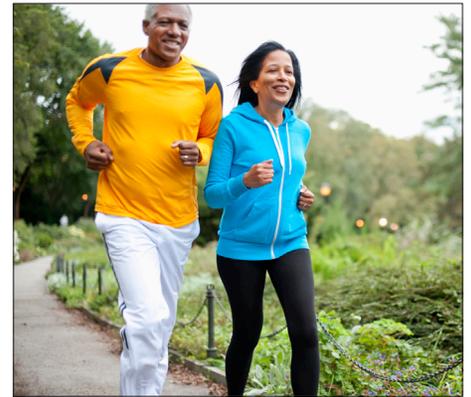
Jerry Neville (Public Works) will share his knowledge of critical times in Chapel Hill history at a Lunch and Learn on Sept. 18 and a walk through the Northside neighborhood on Sept. 20.

Learn about the history of important years in Chapel Hill and Carrboro from noon to 12:45 p.m. Wednesday, Sept. 18, in the meeting room at the Hargraves Center gym, 216 N. Roberson St. Amateur historian **Jerry Neville** (Public Works) will talk about what life was like for African Americans during segregation, integration and gentrification in Chapel Hill/Carrboro.

Lunch will be provided. RSVP to Liska Lackey by 5 p.m. Monday, Sept. 16, at lackey@email.unc.edu or 919-968-2796.

Jerry will also lead a walk through the neighborhood at 1 p.m. Friday, Sept. 20. The walk will point out the African American experience, leaders' residences and businesses, and what gentrification looks like today. The walk will start at Hargraves Community Center, a building that has its own stories from before and after it became a Town facility.

Participating in either the Lunch and Learn or the Walk on Friday will earn you extra points in the Fall Into Fitness Challenge!



LIVING HEALTHY

A new Living Healthy session starts Monday, Sept. 23! This class is open to all employees, their families, and pre-65 retirees.

Living Healthy is a six-week workshop for people who suffer from a chronic disease, would like to take control of their health, are looking for a judgment-free environment, and would like the chance to meet others dealing with similar issues.

Participants will learn techniques to deal with problems such as frustration, fatigue, pain and isolation; management of medications; skills for communicating with friends, family, and health care providers; tips for healthy eating and exercise; how to make informed treatment decisions; and more.

The class will meet two times a week on Mondays and Thursdays, from 11:30 a.m. to 12:30 p.m. Monday, Sept. 23, through Thursday, Oct. 31, at the Wellness Clinic, 317 Caldwell St., lower level.

All participants will receive a *Living Healthy Book* and weekly prizes. The class will be led by Wellness@Work's nurse practitioner, Liska Lackey, and Living Healthy Leader Iris Hutcheson.

Contact Liska Lackey to guarantee your spot at lackey@email.unc.edu or 919-968-2796.

GET MOVING WITH THE WALKING GROUP!

The fall walking group, led by **Lauren Ryan** (Transit), **Keith Dodson** (Parks and Recreation), and **Sammy Bauer** (Public Works), will walk on a variety of local trails from 1 to 2 p.m. on Wednesdays and Fridays from Sept. 18 through Oct. 25. Earn

points for the Fall into Fitness Challenge every time you walk with the group.

To sign up, contact Liska Lackey at lackey@email.unc.edu or 919-968-2796.



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