



October 7, 2011

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

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of September 26, 2011 – October 2, 2011.

Follow-up to October 4, 2011 City Council Meeting

Cyber-bullying Legislation: As a follow-up to Councilmember Bellamy-Small's inquiry at the October 4, 2011, City Council meeting, attached is a copy of the GS 14-458.1 relating to cyber-bullying, which was effective in December 2009. There is a bill pending in the general assembly that specifically addresses cyber-bullying as it relates to school employees.

October 18, 2011 City Council Meeting

GM 911 Infrastructure Upgrades: Attached is a memorandum from Guilford Metro 911 Director Wesley Reid, dated October 6, 2011, regarding the 800 MHz infrastructure multi-year upgrades, which requires approximately \$6.7 M moved from the Technical Services Fund to began the first phase. This item is scheduled to be on the agenda for the October 18, 2011, City Council meeting, for Council's approval.

Boards and Commissions Recommendations

Attached is a memorandum from former Assistant to the City Manager Nelsie Smith, dated October 4, 2011, providing preliminary Boards and Commissions recommendations from City staff. Staff will share these preliminary recommendations with the impacted Boards and Commissions before making recommendations to Council.

Neighborhood Small Projects and Community Gardens

Attached is a memorandum from Parks and Recreation Director Greg Jackson, dated October 6, 2011, providing an overview of the City's Neighborhood Small Projects Program and requests for community gardens.

Greensboro Named 31st "America's Best City"

Cities in North Carolina in the top 100 America's Best Cities by *Business Weekly* were: Raleigh (No. 1) Charlotte (No. 20), Greensboro (No. 31), Durham (No. 37) and Winston-Salem (No. 46). Attached is a breakdown of criteria that *Business Weekly* used to determine Greensboro's ranking.

RMY/mm

cc: Office of the City Manager, Global Media Distribution

**Public Affairs Department
Contact Center Weekly Report
Week of 9/26/11 - 10/2/11**

Contact Center

4766 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry- 1114
New Signup - 274
Bill Extension - 202
General Info - 116
Bill Adjustments - 110

Field Operations

Bulk Guidelines - 89
Landfill/HHW/Transfer - 89
Repair Green Can - 71
No Service/Garbage - 43
No Service/Yard Waste - 39

All others

Police/Watch Operations - 211
Courts/Sheriff - 64
GTA - 36
Police Records - 33
Overgrown Lots - 33

Comments

We received a total of **11** comments this week:

Executive - 1 comment:

- Visited family at Moses Cone over the weekend. You have a beautiful City. Everyone we encountered, no matter where, was polite, courteous, kind, helpful, and well-mannered. It was a very pleasant change from all the rude and selfish people that we have to deal with here in Ohio. Thank you!

Field Operations - 4 comments:

- Divert some of the money used for sidewalks to repairing Bruce St.
- Caller is happy that we were able to fill in pothole so quickly. She just called it in over the weekend.
- Customer has lived in several places and thinks the Solid Waste service in Greensboro is wonderful.
- Caller wishes to say thank you for a very good job for yard waste pickup. Driver did a very good job.

Transportation - 1 comment:

- Customer wants to thank us for having street light globe fixed. It was very prompt. In before new owners moved in.

Library - 1 comment:

- Comment about library e-books for Kindles: Hooray!! Can't wait to try this out. Thanks for making this available to us.

Public Affairs - 2 comments:

- Caller wanted to say that she felt the most recent At Your Service (AYS) was hard to read on the brown and white parts. She said that she had no trouble reading the black and white parts using her magnifying glass...but that the brown colored parts were very difficult.

- Website Feedback: Easy to use website...keep up the great work!

Water Resources – 2 comments:

- A compliment to your team who cleared my blocked drainage to the street. I called the office on Tuesday, September 27 and within 5 minutes they showed up at my house, got right on the problem, and cleared it all in under 30 minutes. All done with efficiency and a very helpful attitude. Just thought you should know.
- Caller upset that the City does not have pay by phone, and that the Transfer Station is so hard to get to. Says the City needs to "step their game up just a little bit."

Overall

Calls for overgrown lots increased last week. Calls for the Greensboro Transit Authority (GTA) remained steady. Call volume remained busy through the end of the week.

§ 14-458.1. Cyber-bullying; penalty, NC ST § 14-458.1

West's North Carolina General Statutes Annotated
Chapter 14. Criminal Law
Subchapter XI. General Police Regulations
Article 60. Computer-Related Crime

N.C.G.S.A. § 14-458.1

§ 14-458.1. Cyber-bullying; penalty

Currentness

(a) Except as otherwise made unlawful by this Article, it shall be unlawful for any person to use a computer or computer network to do any of the following:

(1) With the intent to intimidate or torment a minor:

a. Build a fake profile or Web site;

b. Pose as a minor in:

1. An Internet chat room;

2. An electronic mail message; or

3. An instant message;

c. Follow a minor online or into an Internet chat room; or

d. Post or encourage others to post on the Internet private, personal, or sexual information pertaining to a minor.

(2) With the intent to intimidate or torment a minor or the minor's parent or guardian:

a. Post a real or doctored image of a minor on the Internet;

b. Access, alter, or erase any computer network, computer data, computer program, or computer software, including breaking into a password protected account or stealing or otherwise accessing passwords; or

c. Use a computer system for repeated, continuing, or sustained electronic communications, including electronic mail or other transmissions, to a minor.

§ 14-458.1. Cyber-bullying; penalty, NC ST § 14-458.1

(3) Plant any statement, whether true or false, tending to provoke or that actually provokes any third party to stalk or harass a minor.

(4) Copy and disseminate, or cause to be made, an unauthorized copy of any data pertaining to a minor for the purpose of intimidating or tormenting that minor (in any form, including, but not limited to, any printed or electronic form of computer data, computer programs, or computer software residing in, communicated by, or produced by a computer or computer network).

(5) Sign up a minor for a pornographic Internet site.

(6) Without authorization of the minor or the minor's parent or guardian, sign up a minor for electronic mailing lists or to receive junk electronic messages and instant messages, resulting in intimidation or torment of the minor.

(b) Any person who violates this section shall be guilty of cyber-bullying, which offense shall be punishable as a Class 1 misdemeanor if the defendant is 18 years of age or older at the time the offense is committed. If the defendant is under the age of 18 at the time the offense is committed, the offense shall be punishable as a Class 2 misdemeanor.

(c) Whenever any person pleads guilty to or is guilty of an offense under this section, and the offense was committed before the person attained the age of 18 years, the court may, without entering a judgment of guilt and with the consent of the defendant, defer further proceedings and place the defendant on probation upon such reasonable terms and conditions as the court may require. Upon fulfillment of the terms and conditions of the probation provided for in this subsection, the court shall discharge the defendant and dismiss the proceedings against the defendant. Discharge and dismissal under this subsection shall be without court adjudication of guilt and shall not be deemed a conviction for purposes of this section or for purposes of disqualifications or disabilities imposed by law upon conviction of a crime. Upon discharge and dismissal pursuant to this subsection, the person may apply for an order to expunge the complete record of the proceedings resulting in the dismissal and discharge, pursuant to the procedures and requirements set forth in G.S. 15A-146.

Credits

Added by S.L. 2009-551, § 1, eff. Dec. 1, 2009.

Current through Chapter 18.

End of Document

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October 3, 2011

TO: Michael Speedling, Assistant City Manager
FROM: Wesley E. Reid, Director
SUBJECT: 800 MHz Infrastructure Upgrade

The purpose of this memorandum is to inform you of our plans to upgrade the 800 MHz infrastructure. In response to the economy and your direction for alternative solutions, we hope to begin a multi-year equipment transition process.

The 800 MHz radio infrastructure that supports public safety and some general government departments is nearing end of support between 2013 and 2016. The system was originally installed in the late 1990's and the City has periodically upgraded the platform radio system throughout the years without raising user fees. However, the current Motorola 4.1 platform was introduced in 2004 and is now on the final release of its operating software and equipment. Certain key equipment and components of the dispatch/radio system will reach end of support in 2013, while other components will reach end of support in 2016. In order to begin the multi-year transition plan to the new P25 radio platform, Guilford Metro 911 continues to review technical, contract, and Interlocal documents on behalf of the City of Greensboro and Guilford County to make critical and mandatory upgrades to the Public Safety radio network.

The Technical Services Division of Guilford Metro 9-1-1 has been working with Motorola, our current systems manufacturer, to develop a methodology and cost for a phased approach to upgrade the radio infrastructure. The planned multi-year equipment transition schedule will take 4 to 5 years to complete but allows us to make incremental investments, take advantage of regional partnership opportunities, and lessens the risk of equipment failure. Given the issues faced with the end of support of the current technology and the amount of time needed to migrate to the new technology, it is critical to begin these efforts now.

This is scheduled to be on the agenda for the October 18, 2011, City Council meeting requesting Council approval to move approximately \$6.7 million from the Technical Services Fund to begin the first phase of this project. The entire infrastructure project is expected to cost approximately \$27 million dollars, of which the City of Greensboro and Guilford County will share costs. As we begin the Phase I transition, this fiscal year, additional incremental investments will need to occur through FY 15/16. This multi-year migration strategy avoids the need for the City to come up with a huge one-time lump sum investment and allows us to bridge the old and new radio platforms, while the agencies we serve, upgrade their portable and mobile equipment.

As part of the required software and hardware upgrades to our current public safety radio network, Guilford Metro 911 will also be refining our business model. This model will continue to serve our local needs but also establishes a regional focus for partnership and growth opportunities. The investment in radio infrastructure upgrades, while not small, is necessary. We will also continue to pursue all potential grant opportunities and other funding sources to reduce our capital investment cost.

WER

Office of the City Manager
City of Greensboro



October 4, 2011

TO: Rashad M. Young, City Manager

FROM: Nelsie L. Smith, Assistant to the City Manager 

SUBJECT: Recommendations related to Boards and Commissions

As requested by Council, various key City staff members have taken a look at the number and size of the Boards and Commissions within the City in an effort to recommend reductions and consolidations. Those staff members are as follows: Nelsie Smith, Assistant to the City Manager; Betsey Richardson, City Clerk; Becky Jo Peterson-Buie, Deputy City Attorney; Sue Schwartz, Director of Planning & Community Development; Gwen Torain, Grants Division Manager with Planning & Community Development; and Steve Galanti, Interim Planning Division Manager with Planning & Community Development.

The size of the Board/Commissions creates challenges and costs to the City. First, there has not been a time in recent history where all the Boards/Commissions were fully appointed, or even close to being fully appointed. This, then, creates a quorum issue when the Board/Commission has several vacancies. By narrowing the quantity of Boards/Commissions and the number serving on many of them, this will create a more focused, professional and manageable Boards/Commissions process. Additionally, an overall recommendation is to have Boards/Commissions, where possible, have 7 members plus 2 alternates. This will help with quorum issues as the two alternates will be available to fill-in, when needed. With regards to cost, many of these Boards/Commissions have a hired court reporter to document the meeting, which is a hard cost to the City. Additionally, there is an opportunity cost to the City by the staff time that is spread across several Boards/Commissions.

The team feels that before these are recommended to the City Council that each of the Boards/Commissions affected will have an opportunity to express their opinions either in support of or against the recommendations. The members of each of our Boards/Commissions are dedicated volunteers and their continued support is needed. Another process recommendation is to have each Council member submit their nominations to the City Clerk's Office for validation/verification. The City Clerk would then work with the Mayor to put the nominations on the Council agenda for a vote by the Council.

None of the recommendations listed would require a City Charter change. Most of them either requires a City Ordinance or a Council Resolution to change (noted after each recommendation).

Recommendations

No Recommended Changes to the following:

- 1) Maintain Library Commission.
- 2) Maintain War Memorial Commission.
- 3) Maintain the Insurance Advisory Committee.
- 4) Maintain the Bryan Park Golf Commission.
- 5) Maintain the Audit Committee.
- 6) Maintain the Redevelopment Commission.
- 7) Maintain Board of Adjustments.
- 8) Maintain Tourism Development Authority.
- 9) Maintain the War Memorial Commission but only until such time as a decision is made on the facility.
- 10) Maintain Central Gateway Corridor Partnership but move towards this entity becoming independent, similar to East Market Street Development.

Recommended Minor Changes to the number of members serving the following:

- 11) Maintain the Zoning Commission; however, reduce the number to 7 serving members with 2 alternates (currently has 9 serving members). The committee considered merging this with the Planning Board but feels that it would require two meetings a month and may inhibit the City's ability to attract the right people to the Commission given the time commitment.
- 12) Maintain Historic Preservation Committee; however, reduce the number to 7 serving members with 2 alternates (currently has 9 serving members). *This action would require a Council Ordinance to change.*
- 13) Maintain Parks & Recreation Commission; however, reduce the number to 7 serving members with 2 alternates (currently has 9 serving members). *This action would require a Council Ordinance to change.*
- 14) Maintain Minimum Housing Commission, which will handle any rental unit issues depending on how City wants to move forward with the former RUCO Board process; however, increase the number to 7 serving members with 2 alternates (currently has 7 serving members). *This action would require a Council Ordinance to change.*
- 15) Maintain the Central Gateway Corridor Partnership; however, change the number to 7 serving members with 2 alternates (currently has 13 voting members). *This action would require a Council Resolution to change.*
- 16) Maintain Greensboro Transit Authority; however, change the number to 7 serving members with 2 alternates (currently has 9 serving members). *This action would require a Council Ordinance to change.*

Recommended Major Changes to the following:

- 17) Create a more robust Planning Board that will include the functions of the Community Resource Board and the Advisory Commission on Trees; however, reduce the number to 7 serving members with 2 alternates (currently has 9 serving members). This change also

will allow other PCD staff to assume board management duties and create some efficiencies and a more focused staff support.

- 18) Eliminate Community Resource Board (see item #17 above). *This action would require a Council Resolution to change.*
- 19) Eliminate the Advisory Commission on Trees (see item #17 above). *This action would require a Council Ordinance to change.*
- 20) Eliminate Property Owners' Review Team as this can be accomplished through Staff functions. *This action would require a Council Resolution to change.*
- 21) Eliminate the Community Sustainability Council; original purpose of developing a plan has concluded and the implementation is handled through Staff or the Planning Board. *This action would require a Council Resolution to change.*
- 22) Maintain the Human Relations Commission (HRC) but reduce the number of serving members to 9 members (currently has 15). Incorporate the Commission on the Status of Women functions into the HRC. The Director of Human Relations Department does not support this recommendation.
- 23) Eliminate the Commission on the Status of Women (see item #22 above). *This action would require a Council Ordinance to change.* The Director of Human Relations Department does not support this recommendation.
- 24) Eliminate the RUCO Board (see item #14 above). *This action would require a Council Ordinance to change.*

Please let me know if you have any further questions or concerns.

NLS

cc: City Manager's Office
Sue Schwartz, Director of Planning & Community Development
Becky Jo Peterson-Buie, Deputy City Attorney
Betsey Richardson, City Clerk

Parks and Recreation
City of Greensboro



October 6, 2011

TO: Denise Turner Roth, Assistant City Manager

FROM: Greg Jackson, Director

SUBJECT: Neighborhood Small Projects and Community Gardens

In response to Michelle Ferrier's inquiry at the City Council meeting on September 20, 2011, we would like to share the following background information on the Neighborhood Small Projects Program and requests for community gardens.

The Neighborhood Small Projects Program is administered through the City's Planning and Community Development Department. The program is open to neighborhoods that are interested in partnering with the City on small public projects such as community gardens, park amenities, landscaping, stream restoration, and median enhancements. Projects undergo a two-phase review process to determine community benefit, neighborhood support, and to ensure they are consistent with City policies. Staff is available to assist with the review of project applications. For more information on the application process, residents may contact Russ Clegg, City Neighborhood Planning coordinator, at 373-2211.

Greensboro Parks & Recreation's Outdoor Adventure & Environmental Education staff work closely with the NC Cooperative Extension Service to assist residents, who want to develop a community garden. Applicants must be able to identify a neighborhood group or community support for planning and maintaining the garden. If the track of land for the garden is on public property, residents will work with Brooks Mullane, Outdoor Adventure & Environmental Education supervisor, at 373-5868. If the area is on private property, residents should contact the NC Cooperative Extension Service at 375-5876.

Parks & Recreation staff and local Master Gardeners will assist in the planning and development of the garden. Once the garden has been planted, staff will provide topsoil, mulch and compost along with waste pick-up services for community garden workdays. Staff will also provide resources for groups to secure garden tools and grant opportunities to maintain the garden. By working together with our residents, we will help to create a more sustainable Greensboro.

GJ/ww

cc: Ednasha McCray, Division Manager, Planning & Project Development
Chris Wilson, Division Manager, Park Management and Operations
Wade Walcutt, Community Recreation Services Division Manager

The Best Places to Live

By Venessa Wong and Joel Stonington (www.businessweek.com)

Where would you live in the U.S. if money were no object? Many people might automatically pick New York or San Francisco, maybe New Orleans or Boston. But they might be missing out. All these cities are great, but other cities are even better. Welcome to Businessweek.com's first America's Best Cities ranking. With assistance from Bloomberg Rankings, Businessweek.com evaluated 100 of the country's largest cities based on 16 criteria, which include: the number of restaurants, bars, and museums per capita; the number of colleges, libraries, and professional sports teams; the income, poverty, unemployment, crime, and foreclosure rates; percent of population with bachelor's degrees, public school performance, park acres per 1,000 residents, and air quality. Greater weighting was placed on recreational amenities such as parks, bars, restaurants, and museums, and on educational attainment, school performance, poverty, and air quality. The data came from the U.S. Census Bureau, U.S. Bureau of Labor Statistics, Sperling's BestPlaces, GreatSchools, Onboard Informatics, RealtyTrac, and the Trust for Public Land. Read on to find out which cities top the ranking. Is your city on the list?

Greensboro, N.C.

America's Best Places Rank: 31st

Population: 245,776

Mayor: William H. Knight

Why it's ranked: For a relatively small city, Greensboro has a large number of restaurants, bars, and museums. The city also has a high number of acres of parks per person. This pretty city would have scored higher were it not for above-average unemployment and high levels of both violent and property crime.

How it ranked:

Percent with bachelor's degrees: 34.9

Percent under poverty level: 17.9

Median household income: \$41,050

Violent crime rate: 766.2

Property crime rate: 6,044.1

School score: 72.02

Pro sports teams: 0

Foreclosure rate: .0064

Percent Unemployment: 9.7

Park acres per 1,000 residents: 24.2

Bars: 77

Restaurants: 635

Museums: 36

Colleges: 10

Libraries: 13

Air Quality Index: 93