



September 27, 2013

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

UPCOMING MEETINGS

- Sept 30 at 3:30pm Participatory Budget Committee Meeting
- Oct 1 at 5:30pm City Council Meeting
- Oct 10 at noon City Council Work Session

**Council Follow-Up Items**

• **Police Activity at Schools – FY 12-13**

As a follow-up to a request from Councilmember Bellamy-Small at the August 5, 2013 City Council meeting, attached is a memorandum from Police Chief Ken Miller, dated September 23, 2013, providing an update on police activity at schools.

• **Handicap Parking**

As a follow-up to a request from Councilmember Bellamy-Small at the February 5, 2013 City Council meeting, attached is a memorandum from Police Chief Ken Miller, dated September 23, 2013, providing an update on the handicap parking at the new Police Headquarters.

**Participatory Budget Committee**

Attached is a press release regarding the Participatory Budget Committee is accepting questions through social media and email.

**Public Information Request Report**

Attached is the weekly Public Information Request Report for the week of September 27, 2013.

**Contact Center Feedback**

Attached is the weekly report generated by our Contact Center for the week of September 16, 2013 through September 22, 2013.

**Small Group Meetings**

Attached is the Small Group Meeting Report for the week of September 16, 2013 through September 27, 2013, between City Staff and [more than two but less than five] Councilmembers.

DTR/mm  
Attachments

cc: Office of the City Manager  
Global Media

Greensboro Police Department  
City of Greensboro



September 23, 2013

**TO:** Jim Westmoreland, Deputy City Manager

**FROM:** Ken Miller, Chief of Police

**SUBJECT:** Police Activity at Schools – FY 12-13

Councilwoman Bellamy-Small requested a quarterly report on police activity at schools. We will have the quarterly reports, as IFYI documents, beginning November 1, 2013. This allows us to capture three months of information for this school year. Councilwoman Bellamy Small also requested a summary of activity from the previous school year which I am summarizing here.

We measure activity in the schools much like we measure activity for patrol services. Among other things, we examine the number of calls for service, incidents, and arrests. It is helpful to think of these three measures in sequential order. A call for service originates when someone requests our help, whether it is school personnel, students or citizens. When an officer responds to that request and investigates the issue in questions an “incident” may or may not have in fact occurred. If the acts in question rise to the level of requiring documentation per our protocols then it is recorded as an incident. In most cases an incident is a crime, such as theft, but on occasion it can mean something that needs to be documented but is not a crime. Finally, a documented incident may or may not lead to an arrest.

For purposes of interpreting the data shown below, an “arrest” is the equivalent of one criminal charge. An arrest may be custodial, or it can mean that a citation was issued in lieu of a custodial arrest. One individual may be charged for multiple offenses which can increase the overall number count of arrests, but impact fewer individuals. In general, calls for service are much higher than either incidents or arrests.

During the 2012-2013 school year School Resource Officers (SROs) held 28,962 conferences with students, parents, and administrators. SROs reported 3,400 incidents and 679 arrests. The top three incidents reported for the 2012-13 school year were disorderly conduct (1,158), affray (fighting) (214) and trespassing (205). These same incidents resulted in 104 disorderly conduct charges, 144 affray charges, and 46 trespassing charges. The ratio of incidents to arrests are 70% for affray, 22% for trespassing and 9% for disorderly conduct. Overall, only 19% of the time did an incident rise to the level of an arrest. This is consistent with our philosophy of making arrests for violent acts where other individuals are victimized, such as fighting, but seeking other alternatives whenever possible for lesser offenses such as disorderly conduct.

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

During the course of the previous school year, SROs coordinated and participated in freshman orientation, Campus Watch, VIP for VIP Programs (traffic safety), mentoring, coaching and additional programs based on the needs of their students. All but one SRO has completed Crisis Intervention Training (CIT) and School Resource Officer training through the NC Justice Academy.

During the summer months of 2013 the SROs, participated in SRO training, Safety Town, North State Law Enforcement Officers Association (NSLEOA) Leadership Conference. They additionally worked with the Police Neighborhood Resource Officers (PNRC), and coordinated Operation Pass (Partners Advocating Student Success).

We will prepare and forward the first quarterly report for this school year on November 1, 2013.

KCM

Police Department  
City of Greensboro



September 20, 2013

**TO:** Jim Westmoreland, Deputy City Manager

**FROM:** K. C. Miller, Chief of Police

**SUBJECT: Parking at Police Headquarters**

On January 10, 2013, Central Division Patrol Officers, Records Division and Watch Operations all began working from the new Police Headquarters at 100 Police Plaza and shortly after, it was determined that there was no handicapped parking allotted for citizens in the secured lot.

With the assistance of City Engineering, the Police Department looked to remedy the situation and found that there were very limited parking options available due to the tight configuration of the parking lot. The issues that were considered when determining a long term solution was the security of the building, safety and accessibility for the citizen and cost of the project.

After careful consideration and research, it has been decided to purchase and install an outdoor call box with video camera to the back gate. This will allow our Watch Operations Specialist to check for the citizen's handicapped placard and then allow them entry into the secured parking lot. At present, we have four handicapped parking spaces and one additional space will be added to the current location. This will satisfy the minimum ADA requirements. Once the citizen gains entry into the secured area, they will have easy access into the building from their designated handicapped parking space. New signs will also be ordered and affixed to the building and the back gate to assist the citizen in locating the spaces.

City Engineering estimated a three week completion date of this project to include delivery and installation.

KCM

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**CITY OF GREENSBORO  
FOR IMMEDIATE RELEASE**

Contact: Jake Keys  
Phone: 336-373-2105

### **The Participatory Budget Committee Meeting is Accepting Questions through Social Media and E-mail**

GREENSBORO, NC (September 27, 2013) – The City Council's Participatory Budget Committee is taking questions and comments via Twitter and e-mail up until the beginning of its meeting at 3:30 pm on Monday, September 30, from those unable to attend. The City's official Twitter handle is @greensborocity, and e-mails should be sent to [inforequest@greensboro-nc.gov](mailto:inforequest@greensboro-nc.gov). The meeting is in the Council Chamber of the Melvin Municipal Office Building, 300 W. Washington St. The committee was created by City Council in August. It consists of four council members appointed by City Council and meets on an as-needed basis.

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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](http://www.greensboro-nc.gov) or call 336-373-CITY (2489).



# Current Public Records Requests Update September 27, 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 has been sent requestor some information. 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.
9/5/2013	Stephen Poole	GPAC: Correspondence, Files, Contracts, Audio Recordings Email: 2,418	Staff has been sent requestor some information. Staff is reviewing emails as available.



Date Requested	Requestor	Subject	Status
9/5/2013	Stephan Poole	Gerbing's Heated Clothing, LLC Incentive Package Email: 1,312	Staff has been sent requestor some information. Staff is reviewing emails as available.
9/11/2013	Stephen Poole	Deep Roots Market Financial Statements	Staff is reviewing information for this request.
9/13/2013	Julia Rumburg	IT Upgrades Awarded Contract	Staff is reviewing available information. Staff has been in contact with the requestor.
9/26/2013	Ivan Cutler	Request for employee and departmental emails	Staff is collecting the requested information.
9/26/2013	Nick Dragisich	Right of Way Use Fee Study	Staff is reviewing this request for available information.
9/26/2013	Jerry Bledsoe	Alexander vs. City emails	Staff is conducting email search.
9/26/2013	Dan Kane	Salary Information	Staff is reviewing this request for available information.

<b>Weekly Totals (9/23/13-9/27/13):</b>	
Number of PIRTS Opened	17
Number of PIRTS Closed	21
Average Completion Time	9.33 days
<b>Totals Since January 1, 2013:</b>	
Number of PIRTS Opened	693
Number of PIRTS Closed	653
Average Completion Time	7.03 days

**Public Affairs**  
**Contact Center Weekly Report**  
**Week of 9/16/13 – 9/22/13**

**Contact Center**

4158 calls answered this week

**Top 5 calls by area**

**Water Resources**

Balance Inquiry – 684

General Info – 175

IVR/Pay by Phone – 159

New Sign up – 118

Bill Adjustments – 95

**Field Operations**

Bulk Guidelines – 83

HHW/Landfill/Transfer – 72

Repair Can/Garbage – 69

No Service/Garbage – 55

Mattress Go Round – 54

**All others**

Police/Watch Operations – 288

HR/Employment – 86

Parking Enforcement – 58

Privilege License – 41

GTA – 34

**Comments**

We received a total of 7 comments this week:

**Field Operations – 3 comments:**

- Street sweeper just came by. He worked up a huge ball of dust. Do these guys ever use water to keep the dust down? When the dust settles, it will make a huge mess all over everything.
- Caller wants the yard waste supervisor and crew to know they are perpetually excellent.
- I'm not sure who I should contact, but I want to give a huge thank you to the Greensboro Waste Management team. We left several piles of lawn debris in our front yard for you guys to take and you took every last piece of it. My wife and I were shocked. We moved to Greensboro not long ago. This was our first trash pick-up and it blew us away. That would have never happened at our old location. Thank you for your hard work. It is appreciated.

**Library – 1 comment:**

- I am at the Benjamin Branch Library right now and wanted to send out a compliment to the librarian here. I just listened as she patiently helped an older gentleman with technology issues. She was very helpful and considerate. She is helping others, too. It is so refreshing to see such excellent customer service these days!

**Parks and Recreation – 1 comment:**

- Several times we have seen someone in the Bicentennial Park on Hobbs Rd. sunbathing in a bikini. This is a small, family park and it seems an inappropriate setting for someone to be so underdressed. We've been told there are no rules prohibiting this. Sunbathing in shorts is one thing but it is not a beach or lake environment that someone should be lying out in the park so underdressed. Should there not be some restriction on attire? Otherwise we may eventually be passing this skimpy outfit on the walking paths. We appreciate the restrictions on skate boards, alcohol, and disruptive behavior but what about a moral code which, when overlooked, is equally harmful? We love the parks in Greensboro. They are maintained so well, one of Greensboro's greatest assets. Please give some thought to stipulating guidelines for attire especially for those who may not recognize what is inappropriate, where. Thank you for the opportunity to share our concerns with you.



**Police – 1 comment:**

- A special thank you to Police Department staff. After voicing a concern to them in our community yesterday, they immediately began to extend a hand to help. Although our concern may have seemed simple and silly to someone else, they assured me that if it's a concern to the neighborhood then it's a concern to them. How wonderful it is to know that we do have officers who really do care. I just want to encourage them to continue to be sincere and I speak blessings and protection over their lives!

**Transportation – 1 comment:**

- The city and/or contractors constantly do work directly in front of our house on Cornwallis Dr. without warning. Today, they are out there tearing up the road without knocking on our door or leaving an advanced warning note. They just come out whenever they want and do whatever they want. We have cars that need to get in and out at various times, but obviously, no one cares about that. What about everyone who lives on our street that needs to leave and enter driveways? This is poor project management and it's getting really old and adding to frustration. It's a simple fix. Simply inform the residents that their driveway access will be blocked and what we can do to get around it. Unbelievable.

**Overall**

Calls about employment, bus schedules, and for parking enforcement continued to increase last week. Call volume remained steady for the week.



# 2013 SMALL GROUP MEETINGS

Small Group Meeting Dates & Times	Councilmember Attending	Person Contacted / Department	Subject	Council Notification Date
September 24, 2013 9:00 - 10:00	Mayor Perkins Mayor Pro Tem Johnson Councilmember Vaughan Councilmember Kee	Assistant City Manager Scott	Bessemer Shopping Center	September 27, 2013
September 24, 2013 2:00 - 3:00	Mayor Perkins Councilmember Vaughan Councilmember Matheny	City Manager Roth Assistant City Manager Scott	Proposed Entrepreneurship Structure & Funding for Greensboro	September 27, 2013
September 25, 2013 10:00 - 11:00	Councilmember Kee Councilmember Matheny	City Manager Roth Deputy City Manager Westmoreland	East Greensboro	September 27, 2013
September 26, 2013 3:00 - 4:00	Councilmember Hoffmann Councilmember Abuzuaiter	City Manager Roth Assistant City Manager Scott	Proposed Entrepreneurship Structure & Funding for Greensboro	September 27, 2013