



November 6, 2009

TO: Mayor and Members of Council
FROM: Rashad M. Young, City Manager
SUBJECT: Items for Your Information

IFYI HIGHLIGHTS

- Orientation Scheduled for New Council Members
- Contact Center Feedback
- Update: Central Gateway Study
- Economic Stimulus Funding Community Meeting
- Proposed Revisions to Audit Policy for Non-Profits
- Revised Organizational Chart
- County Health Department H1N1 Clinic

Orientation for Newly Elected Council Members

An Orientation for new Council Members is scheduled for Thursday, November 19 from 8:30AM to 12:30PM in the Council Conference Room, Second floor of the Melvin Municipal Office Building. City staff will contact new Council Members with more details. Returning Council Members are welcome to attend.

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 10/26/09 – 11/1/09.

Update: Central Gateway Study

A new planning effort was recently started in the High Point Road/West Lee Street Corridor, referred to as the Central Gateway Corridor Study. The first public meeting for this new process was held on September 22, 2009 with almost 100 people in attendance, including three members of City Council. The PowerPoint presentation from this meeting can be found @ <http://www.greensboro-nc.gov/departments/Planning/compplan/highpointrdwleestimplementation.htm>.

City Council officially adopted the High Point Road/West Lee Street Corridor Plan – Phase 1 in December 2008. It outlines a variety of strategies and recommendations for this important corridor. A key implementation step from the adopted Corridor Plan is the creation of more specific tools to guide new development and investment. This includes a combination of regulations and incentives to achieve higher intensity, mixed use development that can support expanded transportation options and be more complementary to adjacent neighborhoods.

There has been significant activity in the High Point Road/West Lee Street Corridor in recent weeks. City staff and private stakeholders have been working hard to implement the adopted Corridor Plan. In September, City Council recognized the Central Gateway Corridor Partnership being formed as the official citizen advisory group regarding activities in this corridor. The City's Transportation Department is completing an initial streetscape master plan to prioritize the investment of at least \$7.5 million in City funds. City staff has estimated that approximately \$90 million in public and private investments have been completed, are underway or planned since the beginning of 2007. Please contact Carol Carter, Planning Department with any questions @ 574-3576 or carol.carter@greensboro-nc.gov.

Economic Stimulus Funding Community Meeting

The City of Greensboro is sponsoring a community meeting to update interested parties about stimulus funding. The meeting is scheduled for Thursday, November 12, 2009 from 2-4 pm at the Greensboro Historical Museum, located at 130 Summit Ave. Please share the attached flyer with others who may be interested in attending.

City staff will explain how the 2009 American Recovery and Reinvestment Act funding is being used to improve the quality of life in Greensboro, and discuss:

- How the City is using funds it has received,
- The type of funding available,
- How to apply for funds, and
- The City's new stimulus website.

Proposed Revisions to Audit Policy for Non-Profits

Attached is a memo from Interim Assistant City Manager Andy Scott detailing the proposed changes to the City policy for auditing non-profit organizations which receive City funds. This item will be brought to the City Council for consideration.

Revised Organizational Chart

I have revised some reporting relationships within the organization to bring about greater efficiencies and maximize the talents of the Deputy City Manager and Assistant City Managers. I've attached the revised City of Greensboro Organizational Chart for your information.

Guilford County H1N1 Clinic

The Guilford County Public Health Department is conducting an H1N1 Mass Clinic in Guilford County on Saturday, 11/7. The event will take place on the GTCC-Jamestown Campus and targets people from the age of 6 months to 24 years and pregnant women. For more information, contact Donald L. Campbell, Guilford County Emergency Services/Emergency Management Division @ (336) 641-6567.

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Attachments

Public Affairs Department Contact Center Weekly Report
Week of 10/26/09 – 11/1/09

Contact Center

4781 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1231
New Customer - 147
Request to Cutoff - 128
Constr. & Maint. - 92
Same day cut on - 61

Field Operations

Loose leaf collection - 85
Bulk Guidelines - 67
No Service - Garbage – 54
Dead Animal Pick-up - 42
Appliance pick up - 40

All others

Police/Watch Operations – 303
Warrants – 165
Courts/Sheriff - 110
Landfill/Transfer/HHW – 94
Online Payments - 47

Comments

We received a total of 9 comments this week:

- **Field Operations**

Resident just wanted to compliment the crew member that cleaned her street, states that he did a good job. He swept the street twice to make sure he picked up everything.

Very happy with our service; wanted to thank the driver for being so courteous when he came back to get the can she that was blocked during the normal round.

- **Public Affairs**

Customer called in two requests for Duke Energy, and said that he also wanted to pass along a compliment. The last time he called, it was about a curb near his house that wasn't cemented. He was told we would take care of this within 3 weeks, and we did exactly what we promised. He was very grateful.

- **Water Resources**

Email comment regarding Latham Park beaver situation - If the city really wants to "revive" that creek, they should be grateful for those beavers. A problematic dam is easily controlled by installation of a flow device. Trees can be wrapped. Beavers improve water quality, increase wildlife and fish, and are being reintroduced around the country to combat the drought effects of climate change. Let these beavers help your watershed. Any city smarter than a beaver can manage a beaver.

Thinks 20.00 for a late fee on a water account is ridiculous...these are hard times and the City should treat their customers a whole lot better than that. I'll make sure I make a payment every month now because that is just ridiculous. The water bill is high enough.

Caller states city needs to hurry up and get phone pay.

Blind customer whose water was disconnected for nonpay really wishes he could pay over the phone - the options we offer are just not convenient for him, he doesn't have anyone to help him with his bills...we explained what his payment options are, and promised that we would send feedback to CMO.

The City needs to get with the program, this is 2009 and you still don't offer phone payments.

A resident for 52 years who has used our city services called. She is 93, lives alone, and thinks that the City should offer some kind of consideration for elderly customers.

Overall

Calls regarding loose leaf collection took off this week, giving us an opportunity to explain the schedule and process to these callers. We also had a spike in calls to turn water service on and off (usual for the end of the month), and a generally busy week.

We expect to hear more about leaf collection this week as we approach the start of the service on November 9th.

Where the Money is Going: **Stimulus Funding Update**

The City of Greensboro
invites you to attend a community update meeting on stimulus funding

**Thursday, November 12, 2009
2-4 pm
Greensboro Historical Museum
130 Summit Ave.**

City staff will explain how the 2009 American Recovery and Reinvestment Act funding is being used to improve the quality of life in Greensboro

At the meeting, you'll learn:

- How the City is using funds it has received
 - What type of funding is available
 - How to apply for funds
 - and much more

Also, the City's New Stimulus Web site will be unveiled!

For more information, call 336-373-2002





November 3, 2009

TO: Rashad M. Young, City Manager
FROM: Andrew S. Scott, Interim Assistant City Manager for Economic Development
SUBJECT: Non-Profit Financial Policy

BACKGROUND:

On February 17, 2004, the Greensboro City Council adopted a policy for certain agencies or entities that receive grants or loans from the City of Greensboro. That policy states that all funding received adhere to the following requirements regarding financial information:

1. An external audit from a CPA firm must be submitted within 90-days of the fiscal year-end of the entity.
2. The financial statements should be prepared under the accrual basis which is Generally Accepted Accounting Principles (GAAP).
3. Any Management Letters issued with these financials shall be submitted to the City of Greensboro within 90-days of their fiscal year-end.
4. If no Management Letters are issued, a letter from the CPA firm shall be submitted to the City of Greensboro on its Letterhead stating that no management letters were issued.

PROPOSED POLICY REVISION:

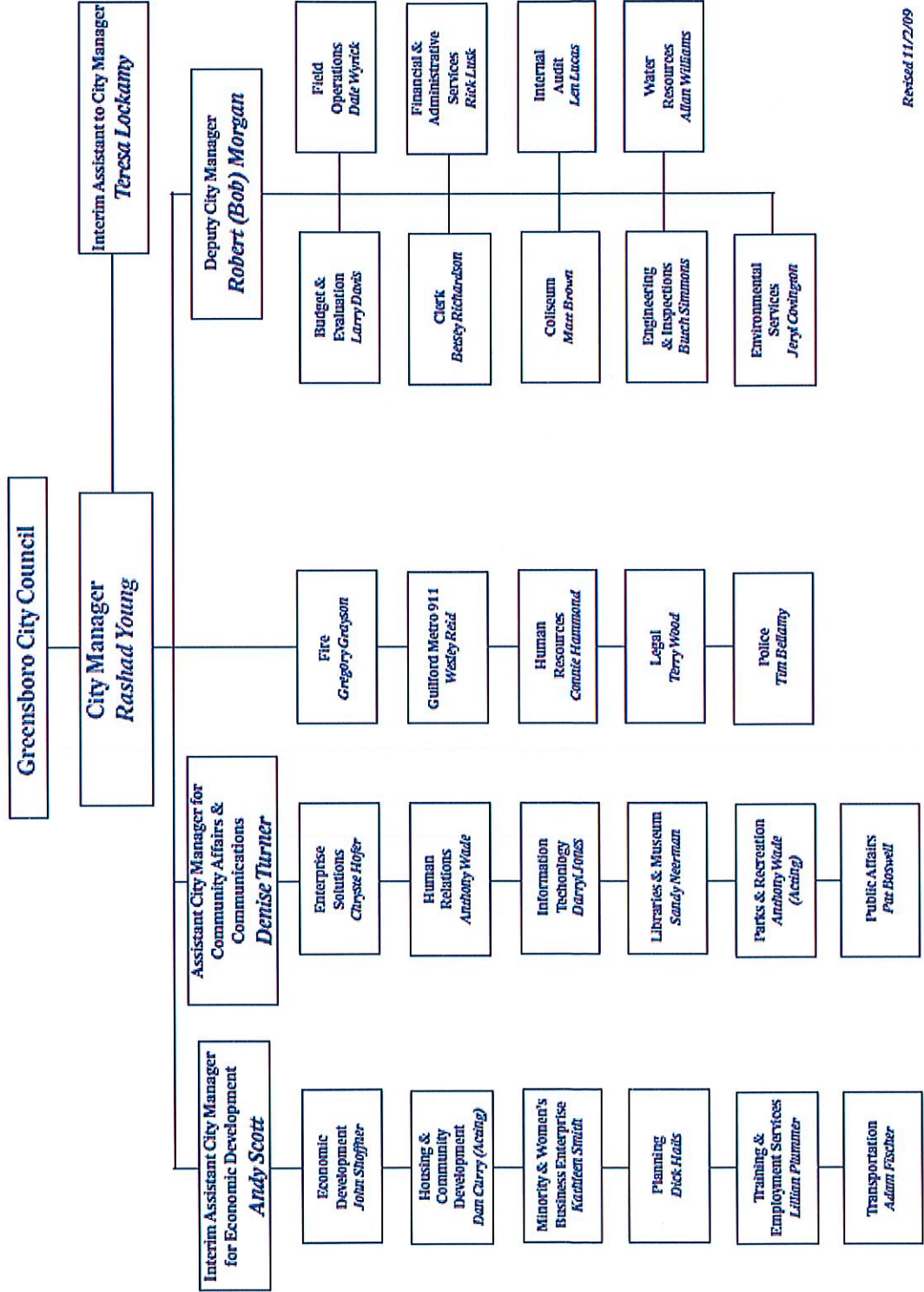
On July 22, 2009, the City Council requested that the Legal Department, Housing & Community Development and the Internal Audit Division review the current non-profit audit policy. We have reviewed the current policy and recommend that this policy be amended as follows:

1. This policy applies to all agencies receiving grants and / or loans from the City.
2. Grants and Loans provided by the City to any agency or entity totaling \$5,000 or less during any fiscal year shall not require an external financial audit.
3. Agencies and entities receiving less than \$5,000 as stated above shall provide either the agency's external audit or alternative financial information that appears reasonable and transparent and is verifiable by the City's normal monitoring procedures.

ASS/dk



City of Greensboro Organizational Chart



Revised 11/2/09