



# TOWNtalk

A newsletter for Town of Chapel Hill employees

February 2010  
Vol. 6, No. 6

www.townofchapelhill.org

## A Short Report

By Roger L. Stancil,  
Town Manager

A BIG THANK YOU to all the employees who worked during recent snow events. You show up even when it may be difficult to do so, and you work long, hard shifts. You respond in ways that residents count on.

I appreciate your efforts to keep us safe and the Town running smoothly.

While not as severe as downfall that socked the Northeast, our snow accumulation on Jan. 29-30 was significant for Chapel Hill. The snowstorm that came on Feb. 12 was mild by comparison. Fortunately, our storms arrived after rush hour commutes. Town residents acted safely, and no major emergencies occurred.

I want to recognize the team effort, notably for the January storm, that was shown from across all divisions of Public Works, as well as Parks and Recreation, Transit, and Fire and Police departments.

Public Works crews began their response effort by applying brine to all roads. When it started snowing, on-the-ready overnight crews were there. Eventually, they treated and/or plowed about 750 town-maintained streets and provided assistance on 14 state-maintained streets.

This was a massive team effort. Engineering and design services' staff members took care of updating interactive snow removal maps on the website. Communications and Public Affairs kept the media and the public informed.

Parks and Recreation landscape staff worked 12-hour shifts to clear sidewalks and parking lots around public facilities. When not shoveling, staff spread by hand about 6,000 pounds of ice melt. Staff also worked to clear snow from park and ride lot boarding areas.

Other landscape staff joined with Public Works crews to assist with plowing streets. When it was clear that the UNC-Chapel Hill basketball game would go on as scheduled,

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## Jeanette Coffin

**Secretary/Receptionist**

**Joined Town:** Oct. 17, 2008

When you call the main Town of Chapel Hill phone number at 968-2743, chances are the cheery voice on the other end will be Jeanette Coffin. She serves as the public face of Town Hall to the community of Chapel Hill and Town employees on the phone, in person, and by email. She directs callers or visitors to the appropriate department or helps them find information about other public services.

Jeanette is the person to call if you need to reserve a room in Town Hall. She handles applications for boards and commissions and permits to do fundraising or sales on Franklin Street. She also does other odd jobs and special projects — whatever needs to be done to keep front desk operations running smoothly.

Every day, Jeanette sends out the Town in News compilation of news articles about Chapel Hill. If you see an article that should be included or if you want to be added to the list, email [jcoffin@townofchapelhill.org](mailto:jcoffin@townofchapelhill.org).

Jeanette loves her job because of her co-workers and the friendly atmosphere. She is a people person and enjoys talking to the public. She has a pleasant personality, and always has a smile on her face and a well-stocked candy bowl. Next time you're in Town Hall, come visit Jeanette!

Jeanette moved here four years ago from Massachusetts to get away from the cold weather. She now lives in Chatham County. She spends a lot of time with her

## Value in the Spotlight

# Respect

trustworthy • open • decent  
defender of individual rights • civil  
customer-focused • sensitive



Melanie Miller photo

family, including her daughter, Tinisha, granddaughter Octavia, and her mother and sister. They like to play cards and board games and go to the park and lake.

**Our Value:** Jeanette provides citizens with excellent customer service and goes the extra mile to be helpful and ensure their questions are answered. Her outgoing personality and warm and friendly smile reflect the interest and respect that she shows everyone.

—Sabrina Oliver, Communications and Public Affairs

(Learn more about the Customer Service Certificate Program beginning this spring on pg. 3).

## COMING UP

**February: Black History Month**

**Wednesday, Feb. 17: Weight Watchers at Work begins (17 week program). Information: 968-2700**

**Thursday, Feb. 18: Community Conversation on police services, 6 p.m., Hargraves Center**

**Thursday, Feb. 25: Lunch and Learn, noon–1 p.m., Hargraves Recreation Center. Information: 968-2700 or [lwade@townofchapelhill.org](mailto:lwade@townofchapelhill.org)**



The Police Department is listening! (see left for more information).

# In Brief

**Tracy Dudley** (Parking Services) and **Scott Blacknell** (Transit) are the proud parents of a very bright daughter, DeShauna Dudley. She recently took the SAT college entrance examination and scored 1620, which is high enough to earn admittance to UNC and Duke. But she will choose neither because she is about five years away from graduating from high school. DeShauna is a seventh grader! She is not only smart, but extremely musical and plays the violin, piano, flute and harp. She attends the WG Pearson Magnet Middle School in Durham. Congratulations, and keep up the hard work!



**Brian Litchfield** (Transit) has been selected to participate in the 2010 Eno Center for Transportation Leadership's Transit Executive

Seminar. The center selects 25 individuals each year from public and private transit organizations across the country to attend the week-long educational program held in Washington, D.C.

Litchfield previously served as the chief development officer for the Des Moines Area Regional Transit Authority. He has a master's degree in business administration and a bachelor's in business administration and marketing, both from Wayne State College.

**TIME FOR W2s:** Employees should have received their W-2 forms. If you have not received yours or have questions, please check in with your payroll/benefit representative or call Emily Dipierro at 969-5028.



TOWNtalk is produced by the Communications and Public Affairs Department  
Editorial/Graphics: Catherine Lazorko,  
Melanie Miller



Don't miss the **SCULPTURE VISIONS EXHIBIT**, now on display in Chapel Hill. This outdoor art exhibit, featuring a variety of styles, themes and media, is organized each year by the Town's Public Arts Office. The sculptures on display in different locations throughout the Town create a sense of beauty, place and uniqueness that are a part of the shared experience for Chapel Hill's residents and visitors.

To learn more about the 10 sculptures in this year's exhibit, visit [www.townofchapelhill.org/index.aspx?page=1294](http://www.townofchapelhill.org/index.aspx?page=1294).

**The 2010 Black History Month Exhibit**, on display at Town Hall through Feb. 25, features concept designs for the Freedom Monument Project in Raleigh. This monument park commemorates the courage and creativity of the African American struggle for freedom in North Carolina. The monument was developed by a Chapel Hill team of multimedia artist Juan Logan, landscape architect David Swanson and art historian Lyneise Williams. For more information, visit [www.ncfmp.org](http://www.ncfmp.org).

**NEW TOWN PHONE DIRECTORIES** have been distributed. Look for the new pink books. The phone directory is also available online with other resources at [townhall.townofchapelhill.org/staff](http://townhall.townofchapelhill.org/staff). Login with town\username (the same username as your email—usually your first initial and last name) and the same password you use for email.

**POLICE AWARDS** — Please look for pictures and announcements from the Police awards ceremony in our next issue!

## Comments from Employee Forum to Town Council on Feb. 3, 2010

Good Evening Mayor Kleinschmidt, Council Members, Manager Stancil, employees and citizens.

Thank you for the opportunity to speak on behalf of the Town of Chapel Hill Employee Forum that represents all Town employees. My name is Kay McDaniel, Employee Forum Chair and employee at Public Works. We would like to thank our Town Manager, Roger Stancil, for supporting the Employee Forum. We appreciate the Town's effort to avoid furloughs and layoffs during this past year.

I believe the Town of Chapel Hill employees are Chapel Hill's most important assets. The recent snow storm is an example of our devoted workforce. These employees took time away from their families and worked 'round the clock shifts to take care of the citizens of Chapel Hill.

I am speaking to you on behalf of the employees. We value our jobs plus the pay and benefits we receive. Benefits are a major

concern of the employees.

Our salaries have not changed in almost two years. The Council may not be aware that during the hiring freeze many of us have been asked to do the jobs of two or three people to secure jobs for everyone here.

We had a 17 percent increase in insurance last year and now we are looking at 20 plus percent this year. We have also been told there may be an increase in co-pay, Urgent Care and Emergency Room visits. This could be as much as double what we pay now.

We value our retirement plan and realize it is one of the best around.

We understand all too well what it is to make a budget work. We the employees have a huge burden personally to make ends meet.

With all this said, I ask you to look at the value of each and every employee, and know that they are what help to make Chapel Hill the "Southern Part of Heaven."

—Kay McDaniel, Employee Forum

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Please recycle with white paper.



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# Compliments SMT Notes



**Tim Auble** (Transit) was commended by Shawn Sullivan for his helpfulness and excellent driving. Auble assisted Sullivan in learning how to plan trips that involve transferring to TTA buses.

**Quentis Becton** (Transit) was complimented by Amanda Shirley for going above and beyond to protect passengers from the cold weather. "The bus was not the bus that was going to be bringing us to work, but the bus driver let us on so that we did not have to stand out in the freezing wind, just until our actual bus arrived."

**Jackie Brown** (Transit) was thanked by Marta Gray for being pleasant, friendly, and a wonderful driver. Brown assisted her in finding the correct bus to get to her destination.

**Jessie Cameron** (Transit) was commended by Ray Magyar for giving passengers extra help in boarding the bus in icy conditions. "Please recognize him for his courtesy and helpfulness. Good work!"

**Tracey Harris** (Transit) was complimented by a passenger for making sure passengers could board the bus safely at an icy bus stop. "He always makes sure that the passengers are safe. He is so kind and does a great job for CHT."

Katie Vogel called to say how much she appreciated assistance from **Lafayette Poteat** (Transit) for retrieving a bag she left on the bus and returning it to her. She says Lafayette is helpful, friendly and a great driver, and thanks him for going over and beyond!

Mirta Mihovilovi expressed her appreciation to **Chapel Hill Transit** employees, especially maintenance personnel and drivers, for keeping passengers informed and the buses running during bad weather.

The following is a brief update of some of the items that were announced and have been discussed recently by the Senior Management Team (SMT). To stay up-to-date on Town news and activities, subscribe to Chapel Hill eNews by emailing [publicaffairs@townofchapelhill.org](mailto:publicaffairs@townofchapelhill.org).

**Performance Measurement:** A session on this topic is planned for Feb. 18 in the Council Chamber. David Ammons of the UNC-Chapel Hill School of Government will lead the project, with the following goals: The Performance Measurement session will emphasize the basics with a management focus. Pilot projects in departments will be chosen for the spring.

**New Council Orientation:** The session was successful, according to the new Council members and the SMT. Thanks to Sabrina Oliver and her group for creating and organizing it.

**Training and Development Advisory Committee:** The team introduced its first series: the Town of Chapel Hill Customer Service Certificate Program. Members of the

committee presented the four modules making up this program: Communication Excellence in the Public Sector, Facilitating Customer Service from the Inside Out, Dealing with Difficult People, and Customer Service in a Diverse Community. Look for this training program to begin this spring. Thank you to the following employees for planning this program: **Loryn Clark, Arek Kempinski, Sandy Kline, Marcia Margotta, Luba Sawczyn, Jackie Thompson, Keith Porterfield, Troy Smith, Lisa Baaske, Ron Aiken** and **Valerie Meicher**.

**SUBMIT  
YOUR  
NEWS AND  
PHOTOS** to

TOWNtalk! The next  
deadline is March 8

for the March issue, scheduled to be published on March 19. Send submissions to [publicaffairs@townofchapelhill.org](mailto:publicaffairs@townofchapelhill.org) or call 968-2743.



## Recycling

You can now recycle non-bottle plastics like cups, buckets, tubs, toys, lawn chairs and other rigid #2 HDPE and #5 PP plastics at drop-off sites. They will be transformed into pipes, buckets or other goods.

At any of the 10 recycling drop-off sites or solid waste convenience centers in Orange County, look for the "Passionate Purple" container with the signs that say "Rigid #2 and #5 Plastics" and drop off all those yogurt cups, stadium cups, margarine tubs, big wheels, five gallon buckets, etc., as long as they've empty and free of residue and have a resin code #2 or #5. Not accepted: styrofoam, bags, used paint buckets with paint still in them, etc. See [www.co.orange.nc.us/recycling/rigidplastics.asp](http://www.co.orange.nc.us/recycling/rigidplastics.asp) for a list of the plastic items that can be recycled. People who live outside of Orange County may use the unstaffed sites, but not the convenience centers.

Do not put non-bottle plastics in your curbside bin; they will be thrown in a landfill.

For more information, call 919-968-2788 or email [recycling@co.orange.nc.us](mailto:recycling@co.orange.nc.us).

—Blair Pollock, Orange County Solid Waste Management

## Green Tips

### Give Your Hot Water Heater a Winter Coat.

Yes, even hot water heaters get chilly. Well, not really, but they are less effective if they aren't properly insulated. To reduce heat losses by 25 to 45 percent, you can purchase a hot water heater "blanket" at your local hardware store. The blanket pays for itself in less than a year and saves 240 pounds of carbon dioxide emissions.

The temperature of your hot water heater also makes a difference. If one in every two U.S. homes dropped their hot water heater by 10 degrees, that would avoid 239 million tons of carbon dioxide emissions every year. That's the equivalent of all emissions in the Town of Chapel Hill for 239 years.

This Green Tip is based on Green America's Quarterly newsletter from Summer 2008.

—John Richardson, Sustainability Office  
[www.townofchapelhill.org/greencity](http://www.townofchapelhill.org/greencity)

# Appreciation for Hard-Working Town Employees

## Service Awards

Employees reaching milestones beginning at five years were honored with a reception on Jan. 15. Thank you for your service to the Town of Chapel Hill!

### 5 years

Paul Bell (Police)  
 Michael Belvin (Public Works)  
 Rae Buckley (Planning)  
 Sue Burke (Public Works)  
 Jessie Cameron (Transit)  
 Henry Depietro (Transit)  
 Robert Earhart (Transit)  
 Stanley Fearington (Public Works)  
 Margaret Harden (Library)  
 John House (Police)  
 Tricia Huegerich (Library)  
 Jimmy Lambert (Fire)  
 John McNeill (Police)  
 Amy Oland (Business Management)  
 Dennis Puckett (Fire)  
 Robert Reynolds (Police)  
 Dexter Smith (Public Works)  
 Chris Stephens (Fire)  
 Wallace Thompson (Public Works)

### 10 Years

Beverly Burcher (Library)  
 Shelton Burnette (Public Works)  
 Steven Degraffenreid (Parks and Recreation)  
 Robb English (Parks and Recreation)  
 Andrew Fuentes (Fire)  
 Steven Green (Fire)  
 Byron Greeson (Fire)  
 Rosemary Kirkpatrick (Library)  
 Greg Ling (Public Works)  
 Philander Logan (Public Works)  
 Gary Mangum (Transit)  
 Mark North (Police)  
 Jonathan Powell (Transit)  
 Jarvis Price (Public Works)  
 Darren Purdee (Transit)  
 Robert Smith (Library)  
 Vanessa Tart (Business Management)  
 Michael Ward (Fire)

### 15 Years

Jerry Blalock (Fire)  
 Sim Burnett (Housing)  
 Loryn Clark (Planning)  
 David Deming (Transit)  
 Tommy Gregory (Fire)  
 Keica Hargraves (Transit)  
 Bonnie House (Police)  
 Aris Jones (Housing)  
 Roger Mills (Parks and Recreation)  
 Roy Richardson (Housing)  
 Adam Smith (Parks and Recreation)  
 Drew Smith (Police)  
 William Smith (Police)



Bob Ziemendorf (Public Works)

### 20 Years

Scott Blacknell (Transit)  
 Dennis Jordan (Fire)  
 John Mckerlie (Police)  
 Flo Miller (Manager)  
 Chuck Quinlan (Police)  
 Thomas Stroud (Parks and Recreation)

### 25 Years

Cary Degraffenreid (Public Works)  
 Doug Fisk (Parks and Recreation)  
 Larry Gentry (Public Works)  
 Kristi McClellan (Library)  
 Tim Smith (Parks and Recreation)  
 William Thompson (Public Works)

### 30 Years

Randel Riggsbee (Public Works)

### 31 Years

Raymond Alestock (Parks and Recreation)  
 Thomas Mills (Transit)  
 Scott Simmons (Planning)



## Town Response to January Snowstorm

- Public Safety personnel staffed the Emergency Operations Center and coordinated early storm-related functions.
- Public Works crews treated and/or plowed about 750 Town-maintained streets and provided assistance on 14 state-maintained streets.
- Chapel Hill Transit operators logged more than 20,000 miles of service over four days on slick snow-covered streets with no accidents.
- Parks and Recreation landscape staff spread by hand about 6,000 pounds of ice melt in addition to shoveling sidewalks and public parking lots.

### 32 Years

Maggie Burnett (Public Works)  
 Iris Schwintzer (Transit)

### 33 Years

Charles Booth (Transit)

### 34 Years

Jim Huegerich (Police)

### 38 Years

Dayle Gibson (Public Works)

### 40 Years

Flora Parrish (Police)

## A Short Report

*(continued from page 1)*

these crews cleared downtown sidewalks. Chapel Hill Transit provided Tar Heel Express bus service to the game.

Chapel Hill Transit staff made the extra effort to get to work when the general public was encouraged not to travel in order to provide transit services as scheduled. Transit operators logged more than 20,000 miles of service over four days on slick snow-covered streets with no accidents.

I am grateful that no major accidents or injuries occurred. When we are well prepared for the storm by Public Works and Landscaping, our need for emergency service is reduced. Although Police were staffed for additional emergencies, the number of traffic accidents was thankfully low. The Town's emergency operations center was staffed to coordinate all the Town's operational departments in storm related functions.

