



Memorandum

TO: Mayor and City Council
FROM: Bob Morgan, Interim City Manager
DATE: September 25, 2009
SUBJECT: Items for Your Information

IFYI HIGHLIGHTS

- Contact Center Feedback
- Railway Changes
- US Green Building Council Piedmont Triad NC Chapter

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 9/14/09-09/20/09. (**Attachment**)

Railway Changes

Attached is a copy of a letter from Paul C. Worley, Director of Engineering & Safety for NC DOT describing recent improvements to the railroad corridor in Greensboro. (**Attachment**)

Annual Event: US Green Building Council Piedmont Triad NC Chapter

The US Green Building Council (USGBC) Piedmont Triad NC Chapter is sponsoring its annual event on Oct 1st at the Proximity Hotel. The program and networking event is for all community members interested in learning more about green building and making contacts with others who are actively engaged in all aspects of education, training and implementation of green building activities. Larry Shirley, Director of the NC State Energy Office, will be the featured speaker. He will share how the State is moving forward with green building initiatives as part of the stimulus package and beyond. City Council Members may attend the event for the \$20 registration fee since the City of Greensboro is a member of USGBC. (**Attachment**)

ATTACHMENT

Public Affairs Contact Center Weekly Report for the Week of 9/14/09- 09/20/09

Contact Center

5217 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1585
Bill extension - 207
New customer - 202
Request to cutoff - 79
High usage - 77

Field Operations

Bulk guidelines - 69
No service green - 41
Repair green can - 39
No service brown - 37
Appliance pick up - 34

All others

Police/Watch Operations – 346
Warrants - 240
Landfill/Transfer/HHW – 84
Clerk of Courts - 73
Online payments - 62

Comments

Field Operations

- Resident wants to give a great big thank you to the driver of truck # 2362 for his address as the driver does a great job and it is very much appreciated; wanted management to know.
- Resident stated that the city needs to stop slum landlords from buying in her neighborhood. Property values are down and neighborhood looks terrible with government housing.
- Thanks so much for coming so quickly to repair the can, and also for sending out a recycling calendar, it was lost. Cannot believe it all got done so fast! Thanks for the great job that you do.
- Customer suggests the city make a decal that has all the recyclable items on it and you can stick it inside the lid this way everyone would know what to recycle.
- Green can, and brown cans, really do a good job, just wanted to say thank you!

Overall

Back to normal call volumes last week, with the usual mix of topics, although police calls jumped up quite a bit. Both general police requests and warrant calls went up from last week. Also up were requests for information about water sign-up, as well as owners signing up over the phone. Requests for bill extensions also went up slightly last week.



RECEIVED

SEP 18 2009

City Manager's Office

STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

BEVERLY EAVES PERDUE
GOVERNOR

EUGENE A. CONTI, JR.
SECRETARY

September 16, 2009

Mr. Bob Morgan, Interim City Manager
City of Greensboro
300 West Washington Street
Greensboro, North Carolina, 27401

Dear Mr. Morgan,

As our highways become more congested, it becomes critical the state invest in environmentally friendly transportation alternatives. The North Carolina Department of Transportation has put state and federal transportation funds to work throughout the state to install new signals and construct new tracks to improve our state's rail infrastructure.

Working with the North Carolina Railroad and Norfolk Southern Railway, the NCDOT has recently completed a project to improve the railroad corridor in Greensboro. Tracks have been upgraded and grade crossing signals have been improved to provide added safety protection and accommodated higher passenger train speeds.

With these improvements complete, maximum train speeds at Hilltop Road for the four daily passenger trains will increase from 65 mph to 79 mph beginning October 6, 2009. Norfolk Southern freight trains speeds will continue to operate at a maximum speed of 50 mph along the corridor.

In the coming weeks, the NCDOT will notify local media of the planned speed increase. Also, North Carolina Operation Lifesaver, a national public information and education program designed to prevent and reduce train-vehicle crashes, has recently completed a crossing safety campaign in the Greensboro and High Point areas.

We look forward to the additional safety and train speed improvements in the Greensboro area. If I can be of any assistance or if you have any questions concerning these issues, please contact me at (919) 715-8470 or by email at pworley@ncdot.gov.

Sincerely,

Paul C. Worley
Director- Engineering and Safety

Cc: The Honorable Yvonne J. Johnson, Mayor City of Greensboro
Scott M. Saylor, President, North Carolina Railroad Company
Brad Kerchof, Director Engineering, Norfolk Southern Corporation
Patrick B. Simmons, Director, NCDOT-Rail Division
Mike Mills, PE, NCDOT-Division Engineer
Vivian Speight Bridges, State Coordinator, Operation Lifesaver

MAILING ADDRESS:
RAIL DIVISION
ENGINEERING & SAFETY BRANCH
1556 MSC
RALEIGH NC 27699-1556

TELEPHONE: 919-715-8803
FAX: 919-733-0997

WEBSITE: www.bytrain.org

LOCATION:
CAPITAL YARD
862 CAPITAL BOULEVARD
RALEIGH, NC 27603



PIEDMONT TRIAD NC CHAPTER

Annual Event

October 1, 2009 5:30-8:30pm

Please join us Thursday, October 1, 2009 for our Annual Event.

Speaker: Larry Shirley, Director

NC State Energy Office

Topic: "Sustainable Strategies for NC"

(How the Stimulus Package can impact you)

Location: Proximity Hotel

704 Green Valley Road

Greensboro, NC 27408

Time: 5:30-8:30pm

5:30-6:15 Registration and Networking

6:30-7:30 Program

7:30-8:30 Networking and Cocktails

Cost: \$20.00 Piedmont Triad NC Chapter Members

\$40.00 Non-members

To RSVP by September 25, please go to

<http://ptncusgbcannualevent.eventbrite.com/>.

[Map it here.](#)

For more information, contact Deborah Mertes at Deborah.Mertes@knoll.com.

PO BOX 3445 GREENSBORO, NC 27402-3445

WWW.USGBC-PTNC.ORG

WWW.USGBC-PIEDMONTTRIAD-NCCHAPTER.ORG

WWW.USGBC.ORG