

City Information Website: www.cityofws.org

Help improve city government

New Citizen Suggestion Program gives residents a new avenue for suggesting improvements

Do you have a productive and practical idea for improving city operations? The city wants to hear about it! Through the Citizen Suggestion Program, citizens can partner with city government to help make the city more efficient. The Citizen Suggestion Program gives residents a standing procedure to make suggestions that would improve the city's procedures, equipment, safety and work conditions. Suggestions can also be submitted for saving time or money, said Carrie Collins, the city's director of marketing and communications.

"The city has always welcomed suggestions from citizens that improve the way we do business," Collins said. "But in the past there has been no formal means for doing this. With the Citizen Suggestion Program we now have not only a standing mechanism for offering suggestions, but also a standard procedure for handling suggestions when they are received."

The city can submit suggestions on-line through the city's website, www.cityofws.org. A link on the home page takes visitors to the form. Alternatively, visitors can download the Word.doc file to fill in on their computer and print it, then mail, or they can download the Adobe pdf file to print and fill out by hand, then mail. Suggestion forms are also available by calling the Marketing & Communications Department at 727-2317. The suggestions are received by the city's Marketing and

Communications Department. The department will confirm receipt of the suggestion and then route it to the appropriate department for evaluation and a response.

The department will gather the information necessary to evaluate the suggestion and make a recommendation to the city manager, who has final say over the suggestion. Citizens whose suggestions are implemented will be sent a thank-you letter. If a suggestion is rejected, the citizen will be sent a letter explaining why.

"Local government works best when it is a partnership between the citizens and the government," Collins said. "We see the Citizen Suggestion Program as one more way to improve this partnership."

For more information about the Citizen Suggestion Program, call Marketing & Communications at 727-2317.



City Page

Winston-Salem again ranked as a Top-10 Digital City

For the third year in a row, Winston-Salem has been ranked as one of the top 10 most technology-advanced cities in America of its size by the Center for Digital Government.

Winston-Salem ranked third in the center's 2004 Digital Cities Survey of cities with a population of 125,000 to 249,999. The annual study examines how city governments are using digital technologies to better serve their citizens and streamline operations.

Winston-Salem ranked second in the center's 2003 survey, and 10th in its 2002 survey.

During 2004 the city expanded its digital services by allowing city residents to request services online. Clicking on a link on the city's home page (www.cityofws.org) takes visitors to a form that they can fill out and submit over the Web.

Another new online service allows

contractors to obtain building and other permits over the Internet from the City-County Inspections Division.



City recreation centers are tied to WinstonNet, Winston-Salem's high-speed local network.

In-house, Information Systems has implemented customized work-management systems for several city departments. For example, Utilities uses the systems to maintain information about service requests and the maintenance of water and sewer lines. Requests for repairs capture such details as location, history, and size of pipe. The system provides information on cost and performance measurements for tracking and reporting purposes.

Other digital services that have placed the city in the Top 10 include WiFi on Fourth, the city's high-speed wireless digital "hotspot" along Fourth Street, and WinstonNet. WinstonNet is the high-speed local network, operated by a partnership of local institutions

including the city, that is bridging the "digital divide" by giving all citizens access to the Internet.

Dennis Newman, the city's chief information officer, says the ranking for a third consecutive year proves that the city's commitment to providing digital services is no passing fad.

"We're proud to again rank among the nation's top digital cities," Newman said. "We believe that effective use of information technology not only provides better service to our citizens, but makes us a more attractive community for individuals and companies that are looking for a place to relocate."

The Center for Digital Government and the National League of Cities developed the survey this past summer. Officials responded to a set of 24 questions and ranked their jurisdictions according to a four-point scale, providing Web site addresses and background data for final verification and validation.

Survey questions focused on implementation and adoption of online service delivery; planning and governance; and the infrastructure and architecture that make the transformation to digital government possible.

City to Recycle Christmas Trees

The city of Winston-Salem will recycle your old Christmas tree and put it to good use as mulch for its parks and roadsides.

Inside Winston-Salem's city limits, residents in single-family homes can put their Christmas trees at the curb for pickup for recycling. Vegetation Management has been picking them up since Dec. 29. Please be patient as it may take several weeks to collect all the trees.

People who live in apartments or outside the city limits, or who want to dispose of their trees quickly, can take them to the following locations for recycling:

- Crawford Park, 4226 Oak Ridge Dr.
- Hanes Hosiery Recreation Center, 501 Reynolds Blvd.
- Hanes Park (tennis court parking lot), 625 West End Blvd.
- Little Creek Recreation Center, 610 Foxcroft Dr.
- Old Town Recreation Center (tennis court parking lot), 4550 Shattalon Dr.
- Parkland Park (tennis courts), 1660 Brewer Rd.
- Polo Park (swimming pool parking lot), 1850 Polo Rd.
- Salem Lake (beside the gate), 1001 Salem Lake Rd.
- Sprague Street Recreation Center, 1350 E. Sprague St.
- Ray Agnew Football Complex (parking lot), 3535 Winston Lake Rd.

Trees may be dropped off at these locations through January 31, 2005. Remove all lights, decorations, stands and nails from trees before dropping off or putting out for pickup. For more information, call the Vegetation Management Division at 748-3020.



Keep Winston-Salem Beautiful Honored with President's Circle Award from Keep America Beautiful

Keep Winston-Salem Beautiful was honored with a President's Circle Award from Keep America Beautiful during its 51st Anniversary National Conference in Washington, D.C., on Dec. 2.

The President's Circle Award was introduced this year to recognize exemplary effort by affiliates of Keep America Beautiful to reduce litter, minimize waste, and beautify and improve their local communities.

Keep Winston-Salem Beautiful received the award for meeting Keep America Beautiful's standards of excellence by conducting an annual Litter Index, calculating the cost/benefit ratio of its programs, and encouraging volunteers to take greater responsibility for their community environment. In addition, award recipients must conduct activities in Keep America Beautiful's three core focus areas of litter prevention, waste reduction, and beautification/community improvement, said G. Raymond Empson, the president of Keep America Beautiful.

"Keep America Beautiful is committed to making a simple premise work in communities across the nation: engaging individuals to take greater responsibility for improving their community environments," Empson said. "By enabling people of all ages to participate in community improvement efforts, Keep Winston-Salem Beautiful, Inc. is represented among the best in promoting the values Keep America Beautiful espouses nationally."

Keep Winston-Salem Beautiful was organized in 1979 and today marshals thousands of volunteers annually for such events as the Great Winston-Salem Clean-Up, Big Sweep, Community Roots Day and the Bulb Blitz. In addition, Keep Winston-Salem Beautiful organizes the Clean and Green program in local schools and oversees the Adopt a Street, Adopt a Stream and Adopt a Flower Bed programs.

For more information about the President's Circle Award and opportunities to be a Keep Winston-Salem Beautiful volunteer or sponsor, call 727-8013.



Holiday Collection Schedule for 2005

Garbage Collection

Normal Schedule

- Mon OFF
- Tue Area 1
- Wed Area 2
- Thu Area 3
- Fri Area 4

Martin Luther King Jr. Day

- Observed Jan. 17
Normal Schedule

President's Day - Not Observed

Normal Schedule

Easter - Observed March 25

- Area 1: Monday, March 21
- Area 2: Tuesday, March 22
- Area 3: Wednesday, March 23
- Area 4: Thursday, March 24

Memorial Day - Observed May 30

Normal schedule

Independence Day - Observed July 4

Normal Schedule

Labor Day - Observed Sept. 5

Normal Schedule

Columbus Day - Not Observed

Normal schedule

Thanksgiving Day

Observed Nov. 24 & 25

- Area 1: Monday, Nov. 21
- Area 2: Tuesday, Nov. 22
- Area 3: Wednesday, Nov. 23
- Area 4: Monday, Nov. 28

Christmas - Observed Dec. 26

Normal schedule

New Year's Day 2006 - Normal schedule

Curbside Recycling

Martin Luther King Jr. Day

Normal Schedule

President's Day - Normal Schedule

Normal schedule

Memorial Day - Normal schedule

Normal schedule

Labor Day - Normal schedule

Columbus Day - Normal schedule

Thanksgiving Day

Thursday collected on Friday, Nov. 25
Friday collected on Saturday, Nov. 26

Christmas - Normal schedule

New Year's Day 2006 - Normal schedule

Yard Waste Cart Collection

Martin Luther King Jr. Day

Monday collected on Tuesday, Jan. 18
Tuesday collected on Wednesday, Jan. 19
Wednesday collected on Thursday, Jan. 20
Thursday collected on Friday, Jan. 21

President's Day - Normal Schedule

Easter - Normal Schedule

Memorial Day

Monday collected on Tuesday, May 31
Tuesday collected on Wednesday, June 1
Wednesday collected on Thursday, June 2
Thursday collected on Friday, June 3

Independence Day

Monday collected on Tuesday, July 5
Tuesday collected on Wednesday, July 6
Wednesday collected on Thursday, July 7
Thursday collected on Friday, July 8

Labor Day

Monday collected on Tuesday, Sept. 6
Tuesday collected on Wednesday, Sept. 7
Wednesday collected on Thursday, Sept. 8
Thursday collected on Friday, Sept. 9

Columbus Day - Normal Schedule

Thanksgiving Day

Monday & Tuesday collected Monday, Nov. 21
Wednesday collected on Tuesday, Nov. 22
Thursday collected on Wednesday, Nov. 23

Christmas

Monday collected on Tuesday, Dec. 27
Tuesday collected on Wednesday, Dec. 28
Wednesday collected on Thursday, Dec. 29
Thursday collected on Friday, Dec. 30

New Year's Day 2006

Monday collected on Tuesday, Jan. 3
Tuesday collected on Wednesday, Jan. 4
Wednesday collected on Thursday, Jan. 5
Thursday collected on Friday, Jan. 6

CLIP AND SAVE

The City of Winston-Salem does not discriminate on the basis of race, sex, color, age, national origin, religion or disability in its employment opportunities, programs, services or activities.

CityPage is published through the cooperative efforts of the City of Winston-Salem and the Chronicle. Question or concern about city government services? Call Citizens Service 727-8000.

Mayor: Allen Joiner City Council: Vivian H. Burke, Mayor Pro Tempore, Northeast Ward; Den Besse, Southwest Ward; Robert C. Clark, West Ward; Joycelyn V. Johnson, East Ward; Nelson L. Malley Jr., North Ward; Wanda Merschel, Northwest Ward; Vernon Robinson, South Ward; Frederick N. Terry, Southeast Ward City Manager: Bryce A. Stuart