



December 23, 2011

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

**IFYI HIGHLIGHTS**

- Contact Center Feedback
- Notice of Council Salary Increase
- Greensboro Historical Museum Leadership
- The Caldwell Center New Operating Hours

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**Contact Center Feedback**

Attached is the weekly report generated by our Contact Center for the week of December 12, 2011 – December 18, 2011.

**Notice of Council Salary Increase**

Attached is a memorandum from Compensation Manager Joseph M. Marro, dated December 22, 2011, regarding the Mayor and Councilmembers 0.75% pay increase, as per the City Charter, effective January 1, 2012.

**Greensboro Historical Museum Leadership**

Attached is a memorandum from Greensboro Library Director Sandy Neerman, dated December 22, 2011, announcing Carol Hart as the new Director of the Museum and Matthew Young as the new Assistant Director. They will be starting with the City on January 17, 2012.

**The Caldwell Center New Operating Hours**

The Caldwell Center in Bicentennial Gardens will change operating hours beginning December 31, 2011. Saturday operating hours will be from 10 am to 5 pm. With the start of Daylight Savings Time, the operating hours will return to Saturdays from 10 am to 6 pm.

DTR/mm  
Attachments

cc: Office of the City Manager  
Global Media

**Public Affairs Department  
Contact Center Weekly Report  
Week of 12/12/11 - 12/18/11**

**Contact Center**

4410 calls answered this week

**Top 5 calls by area**

Water Resources

Balance Inquiry – 973

New Sign up – 175

Cutoff Requests – 104

General Info – 95

Sign up/Owners – 88

Field Operations

Loose Leaf Collection – 131

Landfill/HHW/Transfer – 109

Bulk Guidelines – 92

No Service/Garbage – 63

Electronic Waste – 63

All others

Police/Watch Operations – 251

Courts/Sheriff – 70

Privilege License – 64

Police Records - 57

Guilford Metro – 54

**Comments**

We received a total of **3** comments this week:

**Field Operations – 3 comments:**

- Customer said loose leaf crew collected her leaves on Monday and she wants to tell them what a good job they did. The street is completely clean.
- Customer called the Contact Center and wanted to thank us for excellent service. She was also thankful that the guys came out and picked up her leaves that same day.
- Customer ordered 15 copies of various brochures from Solid Waste yesterday and called to say he received the information today. He is very pleased with the quick response and he feels this is the way government should work.

**Overall**

Calls about loose leaf collection continued to remain steady while calls about the new call-in pick up service for electronic waste increased last week. Call volume was busy through the end of the week.

Human Resources  
City of Greensboro



December 22, 2011

**TO:** Michael Speedling, Assistant City Manager  
Connie Hammond, Human Resources Director  
Tina Jones, Human Resources Deputy Director

**FROM:** Joseph M. Marro, Compensation/HRIS Manager

**SUBJECT:** Pay Increase for City Council

According to the City Council minutes dated August 16, 2005, Council passed a resolution that increased salaries for each of the particular City Council positions (Mayor, Mayor Pro Temp, City Council member) and adjusted the monthly car allowance. The resolution also called for Council salaries to be adjusted annually by “up to 50% of the salary increase amount recommended for staff.” A further adjustment to the resolution capped the annual increase amount for Council at 1.5%. Section 3.03 of the City Charter authorizes the Council to fix the compensation of the Mayor and City Council. It further provides that “adjustments in [such] compensation may be made effective at such time as the Council directs. . . .” The 2005 action directs the adjustment of the compensation of the Mayor and Council based on adjustments in employee compensation. This complies with the Charter provisions. Therefore, effective January 1, 2012, Mayor and Council will receive a 0.75% pay adjustment this fiscal year (equal to 50% of the average budgeted merit increase).

JM

Libraries  
City of Greensboro



December 22, 2011

**TO:** Denise Turner Roth, Interim City Manager  
**FROM:** Sandy Neerman, Library Director  
**SUBJECT:** Museum Leadership

January will bring new leadership to the Greensboro Historical Museum. After a competitive selection process, Carol Hart has been selected as the new Director of the Museum and Matthew Young will be joining the staff as Assistant Director.

Carol Hart has an M.A., A.B.D. in Anthropology from Indiana University and B. A. in Anthropology from Adelphi University. She comes to the job with more than 10 years of executive leadership experience. Ms. Hart most recently served as Executive Director of the Suffolk County Vanderbilt Museum on Long Island, New York. Listed on the National register of Historic Places, the 43-acre estate includes a natural history museum, historic mansion and modern planetarium. The Vanderbilt is an AAM-accredited museum with a budget that is now just under \$2 million and a staff of 11 full-time employees and 65 to 85 part-time employees. In her career Carol has been a curator, museum educator, cultural anthropologist and adjunct professor. Carol Hart will begin her full-time position on January 17, 2012.

Matthew Young has a BA in History from Columbus State University and a Masters in History Education from Troy University. He has been Director of Education of the National Civil War Naval Museum in Columbus, Georgia for seven years and most recently served as Director of Education and Living History at the National Infantry Foundation at the National Infantry Museum in Columbus. Matthew has been a History Instructor at Vincennes University and a featured speaker for documentaries and shows on the Military Channel, the History Channel and the Outdoor Network. Matthew Young will begin his full-time position on January 17, 2012.

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