Office of the City Manager
City of Greensboro

January 11, 2013

IFYI HIGHLIGHTS

- Community Gardens Update
- City Contracts
- Stormwater Residential Billing Update
- White Street Landfill Gas Utilization Project
- Libraries Internet Usage & Incident Reports

TO: Mayor and Members of Council

FROM Denise Turner Roth, City Manager FOR:

SUBJECT: Items for Your Information

Council Follow-Up Items

- Community Gardens Update

As a follow-up to a request from Councilmember Bellamy-Small, attached is a memorandum from Planning and Community Development Director Sue Schwartz, dated January 11, 2013, regarding the Community Sustainability Council's preliminary recommended process to guide residents in the development of community gardens.

- City Contracts

As a follow-up to a request from Councilmember Bellamy-Small at the December 18, 2012 City Council meeting, attached is a memorandum from Assistant to the City Manager Mary Vigue, dated January 9, 2013, providing a comparison on contracts awarded to contractors within the city limits and those that are outside the city limits.

Stormwater Residential Billing Update

Attached is a memorandum from Water Resources Director Steven Drew dated January 3, 2013, regarding the recent review of the stormwater utility accounts by the Stormwater Management Division.

White Street Landfill Gas Utilization Project

The City has posted a Request for Qualifications (RFQ) for potential bidders for the White Street Landfill Gas Utilization Project on the City's website at the following address:https://eserv.greensboro-nc.gov/procurement/SourcingSupplier/controller.servlet?service=list&webappname=SourcingSupplier&name=OpenForBid&bto=com.lawson.apps.ss.SourcingEvent_Manager&_susec=true&procurement&_frommenu=true.

The RFQ invites potential bidders to develop and complete plans to beneficially use methane gas generated by the landfill. The City's Waste Management & Recycling Task Force recommended the use of an RFQ to discover and determine potential ways that the landfill's methane can safely become a source of positive net revenue for Greensboro, without adversely impacting the surrounding neighborhood.

A voluntary site meeting for potential bidders will be held on January 23, 2013 at 10 am at the White Street Landfill. The question and answer period will end January 29, 2013 and bidders have until February 19, 2013 to respond. A selection committee will review proposals to select a short list of developers to continue in the process.

Libraries Internet Usage and Incident Reports
Attached is a memorandum from Interim Library Director Brigitte Blanton, dated January 9, 2013 providing the Library Internet Usage and Incident Reports for October 1, 2012, through December 31, 2012.

Contact Center Feedback
Attached is the weekly report generated by our Contact Center for the week of December 31, 2012 through January 6, 2013.

Small Group Meetings
Attached is the weekly Small Group Meetings report for the week of January 4, 2013 through January 10, 2013, between City Staff and [more than two but less than five] Councilmembers.

DTR/mm
Attachments

cc: Office of the City Manager
Global Media

Planning and Community Development
City of Greensboro

GREENSBORO

January 11, 2013

TO: Denise Turner Roth, City Manager

FROM: Sue Schwartz, FAICP Director

SUBJECT: Community Gardens Update

City Council requested staff to direct the Sustainability Council to recommend a process to guide citizens in the development of community gardens. At the November 19, 2012, Community Sustainability Council (CSC) meeting, the CSC devised a preliminary recommended process to guide citizens in the development of community gardens. They seek to have a final proposed process through its *Nature in the City* sub-committee led by Carolyn Allen in early 2013. Mrs. Allen is working with Karen Neill of the Guilford County Agricultural Extension Service and Brooks Mullane of Greensboro's Parks and Recreation Department.

The preliminary recommendations from the November 19, 2012 meeting are as follows:

- Work with the City to identify 1-2 city-owned parcels in which a community garden can be created
- Request City Council to consider changing a city ordinance to allow storage sheds to be on properties that do not have a main building
- Request City to establish a water meter on city parcel where community garden would be (estimated cost: $1000)
- Interested parties in creating a community garden could approach the Community Foundation's Buildings for Strong Neighborhoods for a grant with the City and the CSC serving as partners
- Interested parties should also reach out to the North Carolina Cooperative Extension Service who assists with the planning and planting of community gardens
- Interested parties should apply for City's Small Neighborhood Project Grant through Park & Rec for leverage funding purposes

The *Nature in the City* subcommittee is evaluating regulatory barriers to community gardens, problems with sustaining community efforts, etc.

If there are any questions, please give Valencia Roner in PCD a call at (336) 373-7944. She is the lead staff for this effort.

SS

Office of the City Manager
City of Greensboro

GREENSBORO

January 9, 2013

TO: Denise Turner Roth, City Manager

FROM: Mary Vigue, Assistant to the City Manager

SUBJECT: City Contracts

At the December 18, 2012, City Council meeting, Councilmember Bellamy-Small requested information on the comparison on contracts awarded to contractors within the City of Greensboro versus those external of the city limits. Between January 1, 2012 and December 31, 2012, the City awarded 121 construction contracts and construction project related professional services contracts. Below is the breakdown between vendors with office locations within the City of Greensboro and other locations.

	City of Greensboro Vendor	Other Vendor Location	Total
Number of Professional Services Contracts	34	21	55
Number of Construction Contracts	37	29	66
Total	71	50	**121**

	City of Greensboro Vendor	Other Vendor Location
Professional Services Contracts	62%	38%
Construction Contracts	56%	44%
Total	59%	41%

If you have any questions or need additional information please let me know.

MV/mm

Department of Water Resources
City of Greensboro

GREENSBORO

January 3, 2013

TO: David Parrish, Assistant City Manager

FROM: Steven Drew, Water Resources Director

SUBJECT: Stormwater Residential Billing Update

Summary

The Stormwater Management Division recently completed a review of stormwater utility accounts following an impervious area update as a result of new aerial photography. The latest aerial photography was provided by the City's Information Technology Department and allowed the Stormwater Management Division to update its billing records to ensure that fees are being accurately assessed. In the City of Greensboro, every commercial and residential property is charged a stormwater fee and bills are based on the amount of impervious area found on a property (an average of 2543 square feet for a typical residential property). The billing rates are divided into three residential tiers and calculated using the latest aerial photography and/or property records. Using the data provided, it was determined that 10,216 residential accounts need billing adjustments. Of the 10,216 accounts affected, 7,316 accounts are currently under billed and 2,900 accounts are overbilled. Each of the 10,216 accounts affected have been individually reviewed to ensure billing accuracy. In most cases, the billing adjustment will amount to $1.20 per month or $14.40 a year.

It should be noted that the billing rate has not changed since 2004 and it is not increasing now. The primary goal of this evaluation is to ensure the accuracy of resident's stormwater utility accounts. The accounts will be updated over the next three months, and notification will be provided to all residents affected by the change.

SD

cc: Kenney McDowell, Deputy Director, Water Resources Department
David Phlegar, Stormwater Division Manager, Water Resources Department
Tom Carruthers, Associate General Council, Legal Department

Libraries
City of Greensboro

GREENSBORO

January 9, 2013

TO: Denise Turner Roth, City Manager

FROM: Brigitte Blanton, Interim Library Director

SUBJECT: October 1 – December 31 Computer Usage Report and Incident Report

Please find attached the Library Incident Report for October 1 – December 31 and the Internet Usage Report for October 1 – December 31.

BB/pcs
Attachment

cc: Mary McCollough

219 N. Church Street, PO Box 3178, Greensboro, NC 27402-3178 336-373-2474

Greensboro Public Library Internet Usage Statistics
Second Quarter Report
9:00 am 10/1/2012 – 9:00 pm 12/31/2012

Background Information:

- Number of overall web hits – 100% of web hits for the period in question – 398,682,635
- Number of hits on the porn category – (percent)
  292,225 (.07%) seven hundredths of one percent
- Number of Computer Users
  144,459

Breakdown by Month	*Overall Web Hits*	*Hits on Porn Category*	*% Hits on Porn*	*Number of Computer Users*
October	141,972,783	93,392	0.07%	53,799
November	123,867,712	94,442	0.08%	45,897
December	132,842,140	104,391	0.08%	44,763
Total	***398,682,635***	***292,225***	***0.07%***	***144,459***

Quarter Totals	*Overall Web Hits*	*Hits on Porn Category*	*% Hits on Porn*	*Number of Computer Users*
First Quarter 12/13	***414,350,058***	***115,135***	***0.03%***	***169,172***
Second Quarter 12/13	***398,682,635***	***292,225***	***0.07%***	***144,459***
Percentage Difference	***-4%***	***61%***	***0.04%***	***-17%***

Greensboro Public Library
Library Incident Report By Category
October thru December 2012

Incidents by Category	Central	Benjamin	Glenwood	Hemphill	Kathleen Clay	McGirt-Horton	Vance Chavis	# of Incidents	# of Bans
Accident	0	0	0	0	0	0	0	0	0
Assault	0	0	0	0	0	0	0	0	0
Alcohol	5	0	0	0	0	0	0	5	3
Bomb Threat	0	0	0	0	0	0	0	0	0
Communicating Threat	0	0	0	0	0	1	0	1	0
Computer Misuse	0	0	0	1	0	0	0	1	1
Customer Complaint	1	0	1	0	0	1	0	3	0
Disorderly Conduct	13	2	3	2	0	6	5	31	19
Drug Paraphernalia	0	0	0	0	0	0	0	0	0
Eating	0	0	0	0	0	0	0	0	0
Fire	1	0	0	0	0	0	0	1	0
Indecent Behavior	1	0	1	0	0	0	0	2	2
Littering	0	0	0	0	0	0	0	0	0
Loitering	0	0	0	0	0	0	0	0	0
Lost Property	0	0	0	0	0	0	1	1	0
Medical	1	0	0	0	0	0	0	1	0
Missing Person	0	0	0	0	0	0	0	0	0
Panhandling	0	0	2	0	0	0	0	2	0
Pornography	7	0	0	0	0	0	0	7	7
Potential Problem	2	0	0	2	0	0	0	4	0
Sleeping	4	0	1	0	0	0	0	5	4
Smoking	0	0	0	0	0	0	0	0	0
Theft	11	0	1	0	0	1	0	13	3
Trespassing	4	0	3	0	0	0	1	8	7
Unattended Child	1	0	0	0	0	0	1	2	1
Vandalism	0	0	0	0	0	0	0	0	0
Weapons	2	0	1	0	0	0	0	3	3
Warrant	4	0	0	0	0	0	0	4	0
Grand Total Oct - Dec 2012	**57**	**2**	**13**	**5**	**0**	**9**	**8**	**94**	**50**
Grand Total Jul - Sept 2012	**53**	**1**	**5**	**6**	**0**	**4**	**11**	**80**	**51**
						Difference		14	-1
						Percentage Difference		18%	-2%

Public Affairs
Contact Center Weekly Report
Week of 12/31/12 – 1/6/13

Contact Center
4697 calls answered this week

Top 5 calls by area

Water Resources	Field Operations	All others
Balance Inquiry – 1096	Bulk/Recycle Calendar – 85	Police/Watch Operations – 248
IVR/Pay by Phone – 379	HHW/Landfill/Transfer – 72	Courts/Sheriff – 66
Bill Extension – 160	No Service/Garbage – 53	Privilege License – 35
General Info – 146	EOW Recycling – 49	Tax Department – 34
New Sign up – 137	Bulk Guidelines – 45	HR/Employment – 30

Comments

We received a total of **4** comments this week:

Field Operations - 4 comments:

- Customer is very upset that the leaf truck is in the neighborhood today. She said we always get her leaves first and it does not give her time to get the leaves out. Caller wants us to leave her leaves for last next time.

- Customer wants us to know that not everyone uses the internet. So it is not easy to get the calendars printed.

- Since being changed to every other week in 2008, my need for recycling pick up has actually grown. The number of items I have to be recycled has increased due to a number of factors that are affecting residents of Greensboro citywide. More companies are packaging their products in recyclable materials, my awareness of what can be recycled (and the importance of doing so!) has also been increased, and most recently, the City has wonderfully added more items to the list of recyclables. My weekly need for recycling pick up is actually greater than my need for trash pickup. I can't imagine that I'm alone in this. The City should make trash pickup every other week, and return recycling pickup to a weekly service. My 9 year old son agrees!

- Elderly caller passing along a good comment about yard waste crew. She wasn't quite finished putting out her yard waste yesterday. The crew on Halifax Rd helped her finish. They were so patient, courteous, and helpful and she is very thankful. The crew is always professional and they never complain. They always clean up whatever she puts out, but yesterday they went out of their way to help out.

Overall

Calls about the every other week bulk/recycling calendar increased last week. Calls for the Guilford County Tax Department also increased. Call volume was busy through the end of the week.

GREENSBORO

SMALL GROUP MEETINGS

Date	Councilmember	Department / Person Contacted	Subject	Council Notification Date
January 9, 2013	Mayor Perkins, Councilmember Bellamy-Small Councilmembers Kee Councilmember Vaughan	Assistant City Manager Scott	East Greensboro	January 11, 2013

Date printed: 1/11/2013
CMO / MM

*Small Group Mtg is 2 or more Councilmembers w/ City Staff