



November 15, 2013

TO: Mayor and Members of Council

FROM: Denise Turner Roth, City Manager ^{SN}

SUBJECT: Items for Your Information

UPCOMING MEETINGS

- Nov 19 at 5:30 City Council Meeting
- Dec 3 at 5:30 City Council Meeting

Agenda Items for November 19, 2013 City Council Meeting

• **Agenda Item #18 & #19: Ballinger Road Bridge Replacement Change Order**

Attached is a memorandum from Engineering Manager Ted Patrick, dated November 13, 2013, regarding a change order that requires Council's approval for the Ballinger Road Bridge Replacement in the amount of \$51,000.

Code Compliance Program Quarterly Activity Report

Attached is a memorandum from Neighborhood Development Interim Director Barbara Harris, dated October 31, 2013, providing the Quarterly Activity Report for the code compliance program, as required by Chapter 11 of the Greensboro Code of Ordinances.

Performing Arts Center Property Update

Attached is a memorandum from Assistant City Manager David Parrish, dated November 15, 2013, providing an update on the property for the Performing Arts Center.

Habitat for Humanity

Attached is a memorandum from Engineering & Inspections Director Butch Simmons, dated November 8, 2013, regarding the seven houses that were constructed, inspected and completed over a weeklong period by Habitat for Humanity.

ACEC's Engineering Excellence Award

Attached is a memorandum from Transportation Director Adam Fischer and Information Technology Director Darryl Jones, dated November 15, 2013, regarding the Engineering Excellence Award from the North Carolina Section of the American Council of Engineering Consultants (ACEC) for the design and implementation of the Greensboro Traffic Signal System.

Greensboro a Duke Energy 2013 Power Partner

Attached is a press release regarding the City of Greensboro being recognized by Duke Energy for its commitment to responsible energy use and creating lasting value for its organization and community.

Public Information Request Report

Attached is the weekly Public Information Request Report for the week of November 15, 2013.

Contact Center Feedback

Attached are the weekly report generated by our Contact Center for the weeks of October 28, 2013 through November 10, 2013.

Small Group Meetings

Attached is the Small Group Meeting report for the weeks of November 4, 2013 through November 15, 2013, between City Staff and [more than two but less than five] Councilmembers.

Grant Report

Attached is an updated list of grants for which the City intends to apply that do not require a match. Under the policy adopted by City Council, grants that do not require a match are not required to receive formal Council action.

DTR/mm

Engineering & Inspections
City of Greensboro

November 13, 2013

TO: David Parrish, Assistant City Manager

FROM: Ted Partrick, Engineering Manager

SUBJECT: Ballinger Road Bridge Replacement
Contract 2009-073 (B-4695)
Change Order #2

Summary

The contract 2009-073 has an additional cost that will require approval of a contract change order by City Council. An agenda memo is being prepared for the November 19, 2013, Council meeting as a change order for the amount of \$51,000. The cost of the change order is reimbursable under the NCDOT grant terms with the NCDOT reimbursing 80% of the cost.

Background

Blythe Construction, a North Carolina licensed General Contractor, was awarded the contract 2009-073 for the Ballinger Road Bridge Replacement Contract by the City Council on November 4, 2011, in the amount of their bid, \$1,964,319.50. Change Order #1 was approved by City Council on April 2, 2013, for \$26,400 to increase the total contract amount to \$1,990,719.50. The engineering staff estimated the contract for \$2,453,975.80 using historical pricing data. The bridge replacement project contract is 100% complete.

The contract change order is the result of unanticipated costs related to work required in and close to the stream under the bridge. The bridge required a retaining wall where the new stream location is adjacent and parallel to the bridge. During construction of the wall, it was determined by the NCDOT inspector that different stone fill was required in the foundations and behind the wall. The stream banks also resulted in higher costs when the Division of Water Quality of the NC Department of Environment and Natural Resources (NCDENR) required additional protection upon their inspection of the work. The project was issued a permit by the Corps of Engineers and NCDENR, but the amount of stream restoration and protection required was not provided.

Unanticipated stream bank protection was performed. Responding to direction from DWQ, the NCDOT inspectors agreed to alter the stream bank across the stream from the bridge construction project. The stream bank, which had never been protected before or during the project, was eroding. Even though this work was beyond the scope of the permits, the NCDOT accepted the cost of re-grading the bank, planting 110 new trees on it and planting grass.

Beyond what has been constructed to-date, the Division of Water Quality (DWQ) of NCDENR has requested new work on the exposed stream bank previously repaired. This will probably include adding new armor at the toe of the bank (boulders or large rock), removing two mature trees, re-cutting the stream bank slope, and planting new trees on the bank. This work is also outside the original scope of the project and the permits issued by the Corps of Engineers and NCDENR. Engineering and the NCDOT are working with the design consultants and NCDENR to develop a design solution, and a final decision should be made by December 15. If additional work on the stream bank is actually required, it will require an additional change order which will be reimbursable at 80%.

Budget Impact

The change order is for 2.6% of the awarded contract amount – a contract which had no contingency funds allowed or included. With the low bid price and adding this change order amount, the contract is still within budget and below the engineer's and NCDOT's estimate of the cost.

THP

cc: Butch Simmons – Director, Engineering & Inspections Department
Adam Fischer – Director, Transportation Department

Neighborhood Development Department
City of Greensboro



October 31, 2013

TO: Sandy Neerman, Assistant City Manger

FROM: Barbara Harris, Interim Director *BH*

SUBJECT: Code Compliance Program Quarterly Activity Report
(July 1, 2013 – Sept. 30, 2013)

Per Article II, Division I, Section 11-32(c) of Chapter 11 of the Greensboro Code of Ordinances, entitled "Minimum Housing Code," attached is the quarterly activity report, respectfully submitted for your review.

BH/eb
Attachment



City of Greensboro
 Neighborhood Development Department
 Code Compliance Program
 Quarterly Activity Report
 July 1, 2013 - September 30, 2013

| | <u>QTR ending 6/30/13</u> | <u>QTR ending 9/30/13</u> |
|---|---------------------------|---------------------------|
| 1 Active Cases (as of Sept. 30, 2013) | | |
| Housing (owner occupied & rental)* | 616 | 689 |
| Nuisance | 412 | 277 |
| Vehicle | 42 | 65 |
| Zoning | 49 | 70 |
| TOTAL Active Cases | 1119 | 1101 |
| <i>*includes cases referred to Min. Housing Standards Commission</i> | | |
| 2 Cases Closed (during July 1, 2013 - Sept. 30, 2013) | | |
| Housing (owner occupied & rental) | 140 | 121 |
| Nuisance | 1,599 | 864 |
| Vehicle | 316 | 292 |
| Zoning | 570 | 702 |
| TOTAL Cases Closed | 2,625 | 1,979 |
| 3 Cases Granted Extensions Beyond 90 days by Director of Neighborhood Dev. | * | 4 |
| <i>*item not in ordinance until approved by Council 7/16/13</i> | | |
| 4 Cases Before Minimum Housing Commission | | |
| New Cases / Units Heard | 51 | 26 |
| Continued Cases / Units Heard | 25 | 41 |
| Total Cases / Units Heard | 76 | 67 |
| Outcomes: | | |
| Repair or Demolish Orders Upheld | 18 | 24 |
| Cases / Units Continued | 57 | 32 |
| Cases / Units Reopened (brought into compliance) | 1 | 11 |
| 5 Demolitions | | |
| Total Units Demolished | 0 | 1 |
| Total Units Pending Demolition | 57 | 66 |
| Bids Let for Contract to Demolish | 0 | 8 |
| Asbestos Testing | 0 | 8 |
| Demolitions Canceled (in compliance or demo by owner) | 2 | 11 |

Office of the City Manager
City of Greensboro



November 15, 2013

TO: Denise Turner Roth, City Manager
FROM: David Parrish, Assistant City Manager
SUBJECT: Performing Arts Center Property Update

The abatement of asbestos containing materials has been completed for 135 Summit Avenue, formerly the Greensboro Inn. Staff is running an advertisement in the News and Record this Sunday November 17 for the demolition of the Greensboro Inn. The bids will be received until December 3 at 2:00 PM. This will enhance the surrounding property as well.

338 North Elm is still not under City ownership as the current owner is continuing the search for an exchange property. Staff is routinely monitoring the tenant status at this property as well.

DP

Engineering & Inspections
City of Greensboro

November 8, 2013

TO: David Parish, Assistant City Manager

FROM: Butch Simmons, Director

SUBJECT: Habitat for Humanity

The Sunrise Valley worksite for the annual event "Raising Roofs 2013...Builders for Habitat" was completed this past week of November 4th through November 8th. This was a joint venture between the Greensboro Builders Association and Habitat for Humanity of Greater Greensboro. There were a total of 7 houses constructed, inspected and completed over the week long period. There were a total of 20 builders involved in the construction blitz.

Engineering & Inspections Department provided on-call inspectors to make sure the construction process went smoothly and was completed in a timely manner. The following inspectors worked diligently with the builders during the construction process of the Sunrise Valley project:

Building Inspections

Don Sheffield
Will Lilley
Chris Lee
Mark Stewart

Electrical Inspections

Pat Rose
Danny Beal
Arnold Brinkley
Garry Moore

Plumbing & Mechanical Inspections

Marshall Perry
Sherwood Green

WS

Department of Transportation
City of Greensboro



November 15, 2013

TO: David Parrish, Assistant City Manager

FROM: Adam Fischer, P.E., Director of Transportation
Daryl Jones, Director of Information Technology

SUBJECT: City of Greensboro receives Engineering Excellence Award from the American Council of Engineering Consultants (ACEC) for the City of Greensboro Traffic Signal System.

I am pleased to announce that the City of Greensboro, the Engineering firm of Kimley-Horn & Associates and the North Carolina Department of Transportation (NCDOT) has been awarded the Engineering Excellence Award from the North Carolina Section of ACEC for the design and implementation of the Greensboro Traffic Signal System.

The total cost of the traffic signal system replacement project is \$25 Million and was funded with Federal, State, and Local revenues. Construction on the signal system replacement project began on August 1, 2008 and was completed August 15, 2013 on time and on budget. The system is currently undergoing final acceptance testing. Greensboro's new Traffic Signal System is the largest and most advanced signal system in the State of North Carolina.

The new signal system replaces an outdated system that had been in place since the early 1970's. The old signal system was beginning to fail and communications between City Hall and each of the Systems 488 traffic signals was intermittent. The new signal system features brand new state of the art traffic signal controllers at all 488 traffic signals, 120 miles of fiber optic communication cable, IP/Ethernet communications architecture, new central control and local control software to manage the traffic signal system, the installation of 50 new traffic surveillance cameras, 45 Wi-Fi hotspots and a new traffic management center at City Hall. The new computerized signal system features enhanced software that allows traffic engineers to more efficiently/effectively coordinate traffic signal timing plans. The new signal system will allow traffic engineers to monitor heavily traveled corridors with traffic surveillance cameras to keep an eye on problem areas and to make "on the spot" adjustments to traffic signal timing plans. The traffic cameras will also allow the motoring public to view congested areas of the City via the internet and cable TV before choosing their commuting routes. The overall benefit of the new traffic signal system to the Citizens of Greensboro is estimated at \$35.2 million over the next 20 years in reduced travel times, reduced emissions, reduced gas usage, reduced traffic accidents and reduced signal system maintenance costs.

The most unique feature of the Signal System project is the partnership between the City's Transportation Department (GDOT), the City's Information Technology (IT) Department and the NCDOT. The City's IT Department invested \$1.4 Million to upgrade the IP/Ethernet

communication plant and to run additional fiber optic Cables to 40 other City facilities (Libraries, Museums, Fire Stations, Rec. centers, Police Substations, and administration buildings) so that the signal system communications infrastructure could be utilized by all City Departments. The system also included the installation of 45 Wi-Fi hotspots that can be accessed by City employees and Police officers in the field. It is estimated that it would have cost at least \$5 million if the IT Department had installed a stand-alone fiber optic communication plant to connect the various City facilities. It is also estimated that the City of Greensboro will save \$480,000 in annual fees for third party communication services, which will no longer be required with the new system. The Signal System Replacement Project will benefit the citizens of Greensboro for many years due to the cooperative work between GDOT staff, IT staff, NCDOT Traffic Engineering Branch and Kimley Horn & Associates.

AF
Attachment

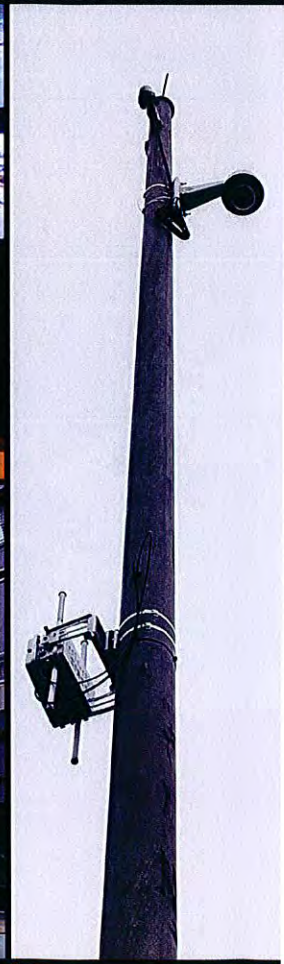
cc: Chris Spencer, P.E. GDOT Engineering and Operations Manager
Joe Mullinax, P.E., GDOT Signal System Manager
Fred Burchett, P.E., Kimley-Horn & Associates
Mark Dunzo, P.E., Kimley-Horn & Associates
Greg Fuller, P.E., NCDOT
Mike Mills, P.E. NCDOT



City of Greensboro
Traffic Signal System

2014

American Council of Engineering Companies of North Carolina
Engineering Excellence Awards Competition



Submitted by



Kimley-Horn
and Associates, Inc.

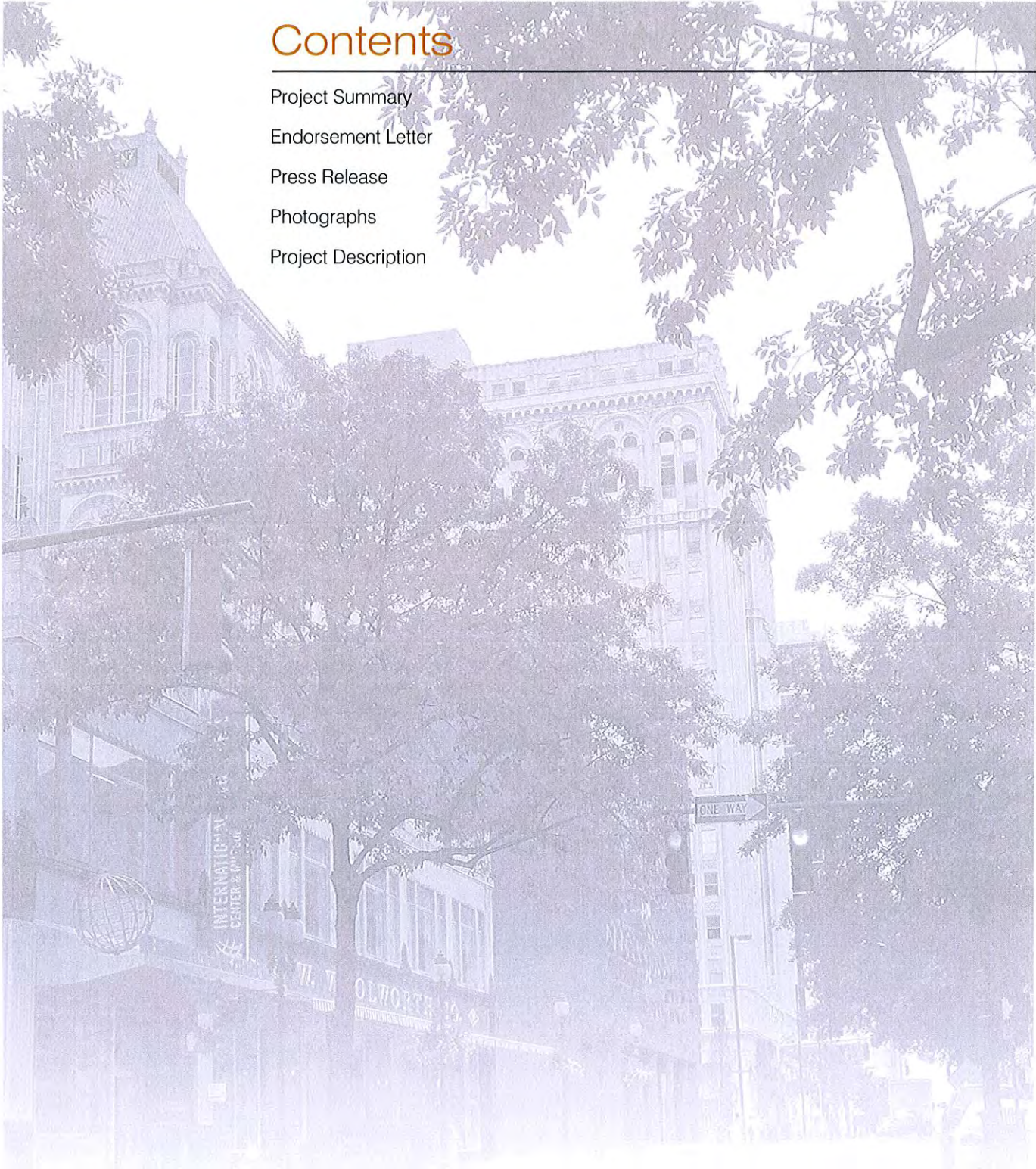


City of Greensboro Traffic Signal System

2014 American Council of Engineering Companies of North Carolina
Engineering Excellence Awards Competition

Contents

- Project Summary
- Endorsement Letter
- Press Release
- Photographs
- Project Description



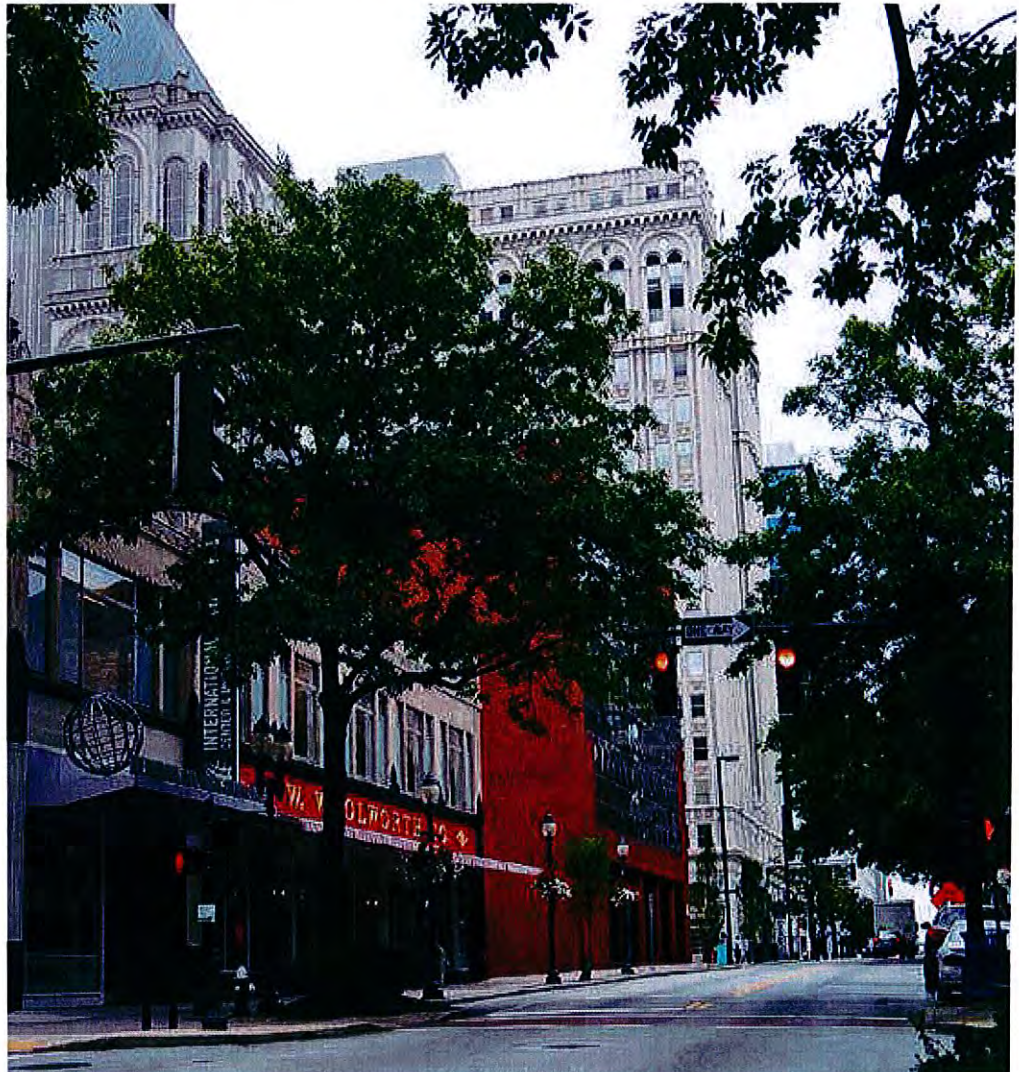


City of Greensboro Traffic Signal System

2014 American Council of Engineering Companies of North Carolina
Engineering Excellence Awards Competition

Project Summary

Kimley-Horn completed design efforts to rehabilitate and expand the City of Greensboro's computerized traffic signal system—the largest North Carolina signal system design to date. The new communications network—which was upgraded from copper to fiber optic cables and uses an IP/Ethernet architecture—interconnects not only traffic signals, but also City facilities (e.g., fire stations, libraries, and community centers) through an innovative partnership between the City's Transportation and Information Technology (IT) Departments. The network encompasses over 450 traffic signals, over 50 closed-circuit television cameras, and over 40 City facilities interconnected by more than 120 miles of fiber optic cable.





September 25, 2013

Mr. Thomas F. (Fred) Burchett, Jr., PE, PTOE
Project Manager
Kimley-Horn and Associates, Inc.
333 Fayetteville Street, Suite 600
Raleigh, NC 27601

Dear Mr. Burchett:

By copy of this letter, the City of Greensboro provides consent for Kimley-Horn and Associates to enter the Greensboro Traffic Signal System project in the 2014 Engineering Excellence Awards competition sponsored by the American Council of Engineering Companies of North Carolina.

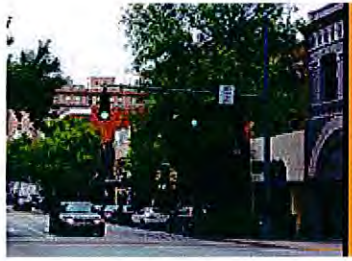
It has been a pleasure working with you on this ambitious project and we wish you the best of luck with the entry.

Sincerely,

A handwritten signature in black ink, appearing to read "Chris R. Spencer".

Chris R. Spencer, PE
Engineering Division Manager
Greensboro Department of Transportation

CS



City of Greensboro Traffic Signal System

2014 American Council of Engineering Companies of North Carolina
Engineering Excellence Awards Competition

Press Release

For Immediate Release

Date of Issuance: November 7, 2013

For more information, contact: Neil Deans

Kimley-Horn and Associates, Inc.
(919) 677-2000
neil.deans@kimley-horn.com

GREENSBORO SIGNAL SYSTEM MODERNIZES COMMUNICATIONS NETWORK, KEEPS TRAFFIC MOVING

Raleigh, NC — Kimley-Horn and Associates, Inc. and the City of Greensboro have been recognized by the American Council of Engineering Companies of North Carolina for their role in the design of the City of Greensboro Traffic Signal System.

The new communications network—which was upgraded from copper to fiber optic cables and uses an IP/Ethernet architecture—interconnects not only traffic signals, but also City facilities (e.g., fire stations, libraries, and community centers) through an innovative partnership between the City's Transportation and Information Technology (IT) Departments. Traffic signal and IT data share the same infrastructure, fiber optic cables, and networking equipment. This multi-purpose network encompasses over 450 traffic signals, over 50 closed-circuit television cameras, and over 40 City facilities interconnected by more than 120 miles of fiber optic cable.

To avoid negative aesthetic impacts to historic downtown Greensboro, the hardware in the area was upgraded so the downtown signals communicate with the central system using Ethernet DSL modems. Because the communications serve multiple agencies and purposes, minimizing downtime was critical. To that end, a fully redundant network was designed between each of the communication hubs; therefore, if fiber is cut, the Ethernet equipment will automatically reconfigure the data traffic to use another path. A customized software evaluation and selection process enabled the City to perform real-world testing of alternatives using a bench test environment in the City's signal shop.

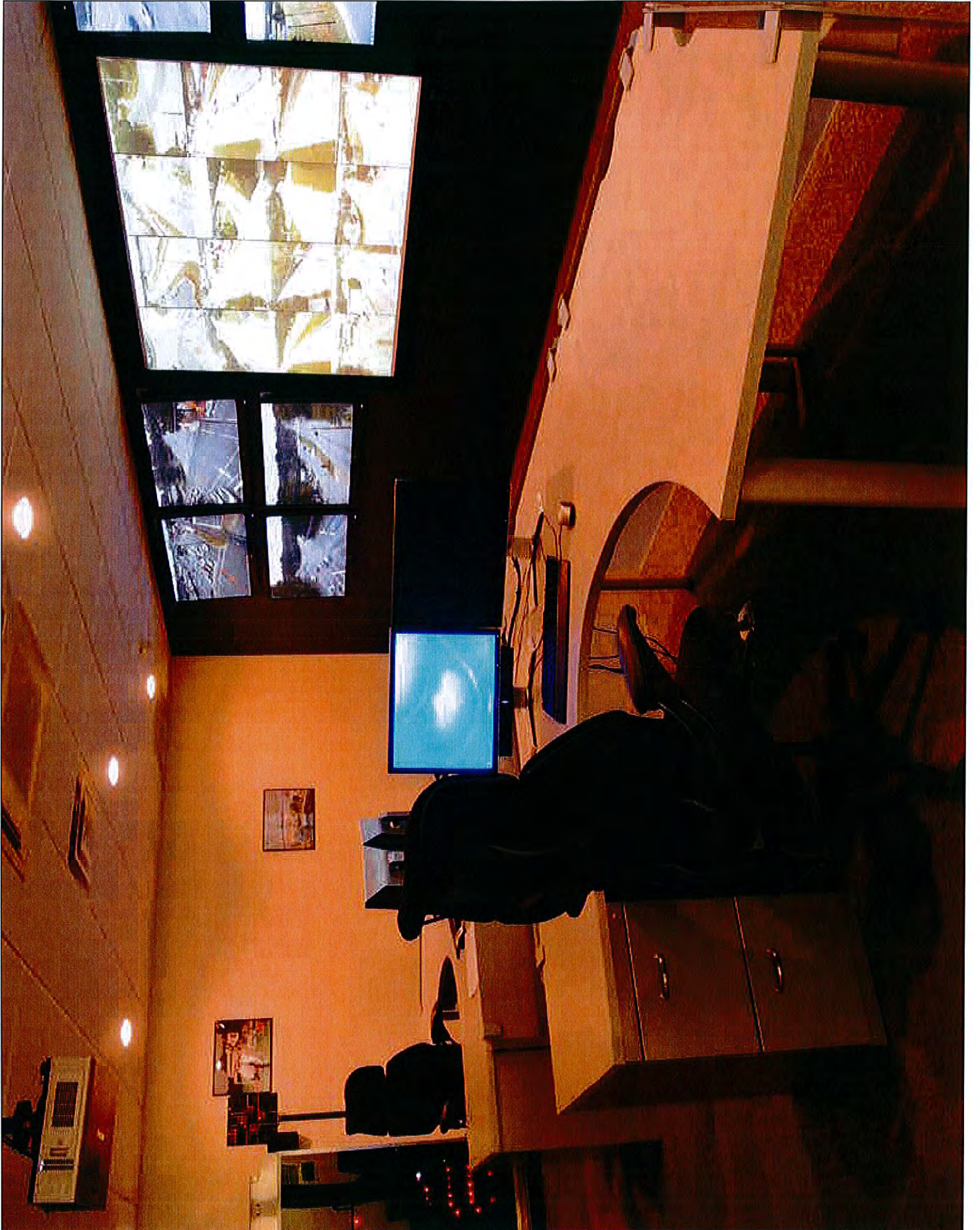
As a result of the improved and expanded signal system, the City of Greensboro's 277,080 residents now experience fewer delays along their roadways: the City estimates "green bands"—the progressive flow of traffic—have been improved by 20% on some corridors. The City also will realize significant cost savings, as the IT Department estimates that the new communications network has the potential to eliminate future annual costs of over \$400,000 that would have been spent on leasing telecommunication resources. This project has the unique distinction of producing benefits for both the residents and leaders of Greensboro.

As lead consultant, Kimley-Horn was responsible for the design efforts to rehabilitate and expand the signal system. The firm also directed public outreach activities and facilitated the evaluation of central system software alternatives.

Kimley-Horn and Associates, Inc. is a Raleigh-based consulting engineering firm with 1,900 employees in 60+ offices nationwide. It is ranked among the top 20 pure design firms in the nation by ENR (*Engineering News-Record*) magazine. Kimley-Horn provides consulting services related to aviation, the environment, land development, transit, transportation, urban planning/landscape architecture, and water resources.

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Photo 1





City of Greensboro Traffic Signal System

2014 American Council of Engineering Companies of North Carolina
Engineering Excellence Awards Competition

Photo 1 Description

The Greensboro Traffic Operations Center enables City staff to monitor real-time traffic video and adjust signal timings as needed.

Photo 2

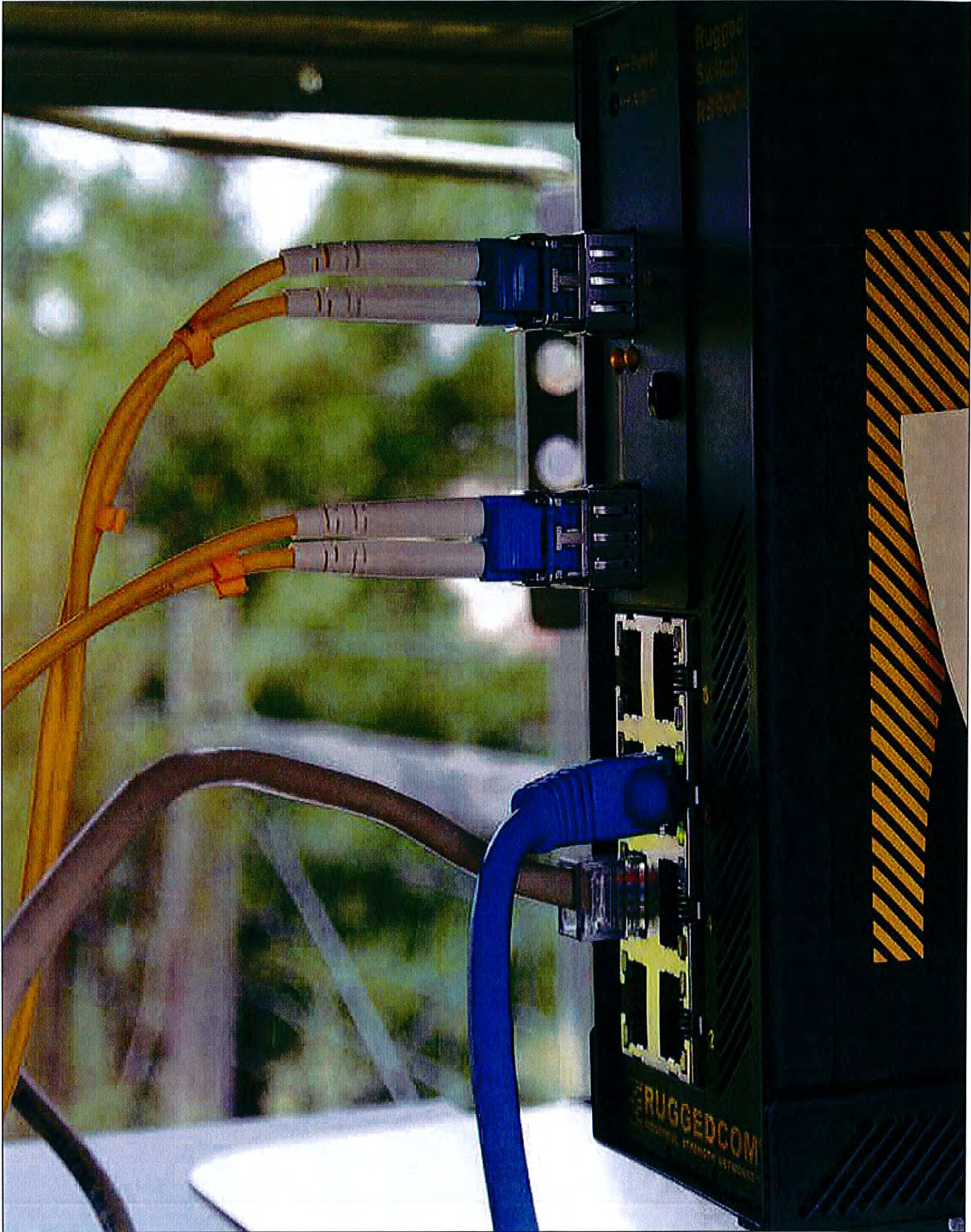




Photo 2 Description

By using Ethernet protocols over new fiber optic cables, the City has implemented a robust communications network that meets the current and future needs of the traffic signal system and City network.

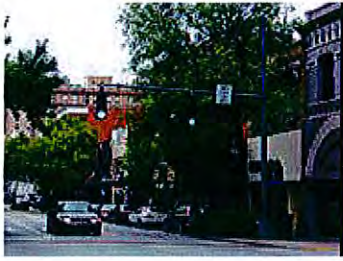
Photo 3





Photo 3 Description

The goals of the traffic signal system are to present more green lights to motorists by coordinating signal timings along a corridor. The expected benefits are a reduction in stops and travel delay.



City of Greensboro Traffic Signal System

2014 American Council of Engineering Companies of North Carolina
Engineering Excellence Awards Competition

Project Description

Role of Entrant's Firm

The City of Greensboro and the North Carolina Department of Transportation selected Kimley-Horn and Associates, Inc. to lead the rehabilitation and expansion of the Greensboro Traffic Signal System. At the initiation of the project (2007), the existing traffic signal system utilized 40-year-old copper cables and outdated serial communications equipment. The central software that managed the system lacked functionality that the City desired. This innovative project aimed to upgrade the



communications network to fiber optic cables for increased bandwidth and use an IP/Ethernet architecture for more reliable, expandable communications. In addition, new central software was to be selected based on the current and future needs of the City.

The Kimley-Horn team was challenged with completing the largest traffic signal system design to date in the state of North Carolina. In addition, through a partnership between the City's Transportation and Information Technology (IT) Departments, the new communications network would be used by the City's enterprise network. The communications network would interconnect not only traffic signals, but also City facilities such as fire stations, libraries, museums, community centers, sports facilities, and administrative offices. All told, the communications network would serve over 450 traffic signals, over 50 closed-circuit television cameras, and over 40 City facilities interconnected by more than 120 miles of fiber optic cable. Moreover, the network has the potential to serve approximately 400 additional mobile users on a City private wireless network.

Kimley-Horn served as the prime designer and lead consultant for this project. Our role included the following:

- Conducting stakeholder meetings
- Developing system functional requirements
- Assisting with the evaluation of central system software alternatives
- Designing the communications network
- Procuring railroad encroachment permits
- Inventorying all existing traffic signal equipment
- Designing the fiber optic cable routing
- Analyzing existing utility conflicts



City of Greensboro Traffic Signal System

2014 American Council of Engineering Companies of North Carolina
Engineering Excellence Awards Competition



- Preparing utility make-ready plans
- Preparing construction plans, details, and project special provisions

All tasks were performed within the framework of the Systems Engineering process.

Role of Other Consultants

Team subconsultants included:

- **TELICS** — Utility Make-Ready and Coordination
- **Kubilins Transportation Group, Inc.** — Data Collection and Signal Cabinet Inventory
- **Sabra, Wang & Associates, Inc.** — Signal System Software Evaluation

Original or Innovative Application of New or Existing Techniques

The design of the Greensboro Traffic Signal System incorporated numerous innovative techniques and technologies, as summarized below.

Interagency Cooperation

- Coordinated discussions between the City's Transportation and IT Departments regarding their needs for the proposed communications network.
- Designed a communications network where traffic signal and IT data share the same infrastructure, fiber optic cables, and networking equipment. This degree of interagency coordination is unparalleled. Agencies typically



City of Greensboro Traffic Signal System

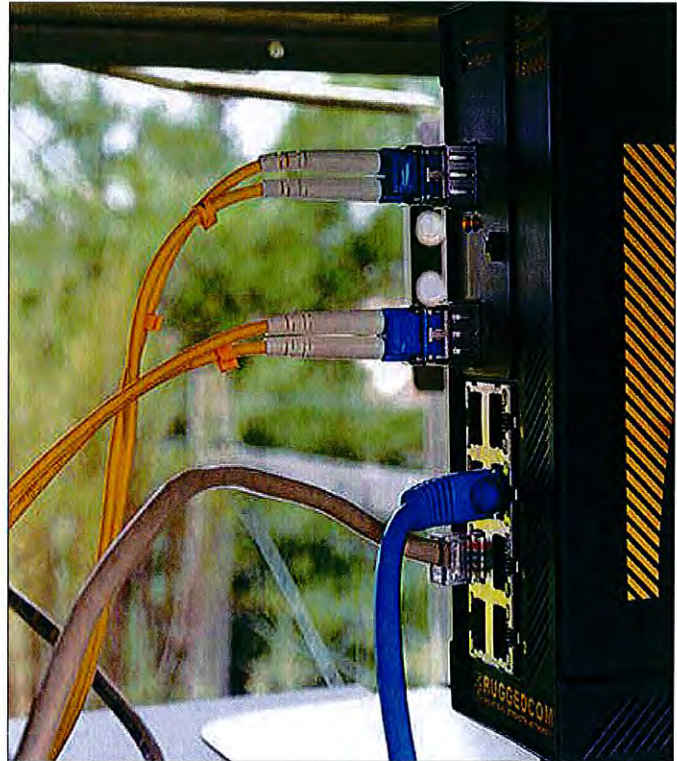
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Engineering Excellence Awards Competition

view their communication needs as “mission critical” and are reluctant to share communication media. In the past, each agency has preferred to own, operate, and maintain its own communications network. As technology advances and networks need to move larger and larger amounts of data, private networks become more expensive.

Software Selection

The Kimley-Horn team developed a signal system software procurement method that differed from the standard practice of low-bid competition.

- The first step was to develop functional requirements for the software, and then rank the requirements based on the City’s needs.
- Next, a Request for Information (RFI) was released whereby software vendors could state their interest in the project and present solutions that met the functional requirements. The six software vendors that submitted responsive information were invited to make a formal presentation and demonstration to the City.
- Using an evaluation matrix developed by Kimley-Horn, the City and project steering committee selected four respondents for site visits. Each vendor selected one of their existing deployments to demonstrate the software’s operations and to provide an opportunity for the steering



committee members to talk with some of the vendor’s clients.

- Another evaluation matrix was used to score the vendors based on the insights gained from the site visits. The vendors’ scores were not significantly different, so all four were invited to participate in the next phase of the selection process.
- A bench test environment was set up in the City’s signal shop for each vendor to install their software to mimic a complete signal system. A hardware-in-the-loop device was used to model traffic on a signalized corridor, and the test controllers and software were able to fully monitor and react to the traffic. Each test environment was maintained in the signal shop for multiple days so signal technicians and system operators could use the software and run it through a number of test cases.



City of Greensboro Traffic Signal System

2014 American Council of Engineering Companies of North Carolina
Engineering Excellence Awards Competition

- A final evaluation matrix was used to score the vendors based on the bench test results. City staff decided they were satisfied with three vendors who had demonstrated that the software would meet the City's needs. These three vendors were prequalified to provide software as part of the traffic signal system contract.

Future Value to Engineering Profession

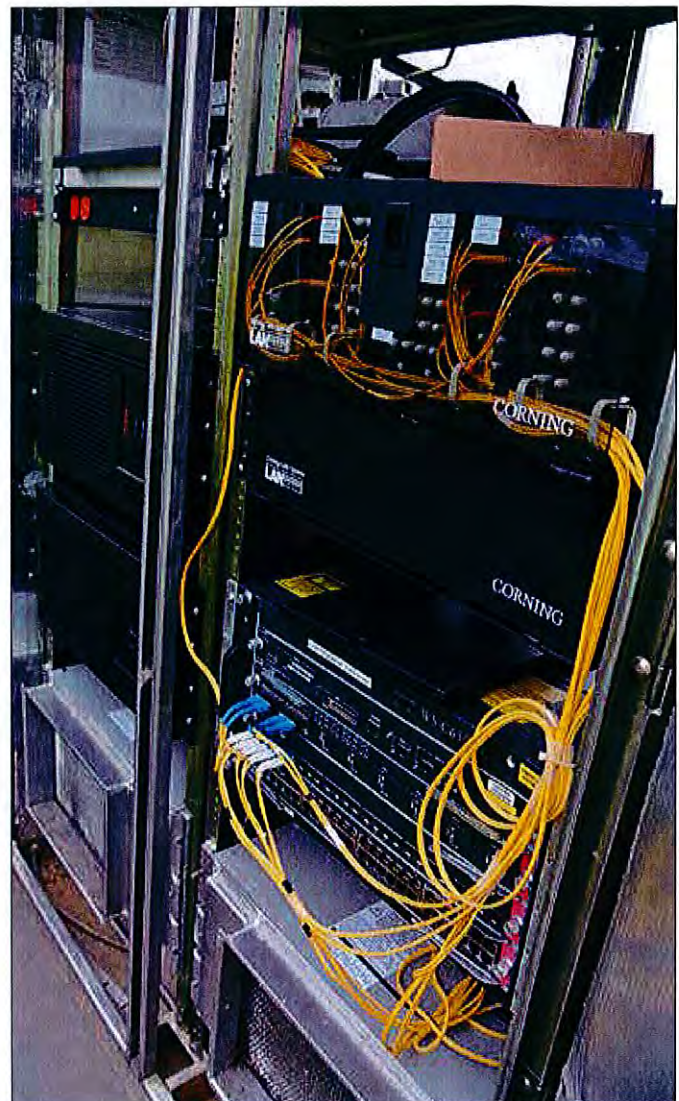
The Greensboro Traffic Signal System has set many precedents that will influence the future of such systems in North Carolina and beyond. These include:

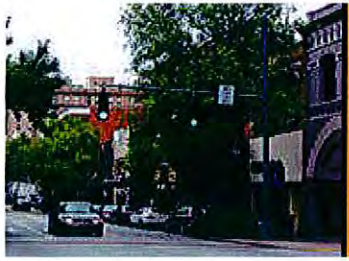
- **Using IP/Ethernet communications for a traffic signal system.** This project has shown that IP/Ethernet is a reliable medium and allows for a greater bandwidth using fewer fibers than similar systems. This greater bandwidth allows the City to deploy more CCTV cameras and dynamic message signs around Greensboro to better serve citizens and visitors.
- **Leveraging the traffic signal system communications with the City's enterprise network.** By sharing the costs of installation for the fiber optic cables, both the Traffic and IT Departments have implemented a cost-effective solution.
- **Establishing a process for evaluating and selecting system software** that enables the client to see firsthand that their preferred option meets identified needs as well as provides additional functionality and value.

Social/Economic and Sustainable Design Considerations

The traffic signal system was designed to have a positive economic impact on the City of Greensboro. The signal system improves the mobility of motorists by minimizing stops and reducing travel delay due to traffic signals. By replacing the outdated serial communications with new fiber optic cables, the downtime of the system is reduced.

By expanding the extents of the system, the City is able to synchronize traffic signals and introduce greater vehicle progression in areas of the city that previously experienced frequent congestion. The City estimates "green bands"—the progressive flow of traffic—have been improved by 20% on some corridors. By using standard communication protocols related to IP/Ethernet, the City has implemented a sustainable system that will not become outdated again in the future and can be easily expanded with new signals or CCTV cameras, as needed.





City of Greensboro Traffic Signal System

2014 American Council of Engineering Companies of North Carolina
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Complexity

The Greensboro Traffic Signal System was a high profile project for the third most populous municipality in North Carolina. One important requirement for the project was to preserve the historic nature of the downtown area and install new features that were aesthetically pleasing. The first complex issue our team encountered was upgrading the traffic signal cabinets and communications in the downtown area. The existing copper communication cables were installed in underground conduits that had collapsed and could not be reused. Rather than installing new underground conduit—which would have been expensive and required excavation of roads and sidewalks—the Kimley-Horn team decided to leave the communications in place and upgrade the hardware instead. The downtown signals communicate with the central system using Ethernet DSL modems that are lower bandwidth, but are reliable.

Another challenge our team faced during the design involved minimizing the downtime of the communications since they would be serving multiple agencies and purposes. To this end, a fully redundant network was designed between each of the communication hubs. Each hub had at least two physically separate paths between the other hubs. This means a potential fiber cut will not interrupt communications between the hubs, as the Ethernet equipment will automatically reconfigure the data traffic to use another path.

Exceeding Owner/Client Needs

As the owner of the traffic signal system and associated communications network, the City of Greensboro already has experienced significant cost savings and is well positioned to realize additional savings in the future. According to the City IT Department, the new communications network required an initial \$1.4 million investment from the Department, but has resulted in an immediate savings of \$480,000 a year in fees for third-party telecommunications service that is no longer needed. The Department also estimates that if the same communications network had been designed and built without the cooperation of the traffic signal system, it would have required a \$5-10 million investment.

Additionally, the IT Department was able to install about 45 Wi-Fi hotspots along major arterials for City staff to wirelessly access the City network. They plan to continuously expand this wireless network; when citywide coverage is achieved, there is the potential to eliminate the vast majority of the 400+ individual third-party wireless cards that cost \$39 a month, saving the City an additional \$187,000 annually. The IT Department Director has called the project a “once in a lifetime opportunity” and credits the City Manager and City Council with the vision to seize the opportunity.





**CITY OF GREENSBORO
FOR IMMEDIATE RELEASE**

Contact: Donnie Turlington
Phone: 336-373-3769

City Honored as a Duke Energy 2013 Power Partner

GREENSBORO, NC (November 15, 2013) – The City of Greensboro has been recognized by Duke Energy for its commitment to responsible energy use and creating lasting value for its organization and the Greensboro community. Named a 2013 Power Partner, the City was selected for its dedicated participation in energy efficiency programs such as savings performance contracts and Duke's Energy Efficiency, Demand Side Management, and Smart Saver Incentive programs.

According to the City's Energy and Sustainability Manager Steve Randall, the City also partners with Duke on its Power Share program, which saves the City money and helps reduce electric demand on the grid. Duke also provides the City emergency back-up generator services for two public safety facilities.

Also named 2013 Power Partners were local, regional and national businesses, a public library, a college, and three school systems. In total, 18 organizations were recognized.

"Duke Energy congratulates the 2013 Power Partner award winners," said Joni Davis, vice president, large account management at Duke Energy. "This diverse group demonstrates that smart energy usage is achievable by organizations of all sizes, across many industries. We applaud their example."

Duke Energy established the Power Partner awards in 1992 to recognize large businesses that achieve exemplary results in energy efficiency, sustainability and business growth.

#

The City works with the community to improve the quality of life for residents through inclusion, diversity, and trust. As the seventh largest employer in Greensboro, the City has a professional staff of 2,800 employees who maintain the values of honesty, integrity, stewardship, and respect. The City is governed by a council-manager form of government with a mayor and eight council members. For more information on the City, visit www.greensboro-nc.gov or call 336-373-CITY (2489).



Current Public Records Requests Update November 15, 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- Staff is continuing to review emails. |
| 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. |
| 7/18/2013 | 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. |
| 8/21/2013 | Mr. Lassiter | Emails: P&R and Developmental Associates from 1-1-12 to 8-18-13 Email: 765 | Staff is reviewing emails as available and Legal is coordinating with the requestor. Released batch 10/16/13. |
| 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 reviewing the requested information. Will be available next week. |



| Date Requested | Requestor | Subject | Status |
|----------------|------------------------|---|--|
| 10/1/2013 | William England | Alleyway South of Market Street between McIver Street and Tate Street | Staff is reviewing for available information. |
| 11/4/2013 | Patrick Williams | RFP for Smartphone CRM App | Legal is reviewing the requested information. |
| 11/7/2013 | Darren West | COG Budget FY12 & FY13; COG Salaries | Staff has provided a link to the requested budget documents and is collecting the remaining requested information. |
| 11/13/2013 | Salisha Ali | Beechwood Apt. 2700 Cottage Place | Staff is collecting the requested information. |
| 11/14/2013 | Deborah Vann Thomas | GPD Policy & Procedure Separation from Employment | Staff is collecting the requested information. |

| | |
|---|------------|
| Weekly Totals (11/12/13-11/15/13): | |
| Number of PIRTS Opened | 11 |
| Number of PIRTS Closed | 18 |
| Average Completion Time | 11.89 days |
| Totals Since January 1, 2013: | |
| Number of PIRTS Opened | 768 |
| Number of PIRTS Closed | 750 |
| Average Completion Time | 8.26 days |

**Public Affairs
Contact Center Weekly Report
Week of 10/28 – 11/3/13**

Contact Center

4847 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 975

IVR/Pay by Phone – 335

Bill Extension – 167

New Sign up – 167

Cutoff Requests – 144

Field Operations

Bulk Guidelines– 66

Mattress Go Round– 57

Dead Animal Pick up – 52

Loose Leaf Collection – 49

No Service/Garbage - 47

All others

Police/Watch Operations – 289

Privilege License – 74

Courts/Sheriff - 47

Parking Enforcement - 41

HR/Employment - 34

Comments

We received a total of 5 comments this week:

Engineering and Inspections – 1 comment:

- Customer from Caudills Electric in Kernersville called to compliment an employee. Caller appreciates how quickly our employee came to do an electrical inspection on a ditch that the customer was trying to get completed before any rain.

Executive - 1 comment:

- I also would suggest Friendly Center was additional cause of the decline of the downtown. I guess the question is who left first; the people or the businesses? We went "uptown" almost every Saturday when I was a child. I was born in Greensboro in 1951 and went to high school and college there. The new Wendover Ave. also impacted my family. We lost our house on Wendover and my dad's business on Battleground Ave.

Field Operations – 1 comment:

- Called to let us know – She apologized. It was her error that she put her can out late. She wants us to let the Solid Waste driver know that she is so very thankful that we were able to come back. She understands she made a mistake by putting it out late.

Transportation – 1 comment:

- Shame on you! How incompetent is the director and staff? I hope you are sued for kicking a blind man and his guide dog off a city bus. Get with the times Greensboro! Again shame on you! Might I suggest the director Google the law?

Water Resources – 1 comment:

- From a landlord: It would help landlords tremendously if they could keep the same account number at a property whenever they needed to transfer the account back into their name. We explained the way the system works. Customer was just making an observation. He has lived in Greensboro since 1990 and the level of customer service has improved dramatically. Everywhere he goes, everyone he talks to is friendly and helpful, be it in person or over the phone.

Overall

Calls about loose leaf collection continued to increase last week. Calls for parking enforcement also increased. Call volume continued to be busy through the end of the week.

**Public Affairs
Contact Center Weekly Report
Week of 11/04 – 11/10/13**

Contact Center

5431 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1282
IVR/Pay by Phone – 384
Bill Extension – 166
New Sign up – 148
Cutoff Requests – 118

Field Operations

Loose Leaf Collection– 143
Mattress Go Round– 54
HHW/Transfer– 52
Bulk Guidelines – 52
Dead Animal Pick up - 42

All others

Police/Watch Operations – 311
HR/Employment – 59
Courts/Sheriff - 56
Privilege License - 52
Parking Enforcement - 39

Comments

We received a total of 2 comments this week:

Water Resources – 2 comments:

- Customer signing up for CIS number stated that it would be very helpful if we put a sentence on the CIS form explaining what we do with the application once we process it. They often call us back asking for the next step, what to expect. Can we include a statement that says that we normally mail the statement back to them unless they specify something else?
- Caller wishes we would allow automatic draft of a credit card, not just checking account, to pay the monthly water bill.

Overall

Calls about loose-leaf collection and calls about employment increased last week. Call volume continued to be busy through the end of the week.



2013
SMALL GROUP MEETINGS

| Small Group Meeting Dates & Times | Councilmember Attending | Person Contacted / Department | Subject | Council Notification Date |
|-----------------------------------|--|---------------------------------|--------------------------------------|---------------------------|
| November 12, 2013 9:30 - 11:00 | Mayor Robbie Perkins, Councilmember Nancy Vaughan Councilmember Nancy Hoffmann | City Manager Denise Turner Roth | Greensboro Performing Arts Center | November 15, 2013 |



City of Greensboro
Grant Applications Submitted

| Grantor | Grants Projects / Description of Purpose | Amount Requested | Department Requesting Funding | Council Notification Date | Status |
|-------------------|--|-------------------------|--------------------------------------|----------------------------------|--|
| Weaver Foundation | Funding will be used to purchase art supplies, posters, printing and ads for the Painting 4 Diversity program a State wide project instituted by International Artist Edwin Gil. The program will provide students with Cultural Stories, crafts and fine art lessons with Diversity as the theme. | \$750.00 | Recreation De | November 15, 2013 | Approved by Department on November 7, 2013 |