



October 11, 2013

TO: Mayor and Members of Council  
FROM: Denise Turner Roth, City Manager  
SUBJECT: Items for Your Information

A handwritten signature in black ink, appearing to read "DR", written over the name "Denise Turner Roth".

UPCOMING MEETINGS

- Oct 15 at 5:30 pm City Council Meeting
- Oct 17 at 1:30 pm Economic Development Committee Meeting
- Oct 21 at 3:30 pm Participatory Budget Committee Meeting

**October 15, 2013 City Council Agenda Items**

• **Agenda Item # 18: Mitchell Water Treatment Facility Contract Change Order**

Attached is a memorandum from Water Resources Director Steven Drew, dated October 9, 2013, regarding a change order for the Mitchell Water Treatment Facility Clearwell Replacement Design contract.

• **Agenda Item #31: Water and Sewer Rehab Contract Change Order**

Attached is a memorandum from Water Resources Director Steven Drew, dated October 9, 2013, regarding a change order for the Water and Sewer Rehab Contract.

• **Agenda Item #28: White Street Landfill Air Quality Services Agreement**

As a follow-up from Council at the October 1, 2013 City Council Meeting, attached is a memorandum from Field Operations Director Dale Wyrick, dated October 8, 2013, regarding the selection of SCS Engineers as the staff recommendation for the White Street Landfill Air Quality Services Agreement. This item was continued to the October 15, 2013 City Council Meeting.

**Affordable Care Act**

Attached is a memorandum from Library's Director Brigitte Blanton, dated October 9, 2013, providing a community resources to assist Greensboro citizens with signing up for health insurance (Affordable Care Act).

**Extension of Phase One of SC2 Challenge**

Attached is a memorandum from SC2 Project Manager Prince John Gaither-Eli, dated October 8, 2013, regarding the extension of phase one of the SC2 Challenge to February 28, 2014.

**Library's Computer Usage & Incident Reports**

Attached is the Library's Incident and Internet Usage Reports for July 1, 2013 through September 30, 2013.

**Public Information Request Report**

Attached is the weekly Public Information Request Report for the week of October 11, 2013.

**Contact Center Feedback**

Attached is the weekly report generated by our Contact Center for the week of September 30, 2013 through October 6, 2013.

**Small Group Meetings**

Attached is the Small Group Meeting for the week of October 7, 2013 through October 11, 2013, between City Staff and [more than two but less than five] Councilmembers.

DTR/mm  
Attachments

Water Resources Department  
City of Greensboro



October 9, 2013

**TO:** David Parrish, Assistant City Manager

**FROM:** Steven Drew, Water Resources Director

**SUBJECT:** Change Order Requested for Mitchell Water Treatment Facility  
Clearwell Replacement Design Contract 2008-086

In 2009, Kimley-Horn & Associates was awarded a contract to evaluate and design needed finished water storage and pump station improvements at the Mitchell Water Treatment Facility. Forthcoming construction improvements to be made at the facility include a 1 MG prestressed concrete ground storage tank (clearwell), associated yard piping (raw water and finished water), roadway and parking, new high lift station finished water pump, replacement of existing finished water pump #5, associated electrical and control upgrades and finished water surge protection.

Previous change orders for this project were executed to cover additional design related services (surge protection improvements and primary drain system improvements) as well as bidding and construction administration phase services. This change order covers design services associated with filter back wash and filter to waste drainage, design and specifications for the replacement of the aging pump and driver #5 (including construction administration), technical review committee (TRC) and building inspections review of the clearwell replacement and high lift station improvements. The largest component of the change order pertains to construction administration services. In order to adequately cover the project, an extension of construction administration services from 6 months to 12 months with an additional 30 days to cover the time between substantial completion and final completion is needed. As design progressed, it was determined that the pumps specified would require long lead times for procurement, and time would also be needed for troubleshooting after installation, which was the primary driver for the timeline modification. Construction activities are anticipated to commence in January of 2014 with an expected completion date in January of 2015.

Water Resources is requesting a change order in the amount of \$466,300 at the October 15, 2013 City Council Meeting to cover the final design elements and extend the construction administration phase support services for the project. This change order brings the contract total to \$1,042,320.

SD/mmb

Water Resources Department  
City of Greensboro



October 9, 2013

**TO:** David Parrish, Assistant City Manager

**FROM:** Steven Drew, Water Resources Director

**SUBJECT:** Change Order Requested for Water and Sewer Rehab Contract

Contract 2012-095 was approved and authorized by City Council on May 21, 2013. The contract was awarded to KRG Utility, Inc. in the amount of \$2,573,280.10. When this contract was bid, the City reserved the right to extend it as a "Unit Price Contract" on an annual basis with funds approved in the budget each fiscal year. On June 18, 2013 City Council authorized the FY 2013-2014 budget and it included funds for water and sewer rehabilitation. Authorization of a change order will be requested at the October 15th City Council Meeting to allow this additional work to proceed.

The City's pipe rehabilitation program is based on the risks associated with failures and engineered to meet defined levels of service. Water and sewer line age, material of pipe, installation methods, water line pressure, flow, water quality, breakages, sanitary sewer overflow (SSO) incidents and capacity reduction are considerations when evaluating the probability of failure.

Water Resources has identified additional water and sewer lines in the Starmount neighborhood, and other various locations throughout the City in need of rehabilitation. The majority of these lines were installed prior to 1950 and have decayed over time resulting in increased incidents of maintenance, stoppages and repairs. The additional footage of 4-inch through 36-inch lines to be cleaned, inspected by camera and rehabilitated is approximately 21,250 linear feet of sewer, including 250 services and 84 manholes, and 9,500 linear feet of 2-inch through 8-inch waterline including approximately 186 services. Water Resources is requesting a change order of \$3,509,620 at the October 15, 2013 City Council Meeting so the budgeted pipe rehabilitation for FY 2013-2014 can be completed.

SD/rb



October 8, 2013

**TO:** David Parrish, Assistant City Manager

**FROM:** Dale Wyrick, P.E., Director of Field Operations

**SUBJECT: Qualifications-Based Selection for White Street Landfill Air Quality Services Agreement**

The purpose of this memo is to respond to questions raised by Councilmembers at the October 1, 2013 City Council meeting, pertaining to the selection of SCS Engineers as the staff recommendation for the White Street Landfill Air Quality Services Agreement (Item #8). I have also provided background on qualification-based selection criteria for architectural, engineering, surveying, and construction manager-at-risk services.

The White Street Landfill Air Quality Services agreement is an engineering services agreement, and as such, the City of Greensboro must select firms in accordance with North Carolina General Statute 143-64.31 (commonly referred to as the "Mini Brooks Act"). This statute requires that the State and its political subdivisions select engineers, architects, surveyors and construction managers at risk based on qualifications instead of bid prices. The City is prohibited from asking for pricing information (other than unit prices, i.e. hourly rates) as a part of the selection process. Once a firm is selected, negotiations are entered into to arrive at a "fair and reasonable fee" for the requested services.

One of the questions raised on this item at the October 1, 2013 Council meeting was concerning whether or not SCS Engineers was the lowest bidder for this work. As stated above, the City is not allowed to make this selection on the basis of price, so that question cannot be answered. However, I am confident that we have selected the most qualified firm to perform this work for the City, and will do so at a reasonable price.

Another question raised on this item pertained to M/WBE participation, and specifically, the submittal HDR Engineering Inc. of the Carolinas concerning the listing of minority firms that could assist with this work. As part of the procurement process for the work, the City's Centralized Contracting Division performed a search of the State-certified Historically Underutilized Businesses (HUB) including minority and women owned firms from the eight county regions specified in the City's current M/WBE Program plan. Thirteen HUB firms were identified in the State database, and these firms received invitations to participate in the selection process, beginning with a mandatory informational meeting that occurred on June 19, 2013. None of the HUB firms attended the mandatory meeting.

The June 19, 2013 mandatory informational meeting was attended by the following firms:

- Geosyntec Consultants of NC, PC
- HDR Engineering Inc. of the Carolinas
- Joyce Engineering
- SCS Engineers, PC

All firms attending the meeting received training on how to solicit and report the use of certified Historically Underutilized and MWBE Businesses in case they should require subcontracted services during the performance of this service contract.

Qualification-based proposals were received from each firm listed above. The proposal submitted by HDR Engineering Inc. of the Carolinas identified three MWBE firms that they strive to include as partners. One Greensboro-based engineering firm identified as a Historically Underutilized Business (HUB), Enpulse Energy Conservation, Inc., was included in the HDR proposal based on a professional reference from myself. While HDR is committed to maximizing opportunities for MWBE participation, when asked about this project specifically, HDR did not identify any opportunities for involvement on this particular project as the majority of the work will be self performed.

During our selection process, the four firms were invited to participate in an interview to discuss their air quality qualifications. Based on the qualifications packages and interviews, the selection team ranked the firms based on the following criteria listed by descending priority:

- experience on similar projects and familiarity with solid waste and landfill gas systems
- education and training of personnel
- past performance
- service delivery capacity

While staff routinely asks about MWBE participation on projects, as we did on this project, we are including standard criteria and scoring for professional services contracts moving forward related to MWBE participation.

The selection team chose SCS Engineers, PC based on demonstrated competence and qualifications for the type of professional services required without regard to fee. They presented a very thorough understanding of the White Street Landfill and potential cost-saving improvements for air quality compliance, further-demonstrating the thought and preparation behind their qualifications submittal.

Upon notification of their selection to perform this work, SCS Engineers prepared a final proposed scope of services and fee estimate for review by staff. Staff has reviewed the proposed fees for the specified scope of work and finds those fees to be fair and reasonable, based on prior experience administering the City's recent Air Quality Services Agreement. The final proposed scope of services is included with Council's agenda item package.

Please advise if further information is required.

DDW

Libraries  
City of Greensboro



October 9, 2013

**TO: Denise Turner Roth, City Manager**

**FROM: Brigitte Blanton, Library Director**

**SUBJECT: Community Resources to Assist Greensboro Citizens with  
Signing Up for Health Insurance (Affordable Care Act)**

The attached document details information about the requirements of the Affordable Care Act and resources available to assist individuals in signing up for health insurance, should they choose to do so.

This information has been prepared by the Library's Information Services staff and reviewed by Sandra Boren, Vice President of the Cone Health Foundation, a non-partisan, nonprofit foundation.

BB/mbr

cc: Sandy Neerman

## SOME COMMUNITY RESOURCES FOR THE AFFORDABLE CARE ACT

- **Initial open enrollment period** will run from October 1, 2013 through March 31, 2014.
  - If you fail to enroll during open enrollment period, you are not eligible until next open enrollment period.
  - Certain exceptions:
    - If you are eligible for Medicaid or NC Health Choice, you can apply at any time during the year.
    - If you meet other “qualifying event” you can apply for coverage in the Marketplace.
    - Examples of a qualifying events include: birth of child, divorce, loss of job or change in hours that would make person eligible for subsidy (or change in subsidy level)
  
- **National help with Enrollment:**
  - **Toll-free hotline number:** 1-800-318-2596 (TTY 1-855-889-4325)
  - Customer Service representatives available 24/7
  - Help available in English and Spanish and language line for 150 additional languages
  - **Website** ([www.healthcare.gov](http://www.healthcare.gov)) [Cuidadodesalud.gov](http://Cuidadodesalud.gov) (for Spanish)
  
- **Enrollment Forms** can be found at the following websites
  - **Paper Application for Federally Facilitated Marketplace**
    - The paper application is available on [marketplace.cms.gov](http://marketplace.cms.gov). The page to access all types of paper forms is the following:
      - <http://marketplace.cms.gov/getofficialresources/publications-and-articles/publications-and-articles.html>
  - **Application for Health Coverage for Families:**  
<http://www.cms.gov/CCIIO/Resources/Forms-Reports-and-Other-Resources/Downloads/marketplace-app-standard.pdf>



- **Application for Health Coverage for Individuals:**

<http://www.cms.gov/CCIIO/Resources/Forms-Reports-and-Other-Resources/Downloads/marketplace-app-short-form.pdf>

- **Application for Health Coverage for Individuals (without financial assistance):**

<http://www.cms.gov/CCIIO/Resources/Forms-Reports-and-Other-Resources/Downloads/marketplace-app-no-financial-assistance.pdf>

- **People trained to help people folks enroll are called Navigators. Navigators will provide education, outreach, and enrollment facilitation.**

- **NC Statewide toll-free number for education and application assistance by appointment (starting October 14): 1-855-733-3711.**

- **How appointments through the NC system work:**

- a) **The person calls and sets up a one-on-one appointment with a "Navigator." The location, date, and time are set during the phone call.**
- b) **The person goes to the appointment.**
- c) **The Navigator will guide the consumer through the Marketplace educating them on all their options."**
- d) **At this point, the Navigator will ask if the person would like him/her to "assist them as needed."**
- e) **If the person agrees and completes a form giving their "signed consent," then**
- f) **The navigator will help them enter "all of their personally identifiable information" and other information agreed to on the consent form.**

- **Educational Sessions at Glenwood Branch Library (1901 West Florida Street) presented by Enroll America:**

- **Oct. 8<sup>th</sup>, 5pm-7:45pm**
- **Oct. 10<sup>th</sup>, 5pm-8pm**
- **Oct. 15, 5pm-7:45pm**

○ **Local Help Agencies:**

- **The lead “navigator” organization for Guilford County is Legal Aid of North Carolina. Navigators can help people with their enrollment applications under the Affordable Care Act. Contact information for Legal Aid: 336-272-0148; Physical address: 122 N. Elm Street Suite 700. Legal Aid is operating an In-Person Assistance hotline. This is the best way to get an appointment for face-to-face help in enrolling in the new insurance marketplace.**
- **Partnership for Community Care (P4CC), 1050 Revolution Mill Dr. Studio 4, Greensboro NC 27405, phone: (336) 235-0930 (main) and (877) 238-0930 (toll free). Office Hours: M-F 8-5. Web: <http://www.P4communitycare.org>, Email: [navigator@P4care.org](mailto:navigator@P4care.org). Helps With: Language Support, Small Business/SHOP, and Application Assistance. Additional Languages: Spanish, Vietnamese, Urdu, Hindko, and Punjabi.**
- **United Way of Greater Greensboro is the local MDC/Benefits Bank grantee and will also be staffing a Navigator. Contact information: 1500 Yanceyville Street, Greensboro, NC 27505, Phone 336-378-6600**
- **Guilford Community Care Network is the local Certified Application Counselor entity. Contact information: Guilford Adult Health, Inc., 5817 High Point Road; Suite 203, Greensboro, NC 27407, 336-355-9696. Certified Application Counselors are trained volunteers who help people understand, apply, and enroll for health coverage through the Marketplace.**
- **League of Women Voters of the Piedmont Triad is operating a speaker’s bureau. To schedule an in-person presentation to you group or organization call: 336-274-0202 or visit their website: <http://lwvpt.org>:**

- In Guilford, Randolph, and Rockingham counties, the navigator program is being run by the Legal Aid of North Carolina. Legal Aid is part of a Consortium of 100 agencies who are working to inform consumers statewide, with particular focus in areas where there is a higher concentration of uninsured. Again, the statewide call in number is operational now. However, beginning October 14 people can call this number and make an appointment for one-on-one assistance with the Marketplace.

**1-855-733-3711**

Office of the City Manager  
City of Greensboro



October 8, 2013

**TO:** Denise Turner Roth, City Manager  
**FROM:** Prince John Gaither-Eli, SC2 Project Manager  
**SUBJECT: Extension of Phase One of SC2 Challenge**

After consulting with the Economic Development Alliance and its contractor, The Common Pool, the deadlines for phase one of the Strong Cities, Strong Communities (SC2) Visioning Challenge are being extended. Organizations working to provide strategic economic development ideas and strategies now have until February 28, 2014, to submit a letter of intent and April 15, 2014 to submit a formal proposal.

The deadline extensions are due, in part, to the shutdown of the federal government. However, the extensions are also being provided to allow time for the The Common Pool to provide national exposure for the SC2 program.

As part of its process, The Common Pool has developed a Web-based tool for SC2 participants to use to author and refine their proposals. The online tool provides the opportunity for participants to form collaborative, cooperative, and coordinated teams. It provides e-mail, chat, and discussion form capabilities to enable and facilitate the work of challenge participants. The end result is the opportunity to enhance the competition for \$1 million and generate additional economic development ideas that will benefit the City of Greensboro.

Those organizations or individuals who have already submitted a Letter of Intent are not required to submit a new one as part of the deadline extension. However, any participant can provide a new submission under the new timeline if they wish to make changes to their letter of intent.

All proposals will be submitted to the evaluation panel for review.

PJGE/pjge

Libraries  
City of Greensboro



October 9, 2013

**TO:** Denise Turner Roth, City Manager

**FROM:** Brigitte Blanton, Library Director

**SUBJECT:** July 1, 2013 – September 30, 2013 Computer Usage Report and Incident Report

Please find attached the Library Incident Report for July 1, 2013 – September 30, 2013 and the Internet Usage Report for July 1, 2013 – September 30, 2013.

BB/mbr  
Attachment

cc: Sandy Neerman, Assistant City Manager

**Greensboro Public Library Internet Usage Statistics**  
**First Quarter Report**  
**9:00 am 07/01/2013 – 9:00 pm 09/30/2013**

**Background Information:**

- Number of overall web hits – 100% of web hits for the period in question – 462,870,448
- Number of hits on the porn category – (percent)  
125,469 (.03%) three hundredths of one percent
- Number of Computer Users  
160,011

<b>Breakdown by Month</b>	<b>Overall Web Hits</b>	<b>Hits on Porn Category</b>	<b>Percent of Hits on Porn</b>	<b>Number of Computer Users</b>
<b>July</b>	154,182,964	46,072	.03%	55,170
<b>August</b>	163,526,972	40,824	.02%	55,224
<b>September</b>	145,160,512	38,573	.03%	49,617
<b>Total</b>	<b>462,870,448</b>	<b>125,469</b>	<b>0.03%</b>	<b>160,011</b>

<b>Quarter Totals</b>	<b>Overall Web Hits</b>	<b>Hits on Porn Category</b>	<b>Percent of Hits on Porn</b>	<b>Number of Computer Users</b>
<b>Fourth Quarter FY 12/13</b>	<b>378,598,494</b>	<b>166,519</b>	<b>0.04%</b>	<b>141,974</b>
<b>First Quarter FY 13/14</b>	<b>462,870,448</b>	<b>125,469</b>	<b>0.03%</b>	<b>160,011</b>
<b>Difference</b>	<b>84,271,954</b>	<b>-41,050</b>		<b>18,037</b>
<b>Percentage Difference</b>	<b>22%</b>	<b>-25%</b>	<b>-0.01%</b>	<b>13%</b>

**Greensboro Public Library  
Library Incident Report By Category  
1st Quarter, 2013 (July thru September 2013)**

<b>Incidents by Category</b>	<b>Central</b>	<b>Benjamin</b>	<b>Glenwood</b>	<b>Hemphill</b>	<b>Kathleen Clay</b>	<b>McGirt-Horton</b>	<b>Vance Chavis</b>	<b># of Incidents</b>	<b># of Bans</b>
Accident	1	0	0	0	1	0	0	2	0
Assault	2	1	0	0	0	0	0	3	6
Alcohol	1	0	0	0	0	0	0	1	1
Bomb Threat	0	0	0	0	0	0	0	0	0
Communicating Threat	0	0	0	0	0	0	0	0	0
Computer Misuse	0	0	0	0	0	0	0	0	0
Customer Complaint	0	0	0	0	0	0	0	0	0
Disorderly Conduct	12	0	2	0	0	2	3	19	18
Drug Paraphernalia	0	0	0	0	0	0	0	0	0
Eating	0	0	0	0	0	0	0	0	0
Fire	0	0	0	0	0	0	0	0	0
Indecent Behavior	2	0	0	1	0	0	0	3	3
Littering	0	0	0	0	0	0	0	0	0
Loitering	0	0	0	0	0	0	0	0	0
Lost Property	0	0	0	0	0	0	0	0	0
Medical	1	0	0	0	0	0	0	1	0
Missing Person	0	0	0	0	0	0	0	0	0
Panhandling	0	0	0	0	0	0	0	0	0
Pornography	0	0	0	0	0	0	0	0	0
Potential Problem	0	0	1	0	0	0	0	1	0
Sleeping	2	0	0	0	0	0	0	2	2
Smoking	1	0	0	0	0	0	0	1	1
Soliciting	1	0	0	0	0	0	0	1	2
Theft	3	0	1	1	0	0	1	6	2
Trespassing	3	0	1	0	0	0	0	4	2
Unattended Child	0	0	0	0	0	0	1	1	0
Vandalism	1	0	0	0	0	2	2	5	3
Weapons	0	0	0	0	0	0	0	0	0
Warrant	0	0	0	0	0	0	0	0	0
<b>Grand Total - July - Sept 2013</b>	<b>30</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>50</b>	<b>40</b>
<b>Grand Total -April - June 2013</b>	<b>18</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>37</b>	<b>13</b>
						<b>Difference</b>		<b>13</b>	<b>27</b>
						<b>Percent Change</b>		<b>35%</b>	<b>201%</b>



# Current Public Records Requests Update October 11, 2013

Date Requested	Requestor	Subject	Status
5/30/2013	Charles Cherry	Pending GPD Lawsuits	Initial documents were provided on 6/14/13. Legal is reviewing remaining documents.
6/10/2013	George Hartzman	Renaissance/Bessemer Shopping Center Emails- 7,973	Documents have been provided to requestor. First batch of emails was made available- 10/7/13
7/5/2013	Roch Smith	Downtown Video	Staff is reviewing available video footage and determining what is releasable.
7/8/2013	George Hartzman	Video from Center City Park & Festival Park	Staff is reviewing available video footage and determining what is releasable.
7/8/2013	Eric Ginsburg	Curfew Emails Emails: 406	Staff emails have been provided. City Attorney is soliciting personal emails from Councilmember's.
7/18/2013	Roch Smith	GPD Database Indexes	Initial documents provided. GPD and City Attorney are reviewing to determine available records. City IT and Legal determining remaining items from request that need to be released.
7/23/2013	Roch Smith	Councilmembers Information Requests	Released initial information; Staff continuing to review this request for available information.
7/24/2013	Roch Smith	Incumbent Candidate Requests	Staff is reviewing this request for available information.
7/24/2013	George Hartzman	Incumbent Candidate Requests	Staff is reviewing this request for available information.
7/24/2013	Billy Jones	Incumbent Candidate Requests	Staff is reviewing this request for available information.
8/5/2013	Mike Carter	Email Correspondence from 8/1/11 to 8/5/13 Emails: 35,931 + 239,652	Batch of emails was provided to requestor on 9/13/13. Staff will review emails as available.
8/9/2013	Stephen Poole	Civil Rights Museum Email: 23,060	Staff has been sent requestor some information. Staff is reviewing emails as available.



Date Requested	Requestor	Subject	Status
8/21/2013	Mr. Lassiter	Emails: P&R and Developmental Associates from 1-1-12 to 8-18-13 Email: 765	Staff is reviewing emails as available.
9/5/2013	Stephen Poole	GPAC: Correspondence, Files, Contracts, Audio Recordings Email: 2,418	Staff has been sent requestor some information. Staff is reviewing emails as available.
9/5/2013	Stephan Poole	Gerbing's Heated Clothing, LLC Incentive Package Email: 1,312	Staff has been sent requestor some information. Staff is reviewing emails as available.
9/11/2013	Stephen Poole	Deep Roots Market Financial Statements	Staff is reviewing information for this request.
9/13/2013	George Hartzman	Item 27 - Name of Investor Group	Provided what was in the agenda. Staff notified developer for additional information.
9/24/2013	George Hartzman	Email Search Emails-6,569	Staff is reviewing emails as available.
9/26/2013	Ivan Cutler	Request for employee and departmental emails	Staff is collecting the requested information.
10/1/2013	William England	Alleyway South of Market Street between McIver Street and Tate Street	Staff is reviewing for available information.
10/3/2013	Roch Smith	Logs of Files Recording Camera Access for 4/1/13 to 10/1/13	Staff is collecting the requested information.
10/9/2013	Stephanie Skowron	Incident Report for 12/29/12 at Robinhood Dr.	Staff is collecting the requested information.
10/11/2013	Jeffrey Peraldo	2008 Annexation	Staff reopened previous request to provide the correct information. Staff is collecting the requested information.

<b>Weekly Totals (10/7/13-10/11/13):</b>	
Number of PIRTS Opened	12
Number of PIRTS Closed	26
Average Completion Time	32.04 days
<b>Totals Since January 1, 2013:</b>	
Number of PIRTS Opened	719
Number of PIRTS Closed	688
Average Completion Time	7.94 days



**Public Affairs  
Contact Center Weekly Report  
Week of 9/30/13 – 10/6/13**

**Contact Center**

5267 calls answered this week

**Top 5 calls by area**

**Water Resources**

Balance Inquiry – 1094  
IVR/Pay by Phone – 441  
General Info – 193  
New Sign up – 164  
Bill Extension – 116

**Field Operations**

Bulk Guidelines – 91  
HHW/Landfill/Transfer – 75  
Mattress Go Round – 53  
E-Waste Collection – 44  
No Service/Garbage - 40

**All others**

Police/Watch Operations – 183  
Privilege License – 40  
GTA - 37  
Inspections - 25  
Parking Enforcement - 25

**Comments**

We received a total of 4 comments this week:

**Field Operations – 2 comments:**

- Caller wanted to thank the driver, supervisor, and everyone involved who helped when she accidentally missed the truck and needed us to revisit her address. She knows they did not have to come back to get her can and is very grateful that they took the time to do so. She wants everyone in Solid Waste to know how happy it made her and how thankful she is for their service.
- Caller wants to thank the Solid Waste Department for getting the trash that has been out for weeks. She said thanks so much for doing a great job.

**Police - 2 comments:**

- This past Monday or Tuesday evening, a truck driver was standing on I-85 N at exit 129. He was passed by several state troopers, several sheriffs, and a few other Greensboro police officers. One officer was the only one that stopped to check on him. No one called to check on the officer while she was there. She waited with him for over an hour until someone came to help fix the truck. She gave excellent service and he would like to see her commended. He gives his highest praise and wants to make sure that we know we have an excellent officer in our employ.
- I am writing to you about the new road signs that have been posted along Wendover Ave. The signs read, "Aggressive driving enforcement area." I just wanted to see if I could obtain clarification about these signs because they are a little difficult to understand. Is Greensboro enforcing aggressive driving? Does that mean I should be driving aggressively? Or are they simply aggressively enforcing driving? Which is what you would generally do on a road? My point is basically that these signs are ridiculously worded and an embarrassment to our city.

**Overall**

Calls for Inspections increased last week. Call volume was steady for the week.



2013  
*SMALL GROUP MEETINGS*

Small Group Meeting Dates & Times	Councilmember Attending	Person Contacted / Department	Subject	Council Notification Date
October 7, 2013 1:30 - 3:00	Mayor Perkins, Councilmember Vaughan, Councilmember Hoffmann, Councilmember Matheny	City Manager Roth	Greensboro Performing Arts Center	October 11, 2013