



October 14, 2011

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

IFYI HIGHLIGHTS

- Contact Center Feedback
- Domestic Violence Map
- Zoning Commission Results
- Library Internet Usage and Incident Report

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of October 3, 2011 – October 9, 2011.

Follow-up to the October 4, 2011 City Council Meeting

Domestic Violence Map: As a follow-up to Councilmember Bellamy-Small's request at the October 4, 2011, City Council Meeting, attached is a memorandum and map from Chief of Police Ken Miller outlining the areas of domestic violence related calls to the Greensboro Police Department.

Zoning Commission Results

Attached are the results of the October 10, 2011 Zoning Commission meeting.

Library Internet Usage and Incident Report

Attached are the first quarter Library Internet Usage and Incident Reports.

RMY/mm
Attachments

cc: Office of the City Manager
Global Media Distribution

**Public Affairs Department
Contact Center Weekly Report
Week of 10/3/11 - 10/9/11**

Contact Center

5361 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1449
New Signup – 237
Bill Extension – 209
General Info - 136
Pay by Phone - 117

Field Operations

Landfill/HHW/Transfer - 115
Bulk Guidelines – 109
Repair Green Can - 61
No Service/Yard Waste - 51
No Service/Garbage – 44

All others

Police/Watch Operations – 200
Courts/Sheriff - 71
Privilege License - 30
Police Records - 28
Inspections - 27

Comments

We received a total of 4 comments this week:

Executive – 1 comment:

- Walk in customer wants the city to be aware of the problem we have caused citizens by closing the door from the Plaza level.

Field Operations – 2 comments:

- Customer wanted to lodge a complaint about some asphalt work on Battleground. He says it is not a part of NCDOT's resurfacing, but, it is the city digging a giant hole in the road. His complaint is in reference to the timing of the work. He wishes the city had chosen a more convenient time than during rush hour.
- Caller states, "Thanks for such prompt service on pothole repair."

Police – 1 comment:

- How about considering some speed enforcement on W. Friendly Avenue, from downtown to Aycock Street? Especially from 4:00 – 6:00 pm, there are plenty of fast cars zipping by my house. Students who live in the area are at risk when they try to walk across Friendly. I've lived here 5 years and have never seen any enforcement activity nearby, other than UNCG police a block over on Market St. Thanks!

Overall

Calls for the Inspections Division and for privilege licenses increased last week. Otherwise, we received the normal mix of calls last week.

Police Department
City of Greensboro



Date: February 9th, 2011

TO: Rashad Young, City Manager
Michael Speedling, Assistant City Manager

FROM: Kenneth C. Miller, Chief of Police

SUBJECT: Domestic Violence Density Map

Please see the attached domestic violence density map that was requested by Councilwoman T. Dianne Bellamy-Small. Within the four police patrol divisions, the map depicts densities of domestic-related citizen service calls to police, reported simple assaults and aggravated assaults, and locations of domestic related homicides.

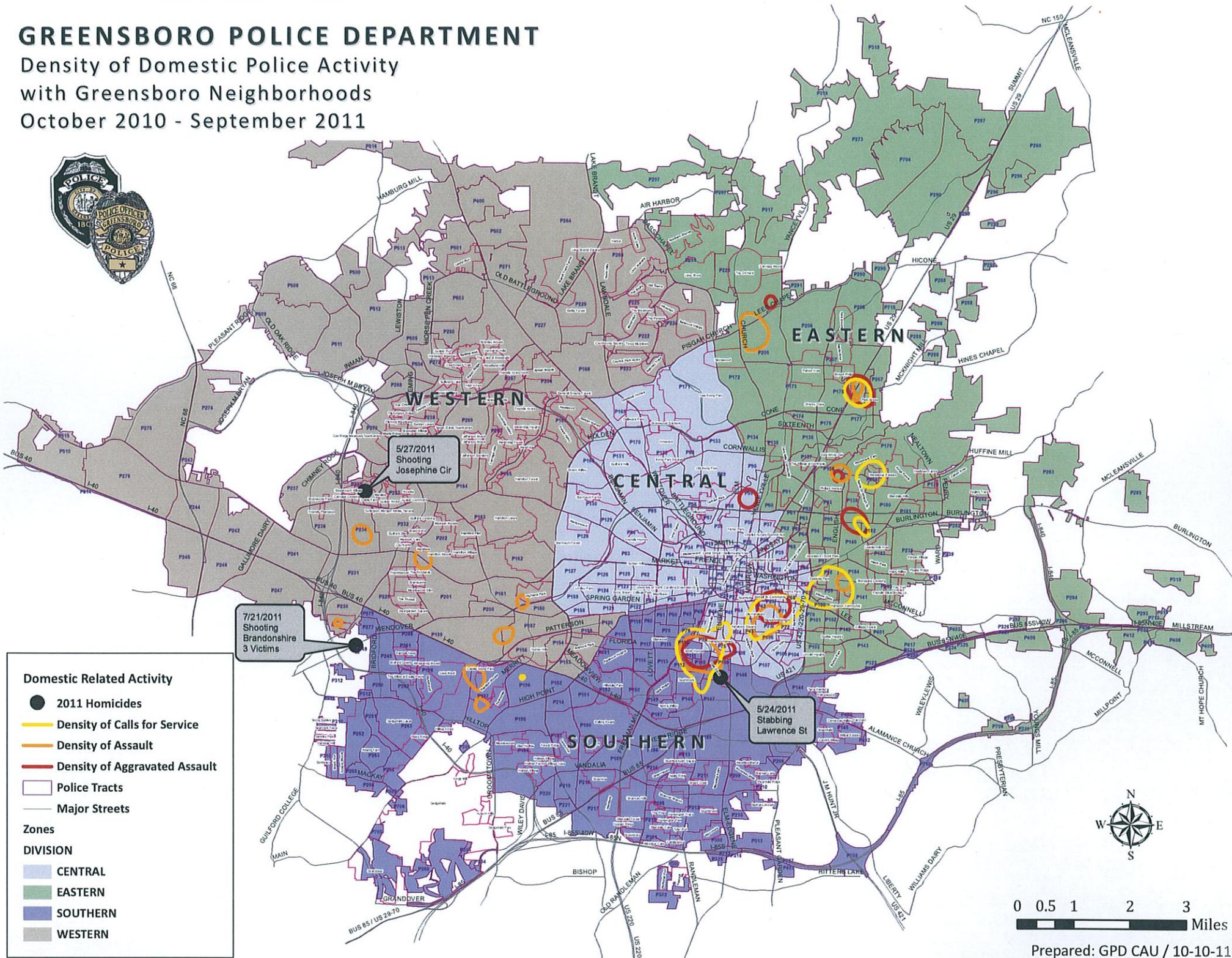
In comparing 2009/10 and 2010/11 data for the periods of October 1st through September 30th, we know the following:

- There was a 4% increase in domestic-related citizen service calls, from 16,483 to 17,139;
- Domestic assaults that are discovered or reported account for 4% of all domestic-related citizen service calls. Further, simple assaults increased by 20%, from 476 to 573, while aggravated domestic assaults decreased by -9%, from 114 to 104.
- Domestic homicides have fluctuated within a narrow range in recent years. There were 3 domestic related homicides in each of 2008 and 2010. There were 5 domestic related homicides in each of 2009 and 2011 (year-to-date). In 2011, one incident resulted in three deaths.

The Greensboro Police Department has initiated a number of programs over the years to help address domestic and family violence, including its long-standing partnership with the Child Response Initiative, which assists children and families who are victims of, or exposed to violence. This year, the Greensboro Police Department has joined forces with the Violence Against Women's Response Network (VAWRN), to improve collaboration and coordination of a variety of public and private services to help prevent and address domestic violence. At Peeler Recreation Center, we recently coordinated a women's empowerment and domestic violence prevention seminar entitled *Women, Let's Talk About It*, in coordination with Lindy Beauregard of the Child Response Initiative. Finally, the Criminal Investigation Division, under the leadership of Lieutenant Karen Walters, is reviewing how the department may improve its overall response to domestic violence.

GREENSBORO POLICE DEPARTMENT

Density of Domestic Police Activity
with Greensboro Neighborhoods
October 2010 - September 2011

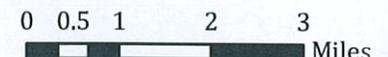


Domestic Related Activity

- 2011 Homicides
- Density of Calls for Service
- Density of Assault
- Density of Aggravated Assault
- Police Tracts
- Major Streets

Zones

- DIVISION**
- CENTRAL
 - EASTERN
 - SOUTHERN
 - WESTERN



ZONING COMMISSION RESULTS

MEETING OF OCTOBER 10, 2011

AGENDA ITEM	REQUEST/LOCATION	**PROPOSED USE <small>* (Not binding if not stated as a condition)</small>	ACTION/VOTE	STAFF RECOMMENDATION	STATUS	SPEAKERS
Z-11-10-001	CD-C-M to CD-LI	Auto sales and service	Approved	Approval	Final unless appealed	1 for; 0 opposed
	2100, 2102, 2104 and 2106 East Cone Boulevard		9 to 0			
	Cindy Gsell for Scott Robinson					
Z-11-10-002	R-3 to CD-O	Professional offices	Approved	Approval	Final unless appealed	1 for; 5 opposed
	3223 Horse Pen Creek Road		9 to 0			
	Henry H. Isaacson for WLJ Investments, LLC					
Z-11-11-003	BP to R-3	All uses allowed in the R-3 zoning district	Withdrawn	Denial	Withdrawn	None
	717 Brigham Road		9 to 0			
	Charlotte D. Dillon					

** Please see staff report for full list of conditions and uses

If you have any questions about these results, please contact Frederick Boateng or Mike Kirkman at 336-373-2144

Libraries
City of Greensboro



October 13, 2011

TO: Rashad Young, City Manager
FROM: Sandy Neerman, Library Director
SUBJECT: July 1 – September 30 Computer Usage Report and Incident Report

Please find attached the Library Incident Report for July 1 – September 30 and the Internet Usage Report for July 1 – September 30.

SN/pcs
Attachment

cc: Denise Turner
Nelsie Smith
Mary McCollough

**Greensboro Public Library
Library Incident Report by Category
First Quarter Report, 2011**

Incidents by Category	Central Library	Benjamin Branch	Glenwood Branch	Hemphill Branch	Kathleen Edwards Family Branch	McGirt-Horton Branch	Vance-Chavis Branch	Total no. of Incidents	Total no. of Bans
Accident	0	0	0	0	0	0	1	1	0
Assault	0	0	2	0	0	1	1	4	0
Alcohol	3	0	0	0	0	0	0	3	3
Communicating Threat	3	0	0	0	0	0	0	3	1
Computer Misuse	0	0	0	0	0	0	0	0	0
Customer Complaint	0	0	0	0	0	0	0	0	0
Disorderly Conduct	6	0	6	3	0	3	0	18	7
Drug Paraphernalia	1	0	0	0	0	0	0	1	0
Eating	2	0	1	0	0	0	0	3	1
Excessive Baggage	0	0	0	0	0	0	0	0	0
Fire	0	0	0	0	0	0	0	0	0
Indecent Behavior	4	0	0	0	0	0	0	4	7
Littering	0	0	0	0	0	0	0	0	0
Loitering	1	0	0	0	0	0	0	1	1
Lost Property	0	0	0	0	0	0	0	0	0
Medical	4	0	0	0	0	1	0	5	0
Missing Person	0	0	0	0	0	0	0	0	0
Panhandling	1	0	0	0	0	0	0	1	1
Pornography	6	0	0	0	0	0	0	6	6
Potential Problem	2	0	1	1	0	0	0	4	0
Sleeping	18	0	0	0	0	0	0	18	17
Smoking	0	0	0	0	0	0	0	0	0
Theft	12	0	0	1	0	0	0	13	5
Trespassing	9	0	0	0	0	0	0	9	7
Unattended Child	1	0	0	0	0	0	0	1	1
Vandalism	8	0	0	0	0	0	0	8	2
Weapons	10	0	0	0	0	0	1	11	10
Warrant	0	0	0	0	0	0	0	0	0
Grand Total	91	0	10	5	0	5	3	114	69

Greensboro Public Library Internet Usage Statistics

First Quarter 2011-12

9:00 am 7/1/2011 - 9:00 pm 9/30/2011

	<i>Overall Web Hits</i>	<i>Hits on Porn Category</i>	<i>% Hits on Porn</i>	<i>Number of Computer Users</i>
<i>July</i>	105,607,361	28,888	0.03%	49,250
<i>August</i>	126,208,138	41,882	0.03%	53,806
<i>September</i>	143,775,701	32,782	0.02%	47,725
<i>Total</i>	375,591,200	103,552	0.03%	150,781