



March 19, 2010

IFYI HIGHLIGHTS

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

- Contact Center Feedback
- Internal Auditing Reports
- Council Personal Emails
- Operation Aggie Shield
- Length of Time to Speak on Agenda Items

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 03/8 – 03/14/10.

Internal Auditing Reports

The Mayor requested that all internal auditing reports be available to the public on the City's website. All reports issued by Internal Audit will be made available in the near future. We will update you once they are posted.

Council Personal Emails

Recently Council has received multiple requests for city related emails that are from Council's personal email accounts. We have created an email account named Council_Public Emails. This account was created for your convenience. If you choose to use your personal email account, please forward city business related emails to this email address: CPE@greensboro-nc.gov

Operation Aggie Shield

Attached is a flyer regarding Operation Aggie Shield, an all-day emergency mock shooter exercise, which will be held on the campus of North Carolina A&T State University, Friday, March 26, to assess the university's current crisis management and communications systems. The purpose of the mock shooter exercise is to provide participants an opportunity to evaluate current response methods in the event of an active shooter event on campus. The exercise will focus on the university and local emergency responders' command and control coordination, decisions and actions that are necessary to protect and save lives. Key participants include members of the university's crisis management team, campus and other law enforcement agencies, the campus at large, hospitals and media. **It is only a drill.**

Length of Time to Speak on Agenda Items

There were some questions at the last council meeting regarding the length of time for speakers to address certain agenda items. The Council's current rules, which can be located on the back of the Council agenda, are as follows:

- Citizen public comment period. (Each speaker will be allowed a maximum of three (3) minutes on non-agenda items and cannot cede their time to another speaker. Speakers from the floor will be limited to a maximum of thirty (30) minutes.)
- At hearings involving rezoning applications, proponents and opponents shall be provided a total of twenty (20) minutes notwithstanding the number of persons desiring to be heard. Proponents

shall be heard first followed by comments from opponents. Each side may speak a total of five (5) minutes rebuttal.

- Speakers who wish to speak to other agenda items will be allowed a maximum of five (5) minutes.

Council, by its own consent can modify its rules related to time limits on agenda items at its pleasure.

Public Affairs Department Contact Center Weekly Report Week of 3/8-3/14/10

Contact Center

5268 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1261
New Sign-up – 144
General Info. – 114
Const. & Maint. – 111
Bill Extension – 104

Field Operations

Bulk Guidelines – 98
Dead Animal pickup – 60
Appliance – 53
Repair green can - 43
No Service/Bulk - 43

All others

Police/Watch Operations – 392
Warrants – 175
Courts/Sheriff – 122
Landfill/Transfer/HHW - 118
Online Payments – 64

Comments

We received a total of 4 comments this week:

- 2 comments for Field Operations

Customer from Hardie St. called to say thank you. She had called yesterday about a mess someone had left on their cul-de-sac and soon after, three trucks came to clean it up. She seemed impressed with the prompt response and service.

Customer that lives on N. Elm St. is so thankful she lives in Greensboro. She really loves the trash pickup program, those guys are great!

- 1 comment for Public Affairs

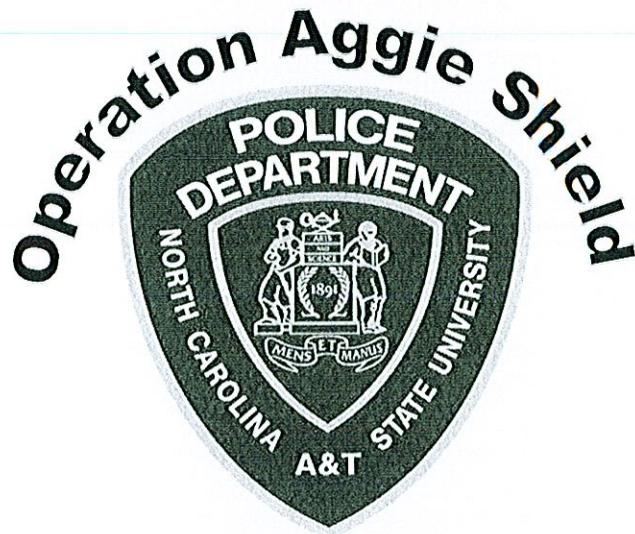
Customer loves tweets (twitter messages) he receives from the City. They are awesome, informative, just wishes there were more.

- 1 comment for Water Resources

Email comment: The \$1.95 fee for making online payments is a HUGE hindrance to people wanting to make online payments. This will drive up regular check/bill pay procedures. If you drop the fee, you will see an increase in online payments and on-time payments.

Overall

Calls about dead animals and bulk collection services added to our volume last week. Call volume was up last week and remained steady through the end of the week.



Friday, March 26, 2010

All-Day Emergency - Active Shooter Drill

North Carolina Agricultural and Technical State University

“Operation Aggie Shield”

You must register for AggieAlert to receive emergency text alerts for campus emergencies



Recent violent events on other campuses have shown
you need to be informed!

Faculty, Staff, Students, Parents, Aggie Neighbors & Surrounding Aggie Community

Register Your Mobile Device and/or E-mail Address Now!

www.ncat.edu/AggieAlert

N.C. A&T will conduct an all-day emergency active shooter drill. The purpose of this drill is to provide an opportunity for participants to evaluate current response concepts for responding to an active shooter event on the campus. The drill will focus on A&T and local emergency responder command and control coordination, critical decisions, and notifications necessary to save lives and protect public health and safety. The role of crisis management strategies will be critical to the overall response effort.

N.C. A&T Police & Public Safety - 336.334.7128