



February 07, 2014

TO: Mayor and Members of Council
FROM: Jim Westmoreland, City Manager *JRW*
SUBJECT: Items for Your Information

UPCOMING MEETINGS

- Feb 13 at noon Council Work Session
- Feb 18 at 5:30pm City Council Meeting
- Feb 25 at 3:00pm Council Work Session

Time Warner Cable Update

Attached is a memorandum from Greensboro Television Network Station Manager David Brown, dated January 31, 2014, regarding changes to Time Warner Cable delivery of Public, Education and Government channels to digital channels.

GTA Steering Committee Service and Fare Policy Change Public Meetings

Attached is a flyer from the Greensboro Transit Authority (GTA) to receive input from riders and residents about its transportation services.

Public Information Request Report

Attached is the weekly Public Information Request Report for the week of February 07, 2014.

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of January 27, 2014 through February 2, 2014.

Small Group Meetings

Attached is the Small Group Meeting report for the week of February 07, 2014, between City Staff and [more than two but less than five] Councilmembers.

JRW/mm
Attachments



Steering Committee Service and Fare Policy Changes

"Real Talk: Honest Communication for Tomorrow's Transit Needs"

City Hosts "Real Talk" – Honest Conversation for Tomorrow's Transit Needs

A Greensboro Transit Authority (GTA) steering committee has been created to review the operations of the Triad's largest public transportation provider. Its goal is to close an anticipated \$2 million budget shortfall created by increasing levels of ridership and demand, while experiencing reduced funding levels. To help with this process, the City is holding "Real Talk" meetings to receive input from riders and residents about its transportation services.

Check out the full schedule of meetings at www.greensboro-nc.gov/RealTalk (see below). Reservations for free transportation to any of the meetings may be made by calling 333-6589.

Schedule of Public Meetings

General Meeting	J. Douglas Galyon Depot 236 E. Washington Street	February 10, 2014
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Community Meetings:

- | | | |
|------------------------|---|----------------------------|
| - Northeast Greensboro | Peeler Recreation Center
1300 Sykes Avenue | February 17, 2014 |
| - STAC Meeting | Central Library
219 N. Church Street | February 19, 2014
5 pm* |
| - Southeast Greensboro | Windsor Center
1601 E. Lee Street | February 24, 2014 |
| - Northwest Greensboro | Lewis Recreation Center
3110 Forest Lawn Drive | March 3, 2014 |
| - Southwest Greensboro | Glenwood Library
2010 Coliseum Blvd. | March 10, 2014 |

***All meetings, unless otherwise noted, will begin at 6:30 PM**

Office of the City Manager
City of Greensboro



January 31, 2014

TO: Donnie Turlington, Communications Manager
FROM: David Brown, GTN Station Manager
SUBJECT: Changes to Time Warner Cable PEG Stations

Last October, Time Warner Cable (TWC) changed its delivery of Public, Education and Government (PEG) channels to digital channels. In the new digital format, Greensboro Television Network (GTN) is still available as part of Time Warner Cable's "Basic Service Tier" lineup.

Some residents might need either a full size digital cable box, or a small digital adapter, to view GTN along with Channel 8/Public Access TV and Channel 2/Guilford County Schools. Time Warner Cable is making the small digital adapters available to residential customers at no cost through January 1, 2015. After that date, TWC will charge 99 cents per month. Residents can contact TWC at 855-286-1736 to request an adapter.

Time Warner Cable subscribers with a flat screen TV, DVD player, or gaming system, can plug the cable line directly into their TVs or other digital tuner equipped device and tune to channel 74.3 (GTN's location on the digital lineup) without the need for any external equipment.

Beginning in March of 2014, Time Warner is redistributing its digital cable channel lineup and GTN is moving to channel 1301. Residents with the larger digital cable box will have their channels automatically tune to channel 1301 if they enter "13." On the smaller digital adapters, viewers will still tune to channel 13.

City/Time Warner Cable Franchise Agreement

Time Warner Cable's carriage of the PEG channels dates back 30 years. The Cable Act of 1984 required cable providers to carry Public Access, Educational Access and the Government Access channels (PEG) on their cable systems. Cable providers passed through the franchise required franchise fees to subscribers. A portion of that franchise fee was used to support the operation of the PEG channels. There are three cable companies franchised in Greensboro to offer video services (cable), Time Warner Cable, AT&T and North State Communications.

The NC Video Services Competition Act (VSCA) of 2006 replaced municipal franchising for video services and placed this authority with the State of North Carolina. The City and GTN are required by VSCA to be placed on the basic tier of video services. The NC Video Services Competition Act requires that the franchise holders prior to 2006 to continue carriage of existing

PEG channels which was defined by the franchise agreement between TWC and the City of Greensboro prior to the beginning of State Issued Franchising.

DB

cc: John Gribble, City of Greensboro Franchise and Right of Way Manager



Current Public Records Requests Update February 7, 2014

Date Requested	Requestor	Subject	Status
6/10/2013	George Hartzman	Renaissance/Bessemer Shopping Center Emails- 7,973	The Legal department is reviewing additional emails to send to the requestor as of 1/31/14.
7/18/2013	Roch Smith	GPD Database Indexes	Initial documents provided. City IT continuing to review for contractual records as of 1/31/14.
8/5/2013	Mike Carter	Email Correspondence from 8/1/11 to 8/5/13	Awaiting additional emails once approved by Legal.
8/21/2013	Mr. Lassiter	Emails: P&R and Developmental Associates from 1-1-12 to 8-18-13 Email: 765	Legal is continuing to review emails.
11/18/2013	George Hartzman	Downtown Hotel Grant Incentive	Staff is collecting and reviewing the requested information.
11/26/2013	Christopher Brooks	SWAT Team Deployment Logs	Under review with the Police Department as of 1/27/14
12/2/2013	George Hartzman	Elm Street Center, LLC	Staff is continuing to review the request for available information.
12/12/2013	George Hartzman	GPAC: Architecture Contract and Cost	Request has been referred to Coliseum staff for response.
12/12/2013	Billy Jones	GPAC: Architecture Contract and Cost	Request has been referred to Coliseum staff for response.
12/16/2013	George Hartzman	Prison Farm, Economic Feasibility Study	Staff is searching for records responsive to this request.
12/16/2013	Billy Jones	Same as G Hartzman - Prison Farm, Feasibility 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.
12/17/2013	Eric Robert	South Elm Street Redevelopment Area	Awaiting results from email search.
1/6/2014	George Hartzman	GPAC: Community Foundation Second Request	Staff is reviewing the request.
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	Two additional documents were sent to requestor this week.
1/7/2014	Billy Jones	Incentives	Economic Development staff is reviewing records and will provide records in City's possession.
1/13/2014	George Hartzman	John Lomax's Greenway Apartments	Staff is searching for available records.
1/13/2014	Billy Jones	John Lomax's Greenway Apt (same as #3162)	Staff is searching for available records.
1/13/2014	Sal Leone	Project Homestead	Case is under review in Legal.



Date Requested	Requestor	Subject	Status
1/13/2014	Terra McKee	GPD Crime Analysis Unit Emails from 1/1/12 to 1/13/14	An extensive email search is being conducted as of 1/31/14
1/14/2014	Roch Smith	PIRT 2602 Follow Up/Record	Legal is conducting a review of the emails.
1/16/2014	David Roberts	Permitting Information	IT is working on this request as of 1/31/14.
1/21/2014	George Hartzman	City of Greensboro Info request on Koury Corporation's \$200,000	Staff is compiling records
1/21/2014	Billy Jones	City of Greensboro Info Request on Koury Corp's \$200,000 (Same as PIRT # 3192)	Staff is compiling records.
1/21/2014	George Hartzman	GPAC small group meetings documents	Still gathering information for this request as of 1/31/14.
1/22/2014	Marilyn Baird	Better Building Project	Staff is searching for available records responsive to this request.
1/23/2014	George Hartzman	Question regarding city funds	Staff is searching for available records responsive to this request.
1/23/2014	Billy Jones	Question on City Funds (same as 3200)	Staff is searching for available records responsive to this request.
1/24/2014	Billy Jones	Haystack Liberty PIRT	Staff is searching available records responsive to this request.
1/24/2014	Billy Jones	Possible studies conducted by Timmons Company RE: Project Haystack	Staff is searching available records responsive to this request.
1/27/2014	Eric Robert	Master development agreement	PIRT will be closed next week, still gathering information as of 1/31/14.
1/29/2014	George Hartzman	Additional information RE: Koury	This PIRT is currently being reviewed by Legal and Legislative Departments.
1/31/2014	Roch Smith	Communication between council and staff	Staff is reviewing the requested emails.
2/3/2014	Billy Jones	Question regarding status of property and privilege taxes	Staff is reviewing the request for available information.
2/3/2014	Billy Jones	Three part PIRT RE: incentives	Staff is reviewing the request for available information.
2/4/2014	Terra McKee	List of reinstated employees	Staff is reviewing the request for available information.
2/4/2014	Terra McKee	City of Greensboro lawsuits	Staff is reviewing the request for available information.
2/5/2014	Deborah Vann Thomas	Request for Personnel File	GPD is reviewing available records.
2/5/2014	Melinda Hoggard	Water Consumption Trends	Staff is reviewing the request for available information.
2/7/2014	Larry Wallace	Copy of HR Professional Service Contract	Staff is reviewing the request for available information.

Contact Center Weekly Report Week of 01/27/14 – 02/2/14

Contact Center

4641 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 739
IVR/Pay by Phone – 250
Bill Extension – 194
New Sign up – 136
Cutoff Requests – 105

Field Operations

Bulk Guidelines – 44
HHW/Transfer – 41
Icy Conditions – 36
Mattress Go Round – 36
Bulk/Recycle Calendar - 32

All others

Police/Watch Operations – 175
Computer Help Desk – 111
Greensboro Transit Authority – 71
Courts -- 46
Privilege License – 39

Comments

We received a total of 4 comments this week:

Field Operations – 3 comments:

- Wanted to brag on the trash collector. States neighbors were driving crazy but he hung in there and got the job done. He thought someone should know.
- I would like to make a suggestion. This advice comes with experience. When bad weather occurs out here with snow especially, instead of salt on top of snow, use dirt. Now salt is good when it's happening and when it melts but once it's down, dirt works much better for traction. Salt is not meant to melt snow and using dirt is much cheaper. Think of it as the kitty litter effect. Cat litter can get your car unstuck in snow, and what is like cat litter...dirt. I grew up in South Dakota and if you know about the winter out there you would take my advice to heart. I am just trying to make this great city safer for all. Thank you for your time and hope this message is considered and not deleted.
- Don't know to whom to send this but want to say what a great job the street maintenance, snow/ice removal people did with these storms the last month. I can only imagine how difficult and tiring the job is. It was well done and I am very proud of our City employees.

Parks and Recreation – 1 comment:

- Called to thank whoever took up all of the roots around her family plot, where her family is buried. She went out and did not see one single root or bit of clay and she was touched and pleased. Her brother had seen the roots before he passed away and was buried here. Whoever took the time to clear away all of the unnecessary debris, roots, and clay did a superb job. She had a lot of family in from out-of town and she was so proud of the cemetery and the excellent job they did.

Overall

The Contact Center is now answering calls for the Computer Help Desk. These calls caused an impact to our call volume while calls related to the inclement weather also increased last week. Call volume was steady through the end of the week.



SMALL GROUP MEETINGS 2014

Small Group Meeting Dates & Times	Councilmember Attending	Person Contacted / Department	Subject	Council Notification Date
February 6, 2014 2:00 - 3:15	Councilmember Sharon Hightower Councilmember Michael Barber Councilmember Jamal Fox Councilmember Nancy Hoffmann	City Manager Jim Westmoreland	EDBS Downtown Building Improvement Program Update, Landfill Gas Update	February 7, 2014
February 6, 2014 3:30 - 4:45	Mayor Pro Tem Yvonne Johnson	City Manager Jim Westmoreland	EDBS Downtown Building Improvement Program Update, Landfill Gas Update	February 7, 2014
February 7, 2014 9:00 - 10:15	Mayor Nancy Vaughan Councilmember Marikay Abuznaiter Councilmember Tony Wilkins	City Manager Jim Westmoreland	EDBS Downtown Building Improvement Program Update, Landfill Gas Update	February 7, 2014