




May 9, 2014

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

UPCOMING MEETINGS

- May 12 at 5:30 pm District 4 Neighborhood Walk
- May 13 at 5:30 pm District 3 Budget Meeting
- May 14 at 10:00 am Council Ethic Webinar
- May 19 at 5:30 pm District 5 Neighborhood Walk
- May 21 at 5:30 pm City Council Meeting

**Central Library's Booklovers Shop Closing**

Attached is a memorandum from Libraries Director Brigitte Blanton regarding the decision by The Friends of the Library Executive Committee Board to close the Booklovers Shop in the Central Library as of May 30, 2014.

**Nuisance Abatement at 1810 Coliseum Blvd.**

Attached is a memorandum from Police Attorney Jim Clark regarding the nuisance abatement lawsuit the City has filed against Keodaoheung Phongsavanh, the owner of the Phongsavanh Oriental Market at 1810 Coliseum Blvd.

**Special Events Sponsorship Distribution**

Attached is a recap of the grants awarded through the special events sponsorship program, which includes in-kind services and funding.

**SC2 Challenge Update**

Update of the Strong Cities, Strong Communities Challenge and action items assigned to the City's project lead during the April 11, 2014 Economic Development Committee meeting.

**Public Information Request Report**

Attached is the weekly Public Information Request Report for the week of May 9, 2014.

**Contact Center Feedback**

Attached is the weekly report generated by our Contact Center for the week of April 28, 2014, through May 4, 2014.

JRW/mm  
Attachments

Libraries  
City of Greensboro



May 8, 2014

**TO:** Chris Wilson, Interim Assistant City Manager  
**FROM:** Brigitte H. Blanton, Library Director  
**SUBJECT:** The Friends of Libraries Business Decision

As shared by Lea E. Williams, current president of Board of the Friends: “The executive committee of the Board of the Friends of the Greensboro Public Library made the difficult decision to recommend to the Board that we close the Booklovers Shop in Central Library, effective May 30, 2014. At its recent meeting (May 5, 2014), the Friends Board approved the executive committee’s recommendation. The Board concurred that the commitment of time, human and financial resources, and energy of running a commercial enterprise was drawing the Board away from its mission-driven focus on: (1) advocacy of the Library and its mission, (2) support of the Library’s programs, and (3) recruitment of members to join the Friends. The closing date is already noted on the Friends online calendar. Thank you for your patronage of the Booklovers Shop.”

As we move forward for consideration of the use of the space at Central Library, the space will still serve library customer needs, with options for food, drink and a sitting area. The decisions for most effective space use will be made with a goal of little to no lag time between closing the Booklovers Shop at the end of the month and the new design of the space.

BHB/tlw

cc: Mary McCollough, Executive Secretary, City Manager’s Office  
Donnie Turlington, Communications Manager

Office of the City Attorney  
City of Greensboro



Friday, May 09, 2014

**TO:** Tom Carruthers, Interim City Attorney  
**FROM:** Jim Clark, Police Attorney  
**SUBJECT:** Nuisance abatement result for Phongsavanh Oriental Market

A your direction, we have successfully pursued a nuisance abatement lawsuit against Keodaoheung Phongsavanh, the owner of the Phongsavanh Oriental Market (“the Market”) at 1810 Coliseum Boulevard, to address the ongoing gambling and drug sales at this location. In the two months since GPD first became aware that drugs were being sold at this location, GPD conducted a detailed criminal investigation which resulted in additional charges against employees and patrons of the Market. Large amounts of drugs, drug paraphernalia and gambling equipment were also confiscated. GPD provided us with the information gathered from its investigation in order to allow us to evaluate a nuisance abatement lawsuit and prepare the documents required to support it.

After filing the lawsuit, I scheduled a hearing on the City’s motion for a Temporary Restraining Order (TRO) for Tuesday, May 6<sup>th</sup>. Before hearing our motion, the Court encouraged us to discuss settlement with Mark Cummings, counsel for Mr. Phongsavanh. After doing so, the City agreed to enter a Consent Judgment which resolves the case on the following terms:

1. Mr. Phongsavanh will close the Market. Also, Mr. Phongsavanh and his relatives who were also charged with crimes will never re-open or work in any form of business at this location.
2. Mr. Phongsavanh and his relatives charged with crimes will not open or operate any business within a 1-mile radius of 1810 Coliseum Boulevard.
3. In recognition of the fact that the criminal charges are now pending, the City agreed to keep the affidavits supporting our lawsuit under a protective order and not disclose them publicly while the criminal cases against Mr. Phongsavanh and his relatives remain pending in court. The City agreed to this request in order to avoid unfairly prejudicing the defendants, as well as avoiding any situation that could result in “a trial in the media.”

The City adjudged Mr. Phongsavanh’s concerns as legitimate and fair, and therefore agreed to compromise upon this term. Each party bears their own attorney’s fees.

JAC/



May 9, 2014

**TO:** Chris Wilson, Interim Assistant City Manager

**FROM:** Wade Walcutt, Interim Director

**SUBJECT:** Special events sponsorship distribution review

Beginning in FY 2013-2014, the City Council approved the special events sponsorship policy in order to provide support to special events that meet eligibility criteria and provide residents of Greensboro with community enrichment opportunities.

The application process required event producers to submit documentation outlining the event's purpose, financial details, and relation to the City's accountability and performance goals. Based on this information, the special event team scored each event in a format similar to the City's CIP process. The scores allowed for an equitable assessment of each applicant's funding request, and a recommended sponsorship amount was determined for each event.

The following table gives a recap of the grants awarded through this program, which includes in-kind services and funding during the fiscal year 2013-2014.

<b>Event Name</b>	<b>Total Amount Donated</b>
Hams Rock the Block (July event)	\$ 3,000.00
Tate St. Festival	\$ 975.00
Bojangles Chicken Walk	\$ 1,025.00
Run 4 the Greenway	\$ 1,250.00
Running of the Balls	\$ 1,575.00
Zombie Run	\$ 1,575.00
Show of Hands	\$ 955.00
Hams Rock the Block (Sept. event)	\$ 1,000.00
Chess Festival	\$ 3,000.00
Natty's Live at the Tracks	\$ 1,965.00
Miles for Matthew	\$ 1,200.00
Greensboro Marathon	\$ 1,500.00
2014 Human Race	\$ 3,000.00
2014 The City Market	\$ 1,650.00
<b>Total Granted</b>	<b>\$ 23,670.00</b>

WW/js



May 6, 2014

**TO:** Economic Development Committee  
**FROM:** Prince John Gaither-Eli, Project Manager  
**SUBJECT:** SC2 (Strong Cities, Strong Communities) Challenge Update

This memorandum is an update on the action items assigned from the April 11, 2014 Economic Development Committee Meeting. Please see responses below as of April 30, 2014.

**Overview of SC2 (Strong Cities, Strong Communities) Visioning Challenge Grant**

The SC2 Visioning Challenge is one of four components of the SC2 Initiative that utilizes a prize competition to generate innovation in economic development. Greensboro along with Las Vegas, NV and Hartford, CT was awarded the grant in September 2012. Through a cooperative agreement between the City of Greensboro and Economic Development Administration, the prize competition provides the City with multiple comprehensive, economic development plans. These plans will seek to catalyze the City's positive economic potential by using its numerous assets to address areas that need improvement. EDA sponsor's the challenge while the City serves as the administrator. EDA funds 80% of the project costs while the City funds 20%.

**EDA Changes & Updates to SC2 Challenge**

Since the launch of the SC2 Challenge in May of 2013, changes to the rules have modified how it may be administered. These changes were required to comply with federal regulations upon the launch of the SC2 Catalyst Website. EDA's prize expert, The Common Pool, became available for technical assistance in September of 2013. SC2 Cities were placed on the same timeline to synchronize the promotional efforts of the Federal Government. By limiting prizes to teams, the EDA's goal was to increase the number of high quality submissions. And, by modifying the prize structure, winners increase from four (4) to nine (9). The City will acquire perpetual, non-exclusive licenses to any intellectual property contained within winning submissions.

	ORIGINAL	CHANGE
TIMELINE	City of Greensboro timeline different from other SC2 Cities	All SC2 Cities have the same timeline
RULES	Individuals and teams may compete for prizes	Only teams of two or more may compete for prizes
PRIZE	One \$1 Million Winner in Phase Two	Multiple winners in Phase Two from

STRUCTURE	\$500,000 to \$25,000
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As of 4-22, fourteen (14) of the original fifty-one (51) registrants have registered on the SC2 Catalyst Website. Twenty-seven are still eligible to compete as they originally registered while the remaining twenty-four (24) may do so if they add at least one team member.

### **Project Status**

The project is “on-schedule” operating as designed within the parameters of the EDA and Common Pool’s schedule and resources. The due date for Phase One Registration is July 24, 2014 while the due date for Phase One Proposals is September 22, 2014. Finalists for Phase Two will be announced November 20, 2014 while winners will be selected May 20, 2015. Originally registered participants under the “Letter of Intent” Process have been informed of changes to the timeline, registration process, and rules via email, phone, and in-person meetings. The City is considering additional measures to create a more seamless transition for the letter-of-intent registrants and to encourage participation in this new process. At present, three of the eight registered multi-disciplinary teams have conducted multi-day visits of the City.

### **Objectives of the Initiative**

The SC2 Initiative has six (6) objectives as expressed in the executive order that created the White House Council on Strong Cities, Strong Communities in March 2012. Located within the Department of Housing & Urban Development, the council represents the entire United States Cabinet except the Department of Justice and Department of State. Such interagency cooperation is unprecedented in the history of the Federal Government for economic development.

#### ***Objectives:***

1. Forging partnerships with local communities to provide comprehensive technical assistance;
2. To enable cities, towns, and regions to compete for federal resources more effectively;
3. Enhance current federal assistance to distressed cities, towns, and regions;
4. Enable the Federal Government to better partner with local communities;
5. Build the capacity of cities, towns, and regions to address economic issues;
6. Support comprehensive planning and regional collaboration by cities, towns, and regions.

### **Prize Structure**

Nine (9) prizes are awarded to winning teams in the challenge. Please see breakdown below:

	<b>PRIZES</b>		
<b>PHASE ONE</b>	1 <sup>st</sup> Place: \$55,000	2 <sup>nd</sup> Place: \$35,000	3 <sup>rd</sup> Place: \$10,000
<b>PHASE TWO</b>	1 <sup>st</sup> Place: \$500,000	2 <sup>nd</sup> Place: \$150,000	3 <sup>rd</sup> Place: \$100,000
	4 <sup>th</sup> Place: \$75,000	5 <sup>th</sup> Place: \$50,000	6 <sup>th</sup> Place: \$25,000

### **Positive Impacts**

The City of Greensboro was awarded its SC2 Challenge Grant through a competitive process. Its selection as a SC2 City has several benefits. First, the City acquired status as a “SC2 City.” This status provides Greensboro preference when it competes for other funding made available by the

Federal Government including but not exclusive to EDA. Second, the City will acquire ownership of three (3) economic development proposals and six (6) economic development plans at the end of Phase One and Phase Two. Third, the City will receive a permanent, non-exclusive license to any intellectual property contained in winning proposals and plans. With the City's first comprehensive plan, Connections 2025, not being updated since its creation in 2003, the challenge will provide multiple comprehensive economic development plans with specific strategies exemplified by signature projects. Lastly, the City of Greensboro receives the benefit of strengthening and deepening its relationship with the Economic Development Administration, the principal federal agency devoted to economic development.

In addition to the positive impacts stated above, the SC2 Challenge inspired a joint youth initiative between the departments of Planning, Parks & Recreation, and EDDBS, "The EDGE Experience: Youth Growing Greensboro through Economic Development". Focused on Guilford County students in grades 8-12, the project allowed individuals or teams to submit their own economic development ideas to compete for cash prizes from a pool of \$3,000. Submissions were judged by a diverse youth board that were trained on the theory, research, and practice of economic development in a six (6) session hybrid class format using web-based and residential instruction. Additionally, the City has received three (3) site visits from multi-disciplinary teams representing or affiliated with the Country of Moldova, American University, and Harvard Education Labs as part of their research and analysis on Greensboro. Lastly, as evidenced by the positive exposure the challenge has generated for the City of Greensboro, the project has honored several speaking request including but not limited to University of North Carolina's Economic Transformation Council, SynerG's "Lunch & Learn" Series, the Institute for Sustainable Communities Leadership Academy, and the North Carolina Plug-In Electric Vehicle Taskforce.

### **Negative Impacts**

If the City were to withdraw from the SC2 Initiative, several negative impacts are present. First, the City will lose its status as a "SC2 City." As a SC2 City, Greensboro has preferred status in competing for other strategic investments made by the Federal Government; Second, loss of ownership of the three (3) winning proposals of Phase One and six (6) winning plans from Phase Two will occur; Third, loss of the permanent, non-exclusive licenses to any intellectual property contained within winning proposals and plans; Fourth, any implementation funding for winning proposals provided by EDA will be inaccessible. EDA is currently researching the possibility of providing implementation funding for each SC2 City; Fifth, loss of use of the remainder of \$1 million grants funds. This will result in the loss of one staff person, the SC2 Project Manager; Sixth, a decreased ability to compete for future federal investments utilizing the "C4" (Cooperative, Coordinated, Collaborative, Catalytic) Model from the Federal Government generally and EDA specifically; Seventh, withdrawal from the challenge may hurt and mar the City's brand, image, and strategic messaging given it is the first city in the country to administer a prize competition particularly now that the project's infrastructure is in place; Eighth and lastly, the excitement and inspiration the challenge has spurred from local, state, regional, national, and international participants and organizations regarding the "Gate City" will be nullified.

## **BUDGET OVERVIEW**

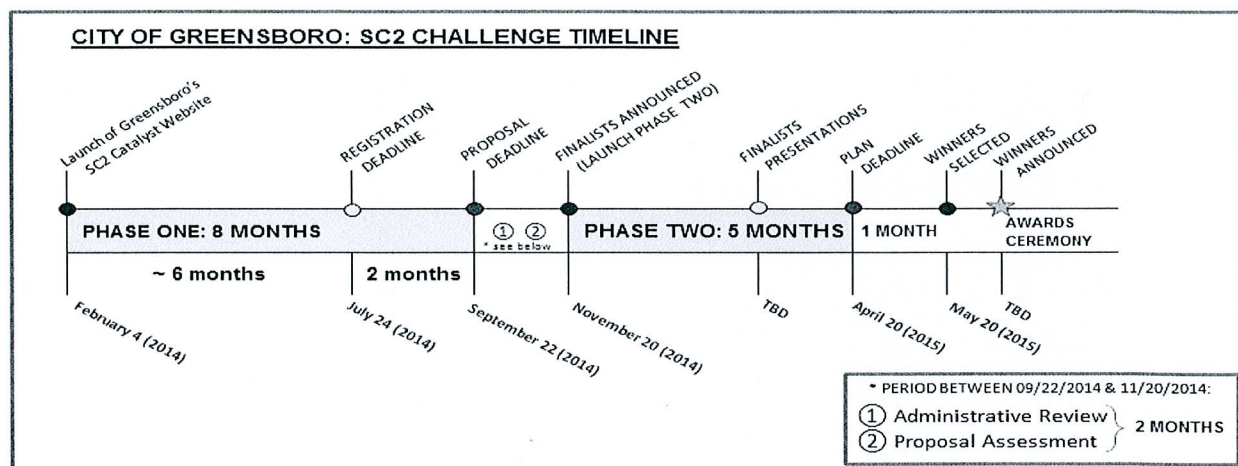
Despite the project's extension, the City's overall share and cost is unchanged. This budget is effective as of 4/30/2014.

	Total Expenditures	EDA Share (80%)	City Share (20%)	SC2 Budget	Remaining Funds
Salaries & Wages	\$50,546.96	\$40,437.57	\$10,109.39	\$97,750.00	\$51,387.62
<b>Total Personal Services</b>	<b>\$50,546.96</b>	<b>\$40,437.57</b>	<b>\$10,109.39</b>	<b>\$97,750.00</b>	<b>\$51,387.62</b>
FICA Contribution	\$3,810.13	\$3,048.10	\$762.03	\$6,150.00	\$2,659.99
Retirement Contribution	\$4,774.28	\$3,819.42	\$954.86	\$8,200.00	\$3,636.50
Health Coverage	\$5,800.00	\$4,640.00	\$1,160.00	\$11,250.00	\$5,520.00
Dental Coverage	\$370.00	\$296.00	\$74.00	\$1,050.00	\$680.00
Life Insurance	\$310.32	\$248.26	\$62.06	\$600.00	\$290.93
Unemployment* Compensation	\$288.86	\$231.09	\$57.77	\$0.00	-\$288.86
Long Term Disability*	\$48.96	\$39.17	\$9.79	\$0.00	-\$48.96
<b>Total Employee Benefits</b>	<b>\$15,402.55</b>	<b>\$12,322.04</b>	<b>\$3,080.51</b>	<b>\$27,250.00</b>	<b>\$12,449.60</b>
Cellular Phones*	\$872.96	\$698.37	\$174.59	\$0.00	-\$872.96
Office Supplies	\$1791.00	\$1,432.80	\$358.20	\$3,500.00	\$2,535.58
Office Equipment & Furniture	\$0.00	\$0.00	\$0.00	\$1,500.00	\$1,500.00
Other Contracted Services	\$1,125.00	\$900.00	\$225.00	\$1,110,000.00	\$1,108,875.00
In-House Printing Services	\$354.75	\$283.80	\$70.95	\$2,500.00	\$2,192.25
Desktop Services	\$760.16	\$608.13	\$152.03	\$2,500.00	\$1,739.84
Business & Meeting Expenses	\$1,267.28	\$1,013.82	\$253.46	\$2,000.00	\$732.72
Seminar/Training Expenses	\$647.31	\$517.85	\$129.46	\$3,000.00	\$2,352.69
<b>Total Maintenance &amp; Operations</b>	<b>\$6,818.46</b>	<b>\$5,454.77</b>	<b>\$1,363.69</b>	<b>\$1,125,000.00</b>	<b>\$1,119,055.12</b>
<b>Total</b>	<b>\$72,767.97</b>	<b>\$58,214.38</b>	<b>\$14,553.59</b>	<b>\$1,250,000.00</b>	<b>\$1,182,892.34</b>

Please note, the three unbudgeted categories\* were not part of the original budget. They will receive budget allocations when their cost analyses are completed in May 2014. Lastly, the City has full access to the \$1 Million grant funds, is able to draw down reimbursements as appropriate, and has successfully done so two times.



## Timeline



Please contact me with any questions.

PJGE

## **Contact Center Weekly Report Week of 04/28 – 05/04/14**

### **Contact Center**

4549 calls answered this week

### **Top 5 calls by area**

#### Water Resources

Balance Inquiry – 724

New Sign up – 187

IVR/Pay by Phone – 187

Bill Extension – 146

Cutoff Requests – 142

#### Field Operations

Storm Debris Pickup – 145

Bulk Guidelines – 96

No Service/Garbage – 74

HHW/Landfill/Transfer – 66

Mattress Collection – 57

#### All others

Police/Watch Operations – 182

Privilege License – 86

Computer Help Desk – 76

Overgrown Lots -- 54

HR/Employment – 53

### **Comments**

We received a total of **5** comments this week:

#### **Executive – 2 comments:**

- Caller is upset that he had to hold on the line so long to get service. He had to wait over ten minutes on hold to talk to a live person. He wanted this documented and sent to management, as high as it needs to go to make sure that we get more people answering the phone. Some people have important needs.
- Customer said the music on the hold message needs to be turned down. Too loud.

#### **Field Operations – 1 comment:**

- Caller requests that the ECOFLO hours of operation should be listed on the recycle card so people don't have to keep calling the city to get that information.

#### **Water Resources – 2 comments:**

- Received a call from the IVR system stating she was late on her due date and telling her that she needed to pay. She feels this system would be far more effective if we could call people a day or two before their bill is due.
- Caller states the automated pay by phone system is annoying.

### **Overall**

Calls about storm debris collection remained steady while calls about overgrown lots and employment increased last week. Call volume remained busy through the end of the week.



# Current Public Records Requests Update May 9, 2014

Date Requested	Requestor	Subject	Status
8/5/2013	Mike Carter	Email Correspondence from 8/1/11 to 8/5/13	GPD and Legal reviewing email search.
1/13/2014	Terra McKee	GPD Crime Analysis Unit Emails from 1/1/12 to 1/13/14	GPD and Legal reviewing email search.
2/4/2014	Terra McKee	City of Greensboro lawsuits	Legal compiling information.
2/14/2014	Paul Clark	Civil Rights Museum Records	Legal reviewing email search.
2/20/2014	Mallory Horne	Email Search	Legal reviewing email search.
3/5/2014	George Hartzman	Koury Rain Tax Payments	Legal reviewing the information.
3/14/2014	Earl Jones	Vendor contracts	Response should be sent next week.
3/17/2014	George Hartzman	Settlement of claims	Response should be sent next week.
3/24/2014	Jorge Cornell	Request for all public records RE: Jorge Cornell	Legal reviewing information.
4/17/2014	Jeff Sykes	Email search from July 14, 2013 to Sept. 30, 2013	Legal reviewing email search.
4/24/2014	Ben Holder	Payments to vendors	Response should be sent next week.
4/30/2014	Sal Leone	Search Warrants	Staff compiling information.
5/6/2014	G.H. Christian	Bank Reconciliation	Staff compiling information.
5/7/2014	Ben Briscoe	Employee Suspension Information	Initial response sent to request. Staff compiling additional information.
5/7/2014	George Hartzman	Reporting requirements for non-profits	Staff compiling information.
5/7/2014	Billy Jones	Email search April 2 - May 6, 2014	Staff compiling information.
5/7/2014	Courtney Van Tassell	Teva Pharmaceuticals	Staff compiling information.
5/7/2014	Billy Jones	Simmons Hauling	Staff compiling information.

# Closed Public Information Requests

## For the Week of May 9, 2014

Tracking Number	Date Requested	Date Closed	Business Days Open	Requestor	Subject
3419	4/14/2014	5/9/2014	25 days	Margaret Banks	Email search for Mel's Pressure Washing
3424	4/14/2014	5/5/2014	21 days	Billy Jones	City Council meeting minutes for April 1, 2014
3448	4/25/2014	5/5/2014	10 days	Ben Holder	Copies of Search Warrants for the week of April 21-25
3451	4/28/2014	5/6/2014	8 days	G.H. Christian	Uncashed checks/warrants
3453	4/28/2014	5/8/2014	10 days	Kelley Smith	7601 Boeing Drive
3456	4/29/2014	5/7/2014	8 days	Ben Holder	GPD consultants
3458	4/30/2014	5/6/2014	6 days	Billy Jones	Greensboro Downtown Greenway LLC
3460	5/1/2014	5/8/2014	7 days	Sean Armbrust	Wesley Long Professional Building
3461	5/5/2014	5/5/2014	0 days	Ben Holder	Civil penalties
3463	5/5/2014	5/6/2014	1 day	Ben Holder	Motor Vehicle Ordinance
3464	5/6/2014	5/7/2014	1 day	Laura Peoples	Economic impact from bicycling
3465	5/6/2014	5/6/2014	0 days	Billy Jones	Federal Form 990
3467	5/6/2014	5/6/2014	0 days	Roch Smith	City Vehicle Number
3769	5/7/2014	5/7/2014	0 days	Tiffany Jordan	5005 Mackay Road
3472	5/7/2014	5/9/2014	2 days	Steven Poole	Garbage Truck Accident
3473	5/7/2014	5/9/2014	2 days	Roch Smith	News Release Information
3474	5/7/2014	5/7/2014	0 days	Virginia Jones	Police Courtesy Office Program

Weekly Totals (5/5/14 - 5/9/14):		
Number of PII		15
Number of PII		17
Average Comp		4.47 days
Totals Since January 1, 2014:		
Number of PII		281
Number of PII		316
Average Comp		14.83 days

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