Office of the City Manager
City of Greensboro

November 22, 2013

UPCOMING MEETINGS	
• Dec 2 at 4:00	Special Council Meeting
• Dec 3 at 5:30	City Council Meeting

TO: Mayor and Members of Council

FROM Denise Turner Roth, City Manager SN

SUBJECT: Items for Your Information

Public Information Request Report
Attached is the weekly Public Information Request Report for the week of November 22, 2013.

Contact Center Feedback
Attached is the weekly report generated by our Contact Center for the week of November 11, 2013 through November 17, 2013.

Small Group Meetings
For the week of November 18, 2013 through November 22, 2013, there were no small group meetings between City Staff and [more than two but less than five] Councilmembers.

DTR/mm
Attachments

GREENSBORO

Current Public Records Requests Update November 22, 2013

Date Requested	Requestor	Subject	Status
5/30/2013	Charles Cherry	Pending GPD Lawsuits	Initial documents were provided on 6/14/13. Legal is reviewing remaining documents.
6/10/2013	George Hartzman	Renaissance/Bessemer Shopping Center Emails- 7,973	Documents have been provided to requestor. First batch of emails was made available- 10/7/13- Staff is continuing to review emails.
7/5/2013	Roch Smith	Downtown Video	Available video footage has been identified. Attorney's Office determining publicly releasable records.
7/8/2013	George Hartzman	Video from Center City Park & Festival Park	Staff is reviewing available video footage and determining what is releasable.
7/18/2013	Roch Smith	GPD Database Indexes	Initial documents provided. GPD and City Attorney are reviewing to determine available records. City IT and Legal determining remaining items from request that need to be released.
7/23/2013	Roch Smith	Councilmembers Information Requests	Released initial information; Staff continuing to review this request for available information.
7/24/2013	Roch Smith	Incumbent Candidate Requests	Staff is reviewing this request for available information.
7/24/2013	George Hartzman	Incumbent Candidate Requests	Staff is reviewing this request for available information.
7/24/2013	Billy Jones	Incumbent Candidate Requests	Staff is reviewing this request for available information.
8/5/2013	Mike Carter	Email Correspondence from 8/1/11 to 8/5/13 Emails: 35,931 + 239,652	Batch of emails was provided to requestor on 9/13/13. Staff will review emails as available.
8/21/2013	Mr. Lassiter	Emails: P&R and Developmental Associates from 1-1-12 to 8-18-13 Email: 765	Staff is reviewing emails as available and Legal is coordinating with the requestor. Released batch 10/16/13.
9/24/2013	George Hartzman	Email Search Emails-6,569	Staff is reviewing emails as available.
9/26/2013	Ivan Cutler	Request for employee and departmental emails	Staff is reviewing the requested information. Will be available next week.
10/1/2013	William England	Alleyway South of Market Street between McIver Street and Tate Street	Staff is reviewing for available information.
11/4/2013	Patrick Williams	RFP for Smartphone CRM App	Legal is reviewing the requested information.

Date Revised: 11/22/2013

Current Public Records
Request Update

GREENSBORO

Date Requested	Requestor	Subject	Status
11/7/2013	Darren West	COG Budget FY12 & FY13; COG Salaries	Staff has provided a link to the requested budget documents and is collecting the remaining requested information.
11/13/2013	Salisha Ali	Beechwood Apt. 2700 Cottage Place	Staff is collecting the requested information.
11/14/2013	Deborah Vann Thomas	GPD Policy & Procedure Separation from Employment	Staff is collecting the requested information.
11/18/2013	George Hartzman	Downtown Hotel Incentive Grant	Legal is reviewing 1,000-plus emails. Information will be released to requestor as it becomes available.
11/18/2013	Ben Holder	Massage Letters	Letter provided to requestor. PIRT remains open to capture responses from privilege license holders.
11/18/2013	George Hartzman	Downtown Hotel Grant Incentive	Staff is collecting the requested information.
11/18/2013	Stephannye Crew Myers	Police Record	First part of request has been fulfilled. GPD is working to identify other items.
11/18/2013	George Hartzman	135 Summit Avenue	Legal is reviewing records.
11/19/2013	George Hartzman	Communication / Text Message	Legal is reviewing records. Text messages are being requested.
11/19/2013	Malca Okwum	W. Market Street	City awaiting follow up response for clarification from requestor.
11/21/2013	Eric Paradis	3033 High Point Rd	Staff is collecting the requested information.
11/21/2013	Lyla Gray-Etherson	4218 W Wendover Avenue	Staff is collecting the requested information.
11/22/2013	Mark Montgomery	Campus Crossing @ Sherwood Forest: 600 S. Chapman Street	Staff is collecting the requested information.

Weekly Totals (11/18/13-11/22/13):	
Number of PIRTS	**10**
Number of PIRTS	**6**
Average Completi	**2.17 days**
Totals Since January 1, 2013:	
Number of PIRTS	**778**
Number of PIRTS	**756**
Average Completi	**8.21 days**

Date Revised: 11/22/2013

Public Affairs
Contact Center Weekly Report
Week of 11/11– 11/17/13

Contact Center
4119 calls answered this week

Top 5 calls by area

Water Resources	Field Operations	All others
Balance Inquiry – 838	Loose Leaf Collection– 160	Police/Watch Operations – 239
IVR/Pay by Phone – 221	Bulk Guidelines– 70	HR/Employment – 48
Cutoff Requests – 133	Mattress Go Round – 56	Parking Enforcement - 48
New Sign up – 122	HHW/Landfill/Transfer – 53	Courts - 40
Cut-on/Same Day – 104	Dead Animal Pick up - 46	Privilege License - 31

Comments

We received a total of **5** comments this week:

Field Operations – 4 comments:

- Caller wishes to say "Thank You" for a job well done for leak pickup.
- Caller wishes to thank you for such prompt service. Area looks much better (illegal dump pick up).
- Caller has a comment/suggestion regarding the Holiday collection schedule for Solid Waste. He feels the City should be able to convince newspapers to put a reminder on the front page that services are delayed one day for many customers. He is bothered by the amount of cans in his neighborhood that are at the street today for pickup that will happen tomorrow.
- Caller very upset about wait on the phone, says it is unreasonable that she had to wait so long (wait was about 6 minutes this morning).

Water Resources – 1 comment:

- Customer was informed of a leak on his property. He has checked and did find and repair leak. He wishes to say thank you. This is outstanding service.

Overall
Calls about loose leaf collection and calls about employment continued to increase last week. Call volume remained busy through the end of the week.