Office of the City Manager
City of Greensboro

GREENSBORO

October 5, 2012

IFYI HIGHLIGHTS

- Food Trucks Program
- Minimum Housing Compliance
- Disparity Study Focus Groups
- Hope Project / 2nd Chance Program

TO: Mayor and Members of Council

FROM Denise Turner Roth, City Manager DTR

SUBJECT: Items for Your Information

Council Follow-Up Items

Food Trucks Program

As a follow-up to the pilot program, we will provide weekly updates, attached is a memorandum from Assistant to the City Manager Mary Vigue, dated October 5, 2012, providing an update on the first week of the pilot Food Truck Program.

Minimum Housing Compliance

As a follow-up to a request from City Council at the September 18, 2012 and October 2, 2012 Council meetings, attached is a memorandum from Planning and Community Development Zoning Administrator Mike Kirkman, dated October 5, 2012, regarding the process for minimum housing code compliance and the status of all cases referred from the Greensboro Fire Department. This is the first in a series of updates that staff will provide to council. These represent some of the cases in which Council is most concerned about.

Disparity Study Focus Groups

Attached is a memorandum from Centralized Contracting Division Manager Susan Crotts, dated October 3, 2012, providing a progress update on the disparity study focus groups and plan to bring their recommendation to Council in November.

Hope Project / 2nd Chance Program

Attached is a memorandum from Interim Parks and Recreation Director Chris Wilson, dated October 1, 2012, regarding the conclusion of the Hope Project/2nd Change program.

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of September 24, 2012 through September 30, 2012.

Small Group Meetings

For the week of September 28, 2012 through October 4, 2012, there were no small group meetings between City Staff and [more than two but less than five] Councilmembers.

DTR/mm
Attachments

cc: Office of the City Manager
Global Media

Office of the City Manager
City of Greensboro

GREENSBORO

October 5, 2012

TO: Denise Turner Roth, City Manager

FROM: Mary Vigue, Assistant to the City Manager

SUBJECT: Commerce Place Food Truck Pilot Program Update

Eleven mobile food unit operators submitted applications for inclusion in the Food Truck Pilot Program on Commerce Place during the month of October. Selection was completed for the first four full weeks running October 1st through October 26th. Any changes to the schedule will be posted as we are made aware on the city website at www.greensboro-nc.gov/foodtrucks and on twitter.com using the #GSOFoodTruck hashtag.

Data is still being collected on the amount of people in attendance and revenue collected by truck operators and will be shared as available. Initial numbers reflect that the first two days of the pilot had over 400 people in attendance.

Some questions and concerns regarding noise and traffic were raised during the first full week of the pilot. The first concern was the blocking of part of Commerce Street impeding the flow of traffic. Staff is working to ensure that the area is not blocked off until after 9:30am each weekday morning and the barricades removed once the shift is over at 2pm. Due to safety issues and the inability to place the trucks on the curb because of the meters, staff is not recommending leaving the side of Commerce Street open for traffic while the trucks are operational and serving patrons.

Another issue that was raised involved the noise from the food trucks' generators. The City Manager's Office asked the Police Department to conduct a noise test on Commerce Place while the generators were running at lunchtime. GPD found that the generators and noise from the pilot program were not violating the noise ordinance. An officer was positioned on the west side of Commerce Street approximately 25 feet from the Taste of Creole truck which has an external generator that is positioned on the median and assumed to the loudest generator on Commerce Street. The reading was taken over a 30 second period and registered a 74. The daytime noise threshold is set at 85 so this is well below the allowable limit. In addition, it should be noted that there was obvious ambient noise in the area including general traffic and other generators.

Staff will provid weekly updates addressing concerns and providing available information.

MV

Planning and Community Development
City of Greensboro

GREENSBORO

October 5, 2012

TO: Denise Turner Roth, City Manager

FROM: Mike Kirkman, AICP, CZO, Zoning Administrator
Co-Manager, Current Planning and Compliance

SUBJECT: Status of all houses referred by Greensboro Fire Department for Minimum Housing Compliance

During the September 18, 2012 City Council meeting staff was requested to provide information on the status of all properties referred to minimum housing code compliance by the Fire Department. Staff was also asked about the status of open/vacant properties secured following initial housing investigations. Following is a brief summary of the process for minimum housing compliance and the status of cases referred from the Fire Department.

Minimum Housing Process – Code Compliance Officer
Once a property is referred to PCD, a minimum housing code compliance officer inspects to determine what violations are present. A property is deemed in violation of the minimum housing code when there are more than 5 minor violations (peeling paint, broken screens, etc.) or 1 major violation (foundation damage, no power or heat, or other structural damage). Fire damaged properties will typically have enough damage to be in violation of the minimum housing code.

Once the housing violations are identified, all owners and parties with financial interests in the property (as determined by a title search) must be notified of the violations and hearing date (no later than 30 days from the issuance of the notice) via certified mail (as required by general statute). Notification to all parties may take several weeks. Fire damaged units are typically ordered vacated by the Fire Dept. if needed. Other units deemed to have imminent threats to health and safety are given 48 hours to correct the violations or to vacate the property.

The housing compliance hearing (held by the inspector) allows the owner(s) to outline their plan to make the necessary repairs. Following the hearing, an Order to Repair, Alter/Improve or Demolish is issued by the inspector granting 30 days to make the necessary repairs. Extensions to this time period may be granted in 30 day increments, when the owner is able to demonstrate progress or when extenuating circumstances warrant additional time. By statute the compliance officer cannot grant more than 270 days in extensions.

Minimum Housing Process – Minimum Housing Commission
Cases are referred to the Minimum Housing Commission if the owner does not Repair, Alter/Improve or Demolish within the timeframe granted by the inspector. The role of the Minimum Housing Commission is to review the actions of the compliance officer and hear from the owner and other interested parties. In taking cases to the Minimum Housing Commission, PCD and legal staff must review the case history and verify that all required steps were completed appropriately.

The Minimum Housing Commission will either uphold the action of the compliance officer or may grant additional time at the owner's request. If the Minimum Housing Commission upholds the inspector an Ordinance for Demolition is passed. All owners and parties of interest are mailed notice of the outcome of the Minimum Housing Commission hearing and findings are also recorded at the courthouse. The owner still has 90 days to Repair, Alter/Improve or Demolish or may enter into a Bond and Contract Agreement with the City to make necessary repairs (within 6 months). If during the 90 day period the owner has not Repaired, Altered/Improved or Demolished, City legal notifies PCD staff to move forward with the order issued by the Commission and the property is referred to Engineering and Inspections (asbestos inspection, abatement if required and demolition). Engineering and Inspections follows established bid procedures to secure a contractor to demolish the property. A lien is then assessed by the City to the property for the cost of the demolition.

Referrals from Fire Department
Forty-six cases have been referred from the Fire Dept since early 2011 (since installation of current software program). Currently, data is not collected by PCD on the date the fires occurred.

- 6 cases closed
- 2 cases are on hold pending the completion of title searches by Legal
- 2 cases on hold due to litigation or foreclosure
- 8 cases pending the initial hearing
- 23 cases are under orders to Repair, Alter/Improve or Demolish
- 5 cases have been referred to the Minimum Housing Commission

Minimum Housing Overall Program Update
Staff has visited all properties with active minimum housing cases and confirmed that vacant units were secured. Staff is also scheduled to visit these properties on a regular basis (approximately once a week) to ensure these properties remain secured while minimum housing compliance actions continue.

Staff will provide in coming weeks a detailed report on the status of all active cases, timeframe for action, number of cases referred to Minimum Housing Commission (and status), written history of 2208 W. Florida and Lexington Ave. properties and proposed actions going forward to ensure that all cases are monitored and enforced for compliance as required by City ordinance.

Please feel free to contact me at 373-4649 with any questions or concerns.

MK

	Active Housing Cases referred to Code Compliance by GFD		
	In Hearing Process*		**Entry Date**
1	3210 ORANGE ST	Hearing Notice Issued - Hearing Date 10/10/2012	9/4/2012
2	809 DILLARD ST	Hearing Notice Issued - Hearing Date 10/10/2012	8/27/2012
3	613 JULIAN ST	Hearing Notice Issued - Hearing Date 10/24/2012	8/27/2012
4	2015 TWAIN RD	Hearing Notice Issued - New owner, Hearing Date 10/8/2012	2/24/2011
5	3104 SUMMIT AVE F	Hearing Notice Isued - Hearing Date 10/1/2012	8/28/2012
6	3102 SUMMIT AVE A	New owner identified, issuing new Hearing Notice	5/15/2012
7	2208 W FLORIDA ST	New owner identified, issuing new Hearing Notice	1/18/2012
8	2401 MAYWOOD ST	Hearing Notice Issued - Hearing Date 10/12/2012	8/7/2012
	* After Hearing is held an Order to Repair is Issued (if all owners/parties of interest signed for Hearing Notice sent Certified Mail)		
	On Hold - Reason Stated		**Entry Date**
1	804 DILLARD ST	In Foreclosure - Issued notice to secure 9/20/2012	8/22/2011
2	1702 QUAIL DR	Order Expired 3/28/2012 - property in litigation (potentially has a new owner)	12/28/2011
	In Order to Repair or Extension Stage		**Entry Date**
1	1120 CALDWELL ST	Order Expired - Owner making repairs	5/10/2012
2	2116 WYTHE ST	Order Expired - Owner making repairs	2/27/2012
3	2212 BRITTON ST	Order Expired - Owner making repairs	2/6/2012
4	827 PINE ST	Order Expired - Owner making repairs	1/3/2012
5	908 LEXINGTON AVE B	Order Expired - Owner making repairs	12/20/2011
6	2503 KERSEY ST	Order Expired 12/29/2011 - owner making repairs, permits pulled	7/14/2011
7	3318 HORSE PEN CREEK RD	Order Expired 3/28/2012	1/25/2012
8	402 W MEADOWVIEW RD	Order Expired 3/5/2012 - owner making repairs, permits pulled	12/28/2011
9	300 N REGAN ST	Order Expired 5/2/2012	9/29/2011
10	319 CRAIG ST	Order Expired 7/6/2012	3/21/2011
11	6878 IRONWOOD CIR	Order Expired 8/10/2012 - owner making repairs, permits pulled	6/7/2012
12	3507 N CHURCH ST A	Order Expired/Condemned - Owner making repairs very slowly	3/19/2012
13	303 OCONNOR ST	Order to Repair Expired - attempted reinspection	1/3/2012
14	1905 GROVE ST	Order to Repair Expired 7/23/2012 - owner waiting on insurance	11/28/2011
15	23 LOCH RIDGE DR	Order to Repair Issued - Order Expires 10/10/2012	7/25/2012
16	219 YORK ST	Order to Repair Issued - Order Expires 10/10/2012 Issued notice to secure - due 10/1/2012	6/1/2012
17	706 UNION ST	Order to Repair Issued - Order Expires 10/15/2012	7/30/2012
18	4415 ANDERSON ST	Order to Repair Issued - Order Expires 10/18/2012	7/19/2012
19	618 MARSH ST	Order to Repair Issued - Order Expires 10/5/2012	7/23/2012
20	303 AVALON RD C	Order to Repair Issued - Order Expires 9/24/2012	7/19/2012

21	1506 SEVENTEENTH ST	Owner has applied for money through HCD Programs	4/23/2012
22	3626 HOLTS CHAPEL RD	Owner making progress, permits pulled	7/26/2012
23	1522 LOVETT ST	Owner making repairs	8/13/2012
	* Once Order to Repair due date is due inspector may grant up to 270 days (in 30 day extensions) if owner is making repairs to property, waiting on funding, etc.		
	Completed Cases		Entry Date
1	922 PICHARD ST	Property demolished	4/26/2012
2	4703 WAKEWOOD DR	Owner completed repairs - case closed	1/25/2012
3	200 SPRING GARDEN ST 1407	Owner completed repairs - case closed	8/5/2011
4	1526 W MEADOWVIEW RD	Owner completed repairs - case closed	5/3/2012
5	1123 E LINDSAY ST	Case Closed - Owner completed Repairs	3/1/2012
6	5607 WATERPOINT DR	Case Closed - Owner completed Repairs	6/7/2012
	Referred to Minimum Housing Commission**		Entry Date
1	1511 RANDOLPH AVE	Minimum Housing Commission Agenda - October 9, 2012	12/16/2011
2	1019 WILLARD ST	Referred to go before Minimum Housing Commission	3/7/2012
3	2828 LEO DR	Referred to go before Minimum Housing Commission	2/7/2012
4	8 LANCER CT	Referred to go before Minimum Housing Commission	4/15/2011
5	1000 W FLORIDA ST	Referred to go before Minimum Housing Commission	2/9/2012
	** A referral to MHC means the inspector has requested this be heard because the owner in their opinio has abandoned the intent to repair (no progress is being made - no comm)		
	Cases are heard in the order they are received (unless a special case) and after being verified that ALL legal processes and procedures were followed.		
	Waiting on Completed Title Search***		Entry Date
1	809 ROCKETT ST	Title Search requested to Legal - 8/15/2012 - need in order to issue Hearing Notice next	8/13/2012
2	1729 DUNBAR ST	Title Search requested to Legal - 9/7/2012 - need in order to issue Hearing Notice next	8/6/2012
	*** Once the title search is returned from Legal a Hearing Notice may be issued, it may be referred to MHC, or on hold (if in foreclosure, bankuptcy)		
Total Cases			
46	Data as of 9/17/2012		

Financial and Administrative Services
City of Greensboro

GREENSBORO

October 3, 2012

TO: Denise Turner Roth, City Manager

FROM: Susan E. Crotts, Centralized Contracting Division Manager

SUBJECT: Progress Update on Disparity Study Phase 2

The Community Relations Steering Committee, which was appointed to review the recommendations of the Disparity Study and to get input from the community, recently conducted five focus group meetings at Barber Park to receive feedback from local business leaders. The following highlights the results of the public input sessions:

- Over 500 invitations to the focus group meetings were mailed to firms that have done business with the City since 2007;
- 43 people attended the meetings, representing construction prime and subcontractors, developers, professional and other service providers and community partners
- Focus group participants responded to three questions:
    1. What is working in Greensboro?
    2. What is not working?
    3. What resources are needed?
- 300-plus comments from attendees;
- Themes that were most common across the three questions included: Access, Accountability, Business Development Assistance, Certification, Communication, Databases (State nd City), Education, Marketing, Networking, Outreach, Partnering, Performance Evaluation, Program Design, Program Management, Resource Needs and Web Technology;
- The highest number of the comments addressed what resources are needed, followed by comments on what's not working, and the smallest amount of commentary provided on what is working.

To date, the Committee has identified recommendations from the disparity study that it will support in the development of the City's revised approach to increasing business with historically underutilized businesses. Committee members are currently in the process of reviewing the focus group feedback to determine additional recommendations that may be included for City Council's consideration.

Participants of the initial focus groups will be invited for a follow up meeting in November to learn about how their feedback is being used and the committee's recommendations. Additional information on the committee's progress will be provided to you as it becomes available.

SC

Parks and Recreation Department
City of Greensboro

GREENSBORO

October 1, 2012

TO: Sandy Neerman, Assistant City Manager

FROM: Chris Wilson, Interim Parks and Recreation Director

SUBJECT: Hope Project/2nd Chance Program

The Hope Project/2nd Chance Program formally concluded on September 30, 2012. This grant based program was not awarded necessary funding from the State of North Carolina's Department of Public Safety for the next fiscal year.

The Hope Project was a collaborative effort that sought to steer kids from gangs and gang-related activity. The program assisted at risk youth in finding needed services through referrals and outreach in the schools and high crime communities. The 2nd Chance Program sought to address the needs of level 2 juvenile offenders with high risk behavior in Guilford County for serious school behavior issues, gang involvement or association with delinquent peers and issues with parental supervision.

Through providing these programs and the principles they encourage, we have grown as a department. We plan to implement the key elements learned throughout our current programming. The department will also continue to work with other agencies across the community to serve youth identified with similar needs. We appreciate the efforts of staff over the last 5 years to serve the community in this capacity.

CW/jc

cc: Jenny Caviness, Youth & Volunteer Services Manager
Daniel Maxson, Administrative Services Manager

Public Affairs
Contact Center Weekly Report
Week of 9/24/12 – 9/30/12

Contact Center
4643 calls answered this week

Top 5 calls by area

Water Resources	Field Operations	All others
Balance Inquiry – 813	Bulk Guidelines – 77	Police/Watch Operations – 341
IVR/Pay by Phone – 228	No Service/Garbage – 69	Privilege License – 64
New Sign up – 196	E-Waste Pick up – 52	Courts/Sheriff - 62
General Info – 138	Repair Can/Garbage – 49	Streetlight Outage - 53
Bill Extension – 124	HHW/Landfill - 44	Employment - 45

Comments

We received a total of **3** comments this week:

Field Operations – 2 comments:

- Caller wants to thank the crew that cleaned up yard waste dumped in the field across from his address. He said he called on one day and we came out the next day to take care of it. Thanks for taking care of the mess so fast.

- Caller asked earlier to have a pothole repaired and was surprised and pleased with our rapid response. She called back to thank the City for the rapid response to her request.

Water Resources – 1 comment:

- It is ridiculous that the cashiers cannot see information about payment extensions when an arrangement is made. Because of that, I got bad information when I came to pay, causing an extra penalty and possible cut off. They should be able to see the information so that they can tell me what I owe correctly.

Overall
Calls related to the new pay by phone system for water bills continued to increase last week. Calls about streetlight outages also increased. Call volume was steady through the end of the week.