



November 30, 2012

TO: Mayor and Members of Council
FROM: Denise Turner Roth, City Manager
SUBJECT: Items for Your Information

Council Follow-Up Items

- **Status of Waste Management & Recycling Task Force Recommendations**

As a follow-up from a request from Councilmember Bellamy-Small at the November 7, 2012 Work Session, attached is a memorandum from Field Operations Director Dale Wyrick, dated November 28, 2012, providing the list of recommendations identified by the Solid Waste & Recycling Task Force.

- **Eva Foster Update**

As a follow-up to requests from Council at the November 20, 2012 City Council meeting, attached is a memorandum from Deputy City Manager Jim Westmoreland, dated November 30, 2012, providing an update on the concerns raised by members of the community regarding the Eva Foster case.

- **Concrete Usage on Sidewalks and Driveways on City Projects**

As a follow-up to a request from Mayor Perkins at the November 20, 2012 City Council meeting, attached is a memorandum from City Engineer Ted Partrick, dated November 28, 2012 regarding the concerns expressed by a resident regarding the quality of the concrete construction on the two projects was not consistent.

- **Glenwood Neighborhood Plan Update**

As a follow-up to a request from Councilmember Vaughan at the November 20, 2012 City Council meeting, attached is a memorandum from Planning and Community Development Director Sue Schwartz, providing a summary on the Greater Glenwood Neighborhood plan.

- **Street Performers/Buskers Ordinance**

As a follow-up to a request by Councilmember Vaughan at the November 27, 2012 Work Session, attached is a memorandum from City Attorney Mujeeb Shah-Khan, dated November 30, 2012, providing a draft version of a proposed Street Performers/Buskers Ordinance.

- **Downtown Appearance and Good Repair Code**

As a follow-up to a request by Councilmember Matheny at the November 27, 2012 Work Session, attached is a memorandum from City Attorney Mujeeb Shah-Khan, dated November 30, 2012, providing a draft version of the proposed Downtown Appearance and Good Repair Code.

ReCommunity Contract Negotiation Update

Attached is a memorandum from Field Operations Director Dale Wyrick, dated November 30, 2012 providing an update on the contract negotiation with ReCommunity for the processing and marketing of recovered recyclables.

Holiday Parade

Attached is a press release regarding the closing of several roads in the downtown area that will be closed on December 1 for the City's Annual Holiday Parade. The street closures will begin at 7am and should be open no later than 3pm.

Boards and Commissions Workshop

Attached is a memorandum from Planning and Community Development Director Sue Schwartz, dated November 30, 2012, regarding the Boards and Commissions workshop that has been scheduled for December 13, 2012 at 10am to 3pm at the Cultural Arts Building.

Façade and Retail Grants

Attached is a list of all of the façade grants approved by Downtown Greensboro, Inc. (DGI), and a list of the retail grants approved by Downtown Greensboro Improvement Corporation (DGIC) over the life of the two programs.

Latino Community Outreach

Attached is a memorandum from Deputy Police Chief Dwight Crotts, dated November 27, 2012, providing an update on the efforts to improve the relationship between the Latino community and the Greensboro Police Department.

Water Bills Mailed Late

Attached is a memorandum from Water Resources Customer Service Manager Jeff Kimel, dated November 29, 2012, regarding water bills that had been mailed late due to an error from the vendor.

Greensboro Child Response Initiative

Attached is information on the Greensboro Child Response Initiative.

Contact Center Feedback

Attached are the weekly reports generated by our Contact Center for the weeks of November 12, 2012 through November 25, 2012.

Small Group Meetings

Attached is the Small Group Meeting report for the weeks of November 16, 2012 through November 29, 2012, between City Staff and [more than two but less than five] Councilmembers.

Zoning Commission Meeting

Attached is the November 19, 2012 Zoning Commission meeting results.

Grant Report

Attached is an updated list of grants for which the City intends to apply that do not require a match. Under the policy adopted by City Council, grants that do not require a match are not required to receive formal Council action.

DTR/mm
Attachments

cc: Office of the City Manager
Global Media

Field Operations Department
City of Greensboro



November 27, 2012

TO: Jim Westmoreland, P.E., Deputy City Manager

FROM: Dale Wyrick, P.E., Field Operations Director

**SUBJECT: Waste Management & Recycling Task Force
Recommendations Status Report**

At the November 7, 2012 City Council meeting, the request was made by Council for staff to provide ideas for a Solid Waste Advisory Committee to research the City's long-term goals based on the list of recommendations by the Solid Waste & Recycling Task Force.

Attached you will find the list of recommendations identified by the Task Force, categorized into short, mid, and long-term completion dates, along with the progress to date of each of those items.

If further information is required, please advise.

DDW
Attachment

STATUS OF WASTE MANAGEMENT & RECYCLING TASK FORCE RECOMMENDATIONS

November 26, 2012

Listed below are the recommendations of the Waste Management & Recycling Task Force as presented in their October 31, 2012, Final Report, along with the City's current status of implementing those recommendations. Short-term strategies are expected to be completed within one year or less; mid-term strategies are expected to be completed within two years; long-term strategies are expected to take more than two years to complete and may be ongoing.

MSW Disposal Strategies

Strategy 1: Begin study of, and eventually plan for a MSW facility owned and operated by the City of Greensboro that will process MSW for volume reduction and other benefits (renewable fuels waste-to-energy feedstocks, etc.), preferably one that may attract neighboring communities to utilize it with consideration for disposal of residue at their MSW landfill.

Long Term Strategy: (Status-Additional Analysis Required) No significant action taken to date, staff to explore level of interest and feasibility with regional solutions discussions.

Strategy 2: Monitor advancements and/or alternative strategies and technologies in MSW disposal being utilized by other governments in NC.

Long Term Strategy: (Status-Additional Analysis Required) No significant action taken to date, staff currently keeps up with emerging trends in MSW disposal through involvement in professional associations.

Strategy 3: Explore the feasibility of regional collaboration in solid waste disposal considering, among other things, potential mandated environmental and health regulations, advanced technology, required infrastructure, and fiscal parameters. Consider public regional landfilling options, preferably as an equity partner (e.g., Randolph County, Rockingham County).

Mid-Term Strategy: (Status-In Progress) Staff is initiating discussions with other regional local governments to explore opportunities for regional collaboration.

Strategy 4: Explore the benefits of a regional administrative structure in the form of a waste management authority to serve as the managing body for future disposal of solid waste.

Mid-Term Strategy: (Status-In Progress): Staff to explore the benefits, level of interest, and feasibility of a regional structure and report progress to Council around June 2013.

Strategy 5: Explore the feasibility of waste transport by rail as an alternative to trucking, assuming that the current MSW transfer strategy endures for the next 20+ years (rail transport is not believed to be feasible in the 10-year planning period due to a lack of industry infrastructure in NC).

Long Term Strategy: (Status-Additional Analysis Required): No significant action taken to date, staff to explore feasibility of rail transport in coordination with regional solutions discussions.

MSW Recycling & Reduction Strategies

Strategy 1: Ensure that multi-family units are incorporated into the city's curbside recycling routes where possible and that public housing units are included in curbside recycling.

Short Term Strategy: (Status-In Progress): *In fiscal year 2011-12, the City of Greensboro provided recycling collection services to 2,200 Greensboro Housing Authority units at 19 different locations, with federal stimulus funds. Since 2008-09, the City has added 68 different multi-family locations to its recycling collection service. Staff plans to add recycling collection services to an additional 300 multi-family locations before the end of this fiscal year.*

Strategy 2: Implement a pilot program using routing and Radio Frequency Identification Technology (RFID) to optimize route efficiency, measure program performance and track program participation.

Long Term Strategy: (Status-In Research): *Research for this pilot program is underway. City collection trucks currently have counters/readers on them that track recycling set out and participation rates. The addition of RFID to rollout carts is expected to enhance route efficiency, operator accountability, and program participation. However, costs for implementation need to be compared to benefits to the City.*

Strategy 3: Encourage the *reduction* of waste requiring disposal by:

- a) Expanding the types of materials that can be accepted and processed at the recycling facility.

Short Term Strategy: (Status-In Progress): *The City's new contract with ReCommunity, scheduled to go into effect before January 2013, expands the types of materials that can be accepted at their facility. The attached City of Greensboro Recyclable Products list provides more details.*

- b) Promoting the practice of backyard composting.

Mid-Term Strategy; Status-In Research: *Staff has not begun significant promotion of backyard composting at this time.*

- c) Encouraging large commercial generators of food waste to divert organic materials from the waste stream.

Mid-Term Strategy: (Status-In Research): *Staff has not begun encouraging commercial generators to divert organics from the waste stream.*

- d) Supporting outside proposals/programs that offer services for recycling special wastes.

Short Term Strategy: (Status-In Progress): *On December 3, 2012, the City will begin a one-year pilot program with Mattress GO Round, a local company that recycles old mattresses and box springs (bulk collection items) by repairing, sanitizing and rebuilding them for resale, thereby keeping them out of the City's landfill.*

Landfill Gas-to-Energy Strategies

Strategy 1: Issue a Request for Qualifications (RFQ) to outside vendors to explore and propose ways in which the White Street Landfill's excess methane could safely become a source of positive net revenue for the City, without adversely impacting the surrounding neighborhood.

Short Term Strategy: (Status-In Progress): Project selection committee is finalizing an RFQ (Request for Statements of Qualifications) for project ideas for the utilization of the White Street Landfill's methane gas. Anticipated issuance is mid-December 2012.

City of Greensboro Recyclable Products

(Effective with new ReCommunity contract commencement)

1. **Newsprint:** also referred to as old newspaper (ONP), which shall include newspaper and advertising supplements and other paper grades generated in the City
2. **Mixed Paper:** includes magazines, junk mail, chipboard, and telephone directories
3. **Office/School and Computer Papers:** includes high grade paper from offices such as computer paper, sorted white ledger, copier paper and office stationary
4. **Corrugated Containers (OCC):** includes boxes with unbleached and non-waxed paper with ruffled liners, it also includes used pizza boxes
5. **Bottle Glass:** includes household glass containers, bottles and jars, including amber, flint, green and mixed
6. **Tin, Steel and Bi-Metal Containers:** includes food, beverage, nonfood and aerosol cans made of mixed metal, such as tin and steel
7. **Aluminum Cans:** consists of household beverage cans made of aluminum and other aluminum, non-food contaminated containers
8. **Plastics:** includes plastic bottles, containers and packages made from various resins including PETE, HDPE, LDPE, PP, PS and other plastics, **resin codes #1 through #7**
9. **Bulky Rigid Plastics:** defined as large polyethylene and polypropylene items (buckets, crates, toys, trays, furniture, bins, barrels, etc.)
10. **Polycoated Containers and Aseptic Packages:** paper milk and fruit juice container, gable and flat tops
11. **Pots and Pans**

DW



November 30, 2012

TO: Denise Turner Roth, City Manager
FROM: Jim Westmoreland, Deputy City Manager
SUBJECT: Eva Foster Update

The City is continuing to review and investigate concerns raised by members of the community, Reverend Alphonso E. McGlen, and Reverend Nelson Johnson regarding the Eva Foster case. Provided below is an update on a few important items regarding our actions.

I. Meeting arranged with Mrs. Foster, her attorney, Reverend McGlen to discuss the case with the City on December 12

I have scheduled a meeting between Mrs. Foster, her attorney, and Pastor McGlen and our staff for December 12th. The purpose of the meeting will be to review City's case details and position.

II. November 20, 2012 Council Meeting Follow-up Items

- Clarification of status of any investigation GPD conducted into the officers involved in the case (Response provided by City Attorney Shah-Khan).

The City has reviewed records to clarify the status of any investigation into the officers involved in the case. The City Attorney's Office has determined that Ms. Foster contacted the Greensboro Police Department's Professional Standards Division and was interviewed as part of an initial inquiry. Following her interview, Professional Standards staff reviewed the case and the Commander of Professional Standards determined that a formal investigation into any of the officers involved in the September 21, 2009, raid was not necessary.

Professional Standards determined that no violation of any Greensboro police departmental directive had occurred. During her interaction with the Professional Standards Division, Ms. Foster indicated that she was seeking compensation for an injury. As such, Professional Standards then referred the matter to the Insurance Advisory Committee and as per GPD policy.

- Staff to provide a written response to questions raised by Reverend Nelson Johnson. Reverend Johnson's questions included: Would there be a speedy settlement of the Eva Foster case; if Pastor McGlen's complaint would be investigated and when the results would be communicated to him; and will there be a process to look into the investigative mechanism of the Greensboro Police Department?

I spoke with Reverend Johnson this week to update him on our status; to advise him of the planned meeting with Mrs. Foster, her attorney, and Reverend McGlen on December 12; and to let him know that staff would provide more formal follow-up to his questions after the meeting.



November 28, 2012

TO: Denise Turner Roth, City Manager
Andy Scott, Assistant City Manager

FROM: Ted Partrick, PE, City Engineer, Engineering & Inspections

SUBJECT: Concrete Usage on Sidewalks and Driveways on City Projects
Citizen Concern

At the November 20 City Council meeting, Mr. Wiley McRae, the owner of the properties at 721 and 723 Franklin Boulevard, requested information about the construction of the sidewalks and driveways on the Franklin Boulevard and Friendly Avenue widening projects. The primary concern he expressed was that the quality of the concrete construction on the two projects was not consistent, with a specific concern that the fire stations on Friendly and Franklin did not have the same construction in the driveway aprons. This memorandum was prepared following my visual observations at the jobsites and my review of the contracts and specifications.

The two construction contracts were roughly contemporaneous. The Franklin Boulevard Contract 2005-50 with Sharpe Brothers began on January 20, 2006. The Friendly Avenue Contract 2005-21 with Triangle Grading and Paving began on August 24, 2005. The concrete specified in the two contracts was:

	Franklin Boulevard	W. Friendly Avenue
Sidewalk Concrete:	4 inch, NCDOT Class B	4 inch, NCDOT Class B
Driveway/Apron Concrete:	6 inch, NCDOT Class B	6 inch, NCDOT Class B
Accelerant for Aprons:	Sika Rapid -1 with 24-hour 2000 psi cure	Sika Rapid -1 with 24-hour 2000 psi cure

The concrete specified in the two contracts was identical. It is the NCDOT standard specification for sidewalks and driveways, with the exception of the accelerant. For the aprons of driveways, especially for sensitive drives that must be restored as soon as possible, the accelerant is used to produce early strength. On the Franklin Boulevard project, **all** driveways required the accelerant. On the Friendly Avenue project, select driveways required accelerant at the direction of the engineer. Engineering records do not show any deviation from these specifications on either project. They reflect the customary construction materials and techniques that all roadway contractors are accustomed to.

A request was made for warranty information on the sidewalks and driveways. The City does not warranty the condition of the sidewalks, aprons or roadway it builds. It does maintain them in safe and usable conditions for the public.

Another request was made for better information for homeowners about the materials used on the sidewalks and driveways built along their properties. The information requested typically focuses on the impact, location and sizes of the improvements. The specifications on the concrete have not been considered to be helpful to property owners and, therefore, were never publicized. They are always available upon request.

A concrete test was made on the concrete in the driveway at 721 Franklin Boulevard on September 10, 2007, by Atlantic Coast Engineering & Testing at Mr. McRae's request. The results show an in-place concrete strength of 5,305 psi (pounds per square inch) – a high strength concrete. By way of comparison, the NCDOT standard for driveways and aprons is 2,500 psi – a much lower strength concrete. This result indicates that the concrete in the driveway met the specifications for an accelerated mix with 2,000 psi strength within 24 hours.

There has been some misinformation concerning the standard concrete specification used in the City's construction. I misquoted the specification in my responses at the Council meeting. It is commonly believed that 3,000 psi concrete is the standard strength specified, but NCDOT Class B is only 2,500 psi and is used for almost all flatwork (sidewalks, driveways, curb and gutter, median islands, paved ditches, etc.). Class A concrete at 3,000 psi is not the standard NCDOT specification on any roadway work.

Discussion of payments to the contractor raised a question whether the City pays the extra cost if a contractor uses a higher strength or other more expensive concrete. A common scenario is a contractor that wants a concrete to reach its design strength early, which allows the contractor to remove his forms or construction barriers earlier. The City only pays the additional costs if the City's engineering staff directs or requires the special concrete, not if it is just for the convenience or benefit of the contractor.

Summary

The concrete used on Franklin Boulevard was installed and inspected using the same specifications as the concrete on Friendly Avenue and other City roadway projects. While there is a performance issue with apron cracking at fire stations on both Franklin and Friendly, the construction has otherwise provided good results.

There are no records of concrete test results to substantiate Mr. McRae's claims that there was a difference in the materials used on the Franklin Boulevard or Friendly Avenue projects.

TP

cc: Mary Vigue, Assistant to the City Manager
Walter Simmons, Director, Engineering & Inspections
Dale Clark, Construction Superintendent, Engineering & Inspections

Planning and Community Development
City of Greensboro



November 30, 2012

TO: Denise Turner Roth, City Manager
FROM: Sue Schwartz FAICP Director
SUBJECT: Glenwood Neighborhood Plan Update

At the last City Council meeting, Council requested a copy of the Greater Glenwood Neighborhood and an update of the plan's implementation activities. Attached is a summary report from Jeff Sovich, AICP. Jeff was the lead planner for the development of the plan, and has regularly attended the Greater Glenwood Neighborhood Association meetings since the plan's adoption and has communicated with GGNA members through their list serve on various issues of concern over the years.

Hard copies of the plan were delivered to Council and the CMO earlier in the week. A link to the electronic version of the plan is included in the summary. Please let me know if there are any questions. Jeff can be contacted directly at 433-7264 or jeffrey.sovich@greensboro-nc.gov.

SS
Attachment

Glenwood Neighborhood Plan Implementation Summary 2008 to 2012

Background:

In response to requests from the Greater Glenwood Neighborhood Association, the City Council directed city staff to develop a neighborhood plan for the Glenwood neighborhood to provide a general framework to direct growth and reinvestment in the area.

This planning effort, headed by the Planning and Community Development Department, included collaboration with other City departments including, Transportation, Police, Fire, Engineering and Inspections, Libraries, Parks and Recreation, Field Operations, and Public Affairs, as well as the Greater Glenwood Neighborhood Association. Public involvement in this process included a series of 11 public meetings held between November 2006 and January 2008. These meetings attracted a broad spectrum of interest from property owners, residents, business operators, landlords, clergy, UNCG administrators, and adjacent neighborhoods. The Greensboro City Council adopted the Glenwood Neighborhood Plan in February 2008. The plan is available in electronic form on the City's website at: <http://www.greensboro-nc.gov/modules/showdocument.aspx?documentid=9826>

Summary of Implementation Activity:

The Glenwood Neighborhood Plan establishes six broad goals for addressing the issues and concerns identified by Glenwood stakeholders:

- Increase Home Ownership & Maintenance
- Improve Walkability & Bikeability
- Promote Desirable Infill Development
- Reduce Crime & Perceptions of Danger
- Promote Vibrant Accessible Retail & Services
- Strengthen Community Fabric

The Plan includes an extensive implementation component containing over 200 recommended Action Steps to advance the stated goals. Each Action Step identifies the specific City departments and/or other entities responsible for implementation, and includes a general timeline for completion, within an overall plan horizon of approximately 10 years. Roughly, 25% of the Action Steps relate to Housing issues, while another 15% relate to Zoning and Land Use issues. Since the Plan's adoption, implementation work has been carried out on over 60 of the Action Steps. The PCD staff member who was the lead planner in producing the Glenwood Neighborhood Plan continues to attend meetings of the Greater Glenwood Neighborhood Association, and actively follows discussions on the neighborhood's electronic forum and social media page.

The Plan also includes Future Land Use recommendations at a more specific level than is shown for most other areas of the City's Generalized Future Land Use Map (GFLUM). The Glenwood portion of the GFLUM has been amended twice: first, in 2009 to coordinate with the Future Land Use recommendations of the High Point Road / West Lee Street Corridor Plan, and again

in 2011 to accommodate the rezoning requested by UNCG for its Spartan Village campus expansion project.

Key Implementation Successes:

The PCD staff member who was the lead planner in producing the Glenwood Neighborhood Plan continues to attend meetings of the Greater Glenwood Neighborhood Association, and actively follows discussions on the neighborhood’s electronic forum and social media page.

Specific implementation efforts have included:

- Multiple SCORE Team operations in Glenwood.
- Preservation Greensboro, Housing Greensboro and other entities have coordinated with PCD to preserve, relocate, or renovate several historic homes for resale to owner-occupants.
- The Servant Center’s Phase II of disabled veteran housing was successfully designed to harmonize with the existing single-family residential character of its surroundings.
- PCD, UNCG and the neighborhood successfully collaborated to design a cooperative agreement for developing the campus expansion in harmony with the intent of the Glenwood Neighborhood Plan.
- Grace Community Church has established Hope Academy, a college and life preparatory school for grades 5-9 students, especially those living in Glenwood.
- Multiple new businesses have opened in the Grove Street corridor, including Glenwood Coffee & Books, ZenCat Gluten-Free Bakery, and Legitimate Business.
- Three community gardens have been established, the largest of which is in Steelman Park.
- A major renovation of Steelman Park is in the planning phase.
- Glenwood has hosted multiple community events, including The Peoples’ Market, GlenFest, Halloween Carnival & Costume Swap, National Night Out, and Glenwood Holiday Bazaar.
- Upgrades to water and sewer lines along multiple Glenwood streets were recently completed.
- Glenwood has applied for and received multiple grants for neighborhood improvement projects.

Delays, Barriers, and Obstacles to Implementation Efforts:

(Beginning at the macro-level and proceeding down to the block-level)

- The nation-wide economic recession and housing market meltdown has affected Glenwood no less than other parts of Greensboro. High rates of vacant homes in the neighborhood, along with low rates of owner-occupancy have been a major obstacle to many of Glenwood’s intended revitalization efforts and plan implementation steps.
- The UNCG Campus Expansion project, which is currently underway, has consumed a significant amount of time and attention from both Glenwood neighborhood leaders and City

staff, which might otherwise have been focused on implementing the Glenwood Neighborhood Plan, resulting in a delay of roughly 12 to 18 months.

- Generally, the ongoing reductions in available budgets for most City departments have caused implementation of many Glenwood Neighborhood Plan Action Steps to proceed more slowly.
- The Glenwood neighborhood has struggled to keep its Community Watch committee active.
- Interdepartmental coordination. Although there is a great deal of coordination through the SCORE process, it is acknowledged departments need to go further. PCD will establish regular meetings with City departments to review implementation efforts for Glenwood and other adopted neighborhood, corridor and area plans to better monitor and communicate these efforts.

Office of the City Attorney
City of Greensboro



November 30, 2012

TO: Denise Turner Roth, City Manager

FROM: S. Mujeeb Shah-Khan, City Attorney
James A. Clark, Police Attorney

SUBJECT: Draft Street Performers/Buskers Ordinance

Attached is a draft version of a proposed Street Performers/Buskers Ordinance. I would note that until the final version is presented to the City Council, it is a draft subject to further revision.

If you have any questions, please contact me at your convenience.

SMS

STREET PERFORMERS/BUSKERS ORDINANCE

November 30, 2012 DRAFT

Sec. 13-120. – Street performers.

(a) Definitions.

As used in this section, “perform” or “performance” means audible or visual entertainment such as, but not limited to reciting or singing, acting, dancing, miming, pantomiming, playing a musical instrument or performing a theatrical or literary work. “Street performer” means an individual who performs on public property within the city of Greensboro.

(b) Intent and purpose.

The Greensboro City Council finds and determines the following:

(1) Permitting regulated performances by street performers would enhance the character and culture of the city of Greensboro. Street performers are engaged in commerce as professional entertainers whose livelihood comes, wholly or in part, from gratuities received in exchange for the artistic value of the performance.

(2) Street performers have a right to perform on public property, but unregulated street performances are also likely to cause adverse impacts to the community such as: gathering crowds attracted to the entertainment offered in public locations not appropriate for street performances because of insufficient room for crowds; blocked sidewalks; blocked ingress and egress of buildings; the risk of disrupting nearby motor vehicle traffic; interference with the operation of commercial activities; and disturbance of the quiet enjoyment of residents. Street performances are distinguished from panhandling activities by the commercial nature of the performer’s actions which provide the benefit of a live performance of artistic value in exchange for gratuities from citizens in appreciation of the performance. Therefore, the nature and character of a street performance differs from solicitation of a charitable contribution.

(3) For these reasons, it is the intent of the Greensboro City Council to permit street performances in limited locations within Greensboro subject to careful regulation in order to reduce or eliminate adverse impacts associated with unregulated or poorly regulated street performances. The purpose of this licensing ordinance is to create a means of licensing and regulation which ensures the ability of street performers to perform in public spaces and to promote

harmony among street performers, local businesses, permitted event sponsors, residents and visitors of Greensboro by balancing the interests of performing artists with Greensboro citizens through the careful licensing and regulation of street performances.

(c) Permit required.

Every person engaged in conducting a street performance shall first complete an application for a privilege license permitting such activity and pay an annual tax of fifty dollars (\$50.00). Upon payment of said tax, the person shall be issued a privilege license to conduct street performances as otherwise permitted herein. Every street performer shall keep on their person the privilege license issued hereunder during any street performance, and shall produce same upon request of any City official.

(d) Locations where street performers are allowed.

(1) Street performers may only perform at specified areas of public property within Greensboro which the City Manager or her designee determines to be reasonably suitable to conduct street performances without adverse impacts to the community as described in sub-section (b)(2) above.

(2) The Clerk shall keep a list of such areas of public property where street performers are permitted to conduct performances.

(3) The City Manager or her designee may solicit opinions from any party concerning the suitability of allowing street performances at any area of public property in Greensboro. In the event the City Manager refuses to allow street performances of any area, any party may petition the City Council for including the area in the list of areas where street performances are permitted.

(e) Cooperative performances; limit on number of street performers.

Any street performance may be performed cooperatively by no more than five (5) total performers, provided that the group of cooperating street performers stay at least 150' away from all other street performances. Each cooperative street performer within a single group is required to meet all of the licensing requirements of this ordinance. The provisions of this sub-section shall not relieve any performer in a cooperating street performance from complying with sub-section (f)(1) herein.

(f) Regulations.

Street performers shall comply with the following regulations:

(1) Street performers shall not block, or cause the blocking of any sidewalk, passageway, street, or any ingress or egress to any building, structure, driveway or other passage.

(2) Street performers may accept contributions of money or property at their performance in exchange for their artistic performance as allowed in this section, and may sell audio or video recordings of their own artistic works. Street performers shall not sell any other goods, wares, works of art or conduct any other service on public property.

(3) Street performers shall not perform on private property without written permission of the property owner. Street performers are required to keep the writing granting such permission on their person during any performance on private property.

(4) Street performers shall not infringe or detract from the purpose of special events, temporary gatherings or vendor activities for which a city permit has been issued to another party. Street performers shall not perform at such permitted events, gatherings or activities shall without the written permission of the permit holder. Street performers are required to keep the writing granting such permission on their person during any performance at permitted events, gatherings or activities.

(5) No street performer shall make any use in any way of fire, sharp instruments or objects, spray paint, aerosols, firearms (real or simulated), dangerous weapons or any form of harmful chemicals during a street performance.

(6) Street performers shall stay at least one hundred fifty feet (150') away from other street performers.

(7) Street performers shall not commit any violation of Chapter 18, Article IV, Offenses of Unreasonable or Disturbing Sound.

(8) While conducting a street performance, street performers shall not use language or gesture, or display any matter which:

- (a) is obscene as prohibited by G.S. § 14-190.1;
- (b) is profane or indecent as prohibited by G.S. §14-197;
- (c) incites or urges riot as prohibited by G.S. §14-288.2; or

(d) is defamatory, insulting or constitutes a communication which tends to inflict injury or incite an immediate breach of the peace.

(9) When directed by any City official, street performers shall promptly comply with the directions to cease or relocate street performances when the City official determines that such action is necessary in response to a complaint by a patron or business operator that the street performance interferes with any private business. Upon request, the City official directing a street performer to cease or relocate the street performance is required to immediately inform the person requesting the information the name(s) of the person(s) making the complaint, the nature of the interference described by the complaining party and the location(s) of the business(es) where the interference is alleged to occur.

(10) Street performers shall not remain at one location for a total duration of more than four (4) hours during any one-day period. When a street performer leaves a location, the street performer shall not return to that location for at least one (1) hour.

(11) No street performer shall claim a greater right to perform at any location over a street performer who arrives first at the same location.

(12) Street performances are not permitted at any location not presently identified on the list kept by the City Clerk.

(13) Street performances are not permitted before 11:00 a.m., nor after 11:00 p.m.

(14) Street performers may display one (1) sign no larger than 18 inches by 18 inches advertising the sale of their own artistic work and asking for gratuities in exchange for their live performance. Said sign may be placed on a prop or sandwich-board type stand in a location no closer than three (3) feet from any curb and not in any location which impedes any foot traffic, parking or persons entering or exiting any motor vehicle. Street performers shall remove such signs from any location at the conclusion of their performance. No sign, handbill, flyer or other advertisement shall be left at any location after the conclusion of a performance.

(15) Street performers shall not conduct any street performances on property used for any residential purpose.

(g) Enforcement.

(1) Any person who fails or refuses to comply with the regulations contained in this section, or to produce a license issued herein upon request of a City official, shall be guilty of a Class 3 misdemeanor. Except as otherwise provided herein, a police officer shall issue a citation for a violation of this section.

(2) A police officer may arrest a street performer or performers for a violation of sub-sections (f) (1), (3), (4), (5), (7), (8), (9), (13) or (15) herein, interference with the enforcement activities of the officer, or any other act which causes an imminent danger to the public health or safety.

(h) Non-transferability.

A license issued hereunder shall not be transferable to any other person or group for the purpose of conducting a street performance as defined herein.

Office of the City Attorney
City of Greensboro



November 30, 2012

TO: Denise Turner Roth, City Manager
FROM: S. Mujeeb Shah-Khan, City Attorney
SUBJECT: Draft Downtown Appearance and Good Repair Code

Attached is a memorandum from Associate General Counsel Tom Carruthers concerning a draft version of a proposed Downtown Appearance and Good Repair Code. The memorandum briefly explains the proposed code and attaches the proposed code for review. I would note that until the final version is presented to the City Council, it is a draft subject to further revision.

If you have any questions, please contact me at your convenience.

SMS



Office of the City Attorney
City of Greensboro

November 30, 2012

TO: S. Mujeeb Shah-Khan, City Attorney

FROM: Tom Carruthers, Associate General Counsel

SUBJECT: Downtown Appearance and Good Repair Code

In accordance with recent discussions, I have drafted a proposed Downtown Appearance and Good Repair Code ("Code"). The new Code provisions will be part of the Land Development Ordinance and will apply to the buildings in the Central Business District. The new Code will mandate the repair of windows and doors and prevent the boarding up doors and windows for more than 60 days. Barred or caged windows and doors will be prohibited, except for movable devices used after the business is closed. The Code will mandate the preservation of marble, stone, and masonry features and prohibit decayed facades. It will require painted surfaces to be maintained.

North Carolina case law permits reasonable regulations based on aesthetic considerations as a valid exercise of the police power. "Aesthetic regulation may provide corollary benefits to the general community such as protection of property values, promotion of tourism, indirect protection of health and safety, preservation of the character and integrity of the community, and promotion of the comfort, happiness, and emotional stability of area residents... Such corollary community benefits would be factors to be considered in balancing the public interests in regulation against the individual property owner's interest in the use of his property free from regulation. The test focuses on the reasonableness of the regulation by determining whether the aesthetic purpose to which the regulation is reasonably related outweighs the burdens imposed on the private property owner by the regulation." State v. Jones, 305 N.C. 520, 530-31, 290 S.E.2d 675, 681 (1982)

Enforcement procedures would initially involve a zoning official issuing a notice of violation. The owner will have the option of complying or appealing the notice to the Board of Adjustment. Failure to comply would result in civil penalties in the amount of \$50.00 for the first violation, \$100.00 for the second, \$250.00 for the third and \$500.00 for the fourth and all succeeding violations. Each day of noncompliance could be considered a new violation. If necessary, the City could file suit in Superior Court to abate the noncompliance or compel the repair. If the City ultimately bears the cost of the repair, this cost and related penalties would become a lien on the property. However, this lien would fall behind the existing deeds of trust or mortgages and tax liens. Attached is the initial draft of this proposed ordinance.

TDC
Enclosure

Downtown Appearance and Good Repair Code

November 30, 2012 DRAFT

30-7-5.2 (E) CB, Central Business

3) Appearance and Good Repair Regulations.

(a) Intent.

The Greensboro City Council finds and determines the following:

Appearance and good repair regulations for the Central Business District will preserve the character and integrity of the downtown community. It will provide corollary benefits such as protection of property values, promotion of tourism, preservation of the character and integrity of the downtown, and contribute to the comfort, happiness, and emotional stability of downtown residents and the greater Greensboro Community. It is the further purpose of this Code to minimize discordant, unsightly and offensive surroundings while preserving beauty as well as the usefulness of the environment.

(b) Scope and applicability.

The provisions of these Appearance and Good Repair Regulations shall apply to the exterior of all premises, structures, and buildings as defined by the Greensboro Land Development Ordinance (LDO) located within the CB, Central Business District which are adjacent to a public street or parking area. Exterior walls adjacent to alleys are exempt from these regulations. These regulations establish minimum standards, and do not replace or modify standards otherwise established for the construction, repair, alteration, or use of the building, equipment or facilities contained therein, except as provided herein.

(c) Conflicting Provisions.

In any case where the provisions of this Code impose a standard other than that set forth in any other ordinance of the City or under the laws of the State of North Carolina, then the more restrictive standard shall prevail.

(d) Building Regulations.

1. A structure shall not have awnings with more than 20 percent of the surface area, torn, tattered, or missing for a period of more than 60 consecutive days.
2. A structure shall not have windows or doors with glass that is broken, missing or covered. A structure shall not have window frames with more than 50 percent of the

surface area covered with disfigured, cracked, or peeling surface materials. No such defects shall remain for a period of more than 60 consecutive days.

3. All openings originally designed as windows shall be maintained as windows, complete with sills, lintels, frame, and glass, unless the Code Enforcement Officer approves enclosure of the window in a manner that appropriately fills the space.

4. A structure shall not have windows or doors that are permanently barred or chained. Movable devices over windows or doors that are put in place after business hours are permitted.

5. A structure shall not have exterior surfaces holes, excessive cracks or decayed surfaces for a period of more than 60 consecutive days.

6. Design details of the façade of the structure, including but not limited to the marble, stone, or masonry features shall be preserved.

7. A structure shall be maintained free of cracked or broken glass, loose shingles, loose wood, crumbling stone or brick, loose or broken plastic, vinyl, or similar conditions.

8. A structure shall not have exterior painted surfaces with more than 20 percent of the surface area covered with disfigured, cracked, or peeling surface materials for a period of more than 60 consecutive days.

(e) **Amortization.**

All structures within the Central Business District not in conformity with this section shall comply within 6 months of the enactment of this ordinance.

(f) **Enforcement.**

Violations of this ordinance are subject to the remedies and penalties as provided in Article 5 and applicable state law.



November 30, 2012

TO: Jim Westmoreland, P.E., Deputy City Manager
FROM: Dale Wyrick, P.E., Director of Field Operations
SUBJECT: ReCommunity Contract Negotiations Update

The following is an update on contract negotiations with ReCommunity for RFP #11-12 Processing and Marketing of Recovered Recyclables. Throughout the month of November, staff has been working with ReCommunity to finalize the contract for these services. Negotiations are expected to be completed no later than December 14, 2012, and a new contract should be in place January 1, 2013.

During December, staff will also work with ReCommunity to develop a communications program to promote and emphasize the new line of recyclable items as well as the benefits of recycling for the community. The communications campaign will begin around the middle of December.

As a reminder, the following items will be accepted in the “new and improved” City of Greensboro Recycling program (*items in bold red italics are new to the Greensboro program*):

1. **Newsprint:** also referred to as old newspaper (ONP), which shall include newspaper and advertising supplements and other paper grades generated in the City
2. **Mixed Paper:** includes magazines, junk mail, chipboard, and telephone directories
3. **Office/School and Computer Papers:** includes high grade paper from offices such as computer paper, sorted white ledger, copier paper and office stationary
4. **Corrugated Containers (OCC):** includes boxes with unbleached and non-waxed paper with ruffled liners; also includes *used pizza boxes*
5. **Bottle Glass:** includes household glass containers, bottles and jars, including amber, flint, green and mixed
6. **Tin, Steel and Bi-Metal Containers:** includes food, beverage, nonfood and aerosol cans made of mixed metal, such as tin and steel
7. **Aluminum Cans:** consists of household beverage cans made of aluminum and other aluminum, non-food contaminated containers

8. **Plastics:** includes plastic bottles, containers and packages made from various resins including PETE, HDPE, LDPE, PP, PS and other plastics, **resin codes #1, #2, #3 through #7**
9. **Bulky Rigid Plastics:** defined as large polyethylene and polypropylene items (buckets, crates, toys, trays, furniture, bins, barrels, etc.)
10. ***Polycoated Containers and Aseptic Packages: paper milk and fruit juice container, gable and flat tops***
11. ***Pots and Pans***

If further information is needed, please advise.

DW



GREENSBORO

**CITY OF GREENSBORO
FOR IMMEDIATE RELEASE**



"Partnering to fight crime for a safer Greensboro"

Contact: Susan Danielsen
Phone: 336-574-4002

Holiday Parade Affects Downtown Traffic

GREENSBORO, NC (November 28, 2012) –Several roads in downtown Greensboro will be closed on December 1st to provide a safe and enjoyable route for The City's Annual Holiday Parade.

Street closures begin at 7 am along the parade formation area which includes the northbound lanes of Murrow Boulevard from Lindsay Street to Fisher Avenue, and sections of Greene Street, Lindsay Street and Battleground Avenue. *(See map.)*

At approximately 11 am, Greensboro police officers will begin closing roads along the parade route. The parade processional starts on Greene Street at Lindsay Street and proceeds south on Greene Street. The route includes Market Street, Church Street and Lindsay Street, ending in front of the Children's Museum. *(See map.)*

Parking is prohibited on portions of Greene Street, Market Street, and Church Street. Vehicles parked along the route will be towed.

All roads should be open no later than 3:30 pm.

---MORE---



Formation area closes at 0700.

Parade route closes at approximately 1100 or when the Event Commander advises.

Legend

- Holiday Parade Formation
- Holiday Parade Route

#

The City works with the community to improve the quality of life for residents through inclusion, diversity, and trust. As the seventh largest employer in Greensboro, the City has a professional staff of 2,800 employees who maintain the values of honesty, integrity, stewardship, and respect. The City is governed by a council-manager form of government with a mayor and eight council members. For more information on the City, visit www.greensboro-nc.gov or call 336-373-CITY (2489).



November 30, 2012

TO: Denise Turner Roth, City Manager

FROM: Sue Schwartz, FAICP, Director

SUBJECT: Up coming Board and Commission Workshop

There have been a significant number of recent appointments to Boards and Commissions that hear decisions on quasi-judicial requests. Appointees do receive an orientation prior to their first meet however given number it was thought a more focused workshop would be helpful for not just new members but an excellent refresher for other board and commission members as well. The workshop is designed to ensure these Boards and Commissions have more clarity on the unique proceedings that are required by quasi-judicial bodies. These Boards include Board of Adjustment, Historic Preservation Commission, Minimum Housing Standards Commission and Zoning Commission.

The instructor is Rich Ducker, Professor of Public Law and Government from the School of Government at the University of North Carolina at Chapel Hill. The workshop will be held:

DATE: December 13th

TIME: 10 a.m. until 3:00 p.m.

(The workshop hours are designed to allow attendees to attend a morning or afternoon portion only, if they cannot attend the entire workshop).

LOCATION: Cultural Arts Building - 200 N. Davie Street, Board Room 112

Attached is the workshop announcement sent to all board and commission members. Please let me know if there are any questions.

SS
Attachment



City of Greensboro
North Carolina

Planning & Community Development

QUASI-JUDICIAL TRAINING WORKSHOP

Rich Ducker

*Professor from the School of Government
at the University of North Carolina at Chapel Hill*

**December 13th
10:00AM – 3:00PM**

200 N. Davie Street
Cultural Arts Building
Board Room 112
Greensboro, NC

Workshop Topics:

- Understanding your role and consequences
- Ex Parte Communications
- Conflict of Interest
- Relationship to other Boards
- Zoning investigation procedures and what can be considered evidence
- Reasonable Use for Property

Individual box lunches will be catered at 12:00

Staff Contacts:

Loray Averett 336-373-4764
Fred Boateng 336-433-7258

**Facade Grants Awarded
By Fiscal Year**

Recipient	Award	Total Project	Address/Notes
2004-2005			
Elm Street Gallery	\$2,500	\$11,670	320 S. Elm St.
Hamburger Square LLC	\$5,000	\$20,000	345 S. Elm St.
Federal Greene Exchg.	\$5,000	\$37,500	330 S. Greene St.
Eric H. Roberts	\$5,000	\$22,781	120-C West Lewis St
Allen Broach	\$2,500	\$8,912	520 S. Elm St.
2005-2006			
Graphica	\$2,500	\$10,000+	306 E. Market St.
Teague Freyaldenhoven	\$2,500	\$5,000	317 S. Elm St. (estimated)
Kindermusik	\$5,000	\$29,226	203 S. Church St.
2006-2007			
Johnston Properties	\$5,000	\$30,000	327 Battleground Ave. (estimated)
SPL Properties	\$5,950	\$22,360	352 & 354 S. Elm St., 109-115 McGee St
Triad Stage	\$5,000	\$30,427	232 S. Elm St.
2007-2008:			
Jamison Family Trust (Carolina Theater)	\$2,052	\$8,211	316-318 S. Greene St.
Riva's Trattatoria	\$2,500	\$16,050	257 N. Greene St.
2008-2009			
Mid Atlantic Properties	\$2,500	\$12,000	356 South Elm
Dianne Davis	\$2,500	\$13,106	343 South Elm
Zen Sushi	\$2,500	\$11,828	214 South Elm
The Sweet Shop	\$633	\$2,530	631A South Elm Street
2009-2010			
Gutsell	\$5,000	\$14,637	500 South Elm
Lindsey Street Holdings	\$5,000	\$12,575	312 N. Eugene
RS International	\$5,000	\$20,170	117-119 S. Elm
Greener Alternatives	\$5,000	\$45,875	526 S. Elm
Dirt Partners	\$5,000	\$29,488	304 E. Market
2010-2011 (and 2012)			

Southeast Land Co	\$5,000	\$32,000	119 E. Lewis
Mack & Mack	\$5,000	\$11,500	212 S. Elm
Momentum Development	\$5,000	\$37,154	106/108 Bamhardt
Blvd Interior Marketplace	\$5,000	\$6,053	348 S. Elm
2012-2013			
Fuller	\$2,133	\$4,265	219-A S. Elm
Contogiannis	\$5,000	\$17,225	416 N. Eugene

Funding approved, but not awarded
pending project completion

Retail Grants Awarded

Applicant	Award	Project Cost	Address	Jobs	Notes
FY 11-12					
Dudley Beauty	\$13,420	\$53,800	519 S. Elm St.		3 to 1 match - mixed use; no funds given to applicant until they open and expenses and jobs verified
Fit for Life	\$3,685	\$14,741	524 S. Elm St.	1	3 to 1 match - mixed use; paid \$2,600; opened less than a week and closed.
House/Taylor	\$25,000	\$130,000	348 N. Elm St.	2	2 to 1 match (max amount)
FY 12-13					
Sullivan	\$25,000 \$67,105	\$109,910 \$308,451	226 S. Elm St.	4	2 to 1 match (max amount)



November 27, 2012

TO: Ken Miller, Chief of Police
FROM: D. K. Crotts, Deputy Chief of Police
SUBJECT: Latino Community Outreach

In January 2012, while serving as the Patrol Bureau Commander, I had the opportunity to speak with Reverend David Fraccaro, the Executive Director of FaithAction International House regarding the relationship between the Latino community and the Greensboro Police Department, specifically as it related to issues of trust between this community and the Department. We decided that we should meet and discuss the topic in more depth and determine what steps could be taken to improve this relationship and address perception issues. We developed a plan to move forward that would include clergy leadership from the Latino community and representatives from each of the patrol divisions and our Criminal Investigations Division (CID).

Our first group meeting was held on March 29th and included several clergy members serving Latino congregations in Greensboro along with one representative from each Patrol division and CID, including two Spanish speaking officers. This first meeting was designed for introductions and to get a general idea about perceptions and issues as seen by the Latino community and by officers that affect the level of trust from this community. The meeting was very productive and some additional small group meetings were held. It was decided by the group that a series of community forums would be the best method to reach the larger Latino community to address specific issues that could help build trust between the Latino community in Greensboro and the Greensboro Police Department. It was also decided that for a feeling of safety for the members of the Latino community that the forums be hosted by one of the churches involved in the meetings.

Three forums were held on the following dates: June 24th at St. Mary's Catholic Church; October 26th at Friendly Avenue Church of Christ; and November 18th at Christ Wesleyan Church. Reverend Fraccaro served as the facilitator and translators were provided at each forum.

Some specific topics of discussion from the community became thematic through all of the forums. These include:

- the Greensboro Police Department's role in immigration enforcement activities
- valid identification and their inability to obtain a drivers license
- how to learn about criminal activity taking place in their neighborhoods
- how residents can help make their communities safer

- how to communicate concerns to the Police Department
- what the Department is doing in regard to recruitment of Latino officers and/or having enough translators
- racial profiling
- the use of Driver/License Checkpoints
- what are good driving behaviors

After each forum, the smaller group met to discuss the information generated from the participants to determine any steps moving forward to address the concerns raised. One of those topics was the inability to obtain official government identification and how that impacted the Latino population's ability to live and function in the City, specifically as it related to encounters with police officers. We decided as a group to explore what other cities have done regarding alternative forms of identification.

We are currently only in the beginning discussions of this issue and there are many significant concerns that will have to be addressed before making any recommendations to move forward. Some of those concerns include:

- what documentation would be required to obtain the identification card
- what agency (private entity – not the City or any City department) would produce the card
- what security measures would be in place to address counterfeit cards being produced
- what legal issues are being encountered by other communities already using this type of identification
- what requirements would have to be met by the agency personnel producing the identification cards and what, if any, action should occur if those requirements are not followed

It is important to note that these are not government issued identification cards and are not accepted on their face as valid identification. As discussed at the forums, what the identification cards can provide is additional information to the officer during an encounter and can be a factor in determining whether a citation could be issued in lieu of a custodial arrest due to no identification.

We believe that if all of the concerns about alternative forms of identification can be satisfactorily addressed, we can go a long way in continuing to build trust between our Latino community and the Greensboro Police Department.

DKC

Water Resources
City of Greensboro



November 29th, 2012

TO: Denise Turner Roth, City Manager
FROM: Jeff Kimel, Customer Service Manager
SUBJECT: Mail delay with our new bill print vendor

We recently changed bill print vendors through a competitive bid process (this should save us over \$30,000 a year in print costs). Cash Cycle Solutions (CCS) is a North Carolina Company with mail distribution points in Charlotte and San Diego.

They began mailing our bills the week of November 6, 2012, and bills went out normally. During the week of November 12th, a programming change was performed by CCS that resulted in over 7000 bills not being mailed that week. Water Resources generated two bill files and approved samples for mailing. Indications to us from CCS were that the bills from the two files were mailed. However, Mary Jutte's staff in the Contact Center alerted us that they were receiving a large volume of calls from customers stating they were not getting their bills in billing cycles 21-24. The red delinquent notices in cycles 21-24 went out, but not the green bills (normal bills with no past due amount owed).

Upon contacting CCS, they acknowledged their mistake in not mailing the green notices from those two bill files and they were very apologetic for their error (please see attachment). They were very helpful in working through the issue. To correct the problem, they regenerated those files with the green bills that were not mailed with an updated due date. The due date was extended and accounts with a bank draft will have the draft extended a few days. None of these customers were past due, so there is not a risk of penalty or cut off for nonpayment on these bills by the extended due date. The revised bills were created and mailed Tuesday, November 27th. The City of Greensboro will be credited \$500.00 which basically covers the cost of printing the missed bills.

jsk
Attachment: CCS letter



November 28, 2012

Mr. Jeff Kimel
City of Greensboro
One Government Plaza
Greensboro, NC 27402

Dear Mr. Kimel,

I wanted to apologize for the error that occurred with the billing files received by CCS on November 13th and November 14th that resulted in over 7000 of the City of Greensboro's bills being mailed late. CCS received the files without error. Samples were provided to the city and approved by the city without delay. During our backend processing there were bills that the application marked as not to be generated. These were for the regular bills (green) that had no past due amount owed. The rest of the bills for these files were printed and mailed and delivered to the USPS. The job totals in MailManager reflected what CCS actually mailed.

On Monday CCS received a call from you alerting us that there may be a problem. The Customer Service department had received a large number of calls indicating they had not received their bills. After receiving your call we conducted an in depth investigation and determined that indeed CCS had failed to mail bills from both the files received on November 13th and November 14th. The total of the bills not mailed on time was approximately 7000 bills. We immediately went about the process of generating those bills and getting them in the mail. We added a special message and extended the due date as directed on the affected bills. The cause of this error was a programming change that was made to better automate the application. The change that was put into place also caused this error. We have since corrected the application and have confirmed that the application is generating all of the bills.

As per our contract CCS will be imposing a \$250 penalty per file (\$500 total) which will be credited to the City of Greensboro on the November 2012 invoice. This error was the entire fault of CCS. The City of Greensboro did nothing to cause the issue. CCS has corrected the problem and we do not expect another occurrence.

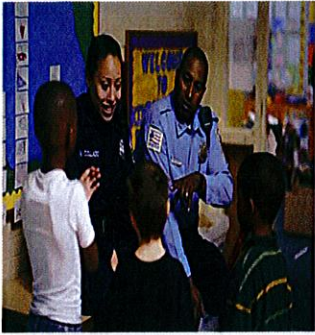
CCS is committed to the City of Greensboro. We appreciate the business. If there is anything CCS can do to better assist you in this matter, please do not hesitate to contact me.

Sincerely,

Laura C. Roberts
Vice President, Client Services
CCS | Document Group East



3035-R Horseshoe Lane
Charlotte, NC 28208
Office: 205-216-3266
Mobile: 662-523-6138
Fax: 704-399-1122
lroberts@totalccs.com
www.TotalCCS.com



Greensboro Child Response Initiative

Supporting Kids and Families Toward Safety and Wellness

EVALUATION BRIEF, NOVEMBER 2012



Center for Behavioral Health and Wellness

www.ncat.edu



Integrated Trauma Provider Network & Guilford County Trauma Task Force

G-CRI Partners

- Greensboro Police Department
- North Carolina A&T State University Center for Behavioral Health and Wellness

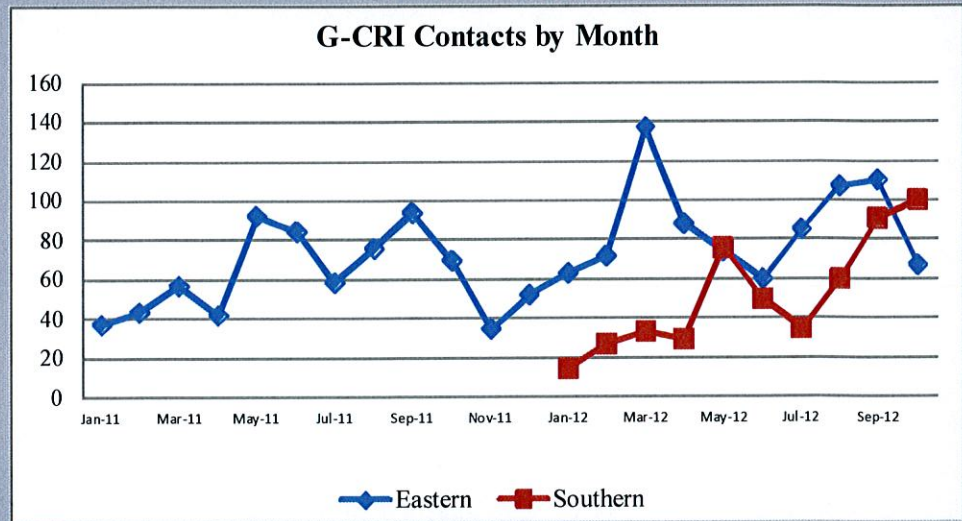
G-CRI Trauma Provider Network

- Center for Behavioral Health and Wellness
- Family Service of the Piedmont
- Family Preservation Services of NC, Inc.
- Family Solutions
- Greenlight Counseling
- Guilford County DSS
- NC Mentor
- Therapeutic Alternatives
- Youth Focus
- Youth Villages

What is the impact of G-CRI?

G-CRI Contacts

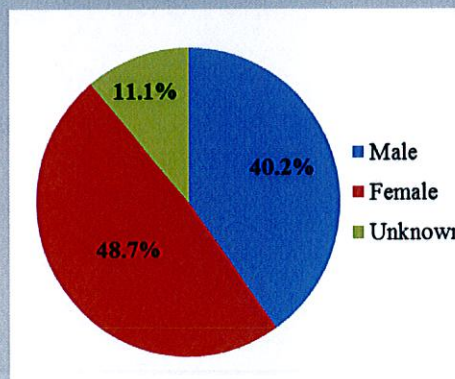
- ◇ G-CRI has served 3,056 children and families in Greensboro to date.
- ◇ Between August and October 2012, G-CRI served a total of 535 youth and families in Greensboro.
- ◇ Trends of monthly G-CRI contacts with children and families shows an increase in contacts in 2012 as compared to 2011.
- ◇ The Southern Division of GPD began referring youth and families in January 2012. Referrals have continued to increase.



Demographics of children and families served by G-CRI

- ◇ Since its inception, the average age of a G-CRI client served was between 11- and 12-years old.
- ◇ Children and family members served by G-CRI have ranged in age from 0-83 years old. This included both formal and informal referrals.
- ◇ The majority of G-CRI contacts were female (48.7%)

Gender of G-CRI Contacts



Greensboro Child Response Initiative

Supporting Kids and Families Toward Safety and Wellness

For more information contact:

North Carolina A&T State University
Center for Behavioral Health and Wellness
913 Bluford Street
Greensboro, NC 27401
Phone: 336-285-2605
Fax: 336-256-2880
Web: www.ncat.edu/cbhw

Kelly Graves, PhD, HSP-P
Center for Behavioral Health & Wellness
G-CRI Project and Clinical Director
Phone: 336-285-2605
Email: kngrove2@ncat.edu

Mandy Curley, MA
Center for Behavioral Health & Wellness
CRI Advocate-Eastern Division
Cell: 336-451-5146
Email: g-cri-e@greensboro-nc.gov

Lisa Taylor, LCSW-A
Center for Behavioral Health & Wellness
CRI Advocate-Southern Division
Cell: 336-430-6400
Email: g-cri-s@greensboro-nc.gov

Wendy Scott, LCSW
Center for Behavioral Health & Wellness
Parent Outreach Advocate/Healing Homes Support Group Coordinator
Phone: 336-303-1024

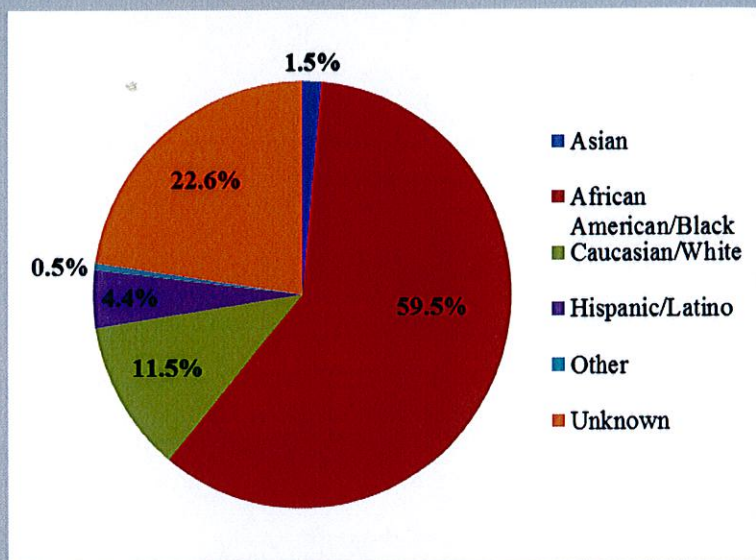
Anne Buford, MS, Ed.S, MPA
Center for Behavioral Health & Wellness
Mental Health / School Outreach
Phone: 336-285-2607

Esther Mendez
Center for Behavioral Health & Wellness
Translator/Interpreter
Phone: 336-285-2605

Demographics of children and families served by G-CRI continued...

- ◇ The majority of G-CRI contacts (59.5%) were identified as African American/Black.
- ◇ The remaining G-CRI contacts were identified as Caucasian/White (11.5%), Hispanic (4.4%), Asian (1.5%), Other (0.5%), or race was not indicated (22.6%).

Race of G-CRI Contacts



G-CRI Referral Sources

Since its inception, G-CRI has received referrals from:

- ◇ Formal incident reports— 55.7% (258) (where formal police report made)
- ◇ Informal reports— 44.3% (205) (from officer without a formal report, community member, other agency, etc.)

Service & Resource Utilization

- ◇ 24.1% (737) of G-CRI referrals were involved with CPS
- ◇ 39.7% (1212) of G-CRI contacts were referred for therapeutic services
- ◇ 8.9% of contacts were referred for other community resources

Incident Types

The top five incident types of G-CRI referrals were:

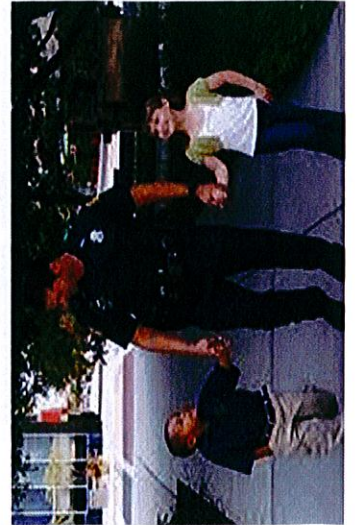
1. Assault—Domestic Violence
2. Family Offenses (Child abuse, neglect, and abandonment)
3. Sex Offenses
4. Aggravated Assault—Domestic Violence
5. Burglary

Services Available

- Trauma informed advocacy and support
- Safety planning
- Peer support
- Educational information about common reactions to trauma
- Connection with mental health and substance abuse assessment and treatment
- Connection to general community resources such as tutoring, mentoring, or housing
- Danger assessments
- Strengthening of police-community partnerships
- *Healing Homes* parent support group

**Services provided within
24-48 hours.**

We have served over 3,000 children and families from 2008 to 2012.



Our Team

Kelly Graves, PhD, HSP-P
Project Director and Clinical Supervisor

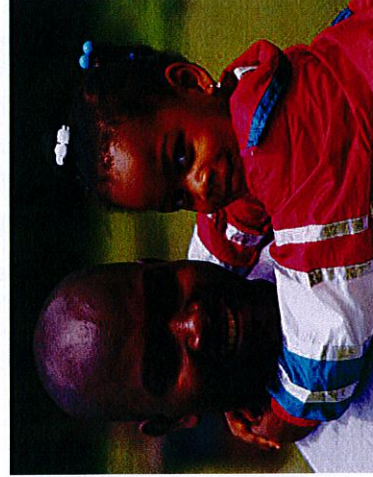
Mandy Curley, MA
Lead Advocate- Eastern Division

Lisa Taylor, LCSW-A
Advocate-Southern Division

Wendy Scott, LCSW
Parent Outreach Advocate

Anne Buford, MS, Ed.S., MPA
Advocate-Schools

Esther Mendez
Translator/Interpreter

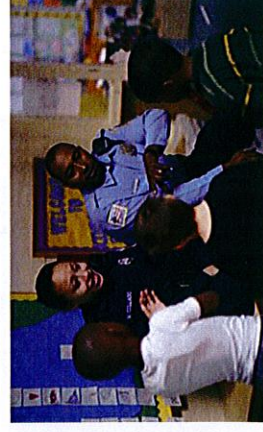


Funding provided by the North Carolina Governors Crime Commission and the Cone Health Foundation. The Cone Health Foundation has as its mission to invest in the development and support of activities, programs and organizations that measurably improve the health of people in the greater Greensboro area.



Greensboro Child Response Initiative

*Supporting Kids and
Families Toward Safety
and Wellness*



Center for Behavioral
Health and Wellness

336-285-2605



Greensboro Child Response Initiative

What is CRI?

The Greensboro Child Response Initiative (CRI) is a secondary prevention program that addresses the needs of children exposed to violence and trauma and their families.

CRI provides a coordinated community response to children (0-18 years of age) and their families who have experienced any type of trauma or violence.

Using a trauma informed framework focused on safety and empowerment, CRI advocates, police officers, and community providers work together to help and support your family after an experience of violence or trauma.



To Refer a Child or Family, Contact Our CRI Advocates:

Eastern Division Advocate

Phone: 336-451-5146

E-mail: g-cri-e@greensboro-nc.gov

Southern Division Advocate

Phone: 336-430-6400

E-mail: g-cri-s@greensboro-nc.gov

Anyone Can Refer a Child or Family in Need of Assistance After a Trauma

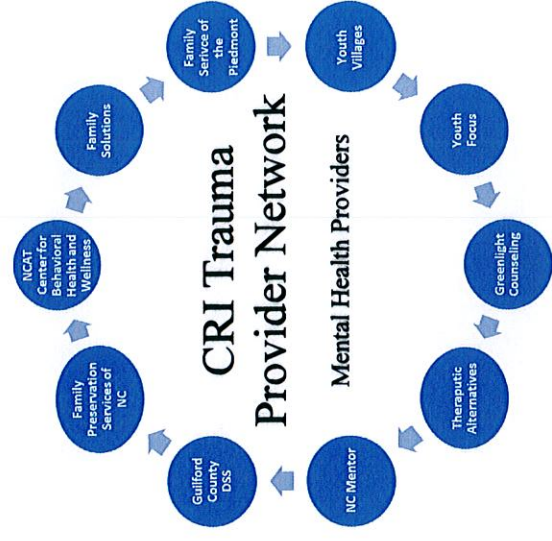
CRI Partners

CRI Trauma Provider Network

Our Trauma Provider Network includes a vast range of mental health providers offering many different services, hours of operation, insurance types, and specialty areas. We also partner with over 30 community resource agencies to meet the diverse needs of children and families.

Our Network meets monthly and has signed a memorandum of agreement to jointly address the needs of children exposed to violence and their families.

If you would like to join the CRI network and our efforts to reduce child trauma, please contact us!



**Public Affairs
Contact Center Weekly Report
Week of 11/12/12 – 11/18/12**

Contact Center

4196 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 976

IVR/Pay by Phone – 227

General Info – 137

New Sign up – 118

Cutoff Requests – 96

Field Operations

Loose Leaf Collection – 162

Holiday Schedule – 75

Bulk Guidelines – 66

HHW/Landfill/Transfer – 66

Dead Animal Pick up – 50

All others

Police/Watch Operations – 247

Privilege License – 34

Inspections – 26

Courts – 22

Parking Enforcement – 22

Comments

We received a total of 11 comments this week:

Field Operations – 9 comments:

- Customer wanted to thank Field Operations employee for locating his phone and returning it. Very courteous.
- I bag all my leaves every year and have done so for the last 16 years, but the majority of the people leave their leaves in the street. I would like to see the city pick up these leaves a lot more often. I realize the city requires that the leaves be kept on the parkway, but this kills the grass and I know no one who does this. No one wants their grass dead because the city takes forever to come pick these up!! By having all these leaves in the street they are creating a problem for vehicles to get through various neighborhoods. I will always bag my leaves, but when neighbors just leave all their leaves in a huge pile in the street, they simply blow over into my yard. It pisses me off, because I'm the one person who is doing things the right way!!! If you are not going to make more frequent leaf pickups, then don't complain when these leaves wind up in your storm sewer!!!
- One cure for your leaf collection problem would be to require everyone to bag their leaves in clear plastic bags. My neighbors would kill me for saying this, but I'm almost 65 and I've always bagged my leaves and I will continue to bag them. I'm not guilty of putting any leaves in the sewer system, but I love this city!!! The City of Greensboro does a nice job of making the city look great!!!
- Concern about leaves on the street, wishes we would enforce this so people were fined and ticketed.
- Customer called to compliment the beautiful job the loose leaf crew did picking up her leaves. She appreciates their good work and how clean the street front looks.
- Customer called back to thank us for coming back to get her brown can. She is very grateful and wanted the supervisor to know.
- Veteran's Day not on holiday schedule. Explained that this was approved by City Council after the Solid Waste cards were mailed earlier in the year.

- Customer is very upset about the trash pickup this week. He was going by the schedule we sent out which did not have the Veteran's Day on it. He said we should have sent out a corrected schedule. Also, he had to delay his plans because his trash was a day late.
- Caller suggests we work with the media to better publicize city service changes. For Veteran's Day, he did not see the information in the newspaper and asks if any announcements could be in a specific place in the newspaper. Customer also asks if the local television news could include Solid Waste schedule changes.

Transportation – 1 comment:

- Read about truck getting stuck under bridge. Thinks GDOT should install warning lights to tell trucks they are too tall for the bridge. She is concerned that a car behind the truck would not see the issue and not expect the sudden stop, run up under it, and get killed or hurt. This has happened too many times and she is sure there is technology to warn the driver to prevent this.

Water Resources – 1 comment:

- Customer did not get October statement. Offended by past due wording on next bill, very harsh.

Overall

Calls about the change in the Solid Waste Collection schedule due to Veteran's Day impacted our call volume last week. Calls about loose leaf collection also increased.

**Public Affairs
Contact Center Weekly Report
Week of 11/19/12 – 11/25/12**

Contact Center

4073 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 616
IVR/Pay by Phone – 152
New Sign up – 85
Cutoff Requests – 69
General Info – 64

Field Operations

Loose Leaf Collection – 173
HHW/Landfill/Transfer – 117
Holiday Schedule – 117
E-Waste Collection – 63
Bulk Guidelines – 53

All others

Police/Watch Operations – 197
Courts/Sheriff – 43
Guilford Metro – 24
Privilege License – 21
Inspections – 17

Comments

We received a total of 3 comments this week:

Field Operations - 3 comments:

- Customer feels we need to have more flexibility in the loose-leaf pickup schedule. We need to pick up leaves more quickly and plan dates tentatively so when leaves come down early we can be more efficient.
- If weather patterns change, the pattern for collection of leaves should change. Leaves are going into storm drains and coming into home.
- Feedback on website: Providing pickup dates in the past is not nearly as valuable as providing estimated future pickup dates.

Overall

Calls about loose-leaf collection continued to increase last week. Customers also had questions about the Solid Waste collection schedule for the Thanksgiving holiday. Call volume remained steady for the week.



SMALL GROUP MEETINGS

Date	Councilmember	Department / Person Contacted	Subject	Council Notification Date
November 20, 2012	Mayor Perkins, Councilmember Methany, Councilmember Vaughan	City Manager Roth	Performing Arts Funding	November 30, 2012

ZONING COMMISSION RESULTS

MEETING OF NOVEMBER 19, 2012

AGENDA ITEM	REQUEST/LOCATION	**PROPOSED USE <small>* (Not binding if not stated as a condition)</small>	ACTION/VOTE	STAFF RECOMMENDATION	STATUS	SPEAKERS
Z-12-11-001	C-M to CD-LI	All uses allowed in the LI (Light Industrial) zoning district except, animal shelters, shooting ranges, outdoor advertising services, truck stops, microbrewery, heavy truck tractor & semi rental, leasing & service, trucking and freight terminals and cemeteries.	Approved	Approval	Final unless appealed	1 for; 0 opposed
	3224 North O'Henry Boulevard		8 to 0			
	Wayne Troxler for Paul and Jean Cockman					
Z-12-11-002	County HI to City HI	All uses allowed in the HI (Heavy Industrial) zoning district	Favorable Recommendation	Approval	December 4, 2012 City Council Meeting	1 for; 0 opposed
	100 Ward Road and 100 R1 Ward Road		8 to 0			
	Tom Terrell for Tom Bigham Holdings LLC, et al.					

*** Please see staff report for full list of conditions and uses

If you have any questions about these results, please contact Frederick Boateng or Mike Kirkman at 336-373-2144



City of Greensboro
Grant Applications Submitted

<u>Grantor</u>	<u>Grants Projects / Description of Purpose</u>	<u>Amount Requested</u>	<u>Department Requesting Funding</u>	<u>Council Notification Date</u>
Keep America Beautiful Inc.	To increase awareness and promote a greater involvement in recycling at six area high schools. The program will clearly outline how the recyclables will be collected and properly packaged for collection.	\$10,000	Field Operations	30-Nov-12



December 03, 2012

TO: Mayor and Members of Council
FROM: Denise Turner Roth, City Manager
SUBJECT: Supplemental Items for Your Information

Minimum Housing Commission:

Attached is a memorandum from Planning & Community Development Director Sue Schwartz, dated December 3, 2012 providing information that Council had requested regarding the Minimum Housing Commission.

Summary Results of NCA&T Homecoming Event

Attached is a memorandum from GPD Deputy Chief Anita Holder, dated December 3, 2012, providing a summary for the events for the 2012 NCA&T State University Homecoming weekend, the impact on Police resources and recommendation about future events.

DTR/mm
Attachments

cc: Office of the City Manager
Global Media



December 3, 2012

TO: Denise Turner Roth, City Manager
FROM: Sue Schwartz, FAICP, Director
SUBJECT: Minimum Housing Commission

On November 25, 2012, Planning and Community Development (PCD) staff received a request from Council for the following information about the Minimum Housing Commission (MHC):

Question: Once a property is turned over to MHC how long does it typically take to get on an agenda?

Question: What type of backlog do you currently have (Minimum Housing Commission)?

Response:

- The current goal for getting cases onto the MHC agenda is within 60-90 days of inspector referral (and approved case review).
- There are currently 16 cases before the MHC with no decision yet made by the Commission. The date these cases were referred to the Commission has not been tracked previously, but is being tracked going forward.
- There are 18 cases waiting to go to the Commission (under final review to ensure that all appropriate legal steps have been taken). We anticipate that 8 of these will appear on the Jan-Feb agendas with the remainder on the Commission's agenda March-April.
- An additional 5 cases were referred to the Commission but are in bankruptcy or foreclosure and no action can be taken at this time.
- There are 35 pending demolitions:
 - o 17 demolition orders passed in 2012
 - o 6 orders passed in 2011
 - o 5 orders passed in 2010
 - o 9 orders pre-2010

Question: Does the backlog include all boarded up/burned properties or are there properties that still need to be entered (referred to MHC)?

Response:

- 28 cases from the October 5th & 12th IFYI fire damaged and boarded/secured lists have been referred to MHC and are under final review.
- 6 cases from the October 5th & 12th IFYI fire damaged and boarded/secured lists are under demolition order.
- 2 cases from the October 5th & 12th IFYI fire damaged and boarded/secured lists are before the MHC.
- Not all fire damaged or all boarded/secured cases have been referred to MHC. For example: secured properties that are in compliance, properties that are repaired by the owner or properties that are demolished will not be referred to MHC.

Please contact me at 373-2149 if you have questions or need additional information.

SS



December 3, 2012

TO: Ken Miller, Chief of Police

FROM: Anita Holder, Deputy Chief, Support Bureau

SUBJECT: Summary Results of A&T Homecoming Event

North Carolina A&T State University has held a homecoming event in Greensboro for many years. Traditionally, the event consisted of a parade on Saturday morning and a football game on A&T's campus on that same Saturday. The event has grown from a single day, campus based event, to one that now impacts the entire City over multiple days. The intent of this memo is first to summarize the 2012 Homecoming event, what went well and what did not from a solely public safety perspective; and secondly, to draw attention to the increased scope of the event and the need for additional resources to manage it safely and successfully in the years ahead.

Summary of Homecoming 2012

In coordinating and planning for public safety services, our primary objectives are to provide for the security and well being of event participants, to provide for the orderly flow of traffic in areas impacted by the event, and to accomplish our work with minimal enforcement activities. Because the event has grown from a campus-based event to a City-wide event with venues outside the scope and reach of NC A&T State University, it has become more challenging to manage each year. And, each successive year's plan is significantly influenced from the prior year's experience. While many things went right for participants, the City, and Police during Homecoming 2012, there were a couple of significant issues that highlighted needs for more comprehensive planning, a greater ability to monitor and execute from an event-level perspective, an ability to more effectively communicate with the public, and provide mechanisms for the public to report issues and problems.

The following information is a brief summary of impact on Police resources:

- 1502 police calls for service were dispatched by GM911 over the 12-hour period from 5:00 p.m. on Saturday until 5:00 a.m. on Sunday.
- 126 sworn on-duty officers were available to respond to all citizen calls for service across the City on both Friday and Saturday
- 102 additional sworn officers were deployed for parade and football game assignments
- 216 additional sworn officers were deployed for Saturday night events, Coliseum events, and large party venues
- There were 37 known planned party venues scattered across the City

- There were 4 serious assaults with potential loss of life that were not NCA&T event related, but were Homecoming related.
- 28 alcohol establishments were inspected by ALE and Fire
- There were 15 in-custody arrests
- There were 17 citations issued by supplemental officers
- Spontaneous parties in unexpected multiple-family housing locations
- A train on Elm Street downtown had to stop on Friday due to pedestrian traffic. Closed Elm Street on Saturday, diverting pedestrians to Martin Luther King for safety reasons
- There were post-event concerns from neighborhoods near the campus for lack of police presence to control noise and congestion
- There were post-event concerns expressed by participants regarding traffic detours from High Point Road to I-40
- There were post-event concerns expressed by employees of downtown businesses, as well as patrons to the local Farmer's Market on Lindsay Street, who were unaware an event was being held or who were unfamiliar with detour routes

Concerns about traffic detours on High Point Road

The most significant traffic concerns we have from year to year involve vehicle and pedestrian traffic that have caused complete gridlock conditions along High Point Road. That condition most likely stems from the close proximity of the Coliseum, the Sheraton, and many other party venues in that same corridor. The act of vehicle cruising along High Point Road further congests traffic to the point that, in previous years, emergency vehicles could not navigate within the area and drivers could not move freely to neighborhoods or businesses. Robbery and assault calls occurred frequently within that particular area, and Police, EMS and Fire were unable to quickly respond to these incidents.

Because of those previous experiences, we attempted to avoid gridlock conditions again in 2012 by diverting traffic away from High Point Road to I-40. Officers responsible for traffic direction were instructed to allow drivers or passengers who held a hotel room key or who lived in adjoining neighborhoods to pass through the detour. Additionally, Wendover Avenue and Guilford College exits were closed, to spread traffic along a longer path of dispersion. From past experiences, we knew that some drivers would travel to the next exit down and return to High Point Road, again contributing to the gridlock conditions. We had performed this same detour pattern successfully following SuperJam 2012, which also creates congestion along High Point Road, and expected similar positive results for Homecoming.

The detour did successfully avoid total gridlock conditions but the sheer volume of vehicles still created significant congestion. However, the traffic pattern caused drivers the inconvenience of having to travel additional miles to reach their destination. The success experienced with SuperJam attendees did not translate to a total success for Homecoming visitors who are more likely to be returning to a hotel corridor. Additionally, visitors who are unfamiliar with the City most likely found it more difficult to reach their destinations. Businesses, particularly hotels, on Wendover Avenue received detour information beforehand but others did not.

Our plan to use message boards as a primary means of communication with drivers was not ideal. Our assumption that patrons would prefer to avoid congested areas and reach destinations

via longer, but more rapid routes was incorrect. Additionally, message boards provide simplistic information rather than detailed instructions on how to reach destinations via detour routes. To complicate matters, multiple traffic collisions on I-40 drew our supplemental resources to that location. Officers' work at the scenes of the collisions delayed them from opening Wendover and Guilford College as soon as they practically could have been. Finally, we believe we underestimated Homecoming participants' desires to collectively gather for post-game celebrations. In short, we worked to fix one problem with the detours, and unintentionally created others by not communicating early and often with those being affected by the event.

Change in Post-game Party Locations

New to 2012 was the transformation of previously low activity sites to ones that created major needs for emergency service. Multi-family housing units in areas proximate to the A&T campus around Booker, Cunningham and Perkins Streets were the scene of assaults by firearms on both Friday and Saturday nights. While housing managers had already hired private security to police parking areas, and we had deployed officers to those areas, there were not enough resources present to prevent or deter those events. Response to the area was delayed because of heavy vehicle traffic on both Market Streets and in surrounding neighborhoods causing us to divert traffic to Highway 29 in order to allow emergency vehicles to pass.

The Center City Business District also experienced heavy vehicle and pedestrian traffic. Most notable were the need to divert railway traffic on Saturday to promote pedestrian safety and the volume of people attending the nightclubs along Elm and Greene Streets late Saturday night/Sunday morning. We had significant resource presence in the form of officers on bicycles and foot in the downtown area to help ensure public safety there, and they remained quite busy through early Sunday morning.

Planning for 2013 and Beyond

Planning for future events will continue to focus on fostering public safety and minimizing the impact of traffic congestion. We believe that successfully addressing this year's concerns will require three primary adjustments to our current approach, including:

- More advanced planning and coordination with multiple partners and stakeholders across the City, campus police departments and with NC A&T State University, with emphasis on joint planning of:
 - Comprehensive traffic management for the parade, football game and evening events/after-parties
 - Pedestrian safety
 - Coordination of neighborhood patrols to minimize disruptions
 - Focus on comprehensive communication strategies
- More comprehensive command oversight of each major and simultaneous component of event management.
- Improved coordination and communication with hotels, businesses and residents on planned detours, to include alternate routes of travel.
- Creation of an event-level command center capable of housing multiple partner agency representatives, better serving an event-level management perspective.

North Carolina A&T State University Homecoming is an important event for the university, its alumni, and for Greensboro. We understand that our traffic management plan this year did not serve all parties interests in a practical or acceptable way. As a result, we will more intensely focus our efforts in the coming year to best ensure that Homecoming participants enjoy both their visit to the City and their overall Homecoming experience.

KM