




June 27, 2014

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

UPCOMING MEETINGS

- July 10 at noon Council Work Session
- July 15 at 5:30 pm City Council Meeting
- July 22 at 3:00 pm Council Work Session

**GTN Programming Changes**

Attached is a news release regarding upcoming changes and additions to the programming lineup for the Greensboro Television Network.

**Fee Changes**

Attached is a news release announcing fee changes that are set to go into effect starting July 1, 2014.

**Public Information Request Report**

Attached is the weekly Public Information Request Report for the week of June 27, 2014.

**Contact Center Feedback**

Attached is the weekly report generated by our Contact Center for the week of June 16, 2014 through June 22, 2014.

**Small Group Meetings**

Attached is the Small Group Meeting report for the week of June 27, 2014, between City Staff and [more than two but less than five] Councilmembers.

JRW/mm  
Attachments



**CITY OF GREENSBORO  
FOR IMMEDIATE RELEASE**

Contact: Donnie Turlington  
Phone: 336-373-3769

***New Programming Coming to Greensboro Television Network***

GREENSBORO, NC (June 27, 2014) – The City of Greensboro is set to unveil additions to its Greensboro Television Network lineup in July with the debut of a new block of programming designed to promote the entire city. To help tell the new stories, Rosemary Plybon has joined the television network as host of the “This is Greensboro” series.

The new programming focuses on categories that explore current events and things to do in the city, leisure and recreation activities and locations, and economic development efforts. “This is a change from our traditional programming with the goal of telling the story of the entire city of Greensboro, not just Greensboro city government’s story,” says City of Greensboro Communications Manager Donnie Turlington. “From a marketing standpoint, city government can play an active role in promoting the entire city and this is a step in that direction.”

Plybon, formerly a morning show host for WFMY News 2, will host and produce stories that offer a look at the people, places, events and programs that are making Greensboro a unique and attractive city for visitors and residents alike. The programming will start as a 90-120 minute block that will air multiple nights per week at 6 pm.

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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).



**CITY OF GREENSBORO  
FOR IMMEDIATE RELEASE**

Contact: Donnie Turlington  
Phone: 336-373-3769

### ***City Announces Increases to Various Fees and Rates***

GREENSBORO, NC (June 30, 2014) – Effective Tuesday, July 1, the City of Greensboro is increasing some fees and fines as outlined in the [approved FY 2014-15 budget](#).

Rate changes include:

- A \$50 fine will now be assessed for the second false alarm at the same property within a 12-month timeframe and there will be a \$100 fine for the third through fourth false alarms fine, \$250 for the fifth through ninth fine, and \$500 for 10 or more fines. (There is no fine for the first false alarm during a 12-month timeframe.)
- Minimum building, electrical, mechanical and plumbing permit fees increase to \$75, from \$45.
- A driveway permit fee increases to \$75.
- Commercial refuse fees increase \$3 per month, per dumpster, and \$10 per month, per vertical compacter.
- The fee for after-school programs hosted by City community recreation centers increases \$5 per week, from \$25 to \$30.

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# Current Public Records Requests Update June 27, 2014

Date Requested	Requestor	Subject	Status
8/5/2013	Mike Carter	Email Correspondence from 8/1/11 to 8/5/13	Response sent to requestor on 6/26/2014. Awaiting follow-up response from requestor.
1/13/2014	Terra McKee	GPD Crime Analysis Unit Emails from 1/1/12 to 1/13/14	GPD and Legal reviewing email search.
5/20/2014	Jenifer McCrea	All emails related to Jenifer McCrea	Legal is reviewing the email search.
6/6/2014	Paul Clark	City Loans	Information sent to requestor on 6/26/2014. Requestor awaiting additional information.
6/11/2014	Paul Norcross	Information pertaining to Bradley Mark Walker	Staff compiling information.
6/16/2014	Terra McKee	Phone and email request	Staff compiling information.
6/16/2014	Jeff Sykes	Documents regarding the Greenway	Staff compiling information.
6/23/2014	Zack Matheny	Info RE: Police calls to Heritage House	Staff compiling information.
6/24/2014	Zack Matheny	Call Report for 1706 and 1720 Battleground Ave	Response sent to requestor on 6/25/2014 and 6/26/2014.
6/24/2014	Sarah Curry	Local economic development incentives	Staff compiling information.
6/24/2014	Margaret Banks	City salaries	Staff compiling information.
6/25/2014	Ben Briscoe	Information on pothole damage	Staff compiling information.
6/26/2014	Billy Jones	Records relating to Greensboro Landfill	Staff compiling information.
6/26/2014	Jeff Sykes	Info on Arts Greensboro	Staff compiling information.
6/27/2014	Ray Adams	Greensboro Auto Auction	Staff compiling information.
6/27/2014	Robert Cudd	Greensboro Auto Auction	Staff compiling information.
6/27/2014	George Hartzman	Communication between City and the ICMA	Staff compiling information.

# Closed Public Information Requests

## For the Week of June 27, 2014

Tracking Number	Date Requested	Date Closed	Business Days Open	Requestor	Subject
3369	3/24/2014	6/25/2014	13 weeks	Jorge Cornell	Request for all records RE: Jorge Cornell
3520	5/23/2014	6/26/2014	4 weeks	Amanda Lehmert	Law Enforcement Liability Expenses
3594	6/19/2014	6/23/2014	4 days	Roch Smith	BTN documents
3596	6/23/2014	6/24/2014	1 day	Billy Jones	Bid Tally for fleet purchases
3597	6/23/2014	6/23/2014	0 days	Roch Smith	Literature from the Movement initiative
3598	6/23/2014	6/23/2014	0 days	Roch Smith	Labcorp contract
3599	6/23/2014	6/23/2014	0 days	Zack Matheny	Emails pertaining to Heritage House
3606	6/26/2014	6/27/2014	1 day	Eddie Thompson	121 W. Elmsley
3607	6/26/2014	6/27/2014	1 day	Jullian Robb	Certificate of Occupancy
<b>Weekly Totals (6/23/14 - 6/27/14):</b>					
	<b>Number of PIRTS Opened</b>		<b>14</b>		
	<b>Number of PIRTS Closed</b>		<b>9</b>		
	<b>Average Completion Time</b>		<b>11.00 days</b>		
<b>Totals Since January 1, 2014:</b>					
	<b>Number of PIRTS Opened</b>		<b>392</b>		
	<b>Number of PIRTS Closed</b>		<b>432</b>		
	<b>Average Completion Time</b>		<b>12.73 days</b>		

## Contact Center Weekly Report Week of 06/16 – 06/22/14

### Contact Center

4155 calls answered this week

### Top 5 calls by area

#### Water Resources

Balance Inquiry – 666

New Sign up – 141

Cutoff Requests – 125

IVR/Pay by Phone – 117

Sign up/Owners – 76

#### Field Operations

Bulk Guidelines – 109

HHW/Landfill/Transfer – 85

Mattress Collection – 71

Repair Can/Garbage – 64

Dead Animal Pickup – 39

#### All others

Privilege License – 184

Police/Watch Operations – 144

Computer Help Desk – 53

Overgrown Lots -- 41

HR/Employment – 24

### Comments

We received a total of 7 comments this week:

#### **Budget and Evaluation – 3 comments:**

- Caller believes that if we replace the brown cans, the blue is too bright. It needs to be a neutral color.
- Caller believes that the problem with the loose leaf collection is that the hose used to vacuum the leaves is too short. They should schedule the pickup so that they can tell people exactly when they should not be parked on the street. In many cases, there is no curb and there is nowhere else to put the leaves but in the street.
- A logistics person should be assigned to determine a more efficient way to pick up the leaves so that people would know when they are coming. There should be small, permanently assigned areas and people assigned to those areas to keep them cleaned up.

#### **Executive – 2 comments:**

- The Contact Center is always so nice. Duke Energy should take lessons from us. She appreciates us working with her through some difficult family issues.
- Caller is upset that hold time was so long. States the city needs to hire more reps to avoid long hold time.

#### **Parks and Recreation – 1 comment:**

- Why is it that Forest Lawn Cemetery is not kept up like the other cemeteries located in Greensboro? Once again the cemetery is not being mowed. We pay taxes and there should be no reason for the cemetery to continue to look bad.

#### **Planning Department – 1 comment:**

- I am writing because I noticed a new business, Family Dollar, coming to the area which is located on Highway 62 and Randleman Rd. I am not sure why but I actually had a physical response to seeing the sign. I am so disappointed in the lack of vision for the community. Although it is a country setting with a down home country feel, that does not translate to such a low expectation for the residents. We seem to be overrun by lack of growth and hope for a higher standard of living. Don't get me wrong, I love the country

and the community but when the planners choose to allow only low level business in the area, we are forced to leave our own community to do business outside. I am all for giving back to my own community but shopping in all the “dollar” stores is not ever going to be top of my list of places to go. I am not a city snob, not at all. I love the community and the warmth and kindness of the people but even the locals feel isolated from all things new and shiny. Goodness, evens a Sheets would be welcomed. It seems the planners are determined to keep the country folk without the benefits of city living. Please remember that we are aware that there are other places to shop than a dollar discount store. Our friends tell us all about it.

### **Overall**

Calls about privilege licenses increased while calls about overgrown lots decreased last week. Call volume remained busy through the end of the week.





# SMALL GROUP MEETINGS 2014

Small Group Meeting Dates & Times	Councilmember Attending	Person Contacted / Department	Subject	Council Notification Date
June 23, 2014	Mayor Nancy Vaughan Councilmember Sharon Hightower	Assistant City Manager David Parrish	East Greensboro	June 27, 2014
June 24, 2014	Mayor Nancy Vaughan Councilmember Mike Barber Councilmember Zack Matheny	City Manager Jim Westmoreland	Economic Development Strategic Process	June 27, 2014
June 27, 2014	Mayor Nancy Vaughan Councilmember Sharon Hightower Councilmember Jamal Fox	City Manager Jim Westmoreland Assistant City Manager David Parrish	Tour of Kindred Hospital of Greensboro	June 27, 2014