



March 26, 2010

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

IFYI HIGHLIGHTS

- Contact Center Feedback
- Weatherization Assistance Program
- Snow Program Budget FY09-10
- Neighborhood Walks Program

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 3/15/10 – 3/21/10.

Weatherization Assistance Program

Please find below a summary of information describing the Weatherization Assistance Program that is funded through both stimulus and state funds. If you have any questions, please contact Interim Director of Housing and Community Development, Dan Curry, at (336) 373-2349.

Homeowners, rental property owners, and renters can receive no-cost weatherization assistance for increasing the energy efficiency of homes and apartments in Greensboro and Guilford County. Thanks to the American Recovery and Reinvestment Act (ARRA), funding levels have significantly increased for the State's Weatherization Assistance Program.

The Weatherization Assistance Program in Guilford County is administered by Regional Consolidated Services (RCS). Weatherization is designed to help qualified homeowners and HUD and Section 8 participants receive weatherization assistance at no cost. Examples of weatherization measures are caulking, insulating, sealing air leaks, installing vapor barriers, and replacing existing light bulbs with compact fluorescent light bulbs (CFL's). These improvements can reduce a household's annual energy cost by approximately 30%. RCS expects to weatherize up to 600 homes and apartments in Guilford County in 2010.

Families with incomes below 200% of the poverty income level are eligible for weatherization assistance. For a family of four the maximum income level is currently \$44,100. For more information about the Weatherization Assistance Program, you can call the RCS office in Greensboro at 336-279-8184, or you can visit the office at 122 North Elm Street, Suite M-4, Greensboro, NC 27401.

Snow Program Budget FY09-10

At the March 16th City Council Meeting, Council requested a final budget on the current year snow removal program. Attached is a report from the Director of Field Operations, Dale Wyrick, explaining the snow removal budget for FY 09-10.

Neighborhood Walks Program

Attached is a memo describing a City staff initiative aimed at improving the dialogue between the City of Greensboro's Neighborhoods and City staff.

Public Affairs Department Contact Center Weekly Report Week of 3/15 - 3/21/10

Contact Center

5357 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1148
General Info. – 188
Bill Extension – 124
New Signup – 120
Const. & Maint. – 95

Field Operations

Bulk Guidelines – 118
Appliance – 58
Dead Animal pickup– 43
Pothole Repair - 42
No Service/Recycle - 34

All others

Police/Watch Operations – 428
Warrants – 197
Landfill/Transfer/HHW – 128
Courts/Sheriff - 121
Online Payments – 55

Comments

We received a total of 4 comments this week:

- 1 comment for Environmental Services

Citizen giving high praise to the City for all we do. He loves living here and just wanted to say thank you for all we do.

- 1 comment for Field Operations

Resident called to say thank you to the pothole crew for repairing the large and deep dangerous pothole reported yesterday. This is a newly annexed area and he is not use to such great service. Thank you again.

- 1 comment for Parks and Recreation

Email comment: I would like to let you know about the WONDERFUL help that I received from two workers at the Green Hill/Forest Lawn Cemetery. I was looking for a grave that, according to some research that I had done, should have been in the Forest Lawn Cemetery. However, when I arrived at the section indicated, I couldn't locate the grave. So, I went to the office and asked the person working there if he could help me. He immediately and kindly looked for the grave in the book that he had with him. When he was unable to find it there, he went to the computer in the office and found that the grave was not in the Forest Lawn Cemetery, but in Green Hill. He expressed concern that I might not be able to find the grave easily and offered to not only lead me to the cemetery, but also to help me find the grave once we arrived. Once we arrived at Green Hill, we were greeted by another worker and between the two of these kind and extremely knowledgeable gentleman, we discovered that the grave that I was looking for did not have a grave marker, but they showed me to the place where my relative was buried as well as directed me to others in my family. Without the help of these courteous and again knowledgeable people, I would have spent hours looking around in both graveyards. I wanted to send a note to let the City of Greensboro know that there are some FABULOUS people who work with you to maintain the integrity and the history of the City. As a traveler from another state, it was a great relief to find such helpful people. Please extend my gratitude to those who maintain cemeteries and I regret that I was not thoughtful enough to ask their names, but they left a wonderful impression on me.

- 1 comment for Water Resources

Customer wishes we would go back to quarterly billing.

Overall

Calls about potholes increased last week while calls about dead animals decreased. Otherwise, we received the normal mix of calls last week. Call volume was busy during the first part of the week but slowed down by the end of the week.

Field Operations Department
City of Greensboro



March 25, 2010

To: Rashad M. Young, City Manager

From: Dale Wyrick, PE, Director of Field Operations

Subject: Final Expenditures: FY 2009-10 Snow Removal Program

The purpose of this memo is to provide a final update on the status of the City's current year Snow Program Budget (101-4303-05). As you are aware, this section budget is used for the purchase of materials (primarily salt), contracted equipment (motor graders), maintenance of snow plows, salt spreaders, and brine distribution units, and miscellaneous supplies used in snow and ice removal operations. Personnel and heavy equipment costs are based in the assigned operator's home account, most of those residing in our Streets and Storm Water Maintenance Division. As a general rule, our plan for funding this budget (\$293,000) accounts for about 3 activations of the snow program, with each activation assuming a 2 day duration, and based on removing a typical snow or ice event occurring in Greensboro during the winter season. That "typical" winter plan allows for the purchase of about 2,500 tons of salt and budgets for about 60 hours of 4 contracted motor graders. In a typical Greensboro winter, this plan has proven to be an adequate budgeting strategy.

The winter of 2009-10 has been more severe than typical for Greensboro. This year, Field Operations staff prepared snow equipment for 9 winter weather events. Of those 9 events, six were significant enough to activate our 24-hour snow removal program. Snow removal operators spent 11 days in an actual snow and ice removal mode, either distributing salt brine, spreading salt, or plowing snow from the City's bare pavement system. Due to the severity of this winter, our Snow Program budget (101-4305-05) has realized an overrun of \$220,000, nearly doubling our typical materials & contract equipment budget. Total snow removal costs for Field Operations, including personnel and equipment costs, has amounted to \$1,030,500. A summary of the Field Operations costs is shown on the attachment. In addition, the Equipment Services division provided mechanics and made repairs to snow removal equipment at a cost of \$76,210.

On a positive note, we are reimbursed by the NCDOT for the snow removal services that we provide on state-owned roadways within the city limits. Our total bill to the NCDOT for snow removal services for the 2009-10 winter season will be \$277,579. This reimbursement will help to offset the City's additional costs for this year's snow removal efforts.

Please advise if further information is required.

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CITY OF GREENSBORO
SNOW REMOVAL PROGRAM COSTS

(DECEMBER 1, 2009 THROUGH MARCH 3, 2010)

RESOURCES	UNITS	SNOW REMOVAL PROGRAM COSTS
PERSONNEL COSTS	<u>16,148</u> EMPLOYEE-HOURS	<u>\$249,514</u>
EQUIPMENT COSTS	-5 PICK UP TRUCKS -1 LARGE RUBBER TIRE LOADER -2 MOTOR GRADERS -10 SALT BRINE DISTRIBUTION TRUCKS -40 SNOW REMOVAL TRUCKS WITH PLOWS AND SALT SPEADERS TOTAL OF <u>13,200</u> EQUIPMENT-HOURS	<u>\$389,433</u>
MATERIALS	<u>39,875</u> GALLONS SALT BRINE <u>4302</u> TONS OF SALT SOME CALCIUM CHLORIDE	<u>\$348,753</u>
CONTRACTED MOTOR GRADERS	4 GRADERS FOR <u>39</u> HOURS @ \$158/HOUR PLUS \$1,200 Mobilization (\$300 each); 4 GRADERS FOR <u>21</u> HOURS @ \$200/HOUR	<u>\$42,800</u>
TOTAL COSTS		<u>\$1,030,500</u>
EQUIPMENT MILES DRIVEN	<u>92,399</u> MILES	
FUEL USED	<u>11,549</u> GALLONS	
AREA TREATED, IN LANE-MILES** PER APPLICATION	BARE PAVEMENT SYSTEM*** (PRIORITY 1 & 2 STREETS)= 600 CENTERLINE MILES, OR 1500 LANE-MILES	

**1 LANE-MILE = (5,280 FT x 12 FT)/9 = 7,040 SQUARE YARDS (THIS IS ONE LANE WIDTH ONE MILE IN LENGTH)

***GREENSBORO'S SNOW REMOVAL PROGRAM ALSO PLOWS ABOUT 700 MILES OF RESIDENTIAL STREETS AFTER TREATING PRIORITY 1 AND 2 STREETS WITH SALT & PLOWING CURB TO CURB TO ACHIEVE BARE PAVEMENT



March 24, 2010

TO: Mayor and Member of Council
FROM: Rashad M. Young, City Manager 
SUBJECT: Neighborhood Walks Program

The "Neighborhood Walks Program," or "NWP," is a multi-departmental program led by the Community Relations Division that will coordinate walking tours with the executive team of City government (City Manager's Office and department heads) and neighborhood leaders of different neighborhoods at least ten times per year. A major goal of this program is to continue to develop an informal dialogue between City staff and neighborhood leaders and residents about issues that affect their neighborhood, quality of life, etc. Department heads will engage in the walk and will debrief with the City Manager at a subsequent department head meeting. This debrief would include a discussion of any "low-hanging fruit" that could be quickly remedied, along with consideration of how the more difficult issues facing a neighborhood might be addressed either alone or with other areas facing the same problems.

If successful, information gathered from these walks will help to better inform department priorities and work plans. Your assistance is invaluable in making this effort a success. We would appreciate your input regarding community leaders staff should engage in planning this effort to ensure we have as much feedback as possible from the neighborhoods on how to direct this program.

Next Steps

The Community Relations Division plans to meet with representatives of the Greensboro Neighborhood Congress (representing each City Council district) to help determine the neighborhoods that would benefit from NWP. It is anticipated that neighborhoods would be chosen both by areas of concern and accomplishment. The walks are anticipated to last two hours; will commence at 5:30 p.m.; and, are proposed to occur on either Monday or Thursday, in order to avoid conflicts with neighborhood events or Council meetings. The walks are proposed to commence in the May/June timeframe with one walk per district and another series of walks are scheduled for the September/October timeframe.

It is anticipated that Channel 13 will videotape segments of each neighborhood walk, including interviews with residents, department heads, and Council members as part of a new series, "Focus on Neighborhoods." Each episode will feature a neighborhood that was part of the NWP with an overview of its history, its demographics, aspects which generate pride, and interviews from the evening walk or recorded subsequent to the walk as a complement to the video.

If you have any questions, please advise.

RMY/nls