Office of the City Manager
City of Greensboro

December 13, 2013

UPCOMING MEETINGS	
• Dec 17 at 4:30	City Council Meeting
• Jan 7 at 5:30	City Council Meeting

TO: Mayor and Members of Council

FROM Denise Turner Roth, City Manager

SUBJECT: Items for Your Information

December 17, 2013 Agenda Items

- **Agenda Item #09: 2013 Assistance to Firefighters Grant for Fitness Equipment**

Attached is a memorandum from Grants Manager Susan Crotts, December 13, 2013, regarding the grant application for the 2013 Assistance to Firefighters Grant, which includes a match of $9,945. This requires Council's approval and is on the December 17, 2013 agenda.

- **Agenda Item #10: 2013-14 PTRC Senior Center General Purpose Grant**

Attached is a memorandum from Grants Manager Susan Crotts, December 13, 2013, regarding the grant application for the 2013-14 Piedmont Triad Regional Council (PTRC) of Government Agency of Aging Adults Grant, which includes a match of $1,300. This requires Council's approval and is on the December 17, 2013 agenda.

- **Agenda Item # 11: 2013-14 PTRC Senior Center Evidence Based Title III D Grant**

Attached is a memorandum from Grants Manager Susan Crotts, December 13, 2013, regarding the grant application for the 2013-14 Piedmont Triad Regional Council (PTRC) of Government Agency of Aging Adults Grant, which includes a match of $79. This requires Council's approval and is on the December 17, 2013 agenda.

Downtown Parking Enforcement

Attached is a memorandum from Transportation's Business and Parking Manager Stephen Carter, dated November 26, 2013, regarding proposed changes to the enforcement of parking in the downtown area.

Development Standards for Residential Lot Widths and Setbacks

Attached is a memorandum from Planning Director Sue Schwartz, dated December 11, 2013, providing an update on the development standards for residential lot widths and setbacks.

T.Z. Osborne Plant Improvement Plan

Attached is a memorandum from Water Resources Director Steve Drew and the Deputy Director Kenney McDowell, dated December 3, 2013, providing an update on the T.Z. Osborne plant improvement plans in compliance with the Jordan Lake Rules.

Strong Cities, Strong Communities Update

Attached is a memorandum from Planning Project Manager Prince John Gaither-Eli, dated December 10, 2013, providing an update on the Strong Cities, Strong Communities (SC2) Challenge.

Public Information Request Report
Attached is the weekly Public Information Request Report for the week of December 13, 2013.

Contact Center Feedback
Attached is the weekly report generated by our Contact Center for the week of December 2, 2013 through December 8, 2013.

Small Group Meetings
Attached is the Small Group Meeting report for the week of December 9, 2013 through December 13, 2013, between City Staff and [more than two but less than five] Councilmembers.

DTR/mm
Attachments

cc: Office of the City Manager
Global Media

Financial and Administrative Services
City of Greensboro

GREENSBORO

December 13, 2013

TO: Denise T. Roth, City Manager

FROM: Susan Crotts, Grants Manager and Centralized Contracting Division Manager

SUBJECT: 2013 Assistance to Firefighters Grant Application for Fitness Equipment Approval Request

Per the City's Grant Policy, grant applications requiring match funds require City Council authorization. The Fire Department applied on December 6, 2013 for a $99,450, grant in Federal funds administered through the Assistance to Firefighters Grant (FEMA). The grant funds will purchase of twenty pieces of cardiovascular fitness equipment to assist firefighters with maintaining a level of physical conditioning that enables them to respond to and provide assistance at emergency incidents.

The match funds are available for the fitness equipment through existing General Funds. If the grant is awarded, the City's $9,945 match will leverage $89,505 to support the fire safety goals.

A request for City Council approval will be submitted for the December 17, 2013 meeting. Additional information will be provided in the Council agenda packet. Please contact Chief Grayson at 373-2356 if you have questions in advance of the agenda publication.

SC

cc: Greensboro Fire Chief Greg Grayson

Financial and Administrative Services
City of Greensboro

GREENSBORO

December 13, 2013

TO: Denise Turner Roth, City Manager

FROM: Susan Crotts, Grants Manager and Centralized Contracting Division Manager

SUBJECT: 2013-14 PTRC Senior Center General Purpose Grant Application Approval

Per the City's Grant Policy, grant applications requiring match funds require City Council authorization. The policy also requires submission of a memo to the City Manager for the IFYI Report when match fund grants are applied for in advance of Council authorization. The Parks and Recreation Department applied on October 11, 2013 for a $5,200 grant in State funds administered through the Piedmont Triad Regional Council of Government Agency of Aging Adults.

The project budget totals $5,200, with $3,893 of grant funds and a $1,300 required match in City funds. An additional $7.00 local contribution will be added to the project budget. The local match funds are available in the Parks and Recreation Department's current budget.

The Parks and Recreation Department has received this grant award for the past twelve years. If approved, the grant funds will purchase additional fitness equipment and furniture for the lounge at Smith Senior Center. Expected project outcomes include facilitating an increase in access to services for diverse populations and leveraging funding resources.

A request for City Council approval will be submitted for the December 17, 2013 meeting. Additional information will be provided in the Council agenda packet. Please contact Wade Walcutt, Interim Parks and Recreation Department Director at 373-2964 if you have questions in advance of the agenda publication.

SC

cc: Wade Walcutt, Interim Parks and Recreation Department Director

Financial and Administrative Services
City of Greensboro

GREENSBORO

December 13, 2013

TO: Denise Turner Roth, City Manager

FROM: Susan Crotts, Grants Manager and Centralized Contracting Division Manager

SUBJECT: 2013-14 PTRC Senior Center Evidence Based Title III D Grant Application Approval

Per the City's Grant Policy, grant applications requiring match funds require City Council authorization. The policy also requires submission of a memo to the City Manager for the IFYI Report when match fund grants are applied for in advance of Council authorization. The Parks and Recreation Department applied on November 8, 2013 for a $789 grant in State funds administered through the Piedmont Triad Regional Council of Government Agency of Aging Adults, Evidence Base Healthy Aging Program.

The project budget totals $789 with $710 of grant funds and a $79 required match in City funds. The local match funds are available in the Parks and Recreation Department's current budget.

The Parks and Recreation Department has received this grant award for the past twelve years. If approved, the grant funds will provide a "*Matter of Balance*" fitness classes to the senior population in Guilford County who suffer from osteoarthritis and other chronic conditions at no cost to its participants.

A request for City Council approval will be submitted for the December 17, 2013 meeting. Additional information will be provided in the Council agenda packet. Please contact Wade Walcutt, Interim Parks and Recreation Department Director at 373-2964, if you have questions in advance of the agenda publication.

SC

cc: Wade Walcutt, Interim Parks and Recreation Department Director

Department of Transportation
City of Greensboro

GREENSBORO

November 26, 2013

TO: David Parrish, Assistant City Manager

FROM: Stephen Carter, Business and Parking Manager

SUBJECT: Downtown Parking Enforcement

In an effort to be more responsive to the needs and concerns of downtown businesses and stakeholders, staff from the Department of Transportation and City Manager's Office met with a small group of interested individuals to discuss parking issues on August 27, 2013. As part of that meeting, a list of concerns and/or possible action items were developed that the group would like the City to consider. City staff would propose that these items be addressed as follows:

Easy Implementation/Immediate Action Items:

1. Change parking enforcement hours to 9:00 am to 5:00 pm – Enforcement hours changed to 8:30 am to 5:00 pm in November 2013, in response to this request. Prior to that time enforcement was from 8:00 am to 6:00 pm.
2. Parking staff will work with DGI to conduct a survey intended to identify parking needs of downtown merchants for employees and customers (i.e. Where do they currently park? Is parking provided? Do they park on-street?). DGI survey will also be used to judge interest in or demand for creating employee parking in City decks and creating additional monthly parking for CBD employees at the Depot parking lot.
3. Produce informational brochure about parking regulations and available parking in the CBD – Brochure is currently under development by Public Affairs.
4. Implement warning ticket program in which parking enforcement officers can issue a warning ticket and provide a brochure to violators that have not received parking violations in the past – Proposed implementation January 2, 2014.
5. Ensure that parking enforcement officers are enforcing in all of the CBD including any problem areas south of Lee Street – Enforcement staff is enforcing all areas of the CBD.
6. GDOT staff will review current parking markings and signage within CBD and identify areas that may need enhancements. Parking enforcement officers will also try to identify signs and markings issues. – Staff continues to review markings and make changes as needed.
7. Have Parking Enforcement Officers display five Random Acts of Kindness per week. Parking enforcement officers will continue to look for opportunities to provide good customer service in various ways to all visitors of downtown.

Items Requiring Additional Research or Consideration:

1. Parking staff will research options for creating a process that will allow businesses and/or property owners to request an extension of parking time limits for some on-street parking spaces and for spaces located in some surface lots.
2. Staff will investigate pay-by-phone and pay-by-card options at meters/pay stations and develop recommendations for implementation and document associated costs.
3. Evaluate the need for new bright colored stickers with instructions for POM 2X meters (one-meter head for 2 parking spaces). Enhancements to meters will be coordinated with plans to remove and/or replace meters with pay stations.
4. Research token or validation options for pay stations and metered parking spaces that would allow businesses to provide incentives to customers.

Items Not Recommended by Parking Staff:

1. Create a loading zone hangtag program that would allow business owners to park for 1 hour in marked loading zones. – Staff does not recommend due to the need to keep truck-loading zones available for large trucks. All other loading zones currently allow for 30 minute parking for any vehicle and 1 hour parking for commercial vehicles.
2. Assist with patrolling private lots in and around courthouse during first part of the week to direct citizens with parking options for downtown. - Parking Enforcement does not have the staff available to patrol private parking lots in downtown.
3. Evaluate designating a certain number of parking spaces for specific businesses in surface lots. Businesses would be required to pay for spaces to be available for their customers and would be required to enforce restrictions. – Staff does not recommend due to an inability to enforce the restrictions and possible legal issues with regard to time restricting handicapped parking.

Background:

Parking staff receives numerous questions regarding the enforcement of parking codes in Downtown Greensboro. In response to these inquiries, the Transportation Department would like to provide some general information about parking enforcement.

The Parking Enforcement Office receives the authority to issue parking tickets from Section 16-73 in the Code of Ordinances. This section also outlines many of the violations for which a parking ticket may be issued. (See attached Section 16-73 Code of Ordinances)

The City currently has six parking enforcement officers that are responsible for enforcing the ordinance. Of these, three officers enforce in the Central Business District and three enforce in the areas around NC A&T State University, UNC Greensboro, and in shopping centers throughout the city. These officers enforce between the hours of 8:30 am and 5:00 pm. This is a change that was implemented November 1, 2013. Prior to that time the enforcement hours were 8:00 am to 6:00 pm.

When the City hires a new parking enforcement officer, that person goes through 4-6 weeks of training with the Parking Enforcement Supervisor and "riding along" with the more experienced officers. During this time, the new employee learns the relevant portions of the city ordinance, how it is interpreted by the Parking Enforcement Officer, how to use the software, and how the officers are expected to respond to different parking scenarios.

In order to improve interactions with citizens, all six officers attended a 2-hour training session provided by the Greensboro Police Department in July 2013. This training session on Tactical Communications was intended to illustrate methodologies for the parking enforcement officers to generate voluntary compliance through verbal and nonverbal skills. The officers were taught various techniques to deflect and de-escalate an encounter with customers.

Prior to issuing a parking citation, parking enforcement officers typically take photos of the vehicle in violation. Anyone that has questions regarding a parking ticket is encouraged to call the Parking Enforcement Office. If it appears that the ticket was issued in error based on the photos, the ticket may be voided at that point. If the ticket is not voided the recipient may begin the appeal process. Information regarding that process can be found on the City website (http://www.greensboro-nc.gov/index.aspx?page=2054).

The reverse side of the parking ticket includes the contact information for the Parking Enforcement Office and notifies the recipient that the appeal must be made within 10 days of the issue date.

Please let me know if you have any questions.

SC

cc: Adam Fischer, GDOT Director
Robin Davenport, Parking Operations Manager

Section 16-73 Greensboro Code of Ordiances

(a) When one (1) of the following violations has occurred, the law enforcement officer or other person, authorized by and whose enforcement duties are as defined by the chief of police detecting the apparent violation is authorized to take the state and registration number of the vehicle involved, and to place a parking ticket in or on the vehicle involved, or to serve the ticket if the owner or operator is present:

(1) Parking over the specified time limit (sections 16-132, 16-139—16-142, 16-152).
(2) Parking during restricted hours where official parking-control devices are posted (section 16-145).
(3) Parking within twenty-five (25) feet of an intersection (G.S. § 20-162).
(4) Parking within five (5) feet of a fire hydrant or parking a vehicle or permitting it to stand, whether attended or unattended, upon any public vehicular area, street, highway or roadway in any area designated as a fire lane. This prohibition includes designated fire lanes in a shopping center or mall, parking lots, and all other public vehicular areas. Provided, however, persons loading or unloading supplies or merchandise may park temporarily in a fire lane located in a shopping center or mall parking lot as long as the vehicle is not left unattended. (section 16-135).
(5) Protrusion beyond designated parking space (section 16-133).
(6) Parking within five (5) feet of entrance to alley, driveway or private road (section 16-134).
(7) Parking so as to obstruct sidewalk or crosswalk (section 16-134).
(8) Parking within fifty (50) feet of bridge, railroad underpass, or overhead bridge (section 16-136).
(9) Parking within fifty (50) feet of railroad grade crossing (section 16-137).
(10) Parking between edge of roadway and property line (section 16-138).
(11) Parking of oversized vehicles on streets in violation of (section 16-161).
(12) Prohibited parking in city-operated parking lots (sections 16-154—16-156).
(13) Parking left side of vehicle to curb on two-way street (section 16-133).
(14) Double parking (section 16-159).
(15) Protrusion into street more than eight (8) feet (section 16-160).
(16) Failure to display city license (section 13-99).
(17) Parking in a controlled residential parking area over the amount of time without a valid residential parking permit (section 16-198).
(18) Parking upon a median strip (section 16-115).
(19) Parking in the following restricted zones:
a. Commercial loading zones (section 16-146).

b. Passenger loading zone (section 16-147).

c. Bus stop (section 16-148).

d. Taxicab stand (section 16-149).

e. Handicapped vehicle parking (section 16-157).

(20) Parking in a prohibited zone (section 16-143).

(21) Expired meter parking (section 16-179).

(b) Only law enforcement officers and other city officials designated by the chief of police may issue and serve parking tickets. Parking tickets shall be served by placing them on motor vehicle.

Planning Department
City of Greensboro

GREENSBORO

December 11, 2013

TO: David Parrish, Assistant City Manager

FROM: Sue Schwartz, FAICP, Director

SUBJECT: Update on Development Standards for Residential Lot Widths and Setbacks

Development Standards for Residential Lot Widths and Setbacks

Staff has been diligently working with a focus group consisting of members of the Neighborhood Congress, TREBIC, and developers to create a flexible device to ensure that when a property is developed or redeveloped (infill development) the finished product is of a nature that fits into the fabric of the existing neighborhood.

Three meetings were held with the focus group and a recommendation has unanimously been agreed upon. The proposal includes replacing the current optional infill development language with a mandatory directive regarding single-family detached dwellings to construct consistent with the "front setback" pattern of the neighboring lots.

The amendment requires a single family detached dwelling to compute and comply with the average street setback. There are also provisions that address when lots are developed on both sides of site, when a vacant lot is located within boundary to be calculated, when dwellings are orientated to a different street, and when corner lots are subject to the calculation.

Also, included is the allowance for the Planning Director to grant a Type I modification to permit a reduction in the front setback in cases where the average calculation hinders the ability to construct a single-family dwelling on a lot.

A recommendation is expected to be obtained by Planning Board December 18, 2013, and presented to City Council for adoption in January.

SS/nd

Water Resources Department
City of Greensboro

GREENSBORO

December 3, 2013

TO: David Parrish, Assistant City Manager

FROM: Kenney McDowell, PE, Deputy Director
Steve Drew, Director

SUBJECT: T.Z. Osborne Plant Improvement Plan

Background:

Earlier this year, the North Carolina General Assembly adopted changes to the Jordan Lake Nutrient Management Strategy. This strategy is more commonly known and subsequently referred to here as the Jordan Lake Rules. With these changes, the City has received additional time to fully comply with the nitrogen removal requirements at the wastewater treatment plants. As long as the City has received a State issued "Authorization to Construct" letter by 2019, the City will have until 2021 to comply.

This City compliance extension for wastewater treatment is the third extension since the rules were proposed in draft form. State and Federal regulatory agencies have reviewed this latest extension and developed a revised schedule for meeting Rule requirements. As such, the eminent renewal of our operating National Pollution Discharge Elimination System Permit (A State issued Federally Delegated Permit) is anticipated to have language in it requiring yearly activities that move this program forward. City staff's recommendation for current action takes these facts and history into account.

Issuance of the original draft Rules coupled with the City's foreseeable obligation to comply resulted in the City authorizing an evaluation study in 2006. A consulting team, working with City staff, explored a number of alternatives and developed associated financial evaluations of these alternatives. A key consideration in the study was to explore how long North Buffalo Plant could continue to maintain compliance under these draft rules and other foreseeable future rules. One study conclusion was that North Buffalo Plant's available land to expand combined with its existing design were nearing functional obsolescence. Thusly, the study's conclusion was that the most effective long-term solution for compliance was the decommissioning of the North Buffalo Plant on White Street concurrent with the upgrading of the T.Z. Osborne Plant on Huffine Mill Road. This recommended decommissioning of North Buffalo was also identified as an improvement to the community given its closer proximity to residences and commercial areas as compared to the T.Z. Osborne Plant. City staff has been working to implement this one plant recommendation ever since while continuing to support the City's position of seeking additional compliance time.

Project Status:

In accordance with this one plant plan, City staff has deferred all non critical expenditures (approximately $11.6 million) at the North Buffalo Plant while directing efforts to complete engineering and permitting activities for approximately $100 million worth of construction contracts. These proposed projects have been shown in the Capital Improvement Plan for the last several years and appeared as a highlight of the annual budget presentation.

Now, with the most recent legislative extension, City staff has directed the configuration of the proposed construction into four contract packages to be competitively bid. Proposed for this coming year, package one will decommission the North Buffalo Plant and provide additional storage for wastewater that will be transferred to the T.Z. Osborne Plant ($8.4 million). Also this coming year, package two will upgrade the hydraulic capacity at the T.Z. Osborne Plant to allow the City to maintain full permitted capacity for future growth ($31 million). Later in the coming year, package three will upgrade the filter process at the T.Z. Osborne Plant which is also necessary to maintain future growth capacity ($18.4 million). Package four is placed further out for bidding (2018) and represents specific upgrades required for nitrogen removal to comply with Jordan Rules ($29.4 million). Should the Jordan Rules change or additional rules come into effect such as the anticipated ammonia and metal rules, staff anticipates that package four would be the comprehensive avenue towards compliance. Council's successful support of efforts to delay these requirements and associated construction package represents a significant deferred expenditure for wastewater treatment upgrades.

Recommendation:

City staff recommends that we proceed now with this four phase approach to upgrade the T.Z. Osborne Plant while decommissioning the North Buffalo Plant. This will allow the T.Z. Osborne Plant to be best prepared to meet any future permit needs while deferring the specific upgrades related to Jordan Rules. With Council's support of this recommendation, City staff will proceed to bring the following cost estimated items forward this coming year. Final construction related engineering services contract at $4.9 million, package one at $8.4 million, package two at $31 million and package three at $18.4 million. Package four will be deferred to 2018 and modified as necessary based on Jordan developments and other rules. The end result will be one modern plant fully upgraded to meet future needs for the City's growth while eliminating our oldest plant and a portion of its associated operating costs. This decreased operating cost will partially offset the needed debt service to fund the new construction upgrades.

HKM/hkm

Planning
City of Greensboro

GREENSBORO

December 10, 2013

TO: Andrew Scott, Assistant City Manager

FROM: Prince John Gaither-Eli, Project Manager

SUBJECT: SC2 (Strong Cities, Strong Communities) Challenge Update

The purpose of this memorandum is to update you on the current status of the SC2 (Strong Cities, Strong Communities) Challenge after the recent site visit by the Economic Development Administration (EDa) and The Common Pool (TCP) November 20, 2013. TCP is the EDA partner in coordinating the contest element of the SC2 Challenge.

Overview

EDA was represented by Thomas Guevara, Deputy Assistant Secretary for Regional Affairs, and Hillary Sherman, Economic Development Representative for North Carolina. After listening to City Leadership and project staff express its goals and objectives for the challenge as well as its experience being the first city to animate the competition, EDA explained the theory and purpose of the SC2 Initiative and discussed what support they and the White House Council on Strong Cities, Strong Communities will provide to the City. EDA is excited about strategically using the assets of the federal government to advertise and promote the City's SC2 Challenge. Furthermore, EDA sees the SC2 Challenge as representative of the evolution of economic development theory and practice where the "bottom line" of economy works in concert with achieving a desirable quality of life for communities.

TCP was represented by its Principal, Jaison Morgan and Shane Eggerman, Chief Technology Officer. TCP explained the theoretical basis for using prize competitions to elicit innovation in different fields with a focus on economic development. They expressed that informing potential participants of what is required of them is the key for a successful prize competition. In addition, they conducted a working session on the new SC2 Challenge Website receiving feedback on content and design from the City's Communication Department.

Timeline Change

As the City and EDA have worked together to redefine the timeline for the proposals, the revised schedule puts Greensboro in alignment with similar timelines in SC2 partner cities Las Vegas, Nevada and Hartford, Connecticut. The schedule has also provided time to coordinate the promotion of Greensboro's challenge through The Common Pool, which is the EDA's partner in better structuring the incentive and contest elements of the SC2 Challenge. Ultimately, the City

has strong support from EDA and the SC2 White House Council for executing the initiative in a manner that results in Greensboro receiving an actionable, viable economic plan.

SC2 Evaluation Panel

The SC2 Evaluation Panel has been informed about project changes related to the due dates for "Registration" and "Proposals". With the debut of the new SC2 Challenge Website, judges will rate submitted proposals on-line. The Common Pool is currently scheduling a web-based orientation for panel members. Lastly, a meeting has been scheduled for evaluation panel members January 9, 2014 to provide updates and answer any questions.

SC2 Challenge Participants

Existing SC2 Challenge Participants have been informed of the new due dates for "Registration", February 28, 2014, and submission of Phase One "Proposals", April 15, 2014. Potential participants will register on-line rather than submitting a letter of intent. Each participant will be offered the opportunity to receive individualized technical assistance to assist them in authoring their very best proposal.

SC2 Challenge Website, Challenge.Gov

The new custom website being developed by The Common Pool is scheduled to go live in early to mid January 2014. It will work in concert with the existing virtual and web assets currently deployed for the project. In addition, the City's SC2 Challenge will also be featured on the Federal Government's Challege.Gov website.

Next Steps

As the due date for "Registration" approaches, the SC2 Challenge opportunity will continue to be advertised, marketed, and promoted by the City working in concert with EDA and the SC2 White House Council.

Please contact me with any questions.

PJGE
Attachment

cc: Sue Schwartz, Director
Kathi Dubel, Manager
Bill McNeil, Senior Consultant

Dear SC2 Challenge Evaluation Panel,

I wanted to take this time to inform everyone that due to enhancements to the SC2 Challenge by the federal government and the recent shutdown, the project timeline for the SC2 Challenge has been extended.

Please note the new due dates for "Letters of Intent" and "Proposals":

- New Due Date for “Letters of Intent”: February 28, 2014

- New Due Date for “Proposals”: April 15, 2014

This updated timeline means proposals will not be rated until next year. Please keep two upcoming events and one task in mind. First, we are planning a meeting with the evaluation panel to go over the new project timeline and answer any questions you may have. Second, there will be a training session on how to access the online tool you will use to rate proposals. This training will likely be web-based followed by an in-person session. Lastly, if you have not provided your photo and brief biography for the SC2 Challenge Website, please do so.

You will also be receiving a letter from City Manager Denise Turner-Roth regarding these changes.

As always, thank you for your service to the City of Greensboro and the SC2 Challenge.

Prince John Gaither-Eli, M.P.A., Project Manager
SC2 (Strong Cities, Strong Communities) Challenge
City of Greensboro
Phone: 336-373-7573 Mobile: 336-601-2701
Fax: 336-373-4538
PO Box 3136, Greensboro, NC 27402-3136
princejohn.gaither-eli@greensboro-nc.gov
http://www.greensboro-nc.gov/SC2
http://www.greensboroideas.com/
http://www.eda.gov/SC2Challenge/
http:///www.greensboro-nc.gov/EDGE

October 8, 2013

Dear SC2 Challenge Participant:

Thank you for your participation in the City of Greensboro's SC2 (Strong Cities, Strong Communities) Challenge. Due to enhancements to the SC2 Visioning Challenge by the federal government as well as the recent shutdown, Phase One of the competition is being extended. As you continue authoring your unique, strategic economic development proposal, please note the following changes:

- New Due Date for "Letters of Intent": February 28, 2014

- New Due Date for "Proposals": April 15, 2014

In addition to offering you more time to craft your strategic, comprehensive economic development proposal in the initial phase of the challenge, the extension also allows you to access and use a Web-based tool to craft, author, and refine your proposal. Provided by The Common Pool, the online tool is one of the enhancements to the challenge that provides the opportunity for participants to form collaborative, cooperative, and coordinated teams. It will provide e-mail, chat, and discussion form capabilities to enable and facilitate the work of challenge participants. Specific information about how to access this tool will be provided in the next few weeks.

You are not required to submit a new Letter of Intent because of the deadline extension. However, if you add members to your project team or make changes in the "theme" or "discrete project" your proposal describes, you must submit a new Letter of Intent.

Should you have any questions or concerns regarding the SC2 Challenge, please contact me in person, via phone, or e-mail.

I look forward to your continued participation in the SC2 Challenge!

Sincerely,
Prince John Gaither-Eli, Project Manager SC2 Challenge

Innovative ideas and an economic strategy worth
up to $1 million are located at the intersection where
Greensboro's future and prosperity meet. Offer your
ideas and strategies today. Participate in the SC2 Challenge!

Prince John Gaither-Eli, M.P.A., Project Manager
SC2 (Strong Cities, Strong Communities) Challenge
City of Greensboro
Phone: 336-373-7573 Mobile: 336-601-2701
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PO Box 3136, Greensboro, NC 27402-3136
princejohn.gaither-eli@greensboro-nc.gov
http://www.greensboro-nc.gov/SC2
http://www.eda.gov/SC2Challenge/
http:///www.greensboro-nc.gov/EDGE<http://www.greensboro-nc.gov/EDGE

GREENSBORO

Current Public Records Requests Update December 13, 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. City IT continuing to review for contractual records.
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.
11/4/2013	Patrick Williams	RFP for Smartphone CRM App	Provided documents to requestor on 11/25/13. Legal is reviewing two remaining documents.
11/18/2013	George Hartzman	Downtown Hotel Incentive Grant Emails: 1,121	Staff is reviewing emails as available.
11/18/2013	George Hartzman	Downtown Hotel Grant Incentive	Staff is collecting the requested information.
11/25/2013	Sal Leone	Emails from Councilmembers regarding Gerbing Emails: 511	Staff is reviewing emails as available.
11/25/2013	Sal Leone	Name Change for Lee Street	Initial information provided- 12/13/13 and will review emails as available.

Date Revised: 12/13/2013

GREENSBORO

Date Requested	Requestor	Subject	Status
11/25/2013	Sal Leone	Nussbaum Center	Initial information provided- 12/13/13 and will review emails as available.
11/26/2013	Christopher Brooks	SWAT Team Deployment Logs	Staff is collecting the requested information.
12/2/2013	George Hartzman	GPAC Parking Deck Studies	Initial information provided to requestor- 12/3/13. Staff is collecting the requested information.
12/2/2013	George Hartzman	Elm Street Center, LLC	Staff is continuing to review the request for available information.
12/2/2013	Billy Jones	GPAC Parking Deck Studies	Initial information provided to requestor- 12/3/13. Staff is collecting the requested information.
12/4/2013	George Hartzman	Downtown Hotel-Follow-up Questions	Staff is collecting the requested information.
12/4/2013	Billy Jones	Downtown Hotel-Follow-up Questions	Staff is collecting the requested information.
12/4/2013	Ivan Culter	COG Employee Telephone Numbers	Staff is collecting the requested information.
12/5/2013	George Hartzman	Loans & Incentives (2009-Present)	Staff is collecting the requested information.
12/5/2013	Billy Jones	Loans & Incentives (2009-Present)	Staff is collecting the requested information.
12/5/2013	Ben Briscoe	Housing Loans	Staff is collecting the requested information.
12/6/2013	Ben Holder	GPD Disciplinary Letter	Staff is collecting the requested information and determining if releasable.
12/6/2013	Charles Cherry	Termination of Sgt. Ernest Cuthbertson	Initial information provided to requestor - 12/12/13.
12/9/2013	Roch Smith	GPD Database Index Email Records	Staff is reviewing emails related to this request.
12/10/2013	Eddie Lothridge	Residential Building Permits	Staff is compiling records responsive to this request.
12/11/2013	Sal Leone	Downtown Parking	Staff is compiling records responsive to this request.
12/11/2013	Ben Holder	Calls for Service	Staff is compiling records responsive to this request.
12/11/2013	George Hartzman	GPAC: Binding Contracts	Staff is searching for available records responsive to this request.
12/11/2013	Billy Jones	GPAC: Binding Contracts	Staff is searching for available records responsive to this request.
12/12/2013	George Hartzman	GPAC: Architecture Contract and Cost	Staff is searching for available records responsive to this request.
12/12/2013	Billy Jones	GPAC: Architecture Contract and Cost	Staff is searching for available records responsive to this request.

Date Revised: 12/13/2013

GREENSBORO

Date Requested	Requestor	Subject	Status
12/12/2013	David Tookey	Building Permits	Staff is compiling records responsive to this request.
12/12/2013	Steven Iorio	Environmental Assessment - 3008-3014 Executive Drive, Greensboro	Staff is searching for records responsive to this request.

Weekly Totals (12/9/13-12/13/13):	
Number of PIRTS Opened	**31**
Number of PIRTS Closed	**22**
Average Completion Time	**6.95 days**
Totals Since January 1, 2013:	
Number of PIRTS Opened	**836**
Number of PIRTS Closed	**796**
Average Completion Time	**8.16 days**

Date Revised: 12/13/2013

Public Affairs
Contact Center Weekly Report
Week of 12/02 – 12/08/13

Contact Center
5393 calls answered this week

Top 5 calls by area

Water Resources	Field Operations	All others
Balance Inquiry – 1227	Loose Leaf Collection – 221	Police/Watch Operations – 308
IVR/Pay by Phone – 390	No Service/Garbage – 58	Courts/Sheriff – 55
New Sign up – 180	Bulk Guidelines – 57	Privilege License - 43
Bill Extension – 156	Mattress Go Round – 43	HR/Employment - 41
Cutoff Requests – 142	HHW/Transfer - 43	Collections - 32

Comments

We received a total of **10** comments this week:

Coliseum – 1 comment:

- I was told that a concert was coming to the Greensboro Coliseum in January by a rapper artist named (Jay-Z). Currently he has bad contents of explicit language that could do harm to others in his shows. Also, the safety of others could cause problems between law enforcement of Greensboro and High Point. The history of the rapper has caused danger between New York professional artists that could help the state of North Carolina better in good business. I am very sure that this artist is not in the best of interest of an after cause effect with supports of Greensboro, NC to deal with a shock after his appearance. I insist the City place a large outreach of stopping the concert and have such a person try another place besides North Carolina. I truly respect border to border of the state of North Carolina, not a bad influence of a grown man promoting false cause of danger.

Field Operations – 6 comments:

- Customer reported his leaves were missed yesterday. He called back to say he was very thankful that we were able to come back. He has health issues and this was very helpful. Thank you.

- Resident would like to thank us for collecting the leaves again for the 5K run that will happen in the Sunset Hills area next week.

- Customer would like to say thank you to the leaf collection crew. The leaves on her street were piled high causing concerns. We cleared her street before Thanksgiving and she is very grateful.

- Caller wishes to say thank you for job well done on leaf pickup on Ridgeway Drive area.

- Caller is very frustrated that they do not know when leaves will be collected. Grass is dying because they have been at the curb since early November. If we cannot publish a schedule, could we at least predict a timeframe by neighborhood or some way so they would know? This is why people put their leaves in the street because they never know when someone will come and they do not want to destroy their lawns.

- Caller wants to complain about the state of her neighborhood and the large amount of leaves in the street. She is upset that she has had so many leaves covering her whole street and she says she has never seen it this bad or waited this long for her leaf collection.

Public Affairs – 1 comment:

- Caller states city needs more people on phones. Was on hold for 10 minutes that is unacceptable.

Water Resources – 2 comments:

- Resident upset that only the businesses in the area were notified that the water would be turned off this morning. He was advised by a supervisor on site. Feels like because it was not an emergency, residents should have been notified as well.

- Can we please fix the pay by phone machine? Customer tried it many times and it doesn't work.

Overall

Calls about loose-leaf collection increased significantly as customers were anxious to know when their leaves will be collected. Call volume was very busy through the end of the week.

GREENSBORO

2013
SMALL GROUP MEETINGS

Small Group Meeting Dates & Times	Councilmember Attending	Person Contacted / Department	Subject	Council Notification Date
December 12, 2013 8:30 - 11:00	Mayor Vaughan, Councilmember Fox, Councilmember Hightower, Councilmember Barber	City Manager Roth, Deputy City Manager Westmoreland	Beloved Community Center Update	December 13, 2013
December 12, 2013 11:00 - 12:00	Mayor Vaughan, Councilmember Fox, Councilmember Hightower, Councilmember Barber	City Manager Roth, Deputy City Manager Westmoreland	Wyndham Hotel Update	December 13, 2013

*SMALL GROUP MTG IS 2 OR MORE COUNCILMEMBERS W/ CITY STAFF

Date printed: 12/12/2013
CMO / MM