



June 8, 2012

TO: Mayor and Members of Council

FROM: Denise T. Roth, Interim City Manager 

SUBJECT: Items for Your Information

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### **Council Follow-Up Items**

- **HUD HOME Program**

As a follow-up to a request from Council at the May 1, 2012 Council meeting, attached is a memorandum from Planning and Community Development Director Sue Schwartz, dated June 1, 2012, regarding the Department of Housing and Urban Development's (HUD) HOME Investment Partnerships Program. All HOME/CDBG/ESG/HOPWA program information is in the Greensboro's Annual Action Plan for FY 2012-2013 and copies are available in the City Clerk's office.

- **GPD Funding Priorities**

As a follow-up to a request from Council at the May 22, 2012 Council meeting, attached is a memorandum from Greensboro Police Chief Kenneth Miller, dated June 6, 2012, regarding proposed funding priorities in the police department.

- **Solid Waste Additional Information**

As a follow-up to questions from Councilmember Kee from the June 6, 2012 Work Session, attached is a memorandum from Field Operations Director Dale Wyrick, dated June 7, 2012, providing additional information comparing the savings of additional offers received.

- **Republic Services Letter**

As a follow-up to a request from Councilmembers Kee and Vaughan from the June 6, 2012 Work Session, attached is a memorandum from Field Operations Director Dale Wyrick, dated June 8, 2012, providing the August 26, 2011, letter from Republic Services.

### **Guilford County Libraries Funding**

Guilford County Manager's Recommended FY 2012-13 Budget, proposed a \$140,137 reduction in funding for the Greensboro Public Libraries. At the June 7, 2012 Guilford County Commissioners meeting, the County adopted the FY 2012-13 budget, which included a reinstatement of \$50,000 to the Greensboro Public Libraries.

### **Guilford County Parks and Recreation Department**

Attached is a memorandum from Parks and Recreation Interim Director Chris Wilson, dated June 8, 2012, regarding the proposal the Guilford County Commissioners adopted last night to create a County parks and recreation department and the implications for the City.

### **Code Compliance Program**

Attached is a memorandum from Planning and Community Development Director Sue Schwartz, dated June 7, 2012, providing information on the City's Code Compliance program.

**PEG Channels U-verse**

Attached is a memorandum from Engineering and Inspections Director Butch Simmons, dated June 7, 2012, regarding the City's negotiations with AT&T to broadcast through our affiliated Public, Education and Government (PEG) stations to AT&T video subscribers. AT&T is providing the equipment needed free of charge.

**Contact Center Feedback**

Attached is the weekly report generated by our Contact Center for the week of May 28, 2012 to June 3, 2012.

**Small Group Meetings**

Attached is the weekly Small Group Meetings report for the week of June 1, 2012 to June 7, 2012.

**Grant Report**

Attached is an updated list of grants for which the City intends to apply that do not require a match. Under the policy adopted by City Council, grants that do not require a match are not required to receive formal Council action.

DTR/mm  
Attachments

cc: Office of the City Manager  
Global Media Distribution



June 1, 2012

**TO:** Denise T. Roth, Interim City Manager  
**FROM:** Sue Schwartz, FAICP, Director PCD  
**SUBJECT:** HUD HOME Program Information

At the May 1, 2012 City Council meeting, City Council discussed then approved the FY12-13 HUD Annual Plan for submittal and requested additional information. Councilman Kee specifically inquired about eligibility information for HOME funding.

The basic HOME Program eligible activities as directed by HUD are homebuyer programs, homeowner rehabilitation programs, rental housing programs, and tenant-based rental assistance (TBRA).

- **HOME** - The City typically funds housing rehabilitation, redevelopment/development activities, affordable rental activities, and homeowner activities with HOME.

The city also receives Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), and Housing Opportunities for People with AIDS (HOPWA), on an annual basis according to the HUD entitlement formula.

The basic CDBG eligible activities as directed by HUD are Activities related to real property (examples - acquisition, disposition); Rehabilitation Activities; and Public Services (example - homeless shelters).

- **CDBG** - The City typically funds housing rehabilitation, redevelopment/development activities, economic development activities, homeowner rehabilitation activities, Fair Housing and Lead Program Match with CDBG.

**ESG** - The basic ESG eligible activities as directed by HUD are Activities related to Homeless Prevention Activities which include Essential Services, Operational Costs and Administrative Costs. Since the uses of ESG are restricted to homelessness prevention the city has combined it with CDBG and Nussbaum Housing Partnership funding for homeless shelters and services.

**HOPWA** - The basic HOPWA eligible activities as allowed by HUD are rental assistance and short-term payments to prevent homelessness for people with AIDS. The city contracts with Central Carolina Health Network Inc. to administer the funding over an eight county region.

The FY 2012-2013 Planning and Community Development Annual Plan that was approved by City Council on May 1, 2012 and submitted for approval to HUD on May 15, 2012 is available in the City Clerk's office if you would like a copy. It contains information for the above programs as well as specific funded activity details.

HUD program inquiries may be directed to Michael Blair, Grants Compliance, at (336)433-7266.

SS/mb  
Attachment



June 6, 2012

**TO:** Denise T. Roth, Interim City Manager

**FROM:** Kenneth C. Miller, Chief of Police

**SUBJECT: Funding Priorities**

At its meeting on May 22, 2012, Council requested the Police Department to identify priorities where some level of additional funding could assist it in making Greensboro an even safer place to live, work and play. The department has many position, equipment and training needs, but available funding and multiple critical City service needs impact our ability to satisfy all of these needs. Recognizing there are some current priorities that could not be addressed, as they would exceed the scope of available dollars, I would add the following priorities for consideration:

1. Fully fund our Electronic Monitoring Program, as it is critical to our priority offender strategy and it is extraordinarily successful. (*minimum annual cost \$120,000*)
2. Add one additional Crime Analyst position and supporting equipment, to further enhance our ability to direct resources to crime trends, prolific offenders and geographic hot spots. Crime analysis is a central function to any successful contemporary policing strategy. (*estimated annual cost, including benefits, \$60,000*)
3. Expand the patrol officer rotational take-home car program to include officers living in Guilford County, thereby increasing marked police presence along travel corridors through all Council Districts and to reduce officer "ready time" for officers reporting for duty each day. (*estimated annual fuel cost \$50,000*)
4. Incorporate annual recurring software licensing and hosting service costs for mobile data communications system Crime Data Dashboard to ensure officers continue to have in-car access to current trending and suspect data. (*estimated one-time cost of \$27,000 and an annual cost of \$12,000*)

These items totaling \$257,000, along with the possible funding options will be discussed at the June 12, 2012 Council budget work session. While we continue to work to reduce crime and enhance our partnerships with the community, we appreciate the support and guidance of the City Manager's Office and City Council in all our efforts.

KCM/cnw

cc: Michael J. Speedling, Assistant City Manager  
Larry Davis, Budget Director

Field Operations Department  
City of Greensboro



June 7, 2012

**TO:** Denise T. Roth, Interim City Manager

**FROM:** Dale Wyrick, P.E., Field Operations Director

**SUBJECT: Additional Information Requested from Council on  
Greensboro Municipal Solid Waste Management Services  
RFP #08-12, Evaluations of Proposals Received**

Attached you will find two emails from myself to Councilman Jim Kee regarding additional information requested comparing the savings of additional offers received under RFP #08-12 for Greensboro Municipal Solid Waste Management Services.

Both emails contain tables that show 3-year (7.43% fuel increase) and 5-year (18.2 % fuel increase) estimated savings when comparing current City/Hilco/Republic costs to the following offerings:

1. City Operate/Republic Transport and Dispose (Option 5)
2. City Operate/Waste Connections Transport and Dispose (Option 5)
3. City Operate/Hilco Transport Only (Option 2)/Republic Dispose Only (Option 4)

One of the comparisons is based on our 3-year average of 233,000 tons per year; the other comparison is based on 175,000 tons per year, which drops the offerings into the next lowest tonnage range. The projected savings of each scenario are provided as annual costs as requested by Councilman Kee.

If further information is required, please advise.

ddw

Attachments: 2 emails to Councilman Kee dated 6-7-12

## Wyrick, Dale

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**From:** Wyrick, Dale  
**Sent:** Thursday, June 07, 2012 11:52 AM  
**To:** [REDACTED]  
**Cc:** Speedling, Michael; 'Readling, Joe'  
**Subject:** Information Request for RFP #08-12  
**Attachments:** JK6712-06072012113106.pdf

**Importance:** High

Councilman Kee,

The attached pdf provides the following information:

Page 1: The City's 3 and 5 year projected costs into the future given the current FY2010-11 cost of \$43.42. These costs are given per ton costs and annual costs, with CPI adjustments and fuel surcharges applied.

Page 2. The estimated savings (in orange highlights) compared to those city costs for a 3 year contract term with fuel rising 7.43% at 233,000 tons per year.

City's current projects costs are compared to costs to the following scenarios:

- City Operate/Republic Option 5;
- City Operate/Waste Connection Option 5;
- City Operate/Hilco Transports/Republic Dispose (current operation)

Page 3. The estimated savings (in pink highlights) compared to those city costs for a 5 year contract term with fuel rising 18.2% at 233,000 tons per year

City's current projects costs are compared to costs to the following scenarios:

- City Operate/Republic Option 5;
- City Operate/Waste Connection Option 5;
- City Operate/Hilco Transports/Republic Dispose (current operation)

Finally, per your request, I have asked HDR to work on this same analysis using the prices given in the next lowest tonnage range (150,001 to 200,000 tons). I will pass that information along once received. Thanks...

**Dale Wyrick, P.E.**  
**City of Greensboro**  
**Field Operations Director**  
**(336) 373-2783**

**Wyrick, Dale**

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**From:** Readling, Joe [Joe.Readling@hdrinc.com]  
**Sent:** Thursday, June 07, 2012 10:55 AM  
**To:** Wyrick, Dale  
**Cc:** Futrell, Sarah  
**Subject:** FW: Updated Cost Table.

Here are the city's numbers starting with the FY10/11 numbers from the IFYI moved into time alignment with the average 3 yr and 5 yr scenarios assuming 7.43% and 18.2% annual fuel increase respectively.

Joe

**From:** Futrell, Sarah  
**Sent:** Thursday, June 07, 2012 10:52 AM  
**To:** Readling, Joe  
**Subject:** RE: Updated Cost Table.

City's Current Cost Projected into the Future\*

Contract Term (years)**	Average Annual Percent Fuel Increase***	Operate (Projected Average Cost Per Ton)	Transport (Projected Average Cost Per Ton)	Dispose (Projected Average Cost Per Ton)	Total (Projected Average Cost Per Ton)	Annual Total (Projected Average Cost Per Year)
3	7.43%	\$6.26	\$14.99	\$26.03	\$47.28	\$11,016,298
5	18.2%	\$6.38	\$17.58	\$26.64	\$50.60	\$11,790,769

\*CPI = 2.51%, operate = 75% of CPI, transport = 100% of CPI, and dispose = 100% of CPI

\*\*Contract Term Begins FY12/13 (July 1, 2012)

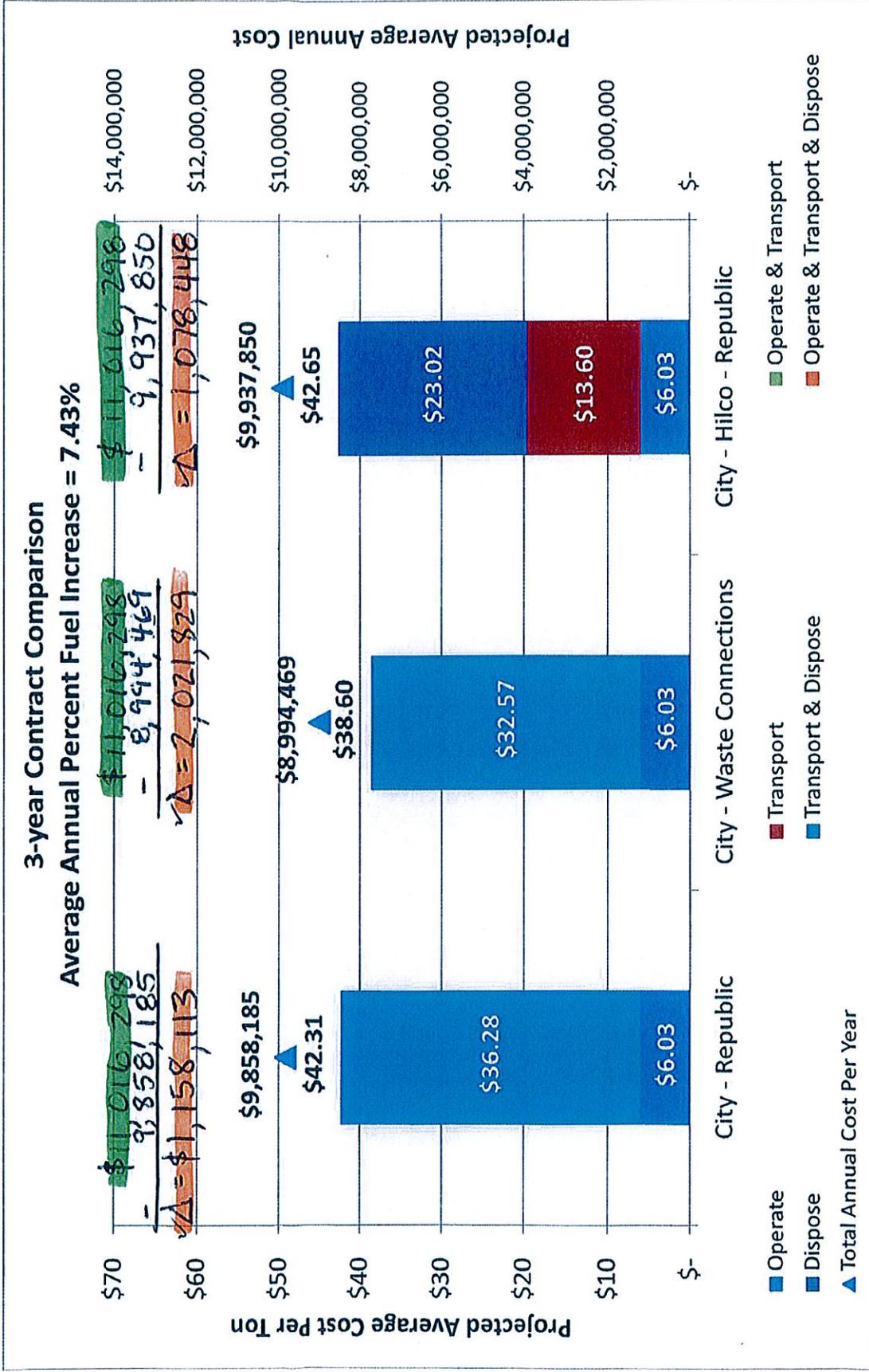
\*\*\*Average Annual Percent Fuel Increase applied to Transport costs only.

Let me know if this is what you are looking for.

Thanks,

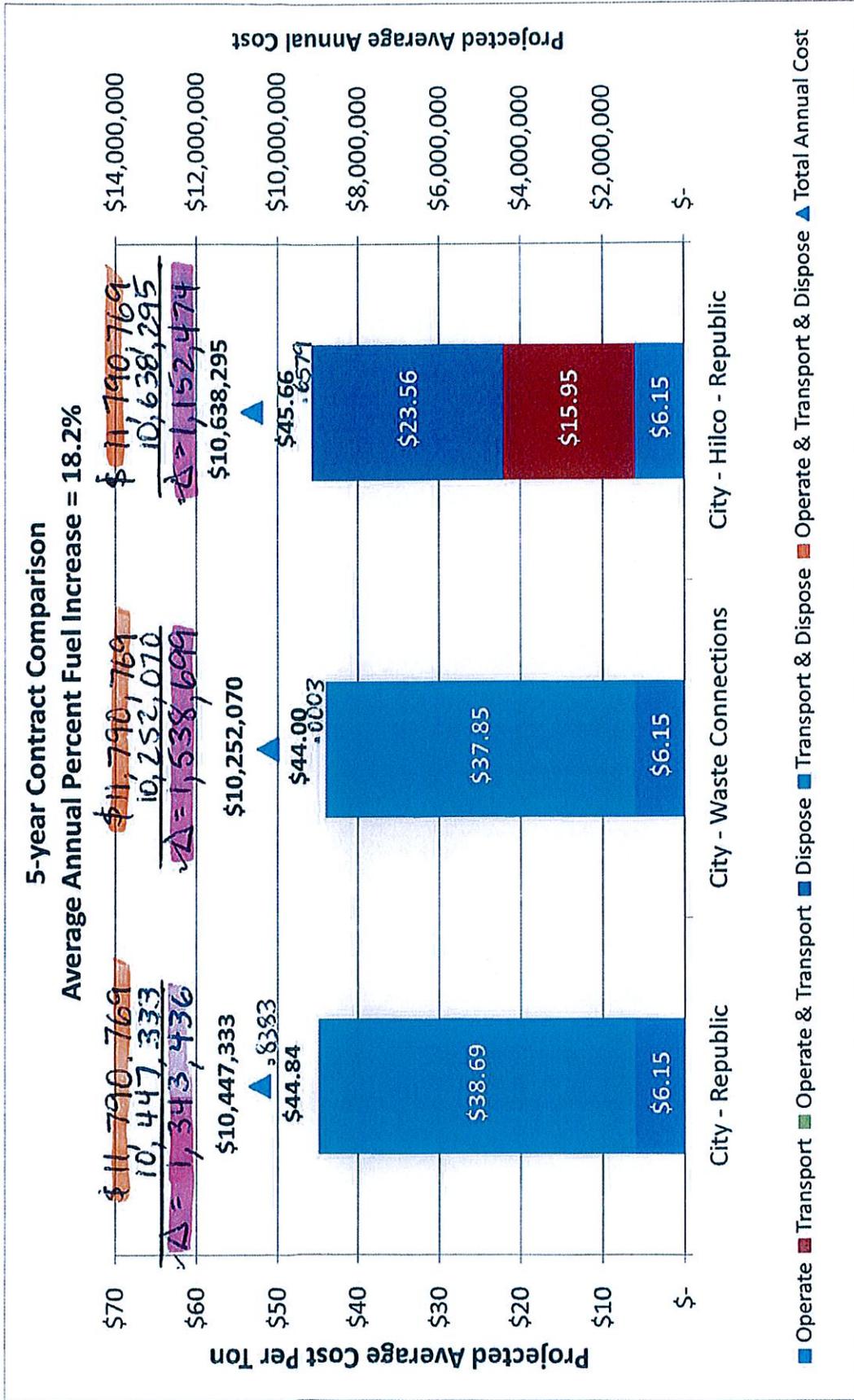
Sarah

CITY - 3 YEAR PER TON = \$47.28 ✓  
 CITY ANNUAL FOR 3 YEAR TERM = \$11,016,298 ✓



7.43% fuel MSW-RFP-Model  
Comparison 3-year

CITY - 5 YEAR PER TON = ~~\$ 50.60~~  
 CITY ANNUAL FOR 5 YEAR TERM = ~~\$ 11,790,769~~



18.2% fuel MSW RFP Model  
 Comparison 5-year

**Wyrick, Dale**

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**From:** Wyrick, Dale  
**Sent:** Thursday, June 07, 2012 2:14 PM  
**To:** [REDACTED]  
**Cc:** Speedling, Michael; 'Readling, Joe'  
**Subject:** Information Request 2 for RFP #08-12 (175K Tons)  
**Attachments:** JK6712175K-06072012131056.pdf

Councilman Kee, here is the information requested using 175,000 tons instead of 233,000 tons. Using 175,000 tons puts us into the next lowest tonnage range (150,001-200,000).

The attached pdf provides the following information:

Page 1: The City's 3 and 5 year projected costs into the future given the current FY2010-11 cost of \$43.42. These costs are given per ton costs and annual costs, with CPI adjustments and fuel surcharges applied.

Page 2. The estimated savings (in orange highlights) compared to those city costs for a 3 year contract term with fuel rising 7.43% at 175,000 tons per year.

City's current projects costs are compared to costs to the following scenarios:

- City Operate/Republic Option 5;
- City Operate/Waste Connection Option 5;
- City Operate/Hilco Transports/Republic Dispose (current operation)

Page 3. The estimated savings (in pink highlights) compared to those city costs for a 5 year contract term with fuel rising 18.2% at 175,000 tons per year

City's current projects costs are compared to costs to the following scenarios:

- City Operate/Republic Option 5;
- City Operate/Waste Connection Option 5;
- City Operate/Hilco Transports/Republic Dispose (current operation)

If further is required, please advise.

**Dale Wyrick, P.E.**  
**City of Greensboro**  
**Field Operations Director**  
**(336) 373-2783**

**Wyrick, Dale**

**From:** Futrell, Sarah [Sarah.Futrell@hdrinc.com]  
**Sent:** Thursday, June 07, 2012 12:33 PM  
**To:** Wyrick, Dale  
**Cc:** Readling, Joe  
**Subject:** MSW RFP Costs at 175,000 tons per year  
**Attachments:** 3Y 7.43% fuel MSW RFP Model 150 - 200 tpy TOTAL.pdf; 5Y 18.2% fuel MSW RFP Model 150 - 200 tpy TOTAL.pdf

Dale,

Attached are the two graphs:

- a 3 year, fuel at 7.43%, 175,000 tpy and
- a 5 year, fuel at 18.2%, 175,000 tpy.

Below is the City's current cost escalated into the future, similar to what Joe sent you earlier today. The difference is in the total annual cost based on 175,000 tons per year (the previous table showed 233,000 tons per year).

**City's Current Cost Projected into the Future\***

Contract Term (years)**	Average Annual Percent Fuel Increase***	Operate (Projected Average Cost Per Ton)	Transport (Projected Average Cost Per Ton)	Dispose (Projected Average Cost Per Ton)	Total (Projected Average Cost Per Ton)	Annual Total (Projected Average Cost Per Year)****
3	7.43%	\$6.26	\$14.99	\$26.03	\$47.28	<b>\$8,274,044</b>
5	18.2%	\$6.38	\$17.58	\$26.64	\$50.60	<b>\$8,855,727</b>

\*CPI = 2.51%, operate = 75% of CPI, transport = 100% of CPI, and dispose = 100% of CPI

\*\*Contract Term Begins FY12/13 (July 1, 2012)

\*\*\*Average Annual Percent Fuel Increase applied to Transport costs only.

\*\*\*\*Based on 175,000 tpy

Let me know if this is what you are looking for or if you have any questions.

Thanks,

Sarah

SARAH FUTRELL  
PE

HDR Engineering Inc. of the Carolinas  
Solid Waste Engineer

440 South Church Street, Suite 1000 | Charlotte, NC 28202  
704.973.6880  
[sarah.futrell@hdrinc.com](mailto:sarah.futrell@hdrinc.com) | [hdrinc.com](http://hdrinc.com)

CITY - 3 YEAR PER TON = \$47.28

CITY ANNUAL FOR 3 YEAR TERM = \$8,274,000

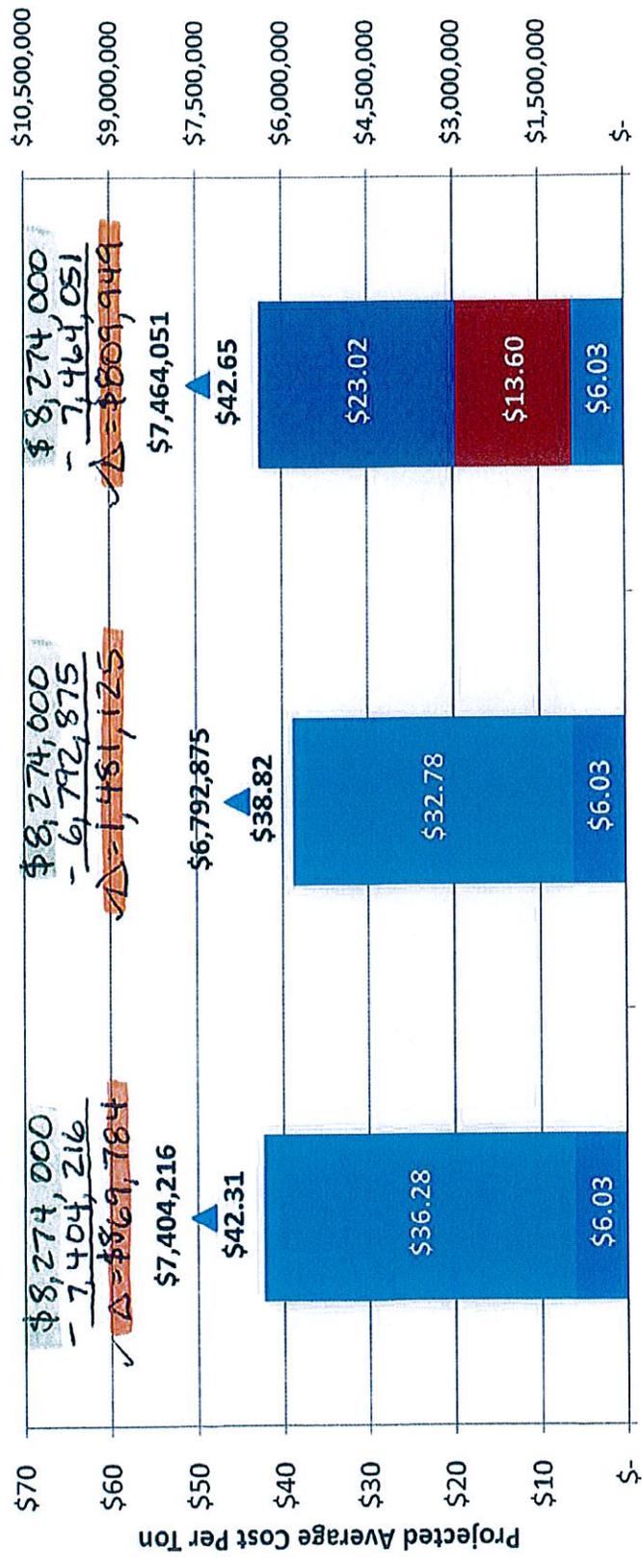
175,000 TONS

3-year Contract Comparison

Average Annual Percent Fuel Increase = 7.43%

\$8,274,000	\$8,274,000	\$8,274,000
- 7,404,216	- 6,792,875	- 7,464,051
Δ = \$869,784	Δ = \$481,125	Δ = \$809,949

Projected Average Annual Cost

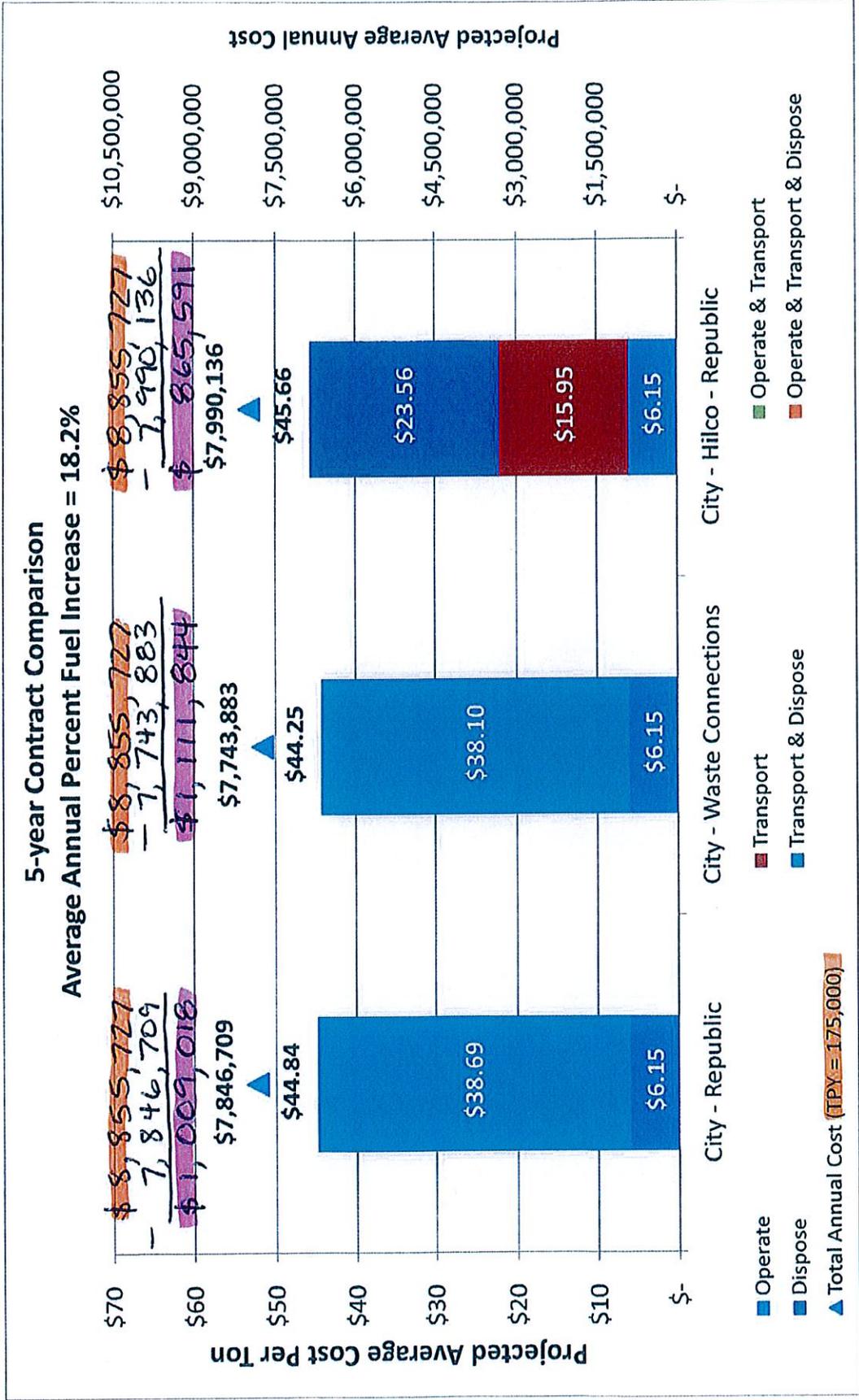


- Operate
- Transport & Dispose
- Transport
- Operate & Transport
- Operate & Transport & Dispose

▲ Total Annual Cost Per Year (TPY = 175,000)

7.43% fuel MSW RFP Model 150 - 200 tpy Comparison 3-year

CITY - 5 YEAR PER TON = \$50.60  
 CITY ANNUAL FOR 5 YEAR TERM = \$8,855,727  
175,000 TONS



18.2% fuel MISW RFP Model 150 - 200.tpy  
 Comparison 5-year

Field Operations Department



June 8, 2012

**TO:** Denise T. Roth, Interim City Manager  
**FROM:** Dale Wyrick, P.E., Field Operations Director  
**SUBJECT: Letter from Republic Services**

Attached you will find a letter dated August 26, 2011 from Republic Services that I have provided to Councilmembers Kee and Vaughan on June 7, 2012, at their request.

If further information is required, please advise.

ddw

Attachment: 8/26/11 Republic Services letter



August 26th, 2011

The City of Greensboro  
Rashad Young, City Manager  
Robert W. Morgan, Deputy City Manager  
Dale Wyrick, Environmental Services Director  
P.O. Box 3136  
Greensboro, NC 27402-3136

Re: Solid Waste Management Services

Dear Mr. Young:

In light of the recent ruling and recurring conflicts of interest regarding re-opening White Street Landfill Republic Services would like to reiterate our proposal presented to staff August 5<sup>th</sup>. Our proposal, restated below, outlines \$3.5M in potential savings to the City without pursuing the controversial landfill debate.

From our perspective, the City is choosing a short term solution for a long range project. If the City moves forward with re-opening White Street they will deplete the City's asset in 5 plus years and have no guarantee that the landfill can be expanded for future use. With airspace capacities eroding in North Carolina and the ability to site new landfills is cost prohibitive the existing airspace value of the White Street landfill exponentially increases year after year. Exploiting this asset depletes the City's airspace and limits the options for a sustainable long range solution. In view of both economic and political considerations the City could choose to make modifications to current operations and provide the City approximately \$3.5 million annual savings without having to proceed with the controversy and litigation required to open the White Street landfill. After a meaningful evaluation of the components of the City's solid waste operational budget Republic would like to recommend the following solid waste savings solutions:

1. Landfill (\$500,000 annual savings operating expenses)
  - a. Discontinue MSW and C&D operations at the White Street landfill; mothball the landfill to preserve the asset and maintain the value of the asset to be used as a bargaining chip for future considerations.
  - b. Proceed with the application process for expansion for future use. This is usually a 3 to 5 year process.
  - c. Staff/operations would be reduced.
  - d. Monitoring, closure/post closure and debt service would remain.
2. Transfer Station (\$2M annual savings operating expenses)
  - a. Close transfer station to MSW.
  - b. Possibly convert transfer station to handle recyclables.
  - c. Transfer volumes to the Bishop Road Transfer Station.
3. Recycling (currently costs \$500,000 to process, should be a \$300,000 revenue stream. Net \$700,000 annual savings)
  - a. Buy out existing recycling contract estimated buyout \$80,000.
  - b. Renegotiate rate to be compensated for recyclables rather than paying processing fee.

4. C&D/Yard waste (according to operating model, cost is \$47.53/ton to process; city is only collecting \$31/ton, equates to \$165,000 annual savings)
  - a. As mentioned in item#1, get out of the C&D business and let the market absorb the tonnage.
  - b. Negotiate a favorable rate at another facility to process the 10K tons of City C&D.
  - c. Move yard waste to top of closed lined cell and grind three or four times per year.
5. Disposal options (\$170,016 annual savings based on City tonnage only)
  - a. Republic agreed to extend the current contract thru December 31<sup>st</sup>.
  - b. The City would recognize additional savings from a longer term disposal contract and bringing volumes to Bishop Road. Republic can load, haul and dispose for and inclusive price of \$35.58/ton.

Our ultimate goal is to continue to deliver world-class service for all existing operations as well as working in partnership with the City to transition to a more sustainable solid waste management system. Republic is committed to utilizing our staff to work with the City to accomplish measurable operational savings and waste reduction thresholds.

Republic is the leading provider of municipal solid waste collection, transfer and disposal services in North Carolina and has successfully established numerous public/private partnerships with municipalities across the state. Our operations are national in scope, but the collections, disposal and recycling of waste is a local business. We are committed to assisting our customers reach their goals for sustainability through consultation, innovation and environmentally safe waste management practices. Whether it is capturing solar power from the surface or biogas from below, Republic Services is helping to move our country one step closer to energy independence. In addition, with the strength and breadth of our company when a waste to energy conversion technology becomes economically viable we will be aligned with the right technology at the right time and would like to work with the City to implement gas to energy projects to provide the City an additional revenue source.

Republic understands the City's need to reduce their solid waste management costs to meet the City's financial and environmental goals necessary for the health, safety and convenience of the public. We also recognize the political pressure and community concerns associated with re-opening the landfill and the swift decision to select a freshman company to manage such a critical issue. Republic requests to meet with City staff and council to discuss the options presented and the opportunity for a five year contract extension. Again, thank you for your consideration and hope we can create a strategic lasting solution for the City of Greensboro.

Sincerely,



Drew Isenhour  
Vice President  
Republic Services of North Carolina, LLC

Greensboro Parks and Recreation Department  
City of Greensboro



June 8, 2012

**TO:** Denise T. Roth, Interim City Manager  
**FROM:** Chris Wilson, Interim Parks and Recreation Director  
**SUBJECT: Guilford County Parks and Recreation**

I was notified this morning that at last night's Guilford County Commission meeting, the Commissioners adopted a proposal to start a County parks and recreation department. We had received no prior notification that this change was occurring. As you will recall the County has never had a parks and recreation department and has always utilized partnerships with other municipalities to manage their park operations.

Bur-Mil and Hagan-Stone Park are County owned facilities that are managed by the City and we charge the County an administrative fee of 10% of expenditures. For FY 11-12 this was budgeted at approximately \$148,000. Staff is currently reviewing the affect that this change will have on Parks & Recreation's FY 12-13 and FY 13-14 budgets.

The proposal indicated a start date of January 2013. This will mean that both parks will not be part of the Greensboro Parks and Recreation Department after that date. In conversations with Guilford County this morning, I offered our continued support as they work through the details of this transition. The County offered its sincere thanks for all that we have done to make these facilities wonderful operations. Their decision to manage through their own department was based on a more financially beneficial arrangement for the organization and in no way should reflect the performance of the municipalities.

Staff will continue to review and evaluate the implications of this change and will provide updates as available.

CW/mv

cc: Sandy Neerman, Interim Assistant City Manager



June 7, 2012

**TO:** Denise T. Roth, Interim City Manager

**FROM:** Sue Schwartz, Director, PCD

**SUBJECT: Code Compliance – Planning and Community Development**

### **Background**

The Code Compliance staff of the Planning and Community Development Department support the stability and enhancement of Greensboro's neighborhoods, business corridors and areas, and public and private spaces by ensuring compliance regarding:

- Minimum housing (based on standards of the International Property Maintenance Code)
- Overgrown lots (does not include bushes or trees if not on ground)
- Junked and abandoned vehicles (inoperable or no valid tag)
- Nuisances (includes trash and debris, large piles of vegetation, basketball goals in rights-of-way and graffiti)
- Signs (within or legible from public rights-of-way)
- Uses of property (home occupations, uses regulated by zoning districts and relevant zoning conditions)
- Fences (height)
- Other Development Standards (outdoor storage, lighting, overlay district standards)

The City's philosophy is to achieve compliance with all City codes and standards and staff regularly works with persons to resolve issues prior to the assessment of civil penalties or other enforcement actions. While this may sometime result in initial delays in enforcement actions as allowed by City Codes, such efforts have often resulted in compliance without the need for further penalties, appeals and other more costly enforcement actions.

The Code Compliance division became a part of the current Planning and Community Development Department at the end of December 2010 as part of the merger of the former Planning and Housing and Community Development Departments. This merger allowed zoning compliance staff (formerly under the Planning Department) to be directly paired with minimum housing and lots/vehicles/nuisances compliance staff (formerly under Engineering and Inspections) to better coordinate compliance efforts. As part of further departmental reorganization, code compliance staff was placed with other staff in the Current Planning and Compliance Division in February 2012 to better integrate zoning, plan review/TRC and code compliance.

**Code Compliance – Staffing and Case Load**

The City’s Code Compliance staff:

- 4 full time compliance officers focused primarily on minimum housing
- 3 part time (30 hr/week) compliance officers focused primarily on lots, nuisances and vehicles
- 2 full time compliance officers focused primarily on zoning
- 1 code compliance field supervisor to coordinate compliance staff on a day to day basis (and assist where needed with cases)
- A compliance administrator to track compliance activities and help the department better utilize existing resources are also part of this group.

Based on the current size of the City, Compliance Officers are covering an average of 14 square miles and 30,000 people. Based on research of other larger North Carolina cities, the area covered by each compliance officer in Greensboro is approximately 40% larger with 50% greater population than statewide averages for other jurisdictions. During the current fiscal year 5,547 compliance cases have been reported.

**Compliance Cases by Type, FY 7/1/2011-6/5/2012**

• Nuisance	2,904 (average 968 per inspector)
• Vehicles	1,298 (average 433 per inspector)
• Zoning	1,345 (Oct. 2011 to 6/5/2012) – starting using new program in October (average 673 per inspector)

A Compliance Officer’s workload is cumulative and dynamic in that newly reported cases are added to open cases, which are at various stages in the process. Based on an 8-hour work day, an inspector should be able to manage up to 125 cases at any given time, allowing an average of 30-45 minutes per case - excluding travel time, phone calls, and computer work.

- As of today, Nuisance Inspectors are managing an average caseload of 379.

The unseasonably warm winter, followed by a wet spring has resulted in faster growing vegetation than in typical years and thus an increase in lot nuisance complaints has been observed. Nuisance cases have increased 19.5% thus far since last year: from 1,312 cases in 2011 to 1,566 in 2012 (based on data from February 17-May 31).

During times of peak demand, such as in the spring, more cases are being added than are being closed. The table below represents **new** cases reported for each month - reported cases in May are ten times higher than the number reported in February.

<b>New Lot Nuisance Cases Reported by Month, February – May</b>				
	<b>FEBRUARY</b>	<b>MARCH</b>	<b>APRIL</b>	<b>MAY</b>
<b>2012</b>	77	220	452	797
<b>2011</b>	87	153	365	695

To give a sense of how many cases are being reported daily, on Friday June 1, 2012 at 3:00 p.m. and Monday June 4, 2012, 62 new overgrown lot cases were reported.

### **Code Compliance – Efforts to Address Compliance Case Loads**

Given the significant levels of compliance actions requested throughout the city, Planning and Community Development has looked at a number of options to better leverage existing personnel and resources including:

- Adjusted areas assigned to individual compliance staff in an effort to balance out the total number of active cases for individual compliance officers.
- Conducted periodic sweeps coordinating all compliance staff to target specific compliance issues. Sweeps have been done in the last few months for signage issues along several major thoroughfares (Lawndale Dr, Battleground Ave, High Point Rd, and Wendover Ave) and for specific census tracts with the greatest number of overgrown lots and nuisance complaints. Additional sweeps are planned over the next couple of months.
- Assigned staff from other divisions in PCD to assist Compliance staff.
- Reallocated some limited personnel funds due to vacancies for additional time for the three part-time compliance officers and to also provide some level of overtime for compliance staff to address some of the current backlog of cases
- Standardized computers and other equipment in the field and office for all code compliance staff to make it easier to address all parts of the required compliance process (including pictures and video where required)
- Adjusted administrative staffing and procedures to more quickly address required notifications for compliance actions and to take and appropriately enter requests for compliance
- Coordination with other City and State departments to address nuisance issues in the field
- Cross training among staff to aid in both field and office functions of the process
- Instituted area based system for lots and boarding contractors to provide proactive action related to overgrown lots and unsecured properties. Note: while this effort should help better manage cases over time, this has resulted in an increase initially in new cases and additional persons are actively looking for code violations to report.

Planning and Community Development will continue looking at both its processes and available staffing levels to maximize what we are able to do with existing resources. This will include better utilizing information via city websites and public education venues, further adjusting case loads to address specific spikes in complaints, evaluating further equipment enhancements to reduce the time needed to evaluate each individual case, pulling in additional PCD staff on a temporary basis as needed, and coordinating further with other city or state departments working in public rights-of-way.

### **Code Compliance – Code of Ordinances**

Cities are granted the authority to address nuisances via NC General Statute 160A-193. Section 17 in the Greensboro Code of Ordinances outlines prohibited nuisances and sets forth the City's authority for abatement procedures. These rules were originally adopted in 1961 and further modified in 1997, 2000 and 2001. The full text of Section 17 is contained within Appendix A. Minimum housing requirements are addressed in Section 11 and zoning is address in Chapter 30 (LDO) of the Greensboro Code of Ordinances.

### **Code Compliance – Lot Clean Up Procedures and Reported Cases**

The intent of the nuisance procedure is to promote compliance and maintain stability in the community, not to serve as punishment or to extract excessive fees. As such, the procedure includes steps to insure the property owner receives adequate notification and be allowed to respond to the complaint in a reasonable amount of time. In the best case, it may take up to a month for a nuisance lot to be cleaned, after providing the required notification and attempts at compliance are made. As each case presents a unique set of circumstances, the length of time to achieve compliance will vary.

Compliance officers are sensitive to the needs of both the property owner and the neighborhood and work to achieve an effective solution for all involved. Circumstances, which can impede the process include: difficulties identifying or serving the owner as required by general statute, language and cultural differences in the community, physical or financial limitations of the property owner, the compliance officer's work load and the number of available working hours/days. Further, the PCD may not have jurisdiction for some nuisances reported within the street right-of-way; these cases may be the responsibility of other departments or the NC Department of Transportation, who has their own timetable for achieving compliance.

The procedure for lot clean up, based on Section 17 of the Code of Ordinances is outlined below. A flow chart of this process can be reviewed in Appendix B.

1. Complaint received.
2. Compliance Officer makes an inspection of the property to determine if in violation.
3. If so, a Notice of Violation will be sent to the owner by Certified mail and regular mail.
4. The Compliance Officer will re-inspect the lot in approximately 15 days.
5. If the owner signed for the certified mail and does not make corrections the Compliance Officer has the right to place the lot out to contract to be cleaned.
6. If violations still exist the Compliance Officer shall take a video or picture of the violations.

7. If the owner makes contact with the Compliance Officer and requests additional time for compliance, the Compliance Officer can grant additional time if there is a reasonable attempt and a plan of action by the owner to comply.
8. If the mail is not signed for the Compliance Officer shall request a title search to verify ownership.
9. If the correct owner has been notified the Compliance Officer shall post a notice of violation on the property and give the owner an additional 10 days for compliance.
10. If ownership has changed hands, a new Notice of Violation shall be sent to the new owner.
11. If placed on contract, a list of the violations and the address is given to an independent contractor on a rotating basis to clean the property. The contractor has 48 hours to clean the property.
12. The contractor turns in a bill and the Compliance Officer verifies that the work has been done and a video or picture is taken of the property.
13. The owner of the property is billed the cost of the cleanup plus \$100.00 or 10% of the cost whichever is greater as an administrative fee.

SS

Attachment

cc: Andy Scott, Assistant City Manager

Appendix A

**City of Greensboro, Code of Ordinances**

**Sec. 17-1. - Nuisances prohibited; enumeration.**

(a) The following enumerated and described conditions are found, deemed and declared to constitute a detriment, danger and hazard to the health, safety, morals and general welfare of the inhabitants of the city and are found, deemed and declared to be public nuisances wherever the same may exist and the creation, maintenance, or failure to abate any nuisances is hereby declared unlawful. The natural conditions on lands dedicated to and/or accepted by the city as natural stream corridors, floodplain and/or open space which are established in order to preserve natural greenways, vegetative stream buffers, and/or natural connecting networks along floodways, streams and creeks are deemed and declared as exceptions for the purpose of enforcement of this article.

- (1) Any condition which constitutes a breeding ground or harbor for rats, mosquitoes, harmful insects, or other pests.
- (2) A place of dense growth of weeds or other noxious vegetation over twelve (12) inches in height.
- (3) An open place of concentration of combustible items such as mattresses, boxes, paper, automobile tires and tubes, garbage, trash, refuse, brush, old clothes, rags, or any other combustible materials or objects of a like nature.
- (4) An open place of collection of garbage, food waste, animal waste, or any other rotten or putrescible matter of any kind.
- (5) Hides, dried or green, provided the same may be kept when thoroughly cured and odorless.
- (6) Any furniture, appliances, or metal products of any kind or nature openly kept which have jagged edges of metal or glass, or areas of confinement.
- (7) Any condition which blocks, hinders, or obstructs in any way the natural flow of water in swales, streams, creeks, surface waters, ditches, or drains, to the extent that standing water is created on the premises.
- (8) Structures and remains of structures in, or abutting, residential districts, which are in a damaged condition as the result of fire, wind, flood, or other disaster and which remain in an un-repaired state for a period of thirty (30) days from the date the disaster occurs. For purposes of the enforcement of this subsection a condition that is detrimental, dangerous, or hazardous to the public safety, health and welfare shall be a condition, which consists of one (1), or more, of the following:
  - a. Glass, metal, or other sharp objects in accessible areas;
  - b. Unstable structures or trees which may fall or collapse;
  - c. Holes, excavations, surviving foundations or walls that may collapse or create heights in excess of three (3) feet in areas where they may be scaled;
  - d. Any substance which is hazardous or harmful to humans or pets; and
  - e. Any open or accessible utility lines such as natural gas, water, sewer, or electrical.

Any owner of property, which is in non-compliance with this subsection, may enclose the portions of their property in violation with a secure fence of five (5) feet in height, which prevents the entry of humans until such time as the property is repaired to Code standards or completely demolished and is no longer in a detrimental, dangerous or hazardous state. Such enclosure shall be deemed compliance with this subsection.

- (b) For the purpose of enforcement of this article, an open place is defined as an area of property or portion thereof that is open, including building openings of residential dwelling units that are open to the exterior, such as attached carports, or porches, and any other exterior portions of properties ordinarily exposed to public view.

*(Code 1961, § 8-20; Ord. No. 90-39, § 1, 3-15-90; Ord. No. 99-213, § 1, 12-21-99; Ord. No. 00-218, § 1, 12-5-00; Ord. No. 01-209, § 1, 10-16-01)*

**Sec. 17-2. - Notice to abate; emergency abatement by city.**

If any person shall violate the provisions of section 17-1, it shall be the duty of the director of engineering and inspections or his designated representative to give notice to the owner or to any person in possession of the subject property, as provided by section 17-3, directing that all unlawful conditions existing thereupon be abated within ten (10) days from the date of such notice; provided, that if, in the opinion of the director of engineering and inspections or his designee, the unlawful condition is such that it is of imminent danger or peril to the public, then any authorized building inspections representative may, without notice, proceed to abate the same, and the cost thereof shall be charged against the property as is provided in section 17-5.

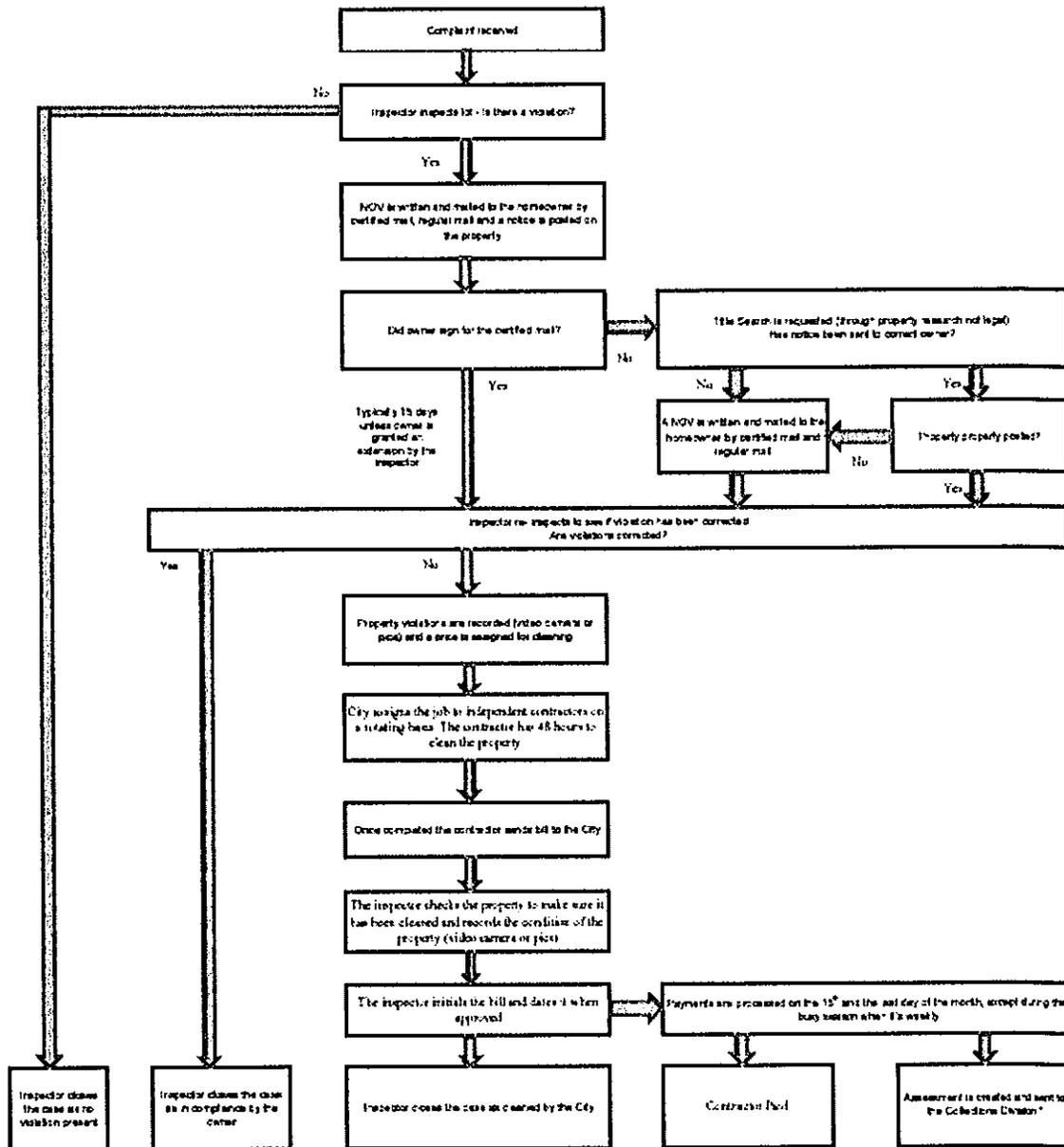
*(Code 1961, § 8-21; Ord. No. 00-219, § 1, 12-5-00)*

**Sec. 17-3. - Service of notice.**

- (a) The owner of subject property shall be notified of violation of section 17-1 by personal delivery of said notice or by registered or certified mail, return receipt requested. If such notice is refused or is returned unclaimed, then said property shall be posted with notice. If the name of the owner cannot be ascertained, then the notice shall be served on any person in possession of the subject property, or, if there is no person in possession of it, by posting the notice on the subject property. If any such property is owned by a corporation, the notice shall be served upon the registered agent or, in the absence thereof, notice shall be served upon the corporation.
- (b) Any such notice may be served by any authorized representative of the engineering and inspections department or by any police officer of the city when so authorized through the engineering and inspections department.

*(Code 1961, § 8-23; Ord. No. 92-146, § 1, 12-3-92; Ord. No. 00-219, § 2, 12-5-00)*

## LOT CLEAN-UP PROCEDURE



\*Assessment is the cost of cleaning the lot, an administrative fee of \$100.00 or 10% of the bill (whichever is greater) plus \$500.00, if the City cleans the property two times in a calendar year.

Engineering & Inspections  
City of Greensboro



May 22, 2012

**TO:** Michael Speedling, Assistant City Manager  
**FROM:** Butch Simmons, Engineering & Inspections Director  
**SUBJECT:** AT&T U-verse

Through staff negotiations with AT&T, the City's affiliated three Public, Education, and Government (PEG) stations will have the opportunity to broadcast to AT&T video subscribers in the designated market area. Each PEG station will receive equipment free of charge from AT&T which will deliver the station's signal to AT&T and this equipment includes a three (3) month warranty for repair and replacement. Through benchmarking with other municipalities, this warranty is the standard warranty that AT&T has given to other North Carolina cities.

In addition to receiving this standard warranty, AT&T has agreed to replace equipment due to changes in technology or protocol that AT&T uses to deliver the City's PEG programming to U-verse subscribers and will either replace the equipment or make adjustments to the equipment at their expense. This is a unique opportunity for Greensboro to replace equipment in the future without the burden of costs due to changes in technology that AT&T embraces.

BS/jg

**Public Affairs**  
**Contact Center Weekly Report**  
**Week of 5/28/12 - 6/3/12**

**Contact Center**

5099 calls answered this week

**Top 5 calls by area**

**Water Resources**

Balance Inquiry – 912

New Sign up – 190

Bill Extension – 176

Cutoff Requests – 120

General Info – 99

**Field Operations**

Bulk Guidelines – 95

HHW/Landfill/Transfer – 88

Repair Can/Garbage – 59

E-Waste Pick up – 49

No Service/Garbage – 47

**All others**

Police/Watch Operations – 181

Courts/Sheriff – 63

Overgrown Lots – 58

Privilege License – 46

Police Records – 36

**Comments**

We received a total of 2 comments this week:

**Field Operations – 1 comment:**

- Customer would like to thank us for repairing the curb at Starmount and Holden Rd. They are happy with the results.

**Transportation – 1 comment:**

- I spoke to someone there about 4-5 years ago regarding sidewalks on Hobbs and was told that it was a priority. I don't think that was right. I see sidewalks being built on Cornwallis (Irving Park, I know), Pembroke, and other places. When there is an event at Bicentennial Gardens (many), cars are parked up and down Hobbs and people are walking on the streets. People walk to the parks and to Friendly Shopping Center on the road. We are about 5 houses up from the park and we see it all the time. Plus I have to push the stroller of my young grand kids on the road just to get to the park. We do have a second name (Tanger Rd.) and bicycle lanes, but sidewalks, I guess, are something for busier roads.

**Overall**

Calls about overgrown lots remained steady last week. Call volume was very busy through the end of the week.



## SMALL GROUP MEETINGS

Date	Councilmember	Department / Person Contacted	Subject	Council Notification Date
June 5, 2012 2:00 - 3:00	Mayor R. Perkins, Councilmember Vaughan, Councilmember Abuzuaiter	Executive/Field Operations ICM Roth, D. Wyrick	Solid Waste RFP	Friday, June 08, 2012
June 5, 2012 3:00 - 4:00	Councilmember Johnson Councilmember Bellamy- Small	Executive/Field Operations ICM Roth, D. Wyrick	Solid Waste RFP	Friday, June 08, 2012
June 5, 2012 4:00 - 5:00	Councilmember Kee, Councilmember Matheny Councilmember Hoffmann	Executive/Field Operations ICM Roth, D. Wyrick	Solid Waste RFP	Friday, June 08, 2012



## City of Greensboro Grant Applications Submitted

<u>Grantor</u>	<u>Grants Projects / Description of Purpose</u>	<u>Amount Requested</u>	<u>Department Requesting Funding</u>	<u>Council Notification Date</u>	<u>Status</u>
Women of Guilford, Inc.	Grant request was made to help cover expenses associated with a representative's participation in and travel to, the National Association of Commissions for Women (NACW) in Charelston, West Virginia. The Greensboro Commission on the Status of Women has submitted it's Breast Density Awareness program for the 2012 NACW's Outstanding Achivement Award	\$1,000	Human Relations	June 8, 2012	Approved by Department on June 1, 2012