



September 13, 2013

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

UPCOMING MEETINGS

- Sept 17 at 9:30 am Economic Development Committee Meeting
- Sept 17 at 4:30 pm City Council Meeting/ Closed Session
- Sept 24 at 3:00 pm Council Work Session
- Sept 30 at 3:30 pm Participatory Budgeting Committee Meeting

**Council Follow-Up Items**

• **Downtown Greenway Funding Options**

As a follow-up to a request by Council at the August 22, 2013 Work Session, attached is a memorandum from Finance Director Rick Lusk and Transportation Director Adam Fischer, dated September 13, 2013, providing funding options to complete the Downtown Greenway project.

• **Cone Boulevard/Nealtown Road Project**

As a follow-up to a request by Councilmember Matheny at the August 22, 2013 Work Session, attached is a memorandum from Finance Director Rick Lusk and Transportation Director Adam Fischer, dated September 13, 2013, providing options on advancing construction start date on Cone Boulevard / Nealtown Road project.

**Rescheduling College Hill Neighborhood Plan Public Meetings**

Attached is a memorandum from Planning Director Sue Schwartz, dated September 13, 2013, regarding the two College Hill Neighborhood Plan Public meetings that are being rescheduled to October 2013.

**Mobile Applications and Searchable PDF**

Attached is a memorandum from Chief Information Officer Darryl Jones, dated September 10, 2013, regarding the new mobile applications and searchable pdf on City's website.

**Public Information Request Report**

Attached is the weekly Public Information Request Report for the week of September 13, 2013.

**Contact Center Feedback**

Attached are the weekly report generated by our Contact Center for the weeks of August 26, 2013 through September 8, 2013.

**Small Group Meetings**

Attached is the small group meetings for the week of September 3, 2013 through September 13, 2013, between City Staff and [more than two but less than five] Councilmembers.

DTR/mm  
Attachments



September 13, 2013

**TO:** Denise Turner Roth, City Manager

**FROM:** Rick Lusk, Finance Director  
Adam Fischer, Transportation Director

**SUBJECT:** Options on Funding Completion of Downtown Greenway

### Background

Planning for the Downtown Greenway began in 2001 with the development of the Center City Plan. In 2007, the Greensboro Bicentennial Commission designated the Downtown Greenway as the signature project to commemorate the City's 200th birthday and in 2008, the citizens of Greensboro voted to support a street improvement Bond, which included \$7 million dedicated to the Downtown Greenway. The Downtown Greenway is a collaborative undertaking by the City of Greensboro and Action Greensboro, which will loop downtown with a unique 4-mile multi-use trail. The total cost for the entire Downtown Greenway is estimated at \$26 million.

### Current Status

To date, the City has committed \$7.8 million in Federal, State and City bond funds towards this project and the private sector has committed \$8.4 million. Fifty percent of this project has been designed with seventy-five percent of the design to be completed by June 1, 2014. Additional funding of \$15 Million is required to complete the project. (Additional details on funding and project progress are in the attached memo dated June 20, 2013.)

### Funding Options for Project Completion

To date \$122.7 million of the \$134 million 2008 Street Improvement Bonds have been allocated to street, sidewalk, streetscape and other transportation projects. This includes design costs for the projects below, with the construction of these projects to be funded from a combination of the remaining \$11.3 million in unallocated 2008 Street Improvement Bonds (available in 2018, if there are no cost overruns of transportation projects currently scheduled for construction.) and future authorized bond funds:

- Vandalia Road (Elm-Eugene St. to City limits) widening and sidewalks
- Church Street streetscape (downtown)
- Benjamin Pkwy/Bryan Boulevard (Holden Rd. to Wendover Ave.) widening

- Stanley Road (Hilltop Road to Koger Blvd.) widening and sidewalks
- Elm Street & Pisgah Church Road intersection improvements
- Lawndale & Pisgah Church Road intersection improvements
- Lewiston Road connector (Flemming Road to Lewiston Road)
- North Elm Street improvements (Cone Blvd. to Wendover Ave.)
- Various sidewalk projects.

Downtown Greenway funding options for the City include:

- 1) Assign a higher priority to complete the downtown greenway project over the other unallocated projects listed above. (Unallocated 2008 Street Improvement Bond funds would not be available until 2018 and would be dependent upon actual construction costs of transportation projects currently scheduled for construction)
- 2) Reallocate transportation bond funds from projects planned over the next 6 years:
  - a. High Point Road streetscape
  - b. Cone-Nealtown Road connector
  - c. Horsepen Creek Road improvements
  - d. Alamance Church Road improvements
  - e. Summit Avenue streetscapes
  - f. North Church Street improvements
  - g. Mackay Road improvements
- 3) Reallocate various other bond projects planned over the next 6 years including Street Improvement and/or P&R Improvements:
  - a. Barber Park-Phase 2
  - b. Hester Park improvements
  - c. Skateboard Park and Trail System expansion.
- 4) Future GO bond referendum for the Downtown Greenway (2016 or 2020).

Also to be considered is the current debt service funding challenge (due to historically low tax base growth and interest rates, resulting in fewer resources available to fund debt service than anticipated) that is projected to require additional annual resources equivalent to 1.0 cent on the tax rate over the next 4-5 years to fund the remaining \$150 million in GO Bonds to be issued between 2014 and 2018, when current bond authorizations expire.

AF/rl  
 attachement



June 20, 2013

**TO:** David Parrish, Assistant City Manager  
**FROM:** Adam Fischer, Director of Transportation  
**SUBJECT:** Downtown Greenway Update

**Background:**

Planning for the Downtown Greenway began in 2001 with the development of the Center City Plan. In 2007, the Greensboro Bicentennial Commission designated the Downtown Greenway as the signature project to commemorate the City's 200th birthday and in 2008, the citizens of Greensboro voted to support a street improvement Bond, which included \$7 million dedicated to the Downtown Greenway. The Downtown Greenway is a collaborative undertaking by the City of Greensboro and Action Greensboro, which will loop downtown with a unique 4-mile multi-use trail. The multi-use trail will be used by walkers, joggers, and bicyclists, for recreation and fitness, as well as, to travel around downtown. The Greenway also features many works of art and both natural and urban scenery, to be enjoyed by all who utilize the trail. By enhancing the urban landscape, it is also envisioned that the Downtown Greenway will generate economic development as investors look to locate close to this very attractive amenity. The total cost for the entire Downtown Greenway is estimated at \$26 million.

**Phases:**

The 4-mile downtown Greenway is being built in 4 phases and will pass through more than a dozen neighborhoods connecting with several other walking/multi-use trails. (See attached phasing map)

- Phase 1:** Phase 1 is split up into four sections and runs east west parallel to Lee Street:
- Section 1 (Five Points) - runs from Freeman Mill Road to South Eugene Street
  - Section 1A (Morehead Park) – runs from Lee Street to Spring Garden Street
  - Section 1B – runs from Eugene Street to MLK Jr. Drive
  - Section 1C – runs from MLK Jr. Drive to Lee Street
- Phase 2:** Phase 2 features a rebuild of Murrow Boulevard and runs along a portion of Fisher Avenue, and is split up into five sections:

- Section 2A, 2B, 2C, 2D – features a rebuild of Murrow Boulevard and runs north south, then east west from Lee Street to Greene Street at Fisher Avenue.
- Section 2E – Will run east-west along Fisher Avenue from Greene Street to Eugene Street

**Phase 3:** Phase 3 will run along Eugene Street and Smith Street.

- Section 3A will run along Eugene Street from Fisher Avenue to Smith Street
- Section 3B will run along Smith Street from Eugene Street to Spring Street.
- Section 3C will run along Smith Street from Spring Street to Prescott Street

**Phase 4:** Phase 4 will run north south along the Norfolk Southern rail line from Smith Street to Spring Garden Street.

**Construction:**

- Phase 1 was the first section of the Downtown Greenway that was built which runs for ¼ mile from Lee Street/Freeman Mill Road to South Eugene Street. Construction on the ¼ mile Section 1 was funded totally by Action Greensboro and was completed in 2010 for a total cost of about \$800,000.
- Phase 1A was the second section of the Downtown Greenway completed which runs ¼ mile from Lee Street to Spring Garden Street. Construction on Phase 1A was completed in 2012 for a total cost of \$1.1 million, which was funded by City of Greensboro Transportation bonds. Action Greensboro also contributed \$800,000 in artwork and landscaping for Phase 1A.
- Phase 3B was the third section of the Downtown Greenway that was built along Smith Street from Eugene Street to Spring Street and along Eugene Street from Smith Street to Battleground Avenue. This section of 3B was completed in 2013 at a total cost of \$790,000 and was funded by City of Greensboro Transportation Bonds.

**Pending Construction:**

- Phase 3A along Eugene Street from Fisher Avenue to Smith Street, Phase 3C along Smith Street from Spring Street to Prescott Street, and Phase 2E along Fisher Avenue from Eugene Street to Greene Street. The total estimated cost to construct these sections of the downtown greenway is \$3.5 million and is being funded with a Federal Grant of \$2.8 million with the city of Greensboro providing a match of \$600,000 and Action Greensboro providing \$100,000 to cover the matching portion of the Federal grant. Construction on this section of the Greenway is scheduled to start in the spring of 2014 and be complete by the spring of 2015.
- Design is underway for section 1B which runs from South Eugene Street to MLK Jr. Drive. Construction on this section of the Downtown Greenway will be funded by City of Greensboro Transportation Bonds.

**Future Unfunded Construction:**

- Phase 2A, 2B, 2C, 2D of the Downtown Greenway is currently under design and will feature a rebuild/reconfiguration of Murrow Boulevard from six lanes to four lanes. The total estimated cost for Phase 2A, 2B, 2C, 2D is \$10.5 Million. The 2008 Transportation Bond funds will not cover the cost to build this phase. An additional funding source will need to be identified to build Phase 2A, 2B, 2C, 2D.
- Phase 4 of the Downtown Greenway will run north south along the Norfolk Southern rail line from Spring Garden Street to Smith Street and possibly further north along the Norfolk Southern rail line to connect with the A&Y Greenway. The total estimated cost to build Phase 4 is \$5 million and it is estimated that it will cost an additional \$5 million to extend the greenway north to connect with the A&Y greenway.

**Funding:**

**Public Funds:**

Voter approved City Bond Funds = \$7,000,000

- The City has spent or encumbered \$2,565,319 in Bond funds towards design and construction.
- The City has designated an additional \$600,000 in Bond funds to match a Federal STP-DA grant to construct Phase 3A, a portion of 3B, and a portion of 2E.
- The City has issued \$835,371 in Bond funds to be used for construction of Phase 1B or for the design of Phase 4.
- Total City Bond Funds issued to date = \$4,000,690.

Federal Funding:

- The City secured a \$2,800,000 Federal STP-DA grant to fund construction of Phase 3A, a portion of 3B, and a portion of 2E.
- The City secured a \$487,000 Federal Earmark sponsored by Senator Kay Hagan and an additional \$206,000 in Federal STP-DA funds to fund the design of Phase 2A, 2B, 2C, 2D.
- \$163,550 in ARRA funds were spent on Phase 1A for solar lighting.
- \$50,000 in CDBG funds have been appropriated for the design of Phase 1B.
- \$94,956 in Metro Planning funds were used for project design expenses.
- Total Federal funds spent or available to date = \$3,801,506.

Total Public Funds spent or available to date = \$7,802,196.

**Private Funds:**

Private funds raised to date through various sources = \$8,416,705

Total private funds spent to date = \$3,738,502.

Private funds have been used to:

- design and construct Phase 1
- design Phase 1A
- provide artwork and enhanced landscaping for phase 1
- provide artwork, including the refurbished railroad underpass, and enhanced landscaping for phase 1A
- provide enhanced landscaping for phase 3B
- provide partial local match for Federal STP-DA grant to fund construction of Phase 3A, a portion of 3B, and a portion of 2E.
- provide local match for Federal STP-DA grant to fund design of Phase 2A,B,C,D.

**AF**



September 13, 2013

**TO:** Denise Turner Roth, City Manager

**FROM:** Rick Lusk, Finance Director  
Adam Fischer, Transportation Director

**SUBJECT:** Options on Advancing Construction Start Date on Cone Boulevard/Nealtown Road Project

### Background

The Cone Boulevard/Nealtown Road Project is an extension of E. Cone Boulevard eastward and the extension of Nealtown Road northward across N. Buffalo Creek to connect with the extension of E. Cone Boulevard. The Cone Boulevard/Nealtown Road Project will provide improved access between the Nealtown Farms, Kings Forest, Woodbriar Estates, and Woodmere Park neighborhoods to/from the Shopping Centers located at Cone Boulevard & US 29 and the Greensboro Sportsplex located on 16<sup>th</sup> Street. Construction of this project has been scheduled to begin Spring 2015 with completion expected Fall 2016.

### Current Status

Design of this project has been completed. Right-of-way (ROW) property acquisition is under way and is expected to be completed within 60 days. Once the properties are acquired, the City will annex them in order for construction costs to be eligible for funding by Street Improvement Bond Funds authorized in 2008. The annexation process is expected to be completed no later than mid-February 2014.

The estimated cost of this project is \$10.9 million. Funding for Cone Boulevard/Nealtown Road has been spread between the two debt issues scheduled March 2014 (\$5.9 million) and March 2016 (\$5.0 million). This project funding schedule is in alignment with the construction schedule which has set the construction start date in the Spring of 2015 with completion Fall 2016.

### Funding Options

To advance the construction start date of the Cone Boulevard/Nealtown Road Project from Spring 2015 to Summer 2014, an additional \$5.0 million would need to be included in the March 2014 debt issue to fund the entire project cost of \$10.9 million. This could be accomplished in one of the three following ways:



- 1) Fund project in 2014 by delaying \$5.0 million in other Street Improvement projects planned for the period March 2014 through February 2016, until March 2016. Projects to be considered for delay include Greenway funding, High Point Road Streetscape project, sidewalk improvements and street maintenance.
- 2) Fund project in 2014 by delaying \$5.0 million in various bond projects planned for the period March 2014 through February 2016, including Street Improvement and/or P&R Improvements, until March 2016. Projects to be considered for delay include Barber Park-Phase 2, Hester Park improvements, Skateboard Park and Trail System expansion.
- 3) Increase March 2014 debt issue by \$5.0 million, from \$45 million to \$50 million, and provide additional annual resources of \$500,000 to fund the related increase in debt service (equivalent of 0.2 cent tax rate).

Also to be considered is the current debt service funding challenge (due to historically low tax base growth and interest rates, resulting in fewer resources available to fund debt service than anticipated) that is projected to require additional annual resources equivalent to 1.0 cent on the tax rate over the next 4-5 years to fund the remaining \$150 million in GO Bonds to be issued between 2014 and 2018, when current bond authorizations expire.

AF/rl

Planning Development  
City of Greensboro



September 13, 2013

**TO:** David Parrish, Assistant City Manager

**FROM:** Sue Schwartz, FAICP Director

**SUBJECT:** College Hill Neighborhood Plan Public Meetings Rescheduled

The public meetings originally planned for Saturday, September 14, 2013 and Monday, September 16, 2013, are being rescheduled for October 2013. New dates will be set in collaboration with the College Hill Neighborhood Association. Additional information regarding specific dates, times and location will be provided as it becomes available.

For more information regarding this neighborhood planning process, contact Jeff Sovich, [jeffrey.sovich@greensboro-nc.gov](mailto:jeffrey.sovich@greensboro-nc.gov), or 336-574-3576. Documents related to the plan can be found on the project website at: <http://collegehillgreensboro.net/neighborhood-info/plan>.

SS/jc

cc: Hanna Cockburn



September 10, 2013

**TO:** Denise Turner Roth, City Manager  
**FROM:** Darryl Jones, Chief Information Officer  
**SUBJECT:** Mobile Applications and Searchable PDFs

The Information Technology department is excited to announce four upcoming mobile applications that will enhance service delivery and engage the citizens in making Greensboro a great place to live, work and play. The mobile applications are as follows:

**Customer Relationship Management (SeeClickFix)-*Projected completion date: October 2013***  
This is an external/public facing application, which allows residents to enter service requests via their mobile device. This application is also integrated into our internal Contact Center application. This app will allow a citizen to report a pothole, graffiti, traffic signal not working, overgrown lot, etc. The citizen can take a picture of the problem and attach it to the work request. The work request will be routed to the City's Contact Center for further follow-up and then assigned to a work crew to complete. The person making the request, along with the general-public, will have the option to check the status of a request and make comments.

**Bulk Waste - *Projected completion date: October 2013***  
This mobile application will support changes in the collection practices for bulk and similar items. Through this application, each residential refuse collection truck will be equipped with a tablet computer that allows the driver to mark the location where a resident has placed a bulk (or similar) item out for collection. The following day, a bulk collection crew, also equipped with a tablet computer showing where bulk items have been placed out, will perform the collection. This project will enable staff to be as efficient and effective as possible by running predefined routes that have been determined by using the mobile application.

**Find it - *Projected completion date: Early 2014***  
This application will allow a citizen to input an address or use the GPS location of the mobile device to find the nearest City facility (park, recreation center, library, etc). The app will also tell you your council district and councilperson, confirm your property's zoning, and allow for query of collection/removal days for solid waste, snow, and leaves.

**Hike It** - *Projected completion date: Spring 2014*

This application allows you to locate hiking and biking trails throughout the city. Citizens can track their progress, get directions and learn of amenities along the trails. The app will also have a social networking component allowing friends to coordinate hiking and biking excursions.

**Searchable PDFs** - *Completed: August 2013*

In an effort to provide transparency and open access to public records, the Information Technology department has completed a project to convert all PDF documents on the external website to searchable PDF documents. This was a lengthy and tedious process, which resulted in thousands of documents being converted so the public can search on a keyword and find the corresponding document on the website.

DJ

cc: Sandy Neerman, Assistant City Manager



# Current Public Records Requests Update September 13, 2013

Date Requested	Requestor	Subject	Status
1/16/2013	Eric Ginsburg	Socialist request Email Search - 141,954	Five batches have been completed. (4/23/2013 & 5/24/13, 6/17/13, 6/25/13, 8/23/13) and made available to requestor. Staff continuing to review emails. Another batch will be made available next week.
2/8/2013	Eric Ginsburg	Palestine, Candlelight Vigil, Gaza Email Search - 120,215	Five batches have been sent to the requestor (5/10/13, 5/17/13, 6/7/13, 6/17/13, & 8/23/13). Staff is continuing to review emails. Another batch is available.
5/30/2013	Charles Cherry	Pending GPD Lawsuits	Initial documents were provided on 6/14/13. Legal is reviewing remaining documents.
7/5/2013	Roch Smith	Downtown Video	Staff is reviewing available video footage.
7/8/2013	Eric Ginsburg	Curfew Emails Emails: 406	Staff emails have been provided. City Attorney is soliciting personal emails from Councilmember's.
7/18/2013	Roch Smith	GPD Database Indexes	Initial documents provided. GPD and City Attorney are reviewing to determine available records. City IT and Legal determining remaining items from request that need to be released.
7/23/2013	Roch Smith	Councilmembers Information Requests	Release initial information; Staff continuing to review this request for available information.
7/24/2013	Roch Smith	Incumbent Candidate Requests	Staff is reviewing this request for available information.
7/24/2013	Billy Jones	Incumbent Candidate Requests	Staff is reviewing this request for available information.
8/5/2013	Mike Carter	Email Correspondence from 8/1/11 to 8/5/13 Emails: 35,931 + 239,652	Batch of emails was provided to requestor on 9/13/13. Staff will review emails as available.
8/9/2013	Stephen Poole	Civil Rights Museum Email: 23,060	Staff is reviewing this request for available information and has conducted the email search. Staff is reviewing emails as available.
8/21/2013	Mr. Lassiter	Emails: P&R and Developmental Associates from 1-1-12 to 8-18-13 Email: 765	Staff is reviewing emails as available.



Date Requested	Requestor	Subject	Status
8/26/2013	Tina Forsberg	GPAC: \$20M Private Contribution	Staff is reviewing the request.
8/26/2013	Kevin Schultz	GPAC: \$20M Private Contribution	Staff is reviewing the request.
8/26/2013	Angelina Omean	GPAC: \$20M Private Contributions	Staff is reviewing the request.
9/4/2013	Billy Jones	East Market Street Streetscaping Project	Staff is determining if this information exist and is available.
9/5/2013	Stephen Poole	GPAC: Correspondence, Files, Contracts, Audio Recordings Email: 2,418	Staff is reviewing this request and collecting any available information. Staff will review emails as available.
9/5/2013	Stephan Poole	Gerbing's Heated Clothing, LLC Incentive Package	Staff is reviewing this request and collecting any available information.
9/5/2013	Janet Mazzurco	ICRM Info Requested	Staff is reviewing this request and collecting any available information.
9/6/2013	Roch Smith	GPAC Real Estate Closings Purchases	Available records have been provided thus far
9/10/2013	Tanya Rivera	Harris Corporation Information	IT checking to determine if it has anything responsive to request.
9/10/2013	Tanya Rivera	Tower Dumps	IT checking to determine if it has anything responsive to request.
9/10/2013	Anthony Overby	Line Item Report of the 2013-2014 Budget	Staff is collecting the requested information.
9/11/2013	Stephen Poole	Deep Roots Market Financial Statements	Staff is reviewing this request.
9/13/2013	Amanda Lehmert	Salaries Request from N&R	Staff is reviewing this request.
9/13/2013	Julia Rumburg	IT Upgrades Awarded Contract	Staff is reviewing this request.

Weekly Totals (9/9/13-9/13/13):		
	Number of PIRTS Opened	25
	Number of PIRTS Closed	22
	Average Completion Time	5.41 days
Totals Since January 1, 2013:		
	Number of PIRTS Opened	633
	Number of PIRTS Closed	608
	Average Completion Time	6.99 days

**Public Affairs  
Contact Center Weekly Report  
Week of 8/26/13 – 9/1/13**

**Contact Center**

5199 calls answered this week

**Top 5 calls by area**

Water Resources

Balance Inquiry – 902  
IVR/Pay by Phone – 301  
New Sign up – 183  
Bill Extension – 170  
General Info – 148

Field Operations

Bulk Guidelines – 108  
Mattress Go Round – 83  
Repair Can/Garbage – 68  
HHW/Transfer – 65  
No Service/Garbage – 58

All others

Police/Watch Operations – 302  
Overgrown Lots – 68  
Courts/Sheriff – 61  
GTA – 57  
Parking Enforcement – 37

**Comments**

We received a total of 3 comments this week:

**Field Operations – 1 comment:**

- Customer called to say thank you to the Solid Waste driver for coming back to service her green can. Really appreciates the prompt service.

**Parks and Recreation – 1 comment:**

- Caller wanted to thank Parks and Recreation staff for taking care of walking trail at Starmount Dr. and Henderson Rd. States they re-sanded the area and it is much better. Thank you.

**Neighborhood Development – 1 comment:**

- In reference to an ongoing substandard housing issue on Aycock St: The problem with this house is that it is bank owned and banks are even worse property owners than some of our worst landlords. Maybe we ought to require a registry of foreclosed and bank-owned homes with the City (like Cincinnati does) so as to expedite the clean-up of these properties. We know the banks will not respond and I don't know why we act like they will.

**Overall**

Calls for the Greensboro Transit Authority (GTA) and for Parking Enforcement increased last week. Call volume was busy through the end of the week.

**Public Affairs  
Contact Center Weekly Report  
Week of 9/2/13 – 9/8/13**

**Contact Center**

5845 calls answered this week

**Top 5 calls by area**

**Water Resources**

Balance Inquiry – 1078  
IVR/Pay by Phone – 351  
Bill Extension – 171  
New Sign up – 152  
Cutoff Requests – 120

**Field Operations**

Bulk Guidelines – 104  
Mattress Go Round – 93  
Repair Can/Garbage – 68  
HHW/Landfill/Transfer– 66  
No Service/Garbage – 41

**All others**

Police/Watch Operations – 181  
Overgrown Lots – 38  
Privilege License – 37  
Parking Enforcement – 29  
GTA – 25

**Comments**

We received a total of 5 comments this week:

**Executive – 1 comment:**

- Please ask the Mayor to spray the City and the surrounding counties for mosquitoes. They are just awful (customer was advised to call the County Health Department).

**Field Operations – 1 comment:**

- Commend yard waste crew, stopped and got large limbs that came down in the storm. Neighbors really appreciated the extra effort.

**Police – 1 comment:**

- Caller is upset that there is no handicap parking at the new Police headquarters and none is currently planned.

**Public Affairs – 1 comment:**

- Customer called suspecting that we'd missed his trash again, but then he realized the truck was probably running late. We missed his trash last week but came back. He said that those of us that work at the call center and the folks that pick up trash always do a great job.

**Water Resources – 1 comment:**

- Why do you charge a convenience fee for making a payment over the internet? This doesn't require a person to do a job. When you have to mail it in, it costs the city money to mail the bill, open it, and process the check. It really should be the other way around. There should be a charge for paper handling, and no charge for electronic payment. You must change this. It makes no sense to charge me for paying my bill. How many people does it take to process an electronic payment?

**Overall**

Calls for the Greensboro Transit Authority (GTA) and for Parking Enforcement decreased last week. Call volume remained busy through the end of the week.





2013  
*SMALL GROUP MEETINGS*

<b>Small Group Meeting Dates &amp; Times</b>	<b>Councilmember Attending</b>	<b>Person Contacted / Department</b>	<b>Subject</b>	<b>Council Notification Date</b>
September 4, 2013 1:00 - 2:00	Mayor Perkins Councilmember Vaughan Councilmember Matheny Councilmember Hoffman	City Manager Roth	Greensboro Performing Arts Center	September 13, 2013