



The Central Lines

May 2025



Confronting Citizen Incivility to Support Local Government Employees

As communities across the nation wrap up observations of Public Service Week, we take time to recognize the essential contributions of local government employees: the planners, public works staff, emergency responders and administrators who keep our communities functioning. Yet behind the scenes of public service, many of these professionals face an increasingly common and troubling challenge: citizen incivility. Citizen incivility refers to hostile, rude or abusive behavior from members of the public directed at government employees.

It is not a new phenomenon, but it is becoming more frequent and severe. According to recent research from the UNC School of Government, **57% of local government employees report being yelled at by citizens** at least every few months. This month, we'll be equipping our local managers and Board members with tips to help their staff navigate incivility.

[Three Tips to Get You Started](#)

Upcoming Events

Click on each event to learn more.

Board of Delegates Meeting
May 14, 5 p.m.

Alternative Fuels Ride & Drive
May 20, 10 a.m.

Centralina Learns: Energy in Action
June 3, 11:30 a.m.

Built to Last: Defending Taxpayer Dollars...
June 25, 9 a.m.

Centralina Learns: Intro to Mobility Hubs
June 26, 11:30 a.m.

[All Events](#)



Capitol Corner: Budget Resolution 2025

In recent years, budget resolutions have been used to unlock the reconciliation process and bypass the Senate's 60-vote filibuster rule. The reconciliation process is a mechanism to pass major legislation that is primarily used when one party controls the House, Senate and the Presidency.

[How the House and Senate were instructed](#)



Now Hiring: Waxhaw Town Manager

[Town of Waxhaw](#) is looking for a manager to strategically and passionately lead the community into its next chapter. **The Town Manager oversees operations of more than 40 municipal services**, empowers 100+ staff members and fosters meaningful engagement with community members.

[Learn more and apply today](#)



Region of Excellence: Award Nominations Opening in June

Our annual Region of Excellence awards highlight the incredible work of the governments, groups and individuals that expand opportunities and set the bar higher for quality of life. Prepare for nominations by taking a look at [last year's winners](#) and [reviewing category criteria](#).

[All about ROE](#)

APRIL HIGHLIGHTS



[Rose LaCasse's Inspiring](#)



[Building Momentum for](#)



[Looking Back at the 2025](#)

Journey through WIOA

Local Resilience

Aging Conference



Mapping for Impact:
Rowan Public Health

Supporting Albemarle's
Workforce Planning

Mobility Hubs: Coming
Soon!

[View Centralina Job Opportunities](#)

[Access the Member Portal](#)



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