



October 04, 2013

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

Handwritten initials and a checkmark.

<u>UPCOMING MEETINGS</u>	
• Oct 7 at 10:00am	Economic Development Committee Meeting
• Oct 15 at 5:30pm	City Council Meeting
• Oct 21 at 3:30pm	Participatory Budgeting Committee Meeting

October 10, 2013 Work Session has been Cancelled

The Work Session scheduled for Thursday, October 10, 2013 has been cancelled.

Changes to Time Warner Cable PEG Stations

Attached is a memorandum from Communication Manager Donnie Turlington, dated October 4, 2013, regarding changes to Time Warner Cable's delivery of its Public, Education and Government (PEG) channels, which includes the City's Greensboro Television Network.

Public Information Request Report

Attached is the weekly Public Information Request Report for the week of October 4, 2013.

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of September 23, 2013 through September 29, 2013.

Small Group Meetings

Attached is the Small Group Meeting report for the week of September 30, 2013 through October 4, 2013, between City Staff and [more than two but less than five] Councilmembers.

DTR/mm
Attachments

cc: Office of the City Manager
Global Media

Office of the City Manager
City of Greensboro



October 4, 2013

TO: Denise Turner Roth, City Manager

FROM: Donnie Turlington, Communications Manager

SUBJECT: Changes to Time Warner Cable PEG Stations

The City of Greensboro was recently notified of changes to Time Warner Cable's delivery of its Public, Education and Government (PEG) channels, including Greensboro Television Network (GTN). Starting October 8, 2013, Time Warner Cable is transition all PEG channels to digital format.

In digital format, GTN will still be available on Channel 13 as part of Time Warner Cable's "Basic Service Tier" lineup. However, residents will need digital cable, or a digital adapter, to view GTN along with Channel 8/Public Access TV and Channel 2/Guilford County Schools TV.

Between now and December 8, 2013, residents who do not have digital cable can request digital adapters from Time Warner. The digital adapters will be offered at no cost through January 1, 2015, at which time the cable provider will charge 99 cents per month.

Residents who have concerns or who need to order a digital adapter can contact Time Warner Cable at 855-286-1736 or online at www.twc.com/digitaladapter.

DT



Current Public Records Requests Update October 4, 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 and determining what is releasable.
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.



Date Requested	Requestor	Subject	Status
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.
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 and is determining what is releasable.
9/26/2013	Ivan Cutler	Request for employee and departmental emails	Staff is collecting the requested information.
9/26/2013	Jerry Bledsoe	Alexander vs. City emails Emails: 6,671	Staff is reviewing emails.
9/27/2013	Kevin Hinterberger	ARCO Realty	Staff has been in touch with the requestor seeking clarification of request.
10/1/2013	William England	Alleyway South of Market Street between McIver Street and Tate Street	Staff is reviewing for available information.
10/3/2013	Don Wheeling	Posted Bonds on Villas at New Garden by builder/Olde Towne Associates LLC	Staff is reviewing for available information.
10/3/2013	Joyce Crouch	Civil Documents Nov 2011	Staff has been in touch with the requestor seeking clarification of request.
10/3/2013	Roch Smith	Logs of Files Recording Camera Access for 4/1/13 to 10/1/13	Staff is collecting the requested information.

Weekly Totals (9/30/13-10/4/13):	
Number of PIRTS Opened	13
Number of PIRTS Closed	9
Average Completion Time	4.67 days
Totals Since January 1, 2013:	
Number of PIRTS Opened	706
Number of PIRTS Closed	662
Average Completion Time	7.00 days

Public Affairs
Contact Center Weekly Report
Week of 9/23 – 9/29/13

Contact Center

4489 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 820
IVR/Pay by Phone – 235
New Sign up – 193
Cutoff Requests – 120
General Info – 117

Field Operations

Bulk Guidelines – 85
HHW/Landfill/Transfer – 83
Mattress Go Round – 66
Repair Can/Garbage – 47
No Service/Garbage - 46

All others

Police/Watch Operations – 279
Privilege License – 47
Parking Enforcement - 39
GTA - 34
Streetlight Outage - 26

Comments

We received a total of 5 comments this week:

Field Operations – 4 comments:

- On August 22, 2013, I emailed the Greensboro City Council asking who was responsible for maintaining a portion of the horrible surface on heavily traveled Aycock Street between High Point Road and Florida Street. The next day, August 23, 2013, I received an email from The City of Greensboro's Contact Center stating my message had been received and a work order had been entered for their Field Operations Department and that someone would investigate as soon as possible. Today, September 21, 2013, I traveled Aycock Street between High Point Road and Florida Street and the surface is smooth as glass! I don't know when it was resurfaced or who on council received and forwarded this item. I don't know if the job was already scheduled for resurfacing. I don't know who represents that section of Greensboro, could be T. Dianne Bellamy-Small, but I do see the city at work using tax dollars to maintain the infrastructure. Thank you.
- Customer is very happy with the Mattress Go Round service.
- Caller is handicapped and couldn't handle the cans. For seven years, her wonderful neighbors took care of getting her cans to the curbside. When they moved, she didn't know what to do, so she called the City. The supervisor that worked with her to make other arrangements was so wonderful and so helpful. She didn't know what she was going to do after her kind neighbors left but she was so thankful that the City stepped up to accommodate her unique needs.
- I would just like for you to know that it is quite inefficient and unsustainable for the closest place to recycle Styrofoam to be in Randleman, North Carolina. Why isn't there one in every city? I am willing to go the extra mile and recycle everything I can, but, it is asking too much of North Carolinians to drive to another city, especially one over an hour away to recycle their Styrofoam. We need to recycle everything possible. I would like for this message to reach someone who takes recycling and environmentalism seriously.

Water Resources – 1 comment:

- Thanks the Contact Center rep who insisted he had a leak. Turns out, the rep was right and despite his reluctance to accept it, the customer found a leak that was causing his bill to be higher than normal. If the rep hadn't been so insistent, he may have allowed this leak to continue which would have been very expensive.

Overall

Calls for parking enforcement and for bus schedules were steady last week. Call volume was busy for the week.



2013 SMALL GROUP MEETINGS

Small Group Meeting Dates & Times	Councilmember Attending	Person Contacted / Department	Subject	Council Notification Date
September 30, 2013 1:30 - 2:30	Mayor Pro Tem Johnson Councilmember Wilkins	City Manager Roth Assistant City Manager Scott	Proposed Entrepreneurship Structure & Funding for Greensboro	October 4, 2013