



TOWNtalk

A newsletter for Town of Chapel Hill employees

September 2009
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www.townofchapelhill.org

A Short Report

By Roger L. Stancil,
Town Manager

By October 1, all Town employees should have had a chance to see the video of department heads talking about the values adopted by the Senior Management Team. This video is a step toward developing a statement of values that all of us who work for the Town can say represent us. I have only received a few comments, but I believe there is more to discuss before we can say this statement represents all of us. I am meeting with the Employee Forum to discuss other ways we can encourage questions and comments about the **values statement**. If you have an idea, please let your representative know.

Deputy Town Manager Flo Miller was awarded the Assistant Excellence in Leadership Award by the International City-County Management Association. There is more information in this newsletter about that honor. This is an international recognition of her contributions to her profession and to us. We often overlook the gems amongst us. Tell Flo congratulations when you see her, or, in her honor, tell someone you work with how they make your life better.

I will soon be assembling a group of 24 Town employees to think about healthcare in general and **our healthcare plan** in particular. Our goal is to become well-informed and make decisions for the future that will allow us to sustain an excellent benefit for our employees in the future. Stay tuned and get involved in this important discussion.



Don't miss the Festifall Arts and Crafts Street Fair, to be held from 1 to 6 p.m. Sunday, Oct. 4. Information: www.townofchapelhill.org/festifall

Flo Miller

Town of Chapel Hill Deputy Town Manager Florentine "Flo" Miller has been awarded the Assistant Excellence in Leadership Award in Memory of Buford M. Watson Jr., from the International City-County Management Association. The award recognizes a local government management professional who has made significant contributions toward excellence in leadership while serving as an assistant to a chief local government administrator or department head.

Miller was presented with the award during the Sept. 13-16 annual conference of ICMA, a local government leadership and management organization. ICMA's awards program recognizes creative contributions to professional local government management and increases awareness of the value of professional management to the quality of life in our cities, towns, and counties.

Miller received a Bachelor of Arts degree from UNC-Greensboro and Master of Public Administration from UNC-Chapel Hill. Previously, she served as assistant administrator for the County of Loudoun, Va. Outside of her professional work ethic, she has shown a deep personal commitment to community, and especially to youth and education in her hometown of Kinston, N.C.

She is recognized for her mentorship to department heads, attention to staff development, ability to listen and to communicate, and to lead and support the leadership of others. Serving as a deputy manager means that Miller partners directly with Town Manager Roger L. Stancil. The position requires a deep understanding of the goals and style of the Town Manager and consciously complementing that style while pursuing those goals.

"It is a unique position that requires you to ask not what you might do, but what the manager might do," Stancil said. "It requires you to adjust your approaches and views sometimes to accomplish the manager's goals. It requires you to be forthright and have difficult conversations with the manager when you question what is happening. It requires you to be open to embrace change you never expected.

"I cannot believe there is a better deputy manager in the profession than Flo Miller."

Value in the Spotlight

Ethics

lawful • clear manner of business
responsible conduct • self-disciplined
transparent • protect public assets



Having worked in municipal management for 27 years and 20 years with the Town of Chapel Hill, Miller well understands the legal and institutional setting of municipal management. Her work with every department in the Town of Chapel Hill has provided her a broad knowledge of municipal operations as well as experience with a wide diversity of people.

Miller also has been the lead staff member working on technology enhancement, which is a key work improvement objective of the Council and Town Manager. She worked with Town staff, citizens, consultants and elected officials to develop a technology plan that addresses a wide variety of service needs, from connectivity to information dissemination to departmental productivity improvements.

Assistant Town Manager Bruce Heflin said that Miller is able to lead and equally able and willing to support the leadership of others. Heflin states: "She is smart, politically astute, a good communicator, a good listener and particularly adept at working effectively behind the scenes to advance the goals of the manager and the organization."

Flo Miller personifies the best qualities of the deputy manager.

In Brief



Congratulations to **Jimmy Spero** (Fire), his wife, Niccole, and their family on their

new addition, Makenzie Brooke, born on July 14. She weighed 6 lbs. 6 oz. and was 18.5 inches long. All are doing quite well.



Charles Philpot (Fire) and his wife, Tamala, welcomed Zekai Kristiana to their

family on Sept. 12. The healthy baby girl weighed in at 6 lbs. 8 oz. and 19.25 inches long. Philpot reports Mom is a little tired and Zekai is doing great!



Jim Huegerich (Police) and **Patricia Huegerich** (Library) were recognized

at the Regional Air Awareness/Smart Commute Challenge Awards Luncheon in June for sustainability efforts.

Peace and Justice Plaza Dedication



A marker at the plaza at the Post Office/Courthouse commemorates nine local activists. During construction work for the installation the tribute marker, crews found markings left when an old layer of concrete was poured, including a swastika. **Emily Cameron** (Public Works) says, "We thought it was worth noting that we have removed an historic symbol of hate and racial prejudice that had been hidden at the foot of our nation's flag to replace it with a marker to commemorate the struggle for equality, justice, and peace. To me, it makes the work on this project even more rewarding."



"Johnnie Joins the Fire Department," a musical puppet show produced by the Chapel Hill Museum and the Chapel Hill Fire Department, has gained such a cult following with its fire safety message that it's being turned into a film. Progress Energy has donated \$15,000 to fund the film and a portion of the safety education program held at the museum during October and November. The program also travels to local family-friendly venues, community festivals and education facilities. Information: 967-1400

Workers' Compensation benefits have changed. Employees now will receive 66.6 percent (2/3) of their average weekly pay after a seven day waiting period. Employees may supplement the Workers' Compensation benefit with sick or other authorized leave time. After initial treatment, the employee must meet with the Town's Occupational Health and Safety Officer to review supplemental pay options.

The primary interest is to keep all employees healthy, well and safe in their work environment. We do not want employees to suffer financial hardship due to an injury or illness on the job.

There are no changes to the process for reporting an on the job injury or illness. If you are injured or become ill, immediately report it to your supervisor and seek medical attention, if necessary. For more information, contact Occupational Health and Safety Officer Mike Beckman at 969-5035 or mbeckman@townofchapelhill.org.

A Flu Shot Clinic will be held from 9 a.m. to 2 p.m. Friday, Oct. 9, at Chapel Hill Transit. Flu shots are free to Town Employees and their families who are members of Blue Cross Blue Shield NC. Bring your BCBS membership card and a picture ID. If you are not a member of BCBS, the flu shot will cost \$30.

A new wellness program is beginning. Wellness is the process of being aware of and actively working towards better health. Through a combination of health risk appraisal and assessment, sponsored healthy activities and learning programs, the Town provides support and resources to employees in each stage of their journey to better health.

This year's program introduces new incentives and more opportunities to learn about good health practices and ways to reduce your risks.

Employees must complete a Health Risk Appraisal (HRA) and Screening to be in the wellness program. Those who completed these in 2008-09 are already in the program. You may join by attending one of the following the HRA Screenings:

- Wednesday, Oct. 14, 4-7 p.m., Fire Station #4
- Thursday, Oct. 15, 10 a.m.-2 p.m., Public Works Building #1
- Friday, Oct. 16, 1-4 p.m., Police Department

Track your healthy habits online and earn gift cards or merchandise throughout the year through BCBS NC Blue Points program. Information: bcbsnc.com/bluepoints

Join us for "Bring Your Lunch and Learn" sessions. Prize drawings will be held at each session! Participate in risk reduction activities throughout the year such as Weight Watchers at Work.

Earn up to \$100 at the end of the program year by completing a final HRA and Screening.



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Cal Horton Service Awards

Nominations will be accepted until Nov. 1, 2009, for the Cal Horton Service Award. Nomination forms are available on the website or from Loryn Clark at 968-2728 or lclark@townofchapelhill.org.

The program has been established by Town Manager **Roger Stancil** and Cal Horton Service Award Program Committee members **Loryn Clark** (Planning), **Dan Jones** (Fire), **Lance Norris** (Public Works), **Deborah Squires** (Public Works), **Anita Hackney** (Transit), and **John Newark** (Public Works).

The Cal Horton Service Award was initiated in 2006 when funds were raised by the community through the Foundation for a Sustainable Community Inc., a not-for-profit charitable corporation under the auspices of the Chapel Hill–Carrboro Chamber of Commerce. The community raised the funds to honor the 16 years of service of Town Manager Cal Horton. It was Horton's request that the funds raised be used to award Town employees for distinguished service of at least 10 years.

Nominees should meet the following criteria:

- The nominee should be an employee for more than 10 years. If a group of employees is nominated the average length of time should be 10 years.
- The nominee should be recognized by peers as a positive contributor to the successfulness of their crew, team, unit, division and department.
- The nominee should have no formal disciplinary actions against him/her in the past 10 years.
- The nominee routinely goes above and beyond job expectations in order to help others or accomplish tasks
- The nominee sets examples for others in work ethic, attendance, personal values and relationships.
- The nominee is respected by peers.

The following preferences should also be met:

- The nominee should help to bring credit to the Town and/or his or her organization with exceptional contributions to the community.
- The nominee should contribute outstanding efforts that benefited the town.
- The nominee should serve as a mentor to coworkers, especially new employees.
- The nominee should represent the ideals of service to citizens and peers in everyday demeanor and actions.

The 2008 Award was presented to **Larry Stroud** on March 6, 2009. Larry has worked with the Town's Solid Waste Division of Public Works for 33 years, and is described by his co-workers as knowledgeable, helpful and hardworking.

We encourage you to nominate your co-workers that you believe deserve this award. If you have any questions, please contact one of the committee members.

— *The W. Calvin Horton Service Award Committee*

Fire Officers Travel to Botswana

In the first civil-to-civil exchange of the State Partnership for Peace Program (SPP) between Botswana and North Carolina, a team of fire officers from North Carolina traveled to the City of Gaborone to conduct a workshop for 37 fire officers from around Botswana and the Botswana Defense Force (BDF) Fire Brigades. The program was hosted by the BDF at Sir Seretse Khama Army Headquarters Sept. 14-18.

The North Carolina team consisted of Fire Chief **Dan Jones** and North Carolina National Guard Master Sergeant **Robert Borgesi** (also a CHFD fire captain in his civil career). The two fire officers lead a class that covered subjects including fire officer development, training development, operations and fire ground tactics, incident command, disaster management and safety. They also toured fire department facilities at the BDF and around the Gaborone area.

Included in the workshop attendees were Fire Chief Wilfred Motingwa of the BDF, Fire Chief Tladi Pilane of Gaborone and Fire Chief William Ntshimane of the Airport Authority. The attendees at the workshop took

the first steps in forming a Botswana Fire Protection Authority to enable all fire officers in the country to work together in improving the delivery of emergency services to the citizens of Botswana.

Chief Dan Jones was very impressed by the professionalism and enthusiasm of the Botswana fire officers.

"The Botswana Fire Service demonstrates the same dedication to duty and interest in the safety of their citizens that firefighters in the USA possess," Jones said. "The program will unite firefighters in Botswana and North Carolina in an exchange of training and information that will benefit both countries."

"It is an honor to meet and trade ideas with my fire colleagues in Botswana."



Recycling

It's time for new phone books to be delivered. Recycle the old ones at dropoff sites with newspaper or at the curb in the bin with other paper.

For those who live in Chapel Hill or Carrboro, your recycling day may be changing. You will be notified via postcard and signs will be placed at key intersections noting the new days. A list of changes will be posted on the County's recycling web page: www.co.orange.nc.us/recycling.

Beginning in September, Orange County is consolidating magazine and newspaper recycling at drop off sites. Place magazines in the light blue containers labeled for newspapers, magazines and phone books.

— *Blair Pollock, Orange Community Recycling*

Prevent identity theft by recycling confidential papers at a free shred-a-thon at University Mall from 10 a.m. to 2 p.m. Wednesday, Oct. 7, offered by the Chapel Hill Police Department and Orange County Solid Waste. A second shred-a-thon will held from 10 a.m. to 2 p.m. Saturday, Nov. 14, at the recycling site behind Home Depot in Hillsborough.

Green Tips

The Pluses of School Buses – When it comes to getting your kids to school, a bus might be the safest and greenest option you have. According to the Transportation Research Board, while only about 25 percent of school-age children currently ride the bus, statistically it's much safer than the alternative. Beyond safety, researchers also note that buses save on carbon emissions as compared to the total impact of each family driving alone. What's more, new technology (e.g., hybrid, natural gas) and alternative fuels (e.g., biodiesel) are making buses cleaner burning and more efficient. As an added bonus, the school bus option has the potential to save families time and money that would otherwise be dedicated to school transportation.

This tip was based on an article from Bryan Clark Howard of The Daily Green website.

If you've got a Green Tip that you'd like to share, please send it to jrichardson@townofchapelhill.org.

— *John Richardson, Office of Sustainability*

Town Employees Are Exceptional

Jackie Fuller (Parks and Recreation) was commended by Tremaine Royster for doing a superb job. "She went above and beyond to ensure our needs were met."

A transit patron thanked **Joann Bridges** (Transit) for ensuring that a money order left on the bus was returned to her.

Chris Nagy commended Transit drivers **Deborah Y. Davis, Jonnie Armstrong, Tiffanie Brown, Sherlita Bradford** and **Chris Latta** for their professionalism and safe driving.

Jeffery Miller complimented **Tim Auble** (Transit) for being polite, a safe driver and very knowledgeable. "He is a joy to ride with."

Scott Blacknell (Transit) received a compliment from Don Samuel for being friendly, helpful and polite. "He is a remarkable driver and one of the best drivers Chapel Hill Transit has."

Tiffanie Brown (Transit) was complimented by Ms. Hayes for her driving skills and helpfulness. "Tiffanie is one of the nicest drivers on EZ Rider."

Raymond Weston (Transit) was complimented by Donna Brooks for his professionalism and excellent driving. "He is very congenial and does a great job!"

William Rider and **Greg Alston** (Transit) were commended by Becky Dunn for being cheerful, courteous, prompt and dependable.

Karen Daye (Transit) was complimented by Shirley Long for her kindness. "She is a kind person that smiles all the time. And she does a good job with the passengers."

Ureza Evans (Transit) was thanked by Scott Jared for providing great customer service.

Jing thanked **Richard Coane** (Transit) for his assistance after she missed a stop.

"I really appreciate his help!!!"

Laurel Cotton (Transit) was commended by John Fischer for being courteous, patient, and a good driver. "We all have a lot to deal with every day, and the efforts of this driver make the lives of the people who ride more pleasant."

Pat Upton thanked Transit drivers **Annie Matthews, Laurel Cotton, Lionel Utley, Horace Sewell-El,** and **Doug Clark** for being great drivers. "I don't believe I have seen any of them with their feathers ruffled ... always calm and efficient."

Greg Alston (Transit) was complimented by Audrey Singer for his kindness and positive attitude. "It was a pleasure to have a bus driver so sweet and sincere and who had a smile on his face every morning."

Linda Peterson complimented **Raymond Weston** (Transit) for being a courteous, punctual, careful driver. "He's always joking with us, leaves on time, and considerate."

Greg Alston (Transit) was commended by Rose King for being friendly and upbeat. "He was so nice and considerate and funny that the morning route up to campus became one of the best parts of my day."

Jamie Apone thanked **Eli Lack** (Transit) for retrieving a cell phone that was left on the bus and keeping it safe.

Tracey Harris (Transit) was complimented by Julie for being pleasant and extremely knowledgeable and doing a great job. "It is a joy to ride with him."

Tom Williams (Transit) received a compliment from Mark Creseenger: "Tom did an amazing job avoiding an accident when a cyclist ran a red light."

William Rider (Transit) was complimented by Meghan Carter for being friendly and courteous. "You have a wonderful driver, and I look so forward to these rides each morning."

Darshan expressed his gratitude for **Larry Newsome's** (Transit) helpful-

ness in assisting him in finding the right bus stop. "Larry was exceptional in his assistance to me and my father and dropping us at the right place, closest to our apartment."

Jay Mansfield from the Landscape Division of the Parks and Recreation Department called Traffic Signals about a cat that was stuck in a tree. The kitty was rescued and has a new home.

To the Chapel Hill Fire Department, especially **Darryl Russell, Brian Parker,** and **Jaime Palacios:** Thanks for participating in the Camp Celebrate 2009 Fire Truck Parade. "The campers thought it was AWESOME! They thought you were coming back on Sunday to take them home! Be safe and thanks for all you do."



*A large buck with antlers found a safe refuge from traffic and lunchtime greens in the woods around Town Hall recently. **Matt Lawrence** (Fire) took this photograph of him.*