



April 19, 2013

TO: Mayor and Members of Council
FROM: Denise Turner Roth, City Manager
SUBJECT: Items for Your Information

filed FOR

UPCOMING MEETINGS

- April 23 & 24 InterCity Visit
Birmingham, AL
- April 25 @ 3:30 Post RUCO Review
Committee Meeting
- April 29 @ 5:30 District 4 Neighborhood
Walk
- April 30 @ 2:00 Council Work Session

Council Follow-Up Items

• **Council Meeting Agenda Televised on GTN**

As a follow-up to a request from Council at the March 19, 2013 City Council meeting, attached is a memorandum from Communication Manager Donnie Turlington, dated April 19, 2013, regarding the process for Council meeting agendas to be broadcasted on Greensboro Television Network.

• **Expiring Contract Management**

As a follow-up to a request from Mayor Pro Tem Johnson at the April 2, 2013 City Council meeting, attached is a memorandum from Assistant City Manager David Parrish, dated April 17, 2013, regarding the current and proposed methods to ensure staff is alerted in advance of expiring contracts.

Public Records Request Community Meetings

Attached is a memorandum from Assistant to the City Manager Mary Vigue, dated April 19, 2013, providing an update on the two community meetings held last week.

Cascade Saloon Update

Attached is a memorandum from Assistant City Manager David Parrish, dated April 19, 2013, regarding the two formal bids for the stabilization of 410 S. Elm Street, Cascade Saloon.

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of April 8, 2013 through April 14, 2013.

Small Group Meetings

Attached is the weekly Small Group Report for the week of April 12, 2013 through April 18, 2013, between City Staff and [more than two but less than five] Councilmembers.

DTR/mm
Attachments

cc: Office of the City Manager
Global Media

Office of the City Manager
City of Greensboro



April 19, 2013

TO: Denise Turner Roth, City Manager
FROM: Donnie Turlington, Communications Manager
SUBJECT: Council Agendas on GTN

At the March 19, 2013, meeting of City Council, a resident asked about displaying Council meeting agendas on Greensboro Television Network. The station discontinued that practice in January of 2012, with the transition to a 24-hour programming schedule.

The move to a 24-hour schedule was completed to meet the goals of expanding video programming over at least 80 percent of the broadcast schedule. In completing the transformation, the station became an all-video broadcast network and the "bulletin board" feature, which was used to provide Council agendas in the past, was significantly reduced. Because of that reduction and the change in programming, there is not enough time during each airing of the bulletin board to allow for the complete display of the agenda.

In lieu of airing Council agendas on GTN, the City provides the agendas via email to the media, offers full agenda packets online at greensboro-nc.gov, and provides links to the agendas via the City's twitter feed at twitter.com/greensborocity. Residents can also request hard copies of the agenda by calling 373-CITY (2489).

DT

Office of the City Manager
City of Greensboro



April 17, 2013

TO: Denise Turner Roth, City Manager
FROM: David Parrish, Assistant City Manager
SUBJECT: Contract Management – Expiration Dates

This is a summary of the current and proposed methods to ensure staff is alerted in advance of expiring contracts. The departments were instructed to review their specific processes and make improvements to ensure similar items are identified and corrected.

For most operating departments and their various contracts, the assigned project manager is responsible for monitoring contracts and the associated expiration dates. For a portion of contracts, expiration is not an issue as the projects are term limited and relate to a deliverable end product. For those contracts where renewals are necessary, project managers are typically using an automatic reminder from an item placed on a calendar. These reminders are generally set four to six months in advance, depending on the process required for a renewal. In addition to the project managers, either centralized finance staff and/or departmental administrative staff will provide periodic updates on contractual issues as they process invoices and monitor the assigned scope of work. Where this has not been taking place, departments will now add this additional layer of checks and balances. Another element to contracts will be the possibility of adding language to each contract to give the City the right to extend the contract on some form of a specified term, i.e. annually.

One product we will introduce in the near future will be a new component to Lawson for contract management. The City is already using Lawson software for a variety of finance operations; this will simply be utilizing a new function. The Centralized Contracting Division will manage this function. This will allow all City contracts to be entered into one system. This system will be able to generate automatic reminders regarding expiration dates to the project manager and other administrative staff for each contract. It is expected to be available in the first quarter of FY 14.

Staff will continue to monitor current and future contracts for compliance with all terms of the agreement, including expiration and renewal options. Staff will also monitor the utilization of the Lawson software for the contract management and modify as needed.

DP



April 19, 2013

TO: Denise Turner Roth, City Manager

FROM: Mary Vigue, Assistant to the City Manager

SUBJECT: Update on Forum on Public Records Law and Request Meeting

On April 8-9, City staff held two meetings designed to gain input from the public and key users on the City's Public Information Request Tracker (PIRT) system and processes. Staff provided an overview of the current process and received comments and questions from those in attendance. Members of the City's PIRT Review team, which has been working the past few months to identify ways to improve the City's system, were in attendance and have since met to begin incorporating the feedback into a recommended policy and work flow. Comments and suggestions received focused on:

- Notification- specifying reasons for the denial of information
- IT improvements- making information more searchable on the City's website and posting of past PIRTs
- Establishing a specific target date for completed PIRTs
- Releasing information as it becomes available
- Being more responsive to the requestor
- Providing consistent updates to requestors
- Notifying requestors regarding the delay of a PIRT
- Make PIRT available online in real time
- Record all activity in PIRT system including notes of oral conversations
- Note all instances of records withheld in PIRT with name of staff withholding the records and the reasons for withholding
- Allow requestor to close PIRT
- Provided recommendations on the PIRT Administrator position
 - Degree in library and information sciences
 - Autonomy to search electronic records
 - Give administrator autonomy to respond to requests
 - Permit requester to go straight to city staff
- Establish an appeal process – and/or a Council appointed committee

As the PIRT team continues to evaluate the feedback, implement changes and incorporate recommendations into the policy and work flow, it is moving forward on the following items:

- Posting of the PIRT Administrator position
 - The position has been established
 - Grades a G14 - Hiring range of \$35,876-\$43,051
 - Associate degree
 - 1-3 years of related experience
- Continuing to review other municipalities practices and policies
- Writing a draft public records policy – staff anticipates completion of the draft in early May
- Continuing to research IT improvements to the system, including creating a public PIRT portal

Additionally, staff is preparing a PIRT Update Report for inclusion in the weekly IFYI which is a short-term way to provide updates until an online tool can be developed. The report will be ready for the April 26, 2013 edition of the IFYI. Staff is continuing to meet on a weekly basis and is committed to making the needed improvements. The PIRT Team is also open to further suggestions. Please let me know if you require additional information.

MV

cc: Donnie Turlington, Communication Manager



April 19, 2013

TO: Denise Turner Roth, City Manager
FROM: David Parrish, Assistant City Manager
SUBJECT: Cascade Saloon Update

Staff received two formal bids for the stabilization of 410 S. Elm Street. Landmark and Bar Construction both submitted proposals for the work. The base bid specifications included stabilization of the exterior walls, interior demolition, and replacing/repointing exterior masonry. The alternate #1 provided for a new roof for the structure, which staff recommends to secure the property. Alternate #2 provided for the demolition and grading of the site. Only Bar Construction submitted for alternate #2. Below is a spreadsheet for the proposals.

410 Stabilization				
Contractor	Base Bid	Alt #1 - <i>roof</i>	Total	Alt. #2 - <i>demo</i>
Landmark	\$578,666	\$122,100	\$700,766	
Bar Construction	\$924,900	\$25,000	\$949,900	\$180,000

Staff will schedule a Work Session in May to discuss the above mentioned bids along with eminent domain, railroad, and appraisal issues, as discussed in last week's IFYI memo.

DP

**Public Affairs
Contact Center Weekly Report
Week of 4/08/13 – 4/14/13**

Contact Center

4763 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 863
IVR/Pay by Phone – 271
New Sign up – 135
Const. & Maint. – 108
Sign-up/Owners – 107

Field Operations

Bulk Guidelines – 135
HHW/Landfill/Transfer – 86
Repair Can/Garbage – 64
No Service/Garbage – 61
E-Waste Collection – 53

All others

Police/Watch Operations – 378
Courts/Sheriff – 68
Privilege License – 64
HR/Employment – 41
Tax Department – 33

Comments

We received a total of 4 comments this week:

Budget and Evaluation - 1 comment:

- Customer called after seeing the newspaper's article indicating the proposed increases. He wanted me to make a record of his opposition to the proposal to increase fees to account for leaf collection. He says he mulches and/or bags his leaves and does not use this service. Therefore, he does not want to pay extra for those who do.

Engineering and Inspections – 1 comment:

- After my 3rd contact with your agency to obtain a building permit for a \$500 prefab storage building, I am frustrated beyond words. Your website is difficult to navigate. Your staff adds and changes requirements each visit. I really do attempt to follow the rules, but your bureaucracy is not geared to deal with a homeowner with a minor project.

Fire Department – 1 comment:

- Comment about flushing hydrants – Feels we do not do enough to get the word out to residents that this is happening and that it can affect your water in your house. Thinks we should do much better at this.

Police – 1 comment:

- Police need to do their job. Give tickets to drivers that do not have working brake lights and to drivers that do not follow the law requiring headlights on when it is raining. Police will drive past motorists that are breaking the law.

Overall

Calls about employment increased last week. Otherwise, we received the normal mix of calls. Call volume was busy through the end of the week.



SMALL GROUP MEETINGS

Date	Councilmember	Person Contacted / Department	Subject	Council Notification Date
April 18, 2013	Mayor Perkins Mayor Pro Tem Johnson	City Manager Roth	Sebastian Medical Museum	April 19, 2013