



January 10, 2014

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

UPCOMING MEETINGS

- Jan 13 at 5:30 pm City/County Commissioners Meet and Greet ACC Hall of Champions
- Jan 16 at 12:00 pm Council Work Session ACC Hall of Champions
- Jan 21 at 5:30 pm City Council Meeting
- Jan 28 at 3:00 pm Council Work Session

**Public Information Request Report**

Attached is the weekly Public Information Request Report for the week of January 10, 2014.

**Contact Center Feedback**

Attached is the weekly report generated by our Contact Center for the week of December 30, 2013 through January 5, 2014.

**Small Group Meetings**

Attached is the Small Group Meeting report for the week of January 10, 2014, between City Staff and [more than two but less than five] Councilmembers.

DTR/mm  
Attachments



# Current Public Records Requests Update January 10, 2014

Date Requested	Requestor	Subject	Status
5/30/2013	Charles Cherry	Pending GPD Lawsuits	Initial documents were provided on 6/14/13. Legal is reviewing remaining documents.
6/10/2013	George Hartzman	Renaissance/Bessemer Shopping Center Emails- 7,973	Documents have been provided to requestor. First batch of emails was made available- 10/7/13- Staff is continuing to review emails.
7/18/2013	Roch Smith	GPD Database Indexes	Initial documents provided. City IT continuing to review for contractual records.
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	George Hartzman	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.
8/21/2013	Mr. Lassiter	Emails: P&R and Developmental Associates from 1-1-12 to 8-18-13 Email: 765	Staff is reviewing emails as available and Legal is coordinating with the requestor. Released batch 10/16/13.
9/24/2013	George Hartzman	Email Search Emails-6,569	Staff is reviewing emails as available.
11/18/2013	George Hartzman	Downtown Hotel Incentive Grant Emails: 1,121	Staff is reviewing emails as available.
11/18/2013	George Hartzman	Downtown Hotel Grant Incentive	Staff is collecting the requested information.
11/26/2013	Christopher Brooks	SWAT Team Deployment Logs	Staff is collecting the requested information.
12/2/2013	George Hartzman	GPAC Parking Deck Studies	Initial information provided to requestor- 12/3/13. Staff is collecting the requested information.
12/2/2013	George Hartzman	Elm Street Center, LLC	Staff is continuing to review the request for available information.
12/2/2013	Billy Jones	GPAC Parking Deck Studies	Initial information provided to requestor- 12/3/13. Staff is collecting the requested information.
12/4/2013	George Hartzman	Downtown Hotel-Follow-up Questions	Staff is collecting the requested information.
12/4/2013	Billy Jones	Downtown Hotel-Follow-up Questions	Staff is collecting the requested information.



Date Requested	Requestor	Subject	Status
12/5/2013	George Hartzman	Loans & Incentives (2009-Present)	Staff is collecting the requested information.
12/5/2013	Billy Jones	Loans & Incentives (2009-Present)	Staff is collecting the requested information.
12/11/2013	George Hartzman	GPAC: Binding Contracts	Staff is searching for available records responsive to this request.
12/11/2013	Billy Jones	GPAC: Binding Contracts	Staff is searching for available records responsive to this request.
12/12/2013	George Hartzman	GPAC: Architecture Contract and Cost	Staff is searching for available records responsive to this request.
12/12/2013	Billy Jones	GPAC: Architecture Contract and Cost	Staff is searching for available records responsive to this request.
12/16/2013	Billy Jones	Feasibility Study	Staff is searching for records responsive to this request.
12/16/2013	George Hartzman	Prison Farm, Economic Feasability Study	Staff is searching for records responsive to this request.
12/16/2013	Billy Jones	Same as G Hartzman - Prison Farm, Feasability Study	Staff is searching for records responsive to this request.
12/16/2013	Billy Jones	203 S. Elm Street	Staff is searching for records responsive to this request.
12/16/2013	George Hartzman	Low water pressure at Koury Development	Initial records have been provided to requestor.
12/17/2013	Eric Robert	South Elm Street Redevelopment Area	Initial records provided to requestor the week of 1/6/14. Staff reviewing and compiling additional records.
12/18/2013	Roch Smith	License Plate Readers by GPD	Staff has provided initial records to requestor.
12/18/2013	Roch Smith	Database Index/Indexes	Staff is compiling databases.
12/26/2013	George Hartzman	Aquatic Center Power Bill	Staff is awaiting final power bill, expected in mid-January.
12/26/2013	Billy Jones	Aquatic Center Power Bill/Randalman Dam	Initial records have been provided to requestor. Staff is awaiting final power bill, expected in mid-January.
12/31/2013	Bily Jones	Economic Incentive Strategic Formula	Staff is searching for records responsive to this request.
1/2/2014	George Hartzman	GPAC: Community Foundation Information	Staff is searching for records responsive to this request.
1/2/2014	Billy Jones	(same as 3136) GPAC: Community Foundation Information	Staff is searching for records responsive to this request.
1/6/2014	George Hartzman	GPAC: Community Foundation Second Request	Staff is reviewing the request.



Date Requested	Requestor	Subject	Status
1/6/2014	Billy Jones	GPAC: Community Foundation Second Request (same as Hartzman's)	Staff is reviewing the request.
1/6/2014	Billy Jones	LeBauer Park - All Information	Meeting minutes have been provided to requestor. Staff is reviewing emails.
1/6/2014	John Lomax	Gerbings Contract Records	Staff has provided initial records to requestor and is reviewing additional emails.
1/7/2014	Billy Jones	Incentives	Economic Development staff is reviewing records and will provide records in City's possession.
1/8/2014	Justin Hampton	City of Greensboro Employee Information	Initial records have been provided to requestor. HR staff is running two additional records and will provide as available.
1/9/2014	Ben Holder	Security Video Request	Staff is compiling video for review.

Weekly Totals (1/6/14-1/10/14):		
Number of PIRTS Opened		7
Number of PIRTS Closed		11
Average Completion Time		28.40 days
Totals Since January 1, 2014:		
Number of PIRTS Opened		10
Number of PIRTS Closed		33
Average Completion Time		17.00 days

**Public Affairs**  
**Contact Center Weekly Report**  
**Week of 12/30/13 – 1/5/14**

**Contact Center**

4468 calls answered this week

**Top 5 calls by area**

**Water Resources**

Balance Inquiry – 882  
IVR/Pay by Phone – 327  
New Sign up – 158  
Bill Extension – 139  
Cutoff Requests – 116

**Field Operations**

Loose Leaf Collection – 102  
HHW/Landfill/Transfer – 71  
Mattress Go Round– 68  
Bulk/Recycle Calendar – 66  
E-Waste Collection - 64

**All others**

Police/Watch Operations – 182  
HR/Employment – 66  
Privilege License – 37  
GTA - 28  
Tax Department - 23

**Comments**

We received a total of 5 comments this week:

**Field Operations – 4 comments:**

- The loose leaf collection crew that serviced my neighborhood on 12/30/13 did a great job. They were efficient, conscientious about cleaning up and vacuuming the leaves, and professional. Thanks for providing this service. I appreciate it.
- I was informed that the new supervisor for leaf collection decided to change the leaf pickup route. For this service to truly work requires that residents of Greensboro have some way to determine when leaf pickup will occur on their street. In the past, this could be accomplished by looking at the interactive map on your site. If the routes the leaf pickup trucks take continues to be a random or otherwise indiscernible process, leaves will have to be piled along the street for unnecessarily long periods of time which causes them to be blown around, kills the grass they are stored on, and will cause problems by clogging storm drains. The new random method of leaf pickup may appear as an improvement but only if the city wants to spend taxpayer dollars having trucks driving around and picking nothing up. Any assessment of this new method should account for the volume of leaves collected/collection costs.
- I had not been keeping up with leaf collection dates and noticed the crew on my street this morning. As they worked the other side of the road, I quickly ran out to see if I could get some of my leaves to the road before they returned. I only got through ½ of my lawn by the time they got to my curb. I was satisfied that I was able to get what I did done. To my surprise, they not only gave me a few more minutes to get more leaves to the curb, they also helped me rake. Both sweepers and the driver helped! They didn't have to do what they did but they did! The three guys are a big part of why Greensboro is a great place to live. Thank you.
- Really appreciated the collectors coming in the bad weather today and doing such a great job picking up the leaves.

**Police – 1 comment:**

- Complimented great officer that assisted her last night. Officer made sure she had everything she needed including her phone service. Very appreciative.

**Overall**

Calls about employment increased last week while calls about loose leaf collection remained steady. Call volume was busy for the week.



# SMALL GROUP MEETINGS 2014

Small Group Meeting Dates & Times	Councilmember Attending	Person Contacted / Department	Subject	Council Notification Date
January 6, 2014 1:00 - 2:00	Councilmember Sharon Hightower Councilmember Jamal Fox	Assistant City Manager David Parrish	Sexually Orientate Business	January 10, 2014
January 8, 2014 9:00 - 10:30	Mayor Nancy Vaughan Councilmember Sharon Hightower Councilmember Nancy Hoffmann Councilmember Jamal Fox	City Manager Denise Roth Deputy City Manager Jim Westmoreland	Beloved Community Center	January 10, 2014