



GREENSBORO

# At Your Service

## News & Information

### Greensboro Ranks 2nd Among Large NC Cities in Affordability

Among the five largest cities in North Carolina, Greensboro ranks as the second least expensive of the comparison cities for homeowner costs when combining county and city property taxes and fees. The ranking comes as part of the City of Greensboro Budget and Evaluation Department's annual comparison of property tax rates and major user fees.



While Greensboro's tax rate of 63.25 cents is the highest of the five respective communities studied, the City's fees are the lowest. Average homeowner's fees, including water and sewer services, cost \$566 annually in Greensboro, 80 percent less than the fees an average Raleigh homeowner pays.

### PLANIT GSO City-Wide Workshop Set for March 20



PLANIT GSO, the City's initiative for updating Greensboro's Comprehensive Plan, still wants

to hear from you. City staff have scheduled a multi-hour, City-wide public workshop Wednesday, March 20, at Central Library, to gather input on recently revised comp plan goals and a vision statement.

More details about the workshop

will be posted at [www.greensboro-nc.gov/PLANITGSO](http://www.greensboro-nc.gov/PLANITGSO). Also on that Web page are ways to submit your input if unable to attend the March 20 event.

Final steps in the comp plan process include City staff drafting specific strategies and policies for achieving comp plan goals.

### Check Smoke Alarms When Daylight Saving Time Begins

On Sunday, March 10, turn your clocks forward one hour to begin Daylight Saving time.

Also, change your smoke alarm batteries if they are more than a year old. Don't have working smoke alarms? Call the Greensboro Fire Department at 336-574-4088 for free equipment and installation.



### Donations Accepted for Camille's Closet/Theo's Threads



Greensboro Youth Council (GYC) is accepting donations of gently used formal wear and accessories February 25 to March 31. Items provide free clothing to any Guilford County high school student in need of attire for the upcoming prom season.

Pop-up shops will open April 11-13. For more information about where to drop off donations or pop-up shop hours and locations, visit [www.greensboro-nc.gov/CamillesCloset](http://www.greensboro-nc.gov/CamillesCloset).

### Attend a City Council Meeting

City Council meetings are held on the first and third Tuesdays beginning at 5:30 pm in Melvin Municipal Office Building's Council Chamber, 300 W. Washington St., unless otherwise noted. For the full schedule, visit [www.greensboro-nc.gov/CouncilMeetings](http://www.greensboro-nc.gov/CouncilMeetings).

### Registration for Summer Camp Begins March 1

Parks and Recreation offers six affordable and convenient specialty summer day camps for kids 5-16.

Make a movie at Drama Center camp. Brush up your soccer skills at Sports All Stars camp. Climb a mountain during Xtreme Teen Week. See all the options at [www.greensboro-nc.gov/summercamp](http://www.greensboro-nc.gov/summercamp).

### City Participates in Guilford Creek Week March 23-31

Guilford Creek Week, March 23-31, features fun, educational, and hands-on recreational opportunities for all ages. Activities emphasize the importance of local waterways and vital role they play in every day lives, as well as how the health of that water impacts the community.



Visit [www.guilfordcreekweek.org](http://www.guilfordcreekweek.org) for details about scheduled events, which the City is partnering to host.

## City Services Features

### Talking with Real People



One thing that turns people off right away is automated phone systems. Often we want to talk with a human operator, right? The City of Greensboro agrees. Since 2004, the City has operated "City Hall on Call," commonly referred to as the Contact Center.

This division employs 14 City Service Representatives (CSRs), three of whom are bilingual English/Spanish. Staff work 7 am to 6 pm Mondays through Fridays to find answers to your questions and help with concerns about City services.

In calendar year 2018, CSRs handled requests for services and information via 301,721 phone calls, 2,025 live chats, 12,191 e-mails, 4,921 voice messages, 2,219 GSO Collects app contacts, and 854 customer walk-ins.

That is about 90 telephone contacts per CSR a day.

So why are folks reaching out to the Contact Center? The most popular topics (in order of the most often received) are about:

- ~ Water bill balances and payment information
- ~ Trash and recycling collection day information
- ~ Bulk trash guidelines
- ~ Police issues.

So, next time you have a question about City services, call 336-373-CITY (2489). The Contact Center has answered more than 1.5 million calls and is ready to handle yours.

Learn more about the Contact Center at [www.greensboro-nc.gov/ContactCenter](http://www.greensboro-nc.gov/ContactCenter).

### Finding Work as a Newcomer

A library customer from Nigeria had been pursuing employment for several months without much luck. The barriers she faced were limited English, lack of computer skills and minimal understanding of job search etiquette.

Library information services staff helped her complete several online job applications and encouraged her to improve her computer skills in library classes. Her confidence level soared as she became computer literate and this led her to apply to more online job offerings.

"Several weeks ago that customer returned to tell me that she had found a job with a regional grocery retailer. She was so excited and grateful," says Library Career Counselor Valerie Coll. "It was very rewarding to see her hard work pay off after seeing her job search struggles first hand."

With job fairs, career workshops, resume assistance, online resources, one-on-one counseling, and computer training the Greensboro Public Library offers job seekers a comprehensive array of support services to help improve the employment picture for our customers.



Learn more about the library's career assistance at [www.greensboro-nc.gov/JobandCareer](http://www.greensboro-nc.gov/JobandCareer).

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Initiative of Action Greensboro & City of Greensboro

### Housing Summit Focuses on Healthy Communities

Housing Summit 2019 takes place from 8 am to 3 pm Wednesday, March 27, at George K's Event Center, 2108 Cedar Fork Dr. The focus is appropriate housing as a "Prescription for Healthy Communities". Keynote speaker is Dr. Megan Sandel, a leading expert on how housing impacts child health. Register for the event, which is co-sponsored by the City, by calling the Greensboro Housing Coalition at 336-691-9521.

### Earth Day Festival is April 6

This year's City Earth Day Festival takes place from 1-5 pm Saturday, April 6, at Kathleen Clay Library, 1420 Price Park Rd.



Highlighting this free event are hands-on nature and STEM science activities, nature photography exhibits, alternative vehicles and displays, a Tiny House, live animals, and gardening and technology exhibits. Hayrides, face-painting, games, live music, and more will also be available.

### City Offices Closed April 19

City offices and facilities close on Friday, April 19, in observance of Good Friday/Spring Break. There will be no trash/recycling collections that day. Instead, Friday's collections take place Thursday, April 18, and Thursday's take place Wednesday, April 17. Questions? Call 336-373-CITY (2489).

### New "Zoning Man" Video Now Online

The City's Planning Department has released its third episode of "Zoning Man," featuring a comic book/super hero who helps residents better understand the City's zoning/rezoning process. Learn more at [www.greensboro-nc.gov/Zoning](http://www.greensboro-nc.gov/Zoning).

Visit [www.greensboro-nc.gov](http://www.greensboro-nc.gov) for the latest news, events & info.