



May 4, 2012

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

IFYI HIGHLIGHTS

- Water and Sewer Lines Upgrade
- Greene Street Two-Way Conversion
- Contact Center Feedback
- Small Group Meetings
- BetterBuildings Neighborhood Sweeps

Council Follow-up Items

- Water/Sewer Lines Upgrade:
As a follow-up to a request from Councilmember Matheny at the April 10, 2012, Work Session, attached is a memorandum from Water Resources Director Steve Drew, dated April 30, 2012, regarding the City's Water and Sewer Lines Rehabilitation Program.
- Greene Street Two-Way Conversion:
The Transportation Department hosted a public meeting from 4 to 6 pm Monday April 30, 2012 to provide information about the Greene Street two-way conversion traffic study. Sixteen (16) people attended the public meeting and the public is encouraged to provide input through May 14 via the on-line survey <http://www.greensboro-nc.gov/index.aspx?page=2104>.

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of April 23, 2012 through April 29, 2012.

Small Group Meetings

Attached is the Small Group Meetings report for the week of April 27, 2012 through May 3, 2012.

BetterBuildings Neighborhood Sweeps

Attached is a memorandum from Development Division Manager Barbara Harris, dated May 4, 2012, regarding the BetterBuilding Neighborhood Sweeps kick-off meeting scheduled Monday, May 7, 2012, from 6:30pm to 8:30pm at the Eastern Division Police Substation, located at 1106 Maple Street.

DTR/mm
Attachments

cc: Office of the City Manager
Global Media



April 30, 2012

TO: Denise T. Roth, Interim City Manager

FROM: Steven D. Drew, Director Water Resources

A handwritten signature in black ink, appearing to read "S. Drew".

SUBJECT: Water & Sewer Line Rehabilitation

Per your request, historical information concerning the City's Water and Sewer Line Rehabilitation Program is provided in this memo. The City's water distribution and sewer collection systems date back to the early 1900's. Often referred to as "buried assets", water and sewer lines did not receive any significant rehabilitation until the late 1990's. Prior to that, "dig and replace" usually only occurred as a corrective activity. The information presented in the attachments illustrates the linear feet of water lines installed since the year 1900. Lines are divided into 25 year era blocks and sewer lines by 10 year era blocks. The percentage to date of rehabilitation by era of installation is also presented. To date, 2.77% of 1686 miles of waterline and 7.9% of 1595 miles of sewer line has been rehabilitated by use of trenchless technologies such as slip-lining or epoxy lining. Under certain and infrequent circumstances, dig and replace is required and is not reflected in the data attached.

Buried asset rehabilitation programs are based on the risks associated with failures to meet defined levels of service. Water and sewer line age, material of pipe and installation methods are not the only criteria used for rehabilitation schedules and CIP budgeting. Water line pressure, flow, water quality, sewer line infiltration/exfiltration, deterioration, collapse, sanitary sewer overflow (SSO) incidents and capacity reduction are considerations when evaluating the probability of failure.

The City's current annual rate of rehabilitation is 0.6% for water lines and 0.5% for sewer lines. This means that when a new line is put in service, at current funding commitments the City can return in about 200 years to rehab that line. Since the average life cycle expectancy of buried assets is about 80-100 years, it is the goal of the Water Resources Department to set funding levels to achieve a rehab rate of at least 1.0% of its system per year.

SD

Attachment

cc: Michael Speedling, Assistant City Manager

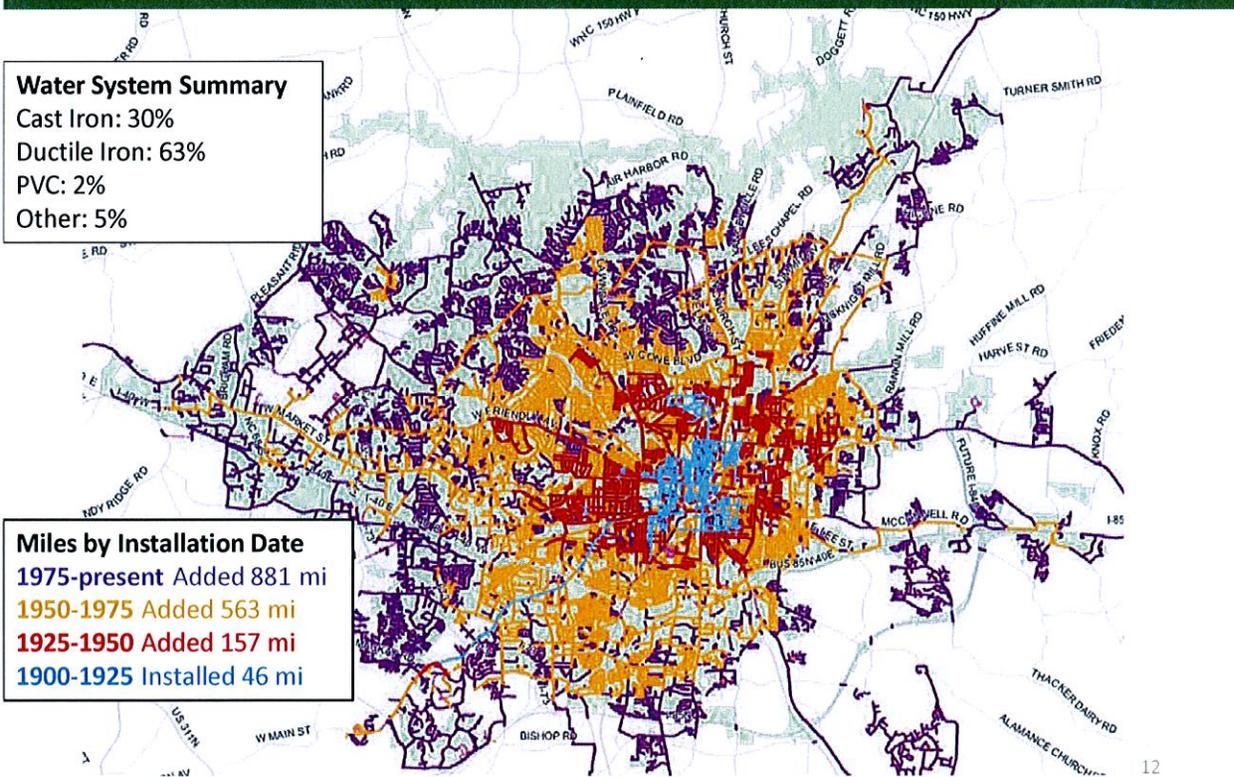
Water Rehabilitation

The current rate of water rehab is 0.6% of lines per year at a cost of \$2.5M.

Year	Feet	Feet Rehabbed	Percent of Time Frame Rehabbed	
1900 to 1925	241,508	19,788	8.19%	
1926 to 1950	829,913	188,587	22.72%	
1951 to 1975	2,974,792	20,047	0.67%	
1976 to Present	4,650,207	17,857	0.38%	
Unknown	204,463	610	0.30%	
Totals	8,900,882	246,889	2.77%	<i>(Total % System Rehabbed)</i>



Water Distribution System



Sewer Rehabilitation and Overflows

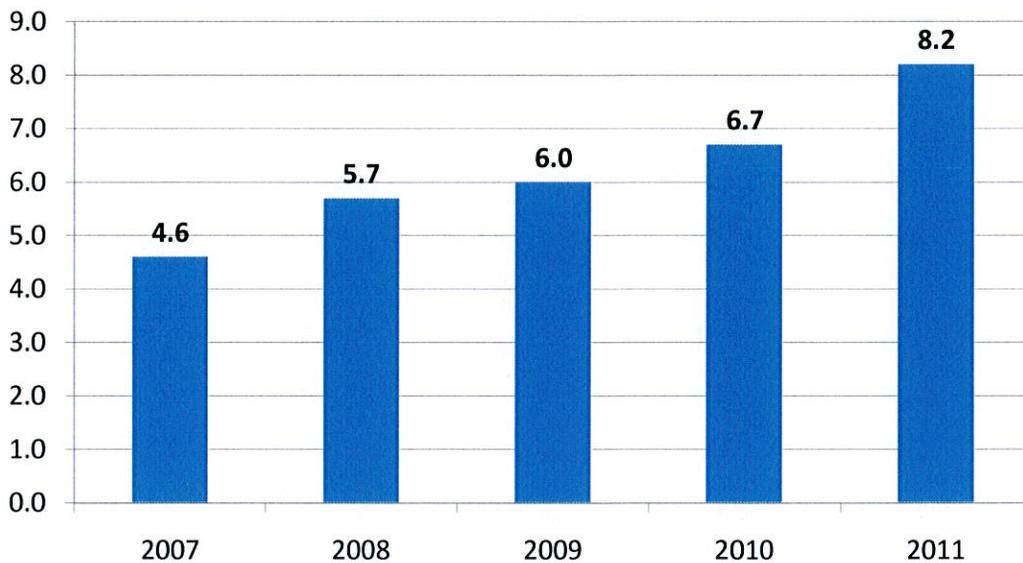
The current rate of sewer rehab is 0.5% of lines per year at a cost of nearly \$4M.

Year	Feet	Feet Rehabbed	2011 Overflows	Percent of Time Frame Rehabbed
1920 to 1929	16,996	5,532	0	32.55%
1930 to 1939	12,973	7,568	9	58.33%
1940 to 1949	22,143	4,950	3	22.36%
1950 to 1959	233,127	26,613	35	11.42%
1960 to 1969	211,011	7,886	13	3.74%
1970 to 1979	467,219	825	18	0.18%
1980 to 1989	515,605	5,182	7	1.00%
1990 to 1999	1,060,374	4,314	6	0.41%
2000 to 2009	1,045,578	5,251	11	0.50%
2010 to Present	76,830	146	0	0.19%
Unknown	4,757,480	537,307	13	11.29%
Totals	8,419,336	605,572	115	7.19%

(Total % System Rehabbed)



Sewer Overflows per 100 Miles of Line



NC DENR recommended threshold is 6.1 overflows per 100 miles

Public Affairs
Contact Center Weekly Report
Week of 4/23/12 - 4/29/12

Contact Center

4706 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1048
New Sign up – 200
Bill Extension – 184
General Info – 163
Pay by Phone – 86

Field Operations

Bulk Guidelines – 105
HHW/Landfill/Transfer – 92
No Service/Garbage – 53
E-waste pick up – 44
Repair Can/Garbage – 42

All others

Police/Watch Operations – 230
Police Records – 94
Courts/Sheriff – 73
Overgrown Lots – 70
Privilege License – 62

Comments

We received a total of **6** comments this week:

Field Operations – 2 comments:

- Caller wants to compliment the Solid Waste driver for regular trash pick-up. Today, some of the waste fell out of the can during dumping and the driver got out of the truck and picked up the trash. Caller wants to express appreciation for the conscientious efforts displayed today. The caller also appreciates the services of the yard waste crew every week.
- Caller wants to thank supervisor for emptying her trash and placing her can back on her property. She was just released from the hospital. She knows how hard they work and she wants to let him know she appreciates all they do.

Parks and Recreation – 1 comment:

- Resident thinks it would be a great idea to have recreation center staff in one central location where they can share information with the community about their programs and services. Instead of contacting the individual recreation centers directly.

Public Affairs – 2 comments:

- Customer wants to share her appreciation for the chat tool. She found it very useful.
- Caller wanted to rent a space for the John Edwards trial, transferred to Parking Enforcement and agent got "out of office" reply after the call was disconnected. We pulled up the number of the caller, called him back and let him know we are tracking down who is available to assist him. Caller complimented us on being proactive, and that we "give the City of Greensboro a good name." "We should have the manager call him when we are due for raises.

Transportation – 1 comment:

- Resident called to say she was happy with the city. She called about a street sign that was being covered by bushes and the city responded very fast.

Overall

Calls about overgrown lots and privilege licenses remained steady last week. Otherwise, we received the normal mix of calls last week.



SMALL GROUP MEETINGS

Date	Councilmember	Department / Person Contacted	Subject	Council Notification Date
April 27, 2012	Councilmembers Nancy Vaughan and Marikay Abuzuaiter, Jim Kee	Parks and Recreation: Greg Jackson Executive: Denise T. Roth	War Memorial Stadium: Meeting with representatives from Sutton-Kennerly & Associates & NC A&T	May 3, 2012



May 4, 2012

TO: Denise T. Roth, Interim City Manager
FROM: Barbara Harris, Development Division Manager
SUBJECT: BetterBuildings Neighborhood Sweeps

A kick-off meeting for BetterBuildings neighborhood sweeps has been scheduled for Monday, May 7, 2012, 6:30 pm at the Eastern Division Police Substation, 1106 Maple Street. Greensboro neighborhoods have been invited to participate in the BetterBuildings neighborhood sweeps effort. These neighborhoods were selected because they have concentrations of housing stock built prior to 1981 and/or because they have concentrations of households with income at or below 205% of the federal poverty level. Door-to-door canvassing for the BetterBuildings program will be conducted in these neighborhoods to provide energy conservation education and opportunities for direct grants or rebates for energy efficiency upgrades to neighborhood residents.

Leaders and other interested members of the five neighborhoods listed below have been invited to learn about the opportunity for their neighborhoods and to participate in planning discussions.

District 1 – Cottage Grove
District 2 – Phillips Ave.
District 3 – Kirkwood
District 4 – Ardmore Park
District 5 – Fairview Homes

One of our goals for the May 7th meeting is to establish a schedule for specific dates that sweeps will occur in each neighborhood. We will forward this schedule (with location details) for members of Greensboro City Council so that they have the opportunity to participate when the sweeps begin. We anticipate that sweeps will begin late May and end early September.

BH

cc: Sue Schwartz, Director