Office of the City Manager
City of Greensboro

GREENSBORO

August 26, 2011

IFYI HIGHLIGHTS

- Contact Center Feedback
- 9/11 Day of Service: City Cost Breakdown
- COPS Compliance Site Visit
- Assistance to Firefighters Grant

TO: Mayor and Members of Council

FROM Rashad M. Young, City Manager

SUBJECT: Items for Your Information

Contact Center Feedback
Attached is the weekly report generated by our Contact Center for the week of August 15, 2011 – August 21, 2011.

9/11 Day of Service and Remembrance City Cost Breakdown
As a follow-up to Council's request at the August 16, 2011, City Council meeting, attached is a memorandum from Assistant City Manager Denise Turner Roth, dated August 26, 2011, providing a breakdown of the City's costs in support of the Volunteer Center's 9/11 Day of Service and Remembrance.

Community Oriented Policing Services Compliance Site Visit
Attached is a memorandum from Police Chief Ken Miller, dated August 26, 2011, providing feedback from the Department of Justice's Community Oriented Policing Services (COPS) after accessing the Police Department's compliance with the $4.6 million grant that was awarded in 2010.

Assistance to Firefighters Grant
Attached is a memorandum from Grants Manager Susan Crotts, of Planning and Community Development, dated August 25, 2011, notifying Council of a grant that will be submitted by its September 7, 2011, deadline. This item will be on the agenda of the September 13, 2011, City Council meeting, for Council's approval, as this grant requires 20% matching funds, $6,000.

RMY/mm
Attachments

cc: Office of the City Manager
Global Media Distribution

Public Affairs Department
Contact Center Weekly Report
Week of 8/15/11 - 8/21/11

Contact Center
4531 calls answered this week

Top 5 calls by area

Water Resources	Field Operations	All others
Balance Inquiry– 948	Landfill/HHW/Transfer - 126	Police/Watch Operations – 242
New Sign up – 262	Bulk Guidelines – 115	Business Line - 198
General Info – 148	Repair Green Can - 78	Courts/Sheriff - 69
Due Date - 123	No Service/Garbage - 55	Police Records - 37
Cutoff Requests - 118	General Info - 42	Overgrown Lots - 30

Comments

We received a total of **5** comments this week:

Field Operations – 2 comments:

- Two weeks ago customer called in to have street repairs done on Spring Garden St. at the Pepsico plant. He is very pleased with the prompt service and the actual repairs. He says the street looks good, very smooth, and no longer a bumpy ride.

- Customer wanted to go on the record saying she is disappointed to hear how recycling is handled in the city. She is used to being able to recycle many more items with much less restrictions. She plans to address the community sustainability council.

Public Affairs – 2 comments:

- Caller wanted to thank the Contact Center for always being here and for being real human people willing to help instead of a recording or IVR.

- Caller wanted to pass on a compliment to the city. She thinks it is wonderful that when she calls 373-2489 she reaches a live person who can give her the answers to help her. She appreciates that the prompts let her select residential or business.

Water Resources – 1 comment:

- $1.95 fee is ridiculous. Online payments should be at no charge.

Overall

Calls for the City's new business line were up as the Contact Center began answering calls for this line on August 15th. Calls for overgrown lots and Police Records decreased last week. Call volume was busy through the end of the week.

Office of the City Manager
City of Greensboro

GREENSBORO

August 26, 2011

TO: Rashad M. Young, City Manager

FROM: Denise Turner Roth, Assistant City Manager

SUBJECT: 9/11 Day of Service and Remembrance: City Costs

At the August 16, 2011 City Council Meeting, Council approved the issuance of $15,000 in cash or in-kind services to the Volunteer Center in support of the 9/11 Day of Service and Remembrance event.

Based on the estimated cost and expense to the City in support of this event, I suggest we provide $10,000 of in-kind services and $5,000 in cash.

The Coliseum will discount the use of the Amphitheatre rental fees valued at $5,000. We cannot off-set an additional $10,000 in cost for rental of the Amphitheatre, as the cost is for event staffing, stagehands, stage cover rental, and other similar fees which are third-party expenses.

The Greensboro Police Department (GPD) and Fire Departments (GFD) are loaning equipment displays and labor on-site for Community Outreach at the event, which is valued at $4,000 ($2000 per department). In addition, the GPD can absorb approximately $1,000 in Police labor towards the associated traffic management.

We will also support the event through media and community outreach efforts, using the City's web-site and e-mail distribution lists, which reaches roughly 35,000 people.

If you have any questions or concerns, please advise.

DNT/mm

Police Department
City of Greensboro

GREENSBORO

August 26, 2011

TO: Mr. Rashad Young, City Manager

FROM: Ken Miller, Chief of Police

SUBJECT: Feedback from the Community Oriented Policing Services (COPS) Site Visit

On August 25, 2011, a representative from the Department of Justice's Community Oriented Policing Services (COPS) visited Greensboro to assess the Police Department's compliance with a $4,600,230 grant that was awarded in 2010 to pay for 30 additional officers.

Mr. Alex Edwards met with more than 20 law enforcement, City and community representatives to learn first-hand about our community policing strategies. In a very collaborative dialogue, leaders discussed our community policing efforts including public safety priorities and the Strategic Coordination of Resources (SCORE) initiative. Community members and police representatives further shared crime prevention efforts such as National Night Out, "Get Locked", and Crime Prevention through Environmental Design (CPTED). The group also discussed problem-solving initiatives such as the Center City Resource Team Graffiti Reduction Operation, the High Point Road/Lee Street Corridor Strategic Plan, and the Citizens Advisory Council.

In addition to reviewing our community policing activities, Mr. Edwards was here to ensure compliance with the provisions of the grant, and offer technical assistance. He spoke favorably of our financial review and program implementation. Mr. Edwards will provide formal results in a report from the COPS office within a month.

KM

cc: Mr. Michael Speedling, Assistant City Manager
Ms. Denise Turner Roth, Assistant City Manager

Planning & Community Development
City of Greensboro

GREENSBORO

August 25, 2011

TO: Rashad M. Young, City Manager

FROM: Susan Crotts, Grants Manager

SUBJECT: Assistance to Firefighters Grant Application Submission: Fitness Equipment

The Greensboro Fire Department plans to submit a grant application for fitness equipment for fire stations to the US Fire Administration of the Federal Emergency Management Agency. The grant application deadline is September 7, 2011. The Fire Department will request that City Council consider approving the application at their next Council meeting on September 13, 2011.

The Assistance to Firefighters Grant funds the purchase of one piece of cardiovascular exercise equipment in twelve (12) Fire Stations. The Greensboro Fire Department is committed to the health and fitness of its personnel in order to provide optimal performance for our citizens on emergency scenes, as well as to reduce injuries and the costs associated with workers' compensation.

If approved by Council and awarded by FEMA, this grant will enable the Fire Department to help reduce workers' compensation costs, as the City Medical Director recommends members of the GFD increase their cardiovascular health and reduce their body weight. According to the City Medical Director, firefighters are far less likely to be sick, injured, or permanently disabled on the job if they maintain an optimal fitness level.

The Grant requires a 20% match. The application is planned for a total amount currently estimated at $30,000.00, with $22,000.00 from FEMA funds and the local match of $6,000.00 included in the total. The Fire Department has budgeted funds towards the purchase and maintenance of fitness equipment. These funds would be utilized towards the matching funds should the grant be awarded. Additional details will be provided to Councilmembers in the agenda packet for the September 13, 2011, City Council meeting.

Please contact Battalion Fire Chief Daniel Laszlo at (336) 279-1418, for any additional information.

SC

cc: Michael Speedling, Assistant City Manager