

# CITIZENS NEWSLETTER

October - December 2020

**MAYOR  
CHUCK ALLEN**



**Goldsboro City Council**

As always, I hope this newsletter finds all our citizens doing well. We have certainly had a stressful and trying 2020. Governor Cooper has recently started relaxing more of the orders in place but I want to remind everyone that we are still battling the COVID-19 pandemic. I encourage all of you to continue to practice good hygiene, social distance and wear a face mask as these practices should help us have fewer cases.

As of this newsletter's creation, we are still uncertain about the scheduling for some of our favorite annual city events: Downtown Lights Up, Jingle in the Park and the Christmas parade. Please check the City's website at [www.goldsboronc.gov](http://www.goldsboronc.gov) or call 919-580-4362 for further information as the events get closer.

The City Council and I continue to focus on improving our community policing efforts, preventing gang and drug activity, and closing down some of our problem businesses that have become a danger to our city, citizens and law enforcement officers. We expect the announcement of our Commission on Accreditation for Law Enforcement Agencies (CALEA) accreditation, which recognizes the professional excellence of the Goldsboro Police Department.

I hope each of you have a great holiday season, stay safe and, as always, please do whatever you can to help your neighbors who might be in need. Also, I ask that you do your part and all you can to help make our city cleaner, safer, and more inclusive for all our

citizens.

As always, please feel free to share your thoughts and comments about our city with me anytime. I look forward to working with our citizens, fellow councilmembers and city staff to make 2021 a great year for our city and citizens. If I can be of any service to you, please let me know. I can be reached at 919-580-4330.

With warmest regards,

Mayor Chuck Allen

## UPCOMING SANITATION CHANGES

### **Veterans Day | Nov. 11**

No changes to scheduled services.  
No bulk waste pickup.

### **Thanksgiving | Nov. 26-27**

Thursday and Friday schedules will be serviced  
Wednesday, Nov. 25. No bulk waste pickup

### **Christmas | Dec. 24-25**

Thursday and Friday schedules will be serviced  
Wednesday Dec. 23. No bulk waste pickup.

### **New Year's Day | January 1**

Friday schedules will be serviced Wednesday Dec. 30.  
No bulk waste pickup.

## UPCOMING CITY COUNCIL MEETINGS\*

Oct. 5 | Oct. 19 | Nov. 2  
Nov. 16 | Dec. 7 | Dec. 21

Council meets at 5 p.m. and 7 p.m.  
\*Subject to change with public notice.

Connect with us on

**nextdoor**

<http://bit.ly/goldsboronextdoor>

# Ghost Tours Are Back This October!

## Travel & Tourism

Take a spooky tour through some of Goldsboro's historic spots.

See a different side to Goldsboro with our spooky Ghosts of Goldsborough Tours. Choose the Downtown Ghost Tour to discover the dark past of our historical Downtown or the Goldsboro Bridge Battlefield Tour, and learn all about its history of war, spirits and death.

Face coverings are required. Tours are completely outdoors and limited to 20 people. Spacing for social distancing will be encouraged.

Downtown Ghost Tour Dates: 10/16 & 10/30 (Downtown tours start and finish at Well-Traveled Beer)

Battlefield Dates: 10/9 & 10/23 (Tours start and finish at the Goldsboro Bridge Battlefield Site)

Tours are 7-9 p.m. There's approximately 1.5-2 miles of leisurely walking for each tour, so wear comfortable shoes and bring your cameras. These tours are \$15 per person and spots are limited. Register today by visiting [www.totallyflytours.com](http://www.totallyflytours.com). More details are available on the website.



## Goldsboro IT Department Wins Award for Website Chatbot Feature

An innovative chatbot application earned the City of Goldsboro's Information Technology department a Center for Digital Government Project Experience Award. Goldsboro was one of 30 municipalities recognized during the fourth annual Government Experience Awards. The awards recognize the achievements and best practices of states, cities and counties that are radically improving the experience of government and pushing the boundaries of how citizen services are delivered.

"Our state and local government winners this year demonstrated that focusing on the government experience provides a foundation that played a vital role in responding and adapting to the uncertainties and disruptions of 2020," said Dustin Haisler, Chief Innovation Officer for the Center for Digital Government. "This year's winners employed innovative methods and technologies to transform their government experiences, including leveraging citizen-centric platforms such as Mississippi's myMS; employing AI to perform sentiment analysis on chatbots; and infusing



**PROJECT WINNER**

[govtech.com/government-experience](http://govtech.com/government-experience)

digital services enterprise-wide for both internal and citizen-facing services."

The chatbot, which was created in-house, uses artificial intelligence to improve engagement with residents. Users can access the feature on the City's website or text their questions to 919-580-4299. The chatbot knows the answer to more than 32,000 questions. It can help residents find job openings, councilmember information, and trash and recycling schedules. Residents can also use the chatbot to report potholes, issues with traffic signals and more.

ATTENTION GOLDSBORO RESIDENTS:

# BECOME INVOLVED IN CITY GOVERNMENT

*Apply to serve on a board or commission.*



The City of Goldsboro is always soliciting applications from residents interested in serving on advisory boards and commissions. These boards and commissions give residents an opportunity to become actively involved in their community by providing recommendations to the City Council.

Goldsboro residents who wish to be considered for appointment to one of the boards and commissions when positions are available are invited to submit a completed application to the City Manager's Office. To access an application or for a listing of all City boards and commissions, visit <https://bit.ly/servecog>. You can also pick up an application at City Hall, 200 N. Center St. For more information, call 919-580-4330.

## REMINDER from the Inspections Department

All business registration renewals were due July 1, 2020. If you have not renewed your business registration for 2020, please contact the Inspections Department at 919-580-4385 or drop by to see us at the City Hall Annex, 200 N. Center Street.

If your company has relocated, or if you are opening a new business, you will need a business registration. The annual business registration is beneficial to assist in the management of the City's zoning and public safety responsibilities.

The Inspections Department is open from 8 a.m. to 5 p.m. Monday through Friday to assist business owners/contractors with their inspections and permitting needs.

We have made a few changes to accommodate COVID-19 requirements, and we are committed to making sure customer service remains a priority.

Please feel free to come in or call 919-580-4385 or 919-580-4389 for assistance.



## Yard and Bulk Waste Service Reminders

### Leaves:

- Make sure to rake leaves into a pile at the curb no later than the night before the scheduled recycle day.
- Due to heavier volumes during leaf season, there may be possible delays to the normal schedules.

### Bulk Waste:

- Bulk waste pick up service is provided to residential customers with active water accounts and is a FREE service.
- Bulk waste pick up is limited to no more than six items per pick up address.
- Residents must call ahead to schedule a pick up prior to the pickup day.
- Bulk waste pick up is provided weekly on Wednesdays unless it is a holiday week. Bulk waste will not be collected during the week of a holiday.

For more information, visit [www.goldsboronc.gov/public-works](http://www.goldsboronc.gov/public-works) or call 919-734-8674.



**the RIDE CITY**  
GOLDSBORO, NC

**SATURDAY  
OCTOBER 17<sup>TH</sup>, 2020**

**JOIN US FOR THE SECOND ANNUAL  
RIDE THE CITY EVENT IN GOLDSBORO!**

**MEET AT**  
The Hub  
100 E. Chestnut Street, Goldsboro, NC 27530  
Advanced: 7:30 am Check-in  
Intermediate: 8:30 am Check-in  
Beginner: 9:30 am Check-in

**BRING YOUR OWN BIKE**  
All are welcome to participate!  
Please bring your own bike & helmet!

**THREE ROUTES**  
Beginner (1.2 miles)  
Intermediate (7.9 miles)  
Advanced (13.7 miles)

**FREE GIVEAWAYS**  
60+ lucky people will receive a free bicycle helmet!  
All participants will receive free giveaways!

**REGISTER NOW**  
This event is completely free!  
[www.goldsboroparksandrec.com/register](http://www.goldsboroparksandrec.com/register)

**FOR MORE INFORMATION, CALL:**  
**(919) 739-7488 or (919) 739-7489**

**Parks & Recreation**  
Goldsboro, NC

**GOLDSBORO**  
BE MORE DO MORE SEYMOUR

**BICYCLE WORLD**

**Special Populations**

**DO IT DOWN TOWN**  
GOLDSBORO  
Member, National Recreation City



Representatives from Cooper's Tavern recently presented a check for \$4,725 to the Goldsboro Fire Department to help fund the restoration of the 1919 LaFrance fire engine. Cooper's Tavern hosted a golf tournament Sept. 26 to raise money for the LaFrance restoration. The engine is the oldest existing piece of the City's motorized firefighting equipment. The engine, which is currently stored at Goldsboro Fire Station Number 5, will cost around \$70,000 to refurbish. Potential future uses include public display, parade participation and carrying the caskets of fallen firefighters. Visit <http://www.dgdc.org/product/1919-lafrance-fire-engine-donation/> to learn more or to donate.

**DO NOT LITTER**  
PUT TRASH IN ITS PLACE.



**Time is running out.**  
**Respond now.**



Visit [2020census.gov](http://2020census.gov)  
or call 844-330-2020  
to respond by Oct. 31.

**Shape  
your future  
START HERE >**

United States®  
**Census  
2020**

# Recycling Guidelines

Keep unacceptable items out of the recycling bin.

## ACCEPTED



**Plastics 1 & 2:** Cleaning bottles and containers (put pumps in the trash); food and beverage tubs, jugs and bottles (keep lids and caps screwed on); bathroom bottles (put pumps in the trash)



**Paper:** Mixed paper, office paper, glossy paper, envelopes, Post-it notes, newspapers, magazines, phone books and catalogs, paper towel rolls, paper bags, flattened food boxes, paperboard and cardboard (free of food stains only)



Aluminum, tin, steel cans (quick rinse)



**Please do not bag your recyclables.**

## NOT ACCEPTED

Aluminum foil or trays  
Aseptic containers  
Broken glass  
Clothing or fabric\*\*  
Dishes or cookware  
Electronics\*\*  
Food waste\*\*  
Glass\*\*  
Hardcover books  
Hazardous waste\*\*  
Household trash  
Light bulbs  
Liquid waste (paint, cleaners, etc.)  
Medical waste  
Motor oil/pesticide containers

Paper plates and paper towels  
Plastic bags and wrap\*  
Scrap metal or wires\*\*  
Shredded paper or Styrofoam  
Tanglers (cords, hoses, wires, etc.)  
Wax boxes  
Window or mirror glass  
Yard waste

\* Take clean and dry plastic bags and film back to the grocery store to recycle separately and/or take to a public or private drop-off recycling facility.

\*\* These materials can be taken to a public or private drop-off recycling center to be recycled separately.