



October 28, 2011

TO: Mayor and Members of Council
FROM: Rashad M. Young, City Manager *RMY*
SUBJECT: Items for Your Information

IFYI HIGHLIGHTS

- Contact Center Feedback
- Hilco Fuel Surcharge

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of October 17, 2011 – October 23, 2011.

Follow-up from October 25, 2011 Work Session

Hilco Fuel Surcharge: As a follow-up to a question raised by Councilmember Wade at the October 25 Work Session, attached is a copy of the Fuel Surcharge Chart that is found in the City's contract agreement with Hilco. This outlines what the fuel surcharge percentage will be based on the Department of Energy's Diesel Fuel Price Index for the Lower Atlantic. The second page is a report based on the actual costs of the Hilco fuel surcharge for September 6, 2010 – September 5, 2011.

RMY/mm
Attachments

cc: Office of the City Manager
Global Media Distribution

**Public Affairs Department
Contact Center Weekly Report
Week of 10/17/11 - 10/23/11**

Contact Center

4294 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry - 918
New Signup - 170
General Info - 137
Cutoff Requests - 108
Bill Adjustments - 99

Field Operations

HHW/Transfer - 90
Bulk Guidelines - 85
Repair Can/Garbage - 61
No Service/Garbage - 51
Dead Animal Pickup - 38

All others

Police/Watch Operations - 304
Courts/Sheriff - 68
Police Records - 42
Guilford Metro - 37
Privilege License - 28

Comments

We received a total of 0 comments this week:

Overall

Calls about dead animals remained steady while calls about the loose-leaf collection schedule started to pick up last week. Otherwise, we received the normal mix of calls.

Fuel Surcharge Chart

City of Greensboro
Greensboro, NC

The above pricing for hauling shall increase or decrease by (1%) for every 8-cent increase/decrease in the price of diesel fuel above/below the threshold price of \$1.981 per gallon. Calculations shall be made and become effective the first Monday of each month based upon the United States Department of Energy PADD 1Z Lower Atlantic price or Tuesday if Monday is a Federal holiday.

- 1) A surcharge will be added to all line-haul rates and charges provided in this schedule and subsequent amendments hereto, determined by the table and method below.
- 2) The weekly Department of Energy (DOE) Diesel Fuel Price Index as shown in the Transport Topics and reported by the DOE Index Service, phone no. (202) 586-6966, will be used as announced on the first Monday of each Month, or on Tuesday when Monday is a Federal holiday*.

Average Price/Gallon	Percent of Surcharge	Average Price/Gallon	Percent of Surcharge
\$ 1.421 to \$ 1.500	-7.0%	\$ 3.261 to \$ 3.340	16.0%
\$ 1.501 to \$ 1.580	-6.0%	\$ 3.341 to \$ 3.420	17.0%
\$ 1.581 to \$ 1.660	-5.0%	\$ 3.421 to \$ 3.500	18.0%
\$ 1.661 to \$ 1.740	-4.0%	\$ 3.501 to \$ 3.580	19.0%
\$ 1.741 to \$ 1.820	-3.0%	\$ 3.581 to \$ 3.660	20.0%
\$ 1.821 to \$ 1.900	-2.0%	\$ 3.661 to \$ 3.740	21.0%
\$ 1.901 to \$ 1.980	-1.0%	\$ 3.741 to \$ 3.820	22.0%
\$ 1.981 to \$ 2.060	0.0%	\$ 3.821 to \$ 3.900	23.0%
\$ 2.061 to \$ 2.140	1.0%	\$ 3.901 to \$ 3.980	24.0%
\$ 2.141 to \$ 2.220	2.0%	\$ 3.981 to \$ 4.060	25.0%
\$ 2.221 to \$ 2.300	3.0%	\$ 4.061 to \$ 4.140	26.0%
\$ 2.301 to \$ 2.380	4.0%	\$ 4.141 to \$ 4.220	27.0%
\$ 2.381 to \$ 2.460	5.0%	\$ 4.221 to \$ 4.300	28.0%
\$ 2.461 to \$ 2.540	6.0%	\$ 4.301 to \$ 4.380	29.0%
\$ 2.541 to \$ 2.620	7.0%	\$ 4.381 to \$ 4.460	30.0%
\$ 2.621 to \$ 2.700	8.0%	\$ 4.461 to \$ 4.540	31.0%
\$ 2.701 to \$ 2.780	9.0%	\$ 4.541 to \$ 4.620	32.0%
\$ 2.781 to \$ 2.860	10.0%	\$ 4.621 to \$ 4.700	33.0%
\$ 2.861 to \$ 2.940	11.0%	\$ 4.701 to \$ 4.780	34.0%
\$ 2.941 to \$ 3.020	12.0%	\$ 4.781 to \$ 4.860	35.0%
\$ 3.021 to \$ 3.100	13.0%	\$ 4.861 to \$ 4.940	36.0%
\$ 3.101 to \$ 3.180	14.0%	\$ 4.941 to \$ 5.020	37.0%
\$ 3.181 to \$ 3.260	15.0%	\$ 5.021 to \$ 5.100	38.0%

*Based on PADD 1Z Lower Atlantic pricing

**City of Greensboro
Transfer Station
Hilco Fuel Surcharge**

Date	Rate Per Trailer	Lower Atlantic Diesel Price Per Gallon	Hilco Surcharge	Hilco Surcharge Per Trailer	Number of Loads During Period	Total Surcharge For Period	Total Cost Per Trailer
09/06/10	\$270.83	\$2.880	11%	\$29.79	719	\$21,419.94	\$300.62
10/05/10	\$270.83	\$2.952	12%	\$32.50	755	\$24,537.20	\$303.33
11/01/10	\$270.83	\$3.005	12%	\$32.50	878	\$28,534.65	\$303.33
12/06/10	\$270.83	\$3.144	14%	\$37.92	638	\$24,190.54	\$308.75
01/01/11	\$273.75	\$3.303	16%	\$43.80	868	\$38,018.40	\$317.55
02/07/11	\$273.75	\$3.501	19%	\$52.01	722	\$37,553.03	\$325.76
03/07/11	\$273.75	\$3.850	23%	\$62.96	745	\$46,907.06	\$336.71
04/04/11	\$273.75	\$3.923	24%	\$65.70	748	\$49,143.60	\$339.45
05/02/11	\$254.48	\$4.059	25%	\$63.62	953	\$60,629.86	\$318.10
06/06/11	\$254.48	\$3.891	23%	\$58.53	765	\$44,775.76	\$313.01
07/04/11	\$254.48	\$3.812	22%	\$55.99	769	\$43,052.93	\$310.47
08/01/11	\$254.48	\$3.918	24%	\$61.08	910	\$55,578.43	\$315.56
09/05/11	\$254.48	\$3.833	23%	\$58.53	685	\$40,093.32	\$313.01