



TOWNtalk

May 2015
Vol. 11, No. 9

A newsletter for Town of Chapel Hill employees

www.townofchapelhill.org

On the Front Burner



Message from Town Manager Roger L. Stancil

Dear Dan,

We will all come and go in the Town's service. I thought it appropriate, however, to take a moment to salute the man who served the Town 25 years as Fire Chief. First I want to thank Nannette and Kimberley and the rest of your family for sharing you with us. You were here many times when they would have preferred you were with them. They worried about you and supported you. They represent all the loved ones who support the Town's employees in their service to the Town.



Every great leader takes care of his troops first. You modeled that leadership and always acknowledged that nothing you accomplished was by you alone.

You cared about your mission and the mission of the department and the Town. You accepted my challenge to be more than a great fire chief and share the leadership of the Town. You were a good steward of the public trust and you leave this place better than you found it.

The Town needed you when you came and you put the department on a path of excellence, prepared for the challenges of the future. Thank you for your service. We will miss you. Rest assured, however, that your influence will last long into the future. Have Fun.

Sincerely,
Roger

Barry Lowry, the Town of Chapel Hill's fleet manager, is this year's National Professional Manager of the Year. He was chosen out of 64 candidates among the American Public Works Association (APWA), a national network of public works professionals.

How does one person balance managing nearly all the Town-owned equipment at work and three girls at home? Teamwork.

Barry works with six mechanics, a parts technician and a processing technician. Together they ensure that about 420 pieces of equipment (not including Transit vehicles)—ranging from chainsaws to fire trucks and everything in between—are in good working order.

"If you see it on the road or in someone's hands, it is typically maintained by this division," Barry says.

Despite that tall order, Barry says coming to work is where he comes to rest. He and his wife of 17 years, Amy, have three daughters—Ava, 10, Charlotte, 8 and Lorelei, 3.

"I'm now a chauffeur service," Barry says. "I just move people around."

Whether he's working together with his wife or with his co-workers, Barry says there's no better or more efficient way to do so than as a team.

"No one person should have to do any single thing without help," Barry says. "When people are working together, there's assurance that the job will be done correctly."

Barry says it has meant a lot to him that the Town has been an avid supporter of professional development.

Value in the Spotlight

Teamwork



Ran Northam photo

In 2013, Barry was elected APWA President of the equipment services division. This year, Barry has moved to the state chapter level where he is serving as vice president. He says he's on track to serve as president of the state chapter in 2017, when the state chapter will celebrate its 60th anniversary.

He'll be recognized as the National Professional Manager of the year at the 2015 International Public Works Congress and Exposition in Phoenix, Ariz. on Aug. 31.

Barry graduated from UNC-Chapel Hill in 1997 with a degree in political science. After brief stays in Winston-Salem and Myrtle Beach, Barry said he realized what he wanted to do in life and returned to

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COMING UP

Monday, May 11: Town Manager's Recommended Budget

Wednesday, May 13: Lunch and Learn, noon, Transit Training Room (see pg. 2)

Monday, May 25: Town Holiday

Employee Survey

Take the survey today!
Questions? 968-2844 or
jdawebber@townofchapelhill.org



Riding in the Staff Awareness Bike Ride on April 22 were (r-l) **Ken Pennoyer** (Business Management), **Lance Norris** (Public Works), **Richard Terrell** (Public Works) and **Chase Barnard** (Planning and Sustainability)

In Brief



Matt Sullivan (Fire) is serving as Acting Fire Chief following the retirement of Dan Jones. Matt began his career with the Town of Chapel Hill in 1988 as a Public Safety Officer and has served the Town in multiple capacities including Emergency Management Coordinator, Police Crisis Counselor and Staff Legal Advisor.

Chase Barnard and **Deborah Squires** (both Planning and Sustainability) have moved into the new GIS division in Planning and Sustainability. Chase and Deborah will continue their current responsibilities as a work plan is developed for the new division, including how they will provide data and analysis services to Town departments and work with the budget team. GIS is also the base platform for many cities' open data initiatives.

Thanks to **Celisa Lehew** and **Mike Mineer** (both Police) for participating in a presentation for parents about risky student behavior on April 14. Mike highlighted current substance abuse trends and indications of substance use/abuse. Celisa talked about internet safety and parenting strategies for net savvy teens. The presentation was very well received by the parents in attendance and was followed by some very good discussion. As always, Mike and Celisa were outstanding representatives of the Police Department and Town of Chapel Hill.

Nathan Downs (Police) talked to youth at the South Estes Neighborhood Community Connect Center about being good citizens and consequences. They enjoyed the visit (and loved the protection vest) and want him to come back for another visit.



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

Staff Bike Ride Brings Issues into Focus

To raise awareness of the challenges people who ride bikes face while navigating streets in Chapel Hill, Town employees participated in a Staff Awareness Bike Ride on April 22 in order to become more effective in their daily job decisions.

Town staff who participated were Town Manager Roger Stancil joined by Rae Buckley, Jim Huegerich, Ralph Karpinos, Chris Blue, Jabe Hunter, Celisa Lehew, John Wagner, Jim Orr, Bill Webster, Ken Pennoyer, Chase Barnard, Lance Norris, Richard Terrell, Len Cone, Catherine Lazorko and Ran Northam.



On one occasion during the bike ride, an aggressive driver made an illegal passing attempt on the UNC-Chapel Hill campus nearly hitting a dozen riders who were signaling for a left turn into Hill Hall Parking lot. In another instance, the group pointed out that the green paint on a bike sharrow symbol on Church Street was fading.

The Bike Plan (www.townofchapelhill.org/bikeplan) will guide improvements to make Chapel Hill safer for people who bike and walk. Share your thoughts on safety issues around town with the new WikiMap at wikimapping.net/wikimap/chapelhill.html.

Now's your chance to do the HRA!

Cost sharing will begin in September. Employees who haven't completed the HRA since April 1, 2014, will contribute \$10 per pay period (\$240 per year) for health insurance. To find the date of your last HRA, log on to the portal at chapelhillwellnessatwork.org or call 919-968-2796. The May HRA drive will be the last opportunity to do the HRA before cost sharing begins in September.

To do the HRA, complete the health survey, give a small blood sample, and get your weight and blood pressure checked. You'll get information to improve your health and a \$25 gift card.

For dates of upcoming HRA clinics, visit chapelhillwellnessatwork.org. Make an appointment or walk in to any of the HRA sessions.



TOWNtalk, a publication for and about Town of Chapel Hill employees, is issued monthly September through June. It is printed on recycled paper. Please recycle.



Starting an exercise program? Don't miss the Wellness@Work Lunch and Learn program at noon Wednesday, May 13, in the Transit Training Room, 6900 Millhouse Road. Dr. Mark Gwynne of UNC Family Medicine will lead a session on Planning for Exercise: How to Start. Lunch will be provided. RSVP to Liska Lackey by 5 p.m. Monday, May 11, at llackey@email.unc.edu or 919-968-2796.

Tell us what you think about TOWNtalk! The TOWNtalk survey is open at www.surveymonkey.com/r/towntalksurvey. Help us improve our employee newsletter.

SMT Notes

SMT notes are posted on the Intranet within a day or two of the SMT meetings. Access the notes from the intranet at <http://intranet> by clicking on "Published Documents" on the left-hand side of the page, then clicking on "SMT Meeting Notes" under the "Teams" column.

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Employee Appreciation Luncheon and W. Calvin Horton Service Award

The annual Employee Appreciation Day celebration will be held from 10 a.m. to 1 p.m. Friday, June 5, at the UNC-Chapel Hill Friday Center just off Highway 54 East (Raleigh Road). This special event offers us all a chance to have fun and recognize excellence among our co-workers. There will be a pickleball tournament, giant Jenga, mini boat races, bingo and cornhole—as well as a barbecue lunch!


This year's event will feature the noontime announcement of the nominees for the W. Calvin Horton Service Award, one of the highest honors the Town bestows upon an employee. Town Manager Roger Stencil will announce his selection of the award winner, who will receive an inscribed medallion and a \$1,000 cash award.

The nine award nominees have contributed to the success of our community and reflect the Town's values of RESPECT. They were recognized for going above and beyond expectations, setting positive examples in the workplace, and earning the respect of their peers.

Past award recipients include Coco Hall (2014), Colleen Lanigan (2012), Nate Davis (2011), Maggie Burnett (2010), Jim Huegerich (2009) and Larry Stroud (2008). Nominations are reviewed by a committee of Town employees who forward their recommendations to the Town Manager. Employees who served on this year's award committee are Chris Blue, Ralph Karpinos, Kay Mc Daniel, Sheryl Sherman, Colleen Lanigan, Sabrina Farrar and Andrea Judge.

Volunteers are needed for Employee Appreciation Day. To help with set-up, lunch or games, sign up for a two-hour shift by sending an email to Amanda Fletcher at afletcher@townofchapelhill.org. Please check first with your supervisor.

Employee
Appreciation
Luncheon

20  15

Friday, June 5th
10AM TO 1:30PM
Friday Center



Make Their Day – In the March 2015 edition of the TOWNtalk's Ask the Ombuds the concept of Choice was presented – **Choose Your Attitude**. In April, we explored the concept of choosing to have **Fun** at work. This month we want to introduce the idea of choosing to **make their day** – bringing something good into the lives of others. By actively engaging others and working to make their day, we include them in our fun. This involves being more deliberate about taking responsibility for the way we affect the people around us, respecting them by seeking to see things from their perspective.

Make Their Day starts with understanding the importance of our role in the vision and mission of the Town and the realization that everything we do and say impacts others.

Make Their Day requires that we stay focused in order to be present when our customers and team members most need us. If you feel your energy lapsing, try this surefire remedy: Find someone who needs a helping hand, a word of support, or a good ear—and make their day!

Make Their Day is good for business, but more importantly serving well brings satisfaction, focuses attention away from our problems

and shows us how we can have a positive impact on others. This is healthy, feels good, unleashes energy, and is the right thing to do. But remember, it is a choice.

Strategies for **Make Their Day** begin with the creation of a culture that actively seeks the stories of those involved and development of opportunities to celebrate victories and successes. These stories come from employees at all levels of the organization and from those we serve. Other strategies include:

- Empower employees to generate ideas to better serve customers
- Implement a formal customer feedback process
- Task a group of employees to come up with ideas to surprise and delight customers
- Seek opportunities to invite customers to have fun with you
- Maximize availability to make others' day
- Recognize that co-workers are also customers
- Invite members of another department to share their feedback on working with your department
- Create a reward system for ideas that improve customer service

We have a great deal more power than we may have realized, and that power resides in the choices we make. We can choose the attitude we bring to work; we can choose to have fun at work; and we can choose to positively impact the lives of others when we **Make their Day!**

Please share ways that your work area has incorporated Make Their Day strategies. We will all benefit!

— Jim Huegerich, Town Ombuds

Contact the Ombuds Office at 919-265-0806 or ombuds@townofchapelhill.org

Personnel Ordinance Update Meetings

The Personnel Ordinance update is nearly completed. The last phase is a revision of the dispute resolution and grievance processes. Learn more about the proposed revisions — how they came to be, and how they improve the way we address concerns and resolve difficult issues. The Town Council will consider the changes at its June 8th meeting.

May 7: 7 a.m. and 12:30 p.m. Public Works

May 14: 6 p.m. Chapel Hill Public Library

May 15: 10:30 a.m. Chapel Hill Public Library

May 18: 2:30 p.m. Chapel Hill Public Library

May 27: 10:30 a.m., 2:30 p.m. and 6 p.m.

Chapel Hill Transit

Employees are invited to attend meetings to learn more. The presentations will be about 20 minutes, followed by time for questions.

For more information, contact Anita Badrock at 969-5060.

In the Spotlight

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the Triangle area. In 2004, he started evening classes at NC Central University, where he received his Masters of Public Administration. During the 2003-04 academic year, he was an unpaid intern under former Town Manager Cal Horton.

Now, Barry has eight and a half years of employment with the Town.

"The people are what make working for the Town so great," Barry says. "Even during tough times, we work through it and we work together. We find comfort in one another."

He says his favorite hobby is golf, but his two-times-a-week outings have fallen to about two times a year as his family has grown.

The Lowry family currently lives in Mebane, and Barry says he's excited that they'll soon be building a house on New Hope Church Road.

2015 Bond Referendum Planning Fact Sheet

The Town Council is planning a \$40.3 million general obligation (G.O.) bond to fund streets and sidewalks, trails and greenways, recreation facilities, a solid waste transfer station and stormwater improvements. Chapel Hill voters would decide whether to give the Town the borrowing authority for the bonds. The schedule calls for introduction of bond orders on May 27, and the Council may decide to schedule a public hearing on June 22 to set the ballot questions and referendum date.

- A general obligation (G.O.) bond is long-term borrowing in which the Town pledges its full faith and credit (taxing power) to repay the debt over a specified term.
- The bond referendum would not require a tax increase. The Debt Fund has capacity to repay the debt with the existing dedicated tax.
- The bonds would fund projects identified from extensive planning via the Community Survey, The Bike Plan, Greenways Master Plan, Comprehensive Parks Plan and other efforts.
- An approved referendum gives authority to issue debt within seven years from a passing of the referendum.
- There is a dedicated funding source for the repayment of the bonds, so that the repayment of bonds will not compete with other Town funding needs.
- Town employees may provide public information if the information is not used to lead voters to support or oppose a particular position in the bond election. No advocacy!



More Information

Communications and Public Affairs (CaPA) is preparing public information to make available online at www.townofchapelhill.org/bondinfo

Bond Projects	
Streets & Sidewalks	\$ 16.2 million
<i>Bike & Pedestrian Safety</i>	
<i>Sidewalk Construction</i>	
<i>Street Infrastructure & Bridge</i>	
<i>Downtown Streetscape</i>	
Trails & Greenways	\$5 million
<i>Greenway System Expansion</i>	
<i>Morgan Creek Trail</i>	
<i>Bolin Creek Trail/Tanyard Branch Trail</i>	
Recreational Facilities	\$8 million
<i>Parks & Recreation Admin Building</i>	
<i>Cultural Arts Building</i>	
<i>Park Renovations & Expansion</i>	
Solid Waste Facilities	\$5.2 million
<i>Solid Waste Transfer Station</i>	
<i>Sited on Town-owned land</i>	
Stormwater Improvements	\$5.9 million
<i>Various high-priority projects</i>	
TOTAL	\$40.3 million

