



September 20, 2013

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

UPCOMING MEETINGS

- Sept 24 at 3:00 pm Council Work Session
- Sept 30 at 3:30 pm Participatory Budget Committee Meeting
- Oct 1 at 5:30 pm City Council Meeting

Council Follow-Up Items

• **War Memorial Auditorium**

As a follow-up to a request by Mayor Pro Tem Johnson at the August 22, 2013 Work Session, Coliseum Director Matt Brown advised that he is currently developing options to relocate the current “Wall of Honor” display, which is located in the lobby of the War Memorial Auditorium. The “Wall of Honor” recognizes the men & women of Guilford County, who gave their lives fighting in combat. Moving the “Wall of Honor” to an alternative location within the Coliseum Complex may actually provide for an even more prominent display, or in fact, allows for a larger number of viewings by a greater number of patrons attending events at either the Coliseum or Special Events Center. This was also presented at the September 5, 2013 War Memorial Commission meeting.

• **LeBauer Park Teen Programs/Entertainment**

As a follow-up to a request from Mayor Perkins at the August 22, 2013 Work Session, attached is a memorandum from Libraries Director Brigitte Blanton, dated September 17, 2013, providing an update on the design process and programs for the new LeBauer Park.

• **Feedback on the 60-Day Youth Protection Ordinance**

As a follow-up to a request from Council, attached is a memorandum from Police Chief Ken Miller, dated August 30, 2013, providing an update on the Youth Protection Ordinance. This item is scheduled for the October 1, 2013 City Council Meeting.

• **Homelessness Prevention Program**

As a follow-up to a request from Councilmember Bellamy-Small at the September 17, 2013 City Council meeting, attached is a memorandum from Interim Neighborhood Development Director Barbara Harris, dated September 19, 2013, providing the revisions to the homelessness prevention program performance data as requested.

City Policy on Naming Public Facilities

Attached is a memorandum from Assistant City Manager Sandy Neerman, dated September 20, 2013, regarding the City policies on naming public facilities.

POP-Up Dog Park

Attached is a memorandum from Small Business Coordinator Reggie Delahanty, dated September 20, 2013, providing an update on the downtown pop-up dog park opening event, which is scheduled for Saturday, September 28, 2013.

Public Information Request Report

Attached is the weekly Public Information Request Report for the week of September 20, 2013.

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of September 9, 2013 through September 15, 2013.

Small Group Meetings

Attached is the Small Group Meeting report for the week of September 16, 2013 through September 20, 2013, between City Staff and [more than two but less than five] Councilmembers.

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

Libraries
City of Greensboro



September 17, 2013

TO: Sandy Neerman, Assistant City Manager
FROM: Brigitte H. Blanton, Director
SUBJECT: Incorporation of Teen Programs/Entertainment for LeBauer Park

During the City Council Work Session on August 22, 2013, it was requested that Libraries and Parks & Recreation look into incorporating family and teen programs/entertainment as part of the plans for LeBauer Park. Both departments have participated in the LeBauer Park design process meetings and have discussed many program opportunities for the park, which include programs and entertainment that target the teen population. The suggestions and recommendations have been passed along to the design team and the Community Foundation.

The Library and Parks & Recreation Department have had representation at the various community and agency meetings convened by the Community Foundation. We will continue to provide programmatic suggestions, which include programs for the teen population.

BB/cw

cc: Chris Wilson, Parks & Recreation Director

27402Greensboro Police Department
City of Greensboro



September 12, 2013

TO: Denise Turner Roth, City Manager
Jim Westmoreland, Deputy City Manager

FROM: Ken Miller, Chief of Police

SUBJECT: Feedback on the 60-Day Youth Protection Ordinance

On July 3rd, Greensboro City Council voted to reinstitute a 60-day curfew for individuals age 17 and under in downtown Greensboro and the central business district. The curfew is from 11 pm to 6 am every day of the week. As the temporary period draws to a close, and Council considers courses of action related to it, I want to provide feedback about the impact of the ordinance.

Officers used the full range of options available to them to enforce the curfew. We established protocols for violations that balanced the spirit and intent of the curfew with public safety concerns. During this period, we issued nine warnings and eight citations to youth who were released to adults on scene. Four youths were arrested and processed through the magistrate's office. The young people in these incidents ranged from age 11 to 17, with 62% being age 17.

During this period, GPD increased the number of patrol officers in the downtown area. Summer historically draws large numbers of people of all ages to our central business district. The crowds, coupled with the anticipated need for increased enforcement, made this a prudent measure. In total, we dedicated an extra 107 officers (approximately 2,046 manhours) to this effort at an estimated cost of \$81,800.

Although public opinion about this ordinance has been mixed, officers report that downtown business owners and patrons have responded favorably to the curfew. Many stated they feel safer and enjoy being able to walk more freely throughout the area.

The decrease in number of the youth after 11 pm also affords officers the ability to focus on the needs of the people downtown. The officers can dedicate more efforts to traffic control and other public safety concerns associated with a vibrant city.

GPD remains committed to contributing to a safe and enjoyable city.

Ken Miller
Chief of Police

"Partnering to fight crime for a safer Greensboro"

One Governmental Plaza, PO Box 3136, Greensboro, NC 27402-3136 (336) 373-CITY (2489)

Neighborhood Development Department
City of Greensboro



September 19, 2013

TO: Sandy Neerman, Assistant City Manager

FROM: Barbara Harris, ^{BH} Interim Director

SUBJECT: FY 2012-13 Homelessness Prevention Program Performance
Data Revised as Requested at 9/17/13 City Council Meeting

The attached reflects revision to homelessness prevention program performance data (to include FY 2012-13 city funding), as requested at the 9/17/13 city council meeting.

BH

Attachments

Program: GUM-Weaver House - \$32,177

Total Served: 1376
of Leavers: 1279
Exits to Perm Housing: 323
% exits to Perm Housing: 25%
Avg *LOS of leavers: 26

Program: Mary's House-\$39,493

Total Served: 28
of Leavers: 16
Exits to Perm Housing: 16
% exits to Perm Housing: 100%
Avg LOS of leavers: 238

Program: Room at the Inn-\$39,493

Total Served: 49
of Leavers: 38
Exits to Perm Housing: 13
% exits to Perm Housing: 34%
Avg LOS of leavers: 73

Program: Salvation Army - \$32,177

Total Served: 368
of Leavers: 299
Exits to Perm Housing: 204
% exits to Perm Housing: 68%
Avg LOS of leavers: 83

Program: Clara House - \$22,276

(Head of Households/Children)

Total Served: 49 / 48
of Leavers: 41 / 36
Exits to Perm Housing: 18 / 15
% exits to Perm Housing: 44% / 42%
Avg LOS of leavers: 30

Program: Youth Focus-My Sister Susan \$18,565

Total Served: 20
of Leavers: 14
Exits to Perm Housing: 6
% exits to Perm Housing: 43%
Avg LOS of leavers: 222

Program: Youth Focus- Act Together- \$70,261

Total Served: 131
of Leavers: 124
Exits to Perm Housing: 72
% exits to Perm Housing: 58%
Avg LOS of leavers: 15

Program: Servant House- \$39,493

Total Served: 37
of Leavers: 23
Exits to Perm Housing: 15
% of exits to Perm Housing: 65%
Avg LOS of leavers: 244

Program: Jericho House- \$7,376

Total Served: 10
of Leavers: 5
Exits to Perm Housing: 1
% exits to Perm Housing: 20%
Avg LOS of leavers: 281

Return on Investment:

Total Shelter Investment-
\$301,311

Total Served- 2,116 Individuals

Total # of exits to Permanent
Housing (PH): 683

Cost per exit to PH- **\$441.16**

*LOS = Length of Stay

Performance data provided by the Greensboro Housing Coalition for Housing Hotline services supported with City of Greensboro FY 12-13 Nussbaum funding 9/17/13

Through the Housing Hotline, Greensboro Housing Coalition responds to households with questions about housing, usually in a crisis about homelessness, rental problems, pending foreclosure, or need for repairs, connecting them with GHC programs or with other community resources. As a HUD-approved Comprehensive Housing Counseling Agency, GHC reports on services to households, unduplicated unless the household requested more than one service. The numbers below reflect three quarters of FY 2012-13.

FY 2012-13 City Grant for the Housing Hotline and Program Administration: \$78,172

Numbers of Persons Assisted

- Housing Counselors helped 60 homeless individuals and families move to rental housing
- Helped 40 persons access emergency shelters and transitional housing
- Referred 687 persons to social service programs
- Counselors helped 818 tenants resolve problems that could have resulted in housing loss
- Assisted 267 persons in search of rental housing with the search process
- Assisted 342 homeowners facing foreclosure
- Assisted 8 households considering home purchase

Performance Outcomes

- 105 tenants found better housing
- 52 tenants got needed home repairs performed or resolved other disputes
- Assisted 30 homeowners in need of home repairs or other assistance



September 20, 2013

TO: Denise Turner Roth, City Manager

FROM: Sandy Neerman, Assistant City Manager

SUBJECT: City Policy on Naming Public Facilities

Libraries and Parks and Recreation departments have policies for the naming of their facilities and areas within their facilities. In each department, the City Council's appointed board or commission is responsible for carrying out these policies, with the final approval made by City Council. In each departments' policy there are consistent guidelines, which include written application, community input process, and criteria for naming requests. Attached is both departments policy. The timetable for naming in each department's policy is 90 days unless there is opposition. When there is opposition, both the Library Board and the Parks and Recreation Commission, delay action to thoroughly evaluate the opposition's information.

A library facility may be renamed after a minimum of 100 years. Parks and Recreation facility may be renamed after a minimum of 40 years. This time frame applies only to those facilities that have been named for an individual.

SN/mm

Attachments:

Greensboro Public Library Policy for Naming Library Facilities

Greensboro Parks & Recreation Department Facilities Naming Policy

GREENSBORO PUBLIC LIBRARY

Policy For Naming Library Facilities

Revised by Library Board of Trustees, August 17, 1992

I. Statement of General Policy

The Greensboro Public Library Board of Trustees shall be responsible for reviewing recommended names for all city-owned branch library facilities within the Greensboro Public Library system and forwarding approved recommendations to the Greensboro City Council, which will have final authority.

II. Application to the Board

The Library Board will consider applications in writing only. Applications may be made by Greensboro and Guilford County citizens, organizations, library staff and library Board members. The applications request should include as much pertinent information as possible to support the suggestion.

III. Statement of General Preference

In general, the Library Board encourages names for library facilities based upon geographical or historical relationships with the area where the facility is located or for individuals who have made significant contributions in the field of literature.

IV. Criteria

- A. The Library Board will accept written applications from any citizen or group of citizens wishing to recommend the naming of a library facility in honor of a person or for a geographical location.
- B. The Library Board may approve the name of an individual for a particular library when that individual has made exceptional contributions to the city or the Greensboro Public Libraries or the field of library science, whether by monetary contribution or service.
- C. Facilities within a facility, such as an auditorium or meeting room within a library, shall be named according to the same criteria as used for naming a library building.
- D. Names shall not duplicate existing names or be unusually similar to existing names within the library system.

- E. When a proposed name is that of a deceased person, the Board will not consider the request unless at least one year has elapsed since the death of the individual.
- F. If the contribution of a particular person warrants that his or her name be associated with an already named facility, the Board may approve the addition of that name to the existing name. At least five years shall be elapsed from the date of the original naming. No more than two names may be given to any facility.
- G. The Board reserves the right to change the name of a library facility that bears the name of an individual after a minimum of 100 years.
- H. The Board will observe the following timetable in naming or renaming a facility:
 - 1. Will accept written applications at first meeting.
 - 2. Will have discussion and hear public discussion at second meeting
 - 3. Will take action at third meeting.
- I. When there is opposition to a suggested name, the Board will delay action for at least two (2) months in order to thoroughly evaluate the opposition's information. Such information shall follow the general requirements of proposing a name. The Board may require opponents to appear before the Board to answer questions. The Board may also require a petition.
- J. Names of facilities in rented spaces will in general be retained if the facility is moved to a new site.
- K. Recommendations for naming branch facilities must receive a two-thirds majority vote for approval and forwarding to the City Council.

V. Exceptions

Only branch libraries and rooms within libraries are covered by this policy. The central library will retain the name Greensboro Public Library. The Board will not accept applications for renaming the central library.

GREENSBORO PUBLIC LIBRARY

Application Form

Naming Public Library Facilities

Statement of General Policy

The Greensboro Public Library Board of Trustees shall be responsible for approving names for all library facilities within the Greensboro Public Library system, and for recommending approved names to the Greensboro City Council, which has final authority.

General Information

Name of individual or group making application:

Address: _____

Date of Application: _____

Site of Facility: _____

Recommendations for Naming

Recommended Name: _____

If name of individual, is person living? _____

If so, please provide current address.

Person's contribution to City of Greensboro, local community, libraries and learning. Please include positions of leadership, dates of involvement, awards and honors and additional information as necessary:

Additional Comments



GREENSBORO
PARKS AND
RECREATION

GREENSBORO PARKS & RECREATION DEPARTMENT

Facilities Naming Policy

Number:
PR-P14

Revision: 1/11/12

Effective Date: 2/1/85

Pages: 6

1.0 POLICY

Parks and Recreation will use a public input process inclusive of the Parks and Recreation Commission when considering naming and renaming park facilities. City Council shall be responsible for approving all names for facilities owned and operated by the City of Greensboro. The Greensboro Parks and Recreation Commission shall be responsible for approving names of amenities within parks.

2.0 PURPOSE

To establish consistent guidelines and a community input process for naming Parks and Recreation facilities owned and/or operated by the City of Greensboro.

3.0 SCOPE

All Parks and Recreation facilities and amenities.

4.0 DEFINITIONS

Bequest: a gift left to the City through an individual's will or estate.

Facility: a recreational location such as a park, greenway, recreation center or garden that often includes other amenities.

Amenity: areas within a facility such as playgrounds, athletic fields, forests, buildings, interior rooms, furnishings and open space.

Sponsorship agreements: agreement with an entity that results in certain rights and responsibilities. These are covered by the Sponsorship Policy.

5.0 ORGANIZATIONAL RULES

- A. Exceptions: The Parks and Recreation Commission or City Council may grant exceptions to or define scopes not addressed in this policy with unanimous approval.
- B. Eligibility: Prior to consideration for naming, all related policy, ordinances, or laws must be satisfied.

6.0 PROCEDURES

Staff and the Parks and Recreation Commission will conduct at least three (3) public readings of the proposed name as an agenda item at their monthly meeting. The first public meeting will be for the Parks and Recreation Commission to accept the application; the second meeting to receive public input; and the third meeting for public input and to take action on the matter. All these meetings will occur during a period not to exceed ninety (90) days from the first public meeting unless there is opposition to the proposed naming. Citizen comments regarding the proposed naming/renaming may be presented verbally during the public meetings or in written letter, facsimile or email form to the staff. Upon receipt of the Park and Recreation Commission's recommendation, staff will submit an agenda item for City Council approval. Staff will seek participation by members of the City Council in the naming/renaming process, particularly the City Council member representing the district in which the facility is located.

All available communication devices will be used to encourage public participation and involvement reflecting all pro/con viewpoints held by different elements of the citizenry. Such information must be available for review by the public for a minimum of twenty-one (21) days.

- A. Applications: The staff will receive written, facsimile or email applications ONLY. Requests may come from any Greensboro resident, organizations, or City of Greensboro staff. The application will include as much background data as possible, especially when the request is to name a facility or amenity after a person or family. Applications should be submitted no less than 180 days in advance of the facility's proposed dedication.

Applications for naming a facility of 200 acres or less or 10,000 square feet or less requires a petition, expressing support of the request, with valid signatures of at least twenty-five (25) adult residents of Greensboro within the service radius.

Applications for naming a facility of more than 200 acres or more than 10,000 square feet serving more than the nearby community or neighborhood requires a petition, expressing support of the request, with valid signatures of one hundred (100) adult residents of Greensboro.

Applications will be posted on the department's website after being accepted by the Parks and Recreation Commission.

- B. Criteria for Consideration: Typically naming requests will honor a person; reflect a historical event, natural phenomenon or geographic location.

The requested name must not duplicate, or be closely related, or pronounced similarly, to any other name within the City, so as to minimize any/all confusion to the general public.

Citizens and/or staff may request naming facility or amenity in honor of an individual when the individual has made exceptional contributions to the city or country. Such contributions may have been rendered in money, a significant bequest, time or in overall public service and/or promotion of public service. Exceptional service to the city and/or community at-large in all areas of public service is equally acceptable.

If the contribution of a particular individual or group of individuals warrants the name to be associated with a facility or amenity that already has a name, a request may be submitted to add that name to the existing name. Only one (1) additional name may be added and no more than two (2) names may be given to any facility.

If the facility or amenity is to be named after a City employee, this should be done no earlier than five (5) years after the employee's retirement or separation from the City of Greensboro.

The City Council may desire to place a plaque at an appropriate location within a facility, whereby the name(s) of individual(s) may be placed in recognition of their contributions. This action may occur when the City Council finds that it is inappropriate to name a facility in its entirety for the individual(s).

Naming an amenity within a facility should denote its affiliation with the encompassing facility.

- C. Opposition to a naming request. On occasions there may be organized or unorganized opposition to the naming/renaming of a facility. Those opposing a request should follow the same general process and requirements described above that regulate applications to name or rename facilities. In particular, the opposing party/parties must submit a written statement to the Parks and Recreation Department, detailing the specific reasons for their objections. Any individual and/or group opposed to the naming/renaming could be required to appear before staff to answer questions concerning their written statement of opposition. The opposition also must provide a petition consistent with the requirements of the naming/renaming applicant(s).

When opposition occurs to a request, staff will delay action on the naming/renaming of the facility for at least ninety (90) days, to evaluate the opposition's information and provide a reasonable time to support the decision-making process.

During the process of opposition, staff is responsible for informing the public of the status of the naming/renaming request, through appropriate communications that could include but may not be limited to issuance of Public Service Announcements (PSA), site signage or postings on the department web site, etc.

- D. Renaming a facility. Recognizing that it is appropriate to change names of a facility or amenity under certain conditions, the City Council reserves the right to change the name of a facility or amenity after a minimum of forty (40) years. This time frame applies only to those facilities or amenities that have been named for an individual.

Applications for changing the name of a facility by addition of another name or a complete name change requires a petition, expressing support of the request, with valid signatures of one hundred (100) adult residents of Greensboro.

7.0 PARKS & RECREATION CONTACT

Director
Greensboro Parks and Recreation Department
P.O. Box 3136
Greensboro, NC 27402-3136
Phone: (336) 373-2558
FAX: (336) 373-2060

8.0 APPENDIX, APPENDICES

A. Application Form



**CITY OF GREENSBORO
FACILITIES NAMING AND RENAMING APPLICATION**

I. Applicant's Information

Name of Individual/Group Making Application: _____

Address: _____

Telephone: Home: _____ Business: _____

Mobile: _____ Fax: _____

Email: _____

II. Facility and Requested Name

Facility/amenity to be named/renamed: _____

Recommended name: _____

The recommended name is a reference to (check one of the following):

_____ Living person

_____ Deceased person

_____ Other (please explain): _____

****If other, please skip section III and provide a one-page rationale to support recommended name.**

III. Supporting information and Background Check

If the request is to name a facility after a person, living or deceased, please provide the following information about that person. This information will be used only to conduct a background check on the person for whom the naming is being requested and will be held confidential.

Current Address (if living): _____

Date of Birth: _____

Social Security Number: _____

Name of civic/community activities, positions of leadership and dates of involvement: _____

Awards and honors: _____

Additional comments: _____

Attach additional pages if necessary.

Please return application to:

Greensboro Parks and Recreation Department
Attn: Director
P.O. Box 3136
Greensboro, NC 27402-3136
Phone: (336) 373-2558
FAX: (336) 373-2060



September 20, 2013

TO: Denise Turner Roth, City Manager
FROM: Reggie Delahanty, Small Business Coordinator
SUBJECT: Downtown “Pop-Up” Dog Park Opening Event

An off-leash temporary dog park on the site of the South Elm Redevelopment project site is scheduled to open on Saturday, September 28th. This is the second “Pop-Up” downtown space the City has partnered on following the “Promenade” that occurred on weekends in May and June on February One Place.

The dog park is expected to be in operation for no more than 6 months, and is subject to the construction schedule for infrastructure work related to the South Elm Redevelopment project. The opening event is free and open to the public and will take place from 9am-11am. The festivities surrounding the opening will include a mobile grooming unit, pet adoption fair, food truck, music, and a variety of activities for dogs and their owners.

Located on the western portion of the site at the corner of Elm St and Lee St, the park is divided into separate sections for small dogs and large dogs and encompasses approximately ½ acre of the site. Hours of operation will be from dusk to dawn, 7 days a week, and rules related to the usage of the of the facility will be posted at the entrance. The rules mirror those of the Bark Park at Country Park.

The temporary dog park is supported by funding from individual donations, Action Greensboro, the South Elm Redevelopment Group and the Redevelopment Commission of the City of Greensboro. At present, the Greensboro Downtown Residents’ Association, CityView at Southside Apartments, and the Greenway at Fisher Park Apartments have pledged sponsorships to the project and a committee of young professionals from Synergy were instrumental in planning the temporary dog park in partnership with city staff from Park and Recreation, Planning and Community Development, and Economic Development and Business Support.

RD



Current Public Records Requests Update September 20, 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 is available.
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	Released 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.



Date Requested	Requestor	Subject	Status
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.
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 Email: 1,312	Staff is reviewing this request and collecting any available information. Staff will review emails as available.
9/11/2013	Stephen Poole	Deep Roots Market Financial Statements	Staff is reviewing this request.
9/13/2013	Julia Rumburg	IT Upgrades Awarded Contract	Staff is reviewing this request.
9/18/2013	Jennifer Price	Site Information	Staff is reviewing this request.
9/18/2013	Jeffrey Peraldo	Cardinal Manor Homeowners Association	Staff is reviewing this request. Similar to a previous request. Staff is pulling previous request.
9/20/2013	Paul Hughes	3702 and 3708 Clifton Rd	Staff is reviewing this request.

Weekly Totals (9/16/13-9/20/13):		
	Number of PIRTS Opened	21
	Number of PIRTS Closed	25
	Average Completion Time	5.92 days
Totals Since January 1, 2013:		
	Number of PIRTS Opened	676
	Number of PIRTS Closed	632
	Average Completion Time	6.95 days

**Public Affairs
Contact Center Weekly Report
Week of 9/9/13 – 9/15/13**

Contact Center

4661 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 966
IVR/Pay by Phone – 263
Cutoff Requests – 146
New Sign up – 117
General Info – 102

Field Operations

Bulk Guidelines – 95
Repair Can/Garbage – 84
Mattress Go Round – 51
E-Waste Collection – 45
No Service/Garbage – 42

All others

Police/Watch Operations – 245
Parking Enforcement – 53
HR/Employment – 52
Privilege License – 45
Collections – 37

Comments

We received a total of 7 comments this week:

Engineering and Inspections – 1 comment:

- Please keep us posted (about a resurfacing project) since I'm not hopeful us or our neighbors will know specifically which days and times future work will begin the way these projects are going and our experience with the sidewalk installation. While we understand factors are involved, good project management could take the time to inform those directly affected by these types of projects. Communication is key and it's not the city's strong suite, unfortunately. We dealt with nothing but ambiguity and random schedules during the sidewalk project.

Executive – 1 comment:

- It would be great if City Council members maintained regular office hours, at least for a few hours each week when constituents could come in and meet with them.

Field Operations – 4 comments:

- Citizen thanking the paving crew for finally paving Aycock St. This is so appreciated. Great job. Sweeping is now being done. Then, the markings will be done soon too. Thanks again to the city.
- Customer upset because the bulk driver collected all six mattresses when he already scheduled a mattress pick up. When Mattress Go Round came, the mattresses were gone. Feels we should have a better process so the mattress does not end up in the landfill. Had he known the risk of them going into the landfill, he would have waited to set them out on the curb.
- Wants to let the bulk drivers know they do a really good job. She appreciates them picking up all of her items at the curb. She knows it is not an easy job.
- We are doing street repair work in this area. It looks wonderful and was much needed. Her coffee doesn't spill when she drives anymore. It's unbelievably nice and leaves outsiders with a better impression.

Water Resources – 1 comment:

- Greensboro pays out good money to a third party company. Why do we not have something in the contract that requires the company to make the system actually work? The City needs to make that robot work.

Overall

Calls about employment and calls for parking enforcement increased last week. Call volume was steady for the week.



2013
SMALL GROUP MEETINGS

Small Group Meeting Dates & Times	Councilmember Attending	Person Contacted / Department	Subject	Council Notification Date
September 17, 2013 3:30 to 4:30	Councilmember Vaughan Councilmember Matheny Councilmember Kee	City Manager Roth	Downtown Unfitting Opportunities	September 20, 2013



City of Greensboro Grant Applications Submitted

Grantor	Grants Projects / Description of Purpose	Amount Requested	Department Requesting Funding	Council Notification Date	Status
Firehouse Sub Public Safety Foundation	The grant will provide the Police Department's Underwater Recovery Team with equipment that allows them to comply with the recommended guidelines of Occupational Safety & Health Administration (OSHA).	\$24,182.00 (In-Kind - Equipment Cost)	Police Department	September 20, 2013	Approved by Department on September 13, 2013
Federal Emergency Management Agency (FEMA)	The grant will fund the salaries of 12 firefighters for two years and enable the Fire Department to staff a company needed to adequately protect the citizens of Greensboro.	\$1,039,344	Fire Department	September 20, 2013	Approved by Department on August 7, 2013