



# The City of Morgantown

Susan Sullivan, PCM  
389 Spruce Street, Room 16  
Morgantown, West Virginia 26505  
(304) 284-7426 Fax: (304) 284-7430  
MorgantownWV.gov

August 31, 2012

## **City Officials ask for Your Help Reporting Dangling Tennis Shoes**

*Great strides have recently been made to remove these shoes from the lowest cables city-wide.*

MORGANTOWN – The City of Morgantown has had great success recently with the removal of shoes that are dangling from the lowest of the wires, belonging to Frontier Communications, and is reaching out to its residents to help identify remaining trouble spots around town.

Regardless of how or why they ended up there, inspections have shown that most of these shoes hang from the lowest cables – phone lines, which belong to Frontier Communications.

“Our residents often walk and bike around town, and noticed tennis shoes hanging in a lot of places,” said City Manager Terrence Moore. “The City reported them to Frontier, and I was really surprised to see the speed with which they responded to the issue.”

Chip Vanalsburg, General Manager of Frontier Communications, reports that a total of 48 shoes have been removed from the phone lines and cables along Richwood Avenue, Locust Street, Forest Avenue, Price Street, North Spruce Street, Cornell Avenue, College Avenue, and Yoke Street in the last month. Additionally, Frontier has already identified more on Price, Spruce, and Yoke Streets that they will be addressing in the near future.

Anyone who notices shoes hanging on telephone wires can easily report it one of three ways:

- 1.) Visit [MorgantownWV.gov](http://MorgantownWV.gov). Click “Citizens Request for Service,” found under Residents. Click Make A Request in the menu bar, select the Streets & Sidewalks Category, and find [“Reporting Shoes on Overhead Lines.”](#)
- 2.) Take a picture on your phone and use the Mobile Connect App to report the issue. (Directions for use follow this press release.)
- 3.) Call the City Manager’s Office at 304-284-7405.

Reports can be made anonymously in any of these ways.

***If you would like to schedule an interview with City Manager Terrence Moore, please call the City Manager’s Office at 304-284-7405, Monday through Friday, between the hours of 8 a.m. and 5 p.m.***



# The City of Morgantown

Susan Sullivan, PCM  
389 Spruce Street, Room 16  
Morgantown, West Virginia 26505  
(304) 284-7426 Fax: (304) 284-7430  
ssullivan@cityofmorgantown.org

Communications Office

## Citizen Request Manager Application

The City of Morgantown has had a Citizen Request Manager service available online for some time. Now it's available at your fingertips while out and about in Morgantown.

By downloading the "Mobile Connect CRM" App by developer Govpartner, you can access requests for service and help our city achieve its highest quality of life. You can simply snap a picture of the issue or situation, upload it to your request form, and a City Official will return your request quickly. This can be used to report a BOPARC facility needing maintenance or attention, reporting unregistered rental locations, Rail Trail maintenance, animal abuse, or even vandalism or recurring parking problems.



- 1.) Download the "Mobile Connect CRM" app on your Apple or Android smartphone. (There are a few – be sure it's the one from GovPartner.)
- 2.) When it's open, click the Settings gear icon in the upper right hand corner to select your site – ours is listed as "MorgantownWV"
- 3.) You're now set up to "Create a Request" for service. The app will save any locations you've recently used, and you can "View Requests" you've already submitted and see the progress.

iTUNES APP STORE LINK



ANDROID APP STORE LINK



We hope that Morgantown residents will welcome our new efforts to expand our presence online and make it easier for our busy citizens to interact with its government. With the implementation of these new services, the Communications office will no longer be uploading news and information to the CityofMorgantown Wordpress site. Please update any bookmarks you might have in your browser to the News page at <http://www.morgantownwv.gov>, or add our site to your RSS feed reader to get notifications when news is posted.

*If you have any questions, please contact the Communications office Monday through Friday between the hours of 9 a.m. and 3 p.m. The number there is (304) 284-7426.*