



August 22, 2014

TO: Mayor and Members of Council *JRW*
FROM: Jim Westmoreland, City Manager
SUBJECT: Items for Your Information

UPCOMING MEETINGS

- Aug 26 at 12:00 pm Council Work Session
- Sept 2 at 5:30 pm Council Meeting
- Sept 11 at 12:00 Council Work Session

Gateway Gardens Visitor Center LEED Certified

Attached is a memorandum from Parks and Recreation Interim Director Wade Walcutt, regarding the Gateway Gardens Visitor's Center receiving the Leadership in Energy and Environmental Design (LEED) Silver Certification, by the US Green Building Council.

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of August 8, 2014 through August 17, 2014.

JRW/mm
Attachments

Greensboro Parks & Recreation
City of Greensboro



August 22, 2014

TO: Chris Wilson, Interim Assistant City Manager

FROM: Wade Walcutt, Interim Parks and Recreation Director

SUBJECT: Gateway Gardens Visitor's Center Certified Leadership in Energy and Environmental Design (LEED) Silver

The Gateway Gardens Visitor's Center, located at 2924 E. Lee Street, has received the Leadership in Energy and Environmental Design (LEED) Silver Certification, by the U.S. Green Building Council (USGBC). The LEED rating system is a nationally accepted third party certification program for green building design, construction, and operation.

There are four measures of performance: Certified, Silver, Gold, and Platinum, each based on a set of prerequisites and credits in five key areas: sustainable site development; water savings; energy efficiency; materials selection; and indoor environmental quality. The number of points a project earns determines the level of LEED certification that the project receives. The Visitor's Center is the Parks and Recreation department's first LEED certified building and the first to achieve a silver rating.

The Visitor's Center, which opened in the spring of 2014, is the culmination of collaboration between the Engineering and Inspections, Parks and Recreation, Greensboro Beautiful, Inc., and Cline Design Associates to achieve this distinguished designation. The 5,100 square foot building is located on eleven acres and its completion marks the close of the project's initial phase, which also includes the Michel Family Children's Garden, Rain Garden and Pond, Heritage Garden, Icon Sculpture and Water Feature, and public artwork. Future phases will include additional enhancements to the Visitor's Center, a Wedding & Special Events Garden, a Japanese Garden, and White Oak Forest. Many of the sustainable elements within the project will help to keep the long-term operational costs lower.

WW/nm

cc: Butch Shumate, Facilities Construction Manager
Reginald Lee, Project Manager
Ednasha McCray, Planning & Project Development Manager
Jenny Caviness, Youth & Volunteer Services Manager

Contact Center Weekly Report Week of 08/11/14 – 08/17/14

Contact Center

4000 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 762

New Sign up – 185

IVR/Pay by Phone – 151

Cutoff Requests – 133

Cut on/Same Day – 132

Field Operations

Mattress Collection – 97

Bulk Guidelines – 79

Repair Can/Garbage – 69

No Service/Garbage – 65

Appliance Collection – 44

All others

Police/Watch Operations – 225

Privilege License – 67

Parking Enforcement – 38

Inspections – 36

Courts – 32

Comments

We received a total of 1 comment this week:

Field Operations – 1 comment:

- Caller said the Household Hazardous Waste (HHW) Collection Center is a wonderful service to residents, but wishes it was open on Mondays. It closes too early on Saturday, and if you miss it, you cannot get in again until Wednesdays. The customer does not like carrying hazardous items in their car all week so they have to unload/reload.

Overall

Calls about privilege licenses and calls about inspections increased last week. Call volume was busy through the end of the week.