



January 17, 2014

TO: Mayor and Members of Council

FROM: Denise Turner Roth, City Manager *DT*

SUBJECT: Items for Your Information

UPCOMING MEETINGS

- Jan 21 at 4:30 pm City Council Meeting
- Jan 28 at 3:00 pm Council Work Session

**Downtown Good Repair Ordinance Update**

Attached is a memorandum from Planning Director Sue Schwartz, dated January 17, 2014, providing an update on the adopted Downtown Good Repair Ordinance.

**Greensboro Inn Demolition**

Attached is a memorandum from Engineering and Inspections Director Butch Simmons, dated January 17, 2014, regarding the demolition of the Greensboro Inn scheduled for Monday, January 20, 2014.

**Water Quality Preventative Maintenance Program**

Attached is a memorandum from Water Resource Director Steven Drew, dated January 14, 2014, regarding the water quality preventative maintenance scheduled to begin April 14, 2014.

**Chief Grayson Appointed to State Emergency Response Commission**

Attached is a press release regarding Greensboro Fire Chief Greg Grayson being appointed to the North Carolina State Emergency Response Commission by Governor Pat McCrory.

**City Offices Closed January 20 in Observance of Martin Luther King, Jr. Day**

Attached is a press release regarding the closing of City offices on January 20, 2014, in observance of Dr. Martin Luther King, Jr. Day.

**Community Discussion on Renaissance Shopping Center**

Attached is a press release regarding the City hosting a community discussion on the future of the Renaissance Shopping Center, scheduled for 7:00 pm on Thursday, January 23, 2014 at the Peeler Recreation Center.

**Public Information Request Report**

Attached is the weekly Public Information Request Report for the week of January 17, 2014.

**Contact Center Feedback**

Attached is the weekly report generated by our Contact Center for the week of January 6, 2014 through January 12, 2014.

Office of the City Manager  
City of Greensboro



**Small Group Meetings**

Attached is the Small Group Meeting report for the week of January 17, 2014, between City Staff and [more than two but less than five] Councilmembers.

DTR/mm  
Attachments



January 17, 2014

**TO:** Denise Turner Roth, City Manager  
**FROM:** Sue Schwartz, FAICP, Director  
**SUBJECT:** Update on Downtown Good Repair Ordinance

In response to City Council's directive for regular updates on the adopted Downtown Good Repair Ordinance, please find below a summary of activity related to this ordinance since adoption.

**Background**

The Downtown Good Repair Ordinance was adopted as an amendment to the City's Land Development Ordinance on April 16, 2013. This ordinance, which only applies to property zoned Central Business (CB), is intended to preserve the character and integrity of downtown by maintaining and enhancing the appearance of downtown structures. The ordinance specifically requires that no windows or doors can have broken, missing or covered glass for a period of more than 60 days and that all doors and windows must be properly maintained unless enclosed with the same materials and design of the surrounding wall.

Following the adoption of this ordinance City staff mailed letters to any downtown property owner whose property had been identified through a previous staff survey prior to the ordinance's adoption as having items that may be in conflict with these provisions. This letter noted the specific items of potential concern (including photographs) and noted that if the City received a complaint staff would investigate further at that time to determine any additional enforcement actions that may be warranted. A separate letter was sent to all other owners of property zoned CB making them aware that the ordinance had been approved and outlined the associated provisions approved by Council.

**Compliance with the Good Repair Ordinance**

As with other aspects of zoning compliance, the City will investigate any complaint received related to the Good Repair Ordinance, determine if violations exist and then pursue the appropriate compliance actions as warranted. Because this particular ordinance references doors and windows not remaining damaged or covered for a period of more than 60 consecutive days, a Notice of Warning is first provided to the owner for these issues since a true violation of the ordinance cannot be documented until after the 60 days have been verified by the compliance officer. If they have not been addressed by that point in time a standard Notice of Violation is issued requiring resolution of the issues noted within 30 days or additional enforcement actions

(such as civil penalties) can be pursued. This Notice of Violation is subject to an appeal to the Board of Adjustment within the 30 day period, which would stop any further enforcement actions until the matter is heard by the Board of Adjustment. Any other violations under the Good Repair Ordinance follow the standard compliance procedures with the issuance of a Notice of Violation.

### **Compliance Activity to Date**

Since the adoption of the Downtown Good Repair Ordinance, and follow up letters from staff, the City has received two complaints related to this ordinance; for properties at 114 N Davie Street and 300 S. Elm Street.

After the issuance of a Notice of Warning and Notice of Violation for damaged windows and doors the property at 114 N. Davie has now been repaired and meets the standards of the good repair ordinance.

The property at 300 S. Elm Street, which was a fairly recent complaint, has thus far only been issued a Notice of Warning for boarded and damaged windows as the property will not be considered in violation of the downtown good repair ordinance until after these conditions are documented for a period of 60 days. If the issues have not been corrected by mid-February a Notice of Violation will be issued that will allow for further enforcement actions.

In addition to the two complaints, staff has been contacted by a number of other owners of CB zoned properties that had received letters noting potential issues identified in the previous staff survey. Anecdotally, and through direct communications to staff, these owners are proactively taking steps to make needed repairs, demolish structures associated with potential violations or transfer ownership of properties to other persons better able to effect repairs without any additional City action. Staff has also taken the opportunity through other downtown venues such as the monthly Center City breakfast sponsored by the Guilford Merchants Association to remind downtown owners and businesses about the Good Repair Ordinance and general feedback from these venues has been positive.

Please feel free to contact me with any questions or additional concerns.

Engineering & Inspections  
City of Greensboro



January 17, 2014

**TO:** David Parrish, Assistant City Manager

**FROM:** Butch Simmons, Director

**SUBJECT:** Steven Tanger Center for the Performing Arts - Demolition of the Greensboro Inn

On Monday, January 20, 2014 DH Griffin will begin the demolition of the Greensboro Inn property. This is the first of the structures to be demolished in preparation of the Steven Tanger Center for the Performing Arts site development. Weather permitting, the demolition is expected to take three to four weeks. While the work is ongoing, parking spaces directly adjacent to the Greensboro Inn will be temporarily closed due to safety concerns.

BS/bs

Water Resources Department  
City of Greensboro



January 14, 2014

**TO:** David Parrish, Assistant City Manager

**FROM:** Steven Drew, Water Resources Director

**SUBJECT:** Water Quality Preventative Maintenance Program Scheduled to Start April 14, 2014

The City of Greensboro Water Resources Department in partnership with the following water utilities: High Point, Burlington, Reidsville, Archdale, Randleman, Jamestown, and Piedmont Triad Regional Water Authority, will be modifying the water treatment process by temporarily switching from the current disinfectant chloramines to free chlorine from April 14, 2014 to May 11, 2014. This water quality preventative maintenance process is a best management practice strongly recommended by the North Carolina Department of Environment and Natural Resources to maintain system integrity and aid in compliance with safe drinking water standards.

The City and the listed partners have been using chloramines as disinfectant since July 2011. Using chloramines reduces the potential for formation of Trihalomethanes and Haloacetic Acids, which are by-products naturally produced during water treatment when surface water combines with free chlorine.

Kidney dialysis patients, specialized business owners using highly treated water, and fish, pond and aquarium owners are advised to continue to take special precautions and seek professional advice concerning the methods for removal of free chlorine residuals from drinking water during the temporary switch to chlorine. Some customers may experience temporary taste and odor concerns during the transition period, primarily the smell of chlorine. This is a normal part of the process and customers should be reassured our drinking water is safe for consumption and use and will continue to meet state and federal standards. This preventive maintenance effort is primarily focused on that objective.

To communicate this essential message concerning the temporary treatment process change several public notification strategies will be utilized to address concerns from those affected. Those strategies and materials are being developed at this time in cooperation with our partners.

SD



**CITY OF GREENSBORO  
FOR IMMEDIATE RELEASE**

Contact: Jake Keys  
Phone: 336-373-2105

### ***Chief Grayson Appointed to State Emergency Response Commission***

GREENSBORO, NC (January 17, 2014) – Greensboro Fire Chief Greg Grayson was appointed to the North Carolina State Emergency Response Commission by Governor Pat McCrory and sworn in today by NC Supreme Court Chief Justice Sarah Parker.

The 19-member State Emergency Response Commission is responsible for protecting the state's residents and environment through effective emergency planning. The group's three-fold mission includes:

- reviewing plans for preventing, preparing, and recovering from all types of hazards;
- reviewing homeland security grant applications and funding allocations; and
- ensuring collaboration amongst local, state, and federal partners and private-sector groups in all-hazard preparedness.

Seven of the commission members are appointed to two-year terms, while 12 serve at the pleasure of the governor. All members are appointed by the governor.

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The City works with the community to improve the quality of life for residents through inclusion, diversity, and trust. As the seventh largest employer in Greensboro, the City has a professional staff of 3,000 employees who maintain the values of honesty, integrity, stewardship, and respect. The City is governed by a council-manager form of government with a mayor and eight council members. For more information on the City, visit [www.greensboro-nc.gov](http://www.greensboro-nc.gov) or call 336-373-CITY (2489).



**CITY OF GREENSBORO  
FOR IMMEDIATE RELEASE**

Contact: Jake Keys  
Phone: 336-373-2105

***City Offices Closed January 20 in Observance of Martin Luther King Jr. Day***

GREENSBORO, NC (January 13, 2014) – City offices are closed on Monday, January 20 in observance of Martin Luther King Jr. Day. The following services and facilities will operate on a holiday schedule:

- No garbage, recycling, bulk trash, yard waste, or appliance collections take place on Monday, January 20. Monday's collections take place Tuesday, January 21, and Tuesday's collections take place Wednesday, January 22.
- The White Street Landfill and Solid Waste Transfer Station are closed on Monday, January 20.
- The Greensboro Public Libraries and the Greensboro Historical Museum are closed on Monday, January 20.
- On Monday, January 20, GTA will operate on a Saturday schedule hourly from 6 am to 10 pm. HEAT will offer normal service on Routes 71 and 72. Routes 73 and 75 will run with reduced frequencies. Route 11 will not serve GTCC Jamestown. SCAT will offer services on a Saturday schedule from 6 am to 10 pm.
- City recreation centers, Lake Higgins, Smith High School Indoor Pool, Smith Senior Center, MainStream Resources, City Beautiful, Greensboro Youth Council, City Arts, Greensboro Cultural Center, Caldcleugh Multicultural Arts Center, and Greensboro Parks and Recreation administrative offices will be closed on Monday, January 20. All city parks, gardens, trails, cemeteries, Gillespie Golf Course, Lake Brandt, and Lake Townsend will be open to the public. The Greensboro Sportsplex is open from 3-10 pm for evening activities. The Simkins Indoor Sports Pavilion at Barber Park is open from 8:30-10:30 am for tennis and again from 4-7 pm for basketball open gym. Regular operational hours for all programs and facilities resume on Tuesday, January 21.

- Emergency service is available for water and sewer needs after normal business hours and on weekends. Water customers can call 373-CITY (2489) to report water or sewer problems. After placing the call, please follow the prompts to connect to the Water Resources dispatcher.

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**GREENSBORO**

**CITY OF GREENSBORO  
FOR IMMEDIATE RELEASE**

Contact: Donnie Turlington  
Phone: 336-373-3769

***City Hosts Community Discussion on Renaissance Shopping Center***

GREENSBORO, NC (January 15, 2014) – The City of Greensboro is hosting a community discussion on the future of the Renaissance Shopping Center at 7 pm, Thursday, January 23 at the Peeler Recreation Center, 1300 Sykes Ave.

Self-Help Ventures, a Durham non-profit, has submitted an offer to the City to purchase the Renaissance Shopping Center. Self-Help plans to renovate the space and bring the center up to fully leasable standards and replace or repair the parking lot.

For more information on Self-Help's proposal for the Renaissance Shopping Center, visit [www.greensboro-nc.gov/SelfHelpProposal](http://www.greensboro-nc.gov/SelfHelpProposal).

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# Current Public Records Requests Update January 17, 2014

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.
7/18/2013	Roch Smith	GPD Database Indexes	Initial documents provided. City IT continuing to review for contractual records.
7/23/2013	Roch Smith	Councilmembers Information Requests	No records available matching request.
7/24/2013	Roch Smith	Incumbent Candidate Requests	No records available matching request.
7/24/2013	George Hartzman	Incumbent Candidate Requests	No records available matching request.
7/24/2013	Billy Jones	Incumbent Candidate Requests	No records available matching request.
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.
11/18/2013	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.
11/26/2013	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.
12/5/2013	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.



Date Requested	Requestor	Subject	Status
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.
12/16/2013	Billy Jones	Feasibility Study	Staff is searching for records responsive to this request.
12/16/2013	George Hartzman	Prison Farm, Economic Feasibility Study	Staff is searching for records responsive to this request.
12/16/2013	Billy Jones	Same as G Hartzman - Prison Farm, Feasibility Study	Staff is searching for records responsive to this request.
12/16/2013	Billy Jones	203 S. Elm Street	Staff is searching for records responsive to this request.
12/16/2013	George Hartzman	Low water pressure at Koury Development	Initial records have been provided to requestor.
12/17/2013	Eric Robert	South Elm Street Redevelopment Area	Initial records provided to requestor the week of 1/6/14. Staff reviewing and compiling additional records.
12/18/2013	Roch Smith	License Plate Readers by GPD	Staff has provided initial records to requestor.
12/18/2013	Roch Smith	Database Index/Indexes	Staff is compiling databases.
12/26/2013	George Hartzman	Aquatic Center Power Bill	Staff is awaiting final power bill, expected in mid-January.
12/26/2013	Billy Jones	Aquatic Center Power Bill/Randalman Dam	Initial records have been provided to requestor. Staff is awaiting final power bill, expected in mid-January.
12/31/2013	Billy Jones	Economic Incentive Strategic Formula	Staff is searching for records responsive to this request.
1/2/2014	George Hartzman	GPAC: Community Foundation Information	Staff is searching for records responsive to this request.
1/2/2014	Billy Jones	(same as 3136) GPAC: Community Foundation Information	Staff is searching for records responsive to this request.
1/6/2014	George Hartzman	GPAC: Community Foundation Second Request	Staff is reviewing the request.



Date Requested	Requestor	Subject	Status
1/6/2014	Billy Jones	GPAC: Community Foundation Second Request (same as Hartzman's)	Staff is reviewing the request.
1/6/2014	Billy Jones	LeBauer Park - All Information	Meeting minutes have been provided to requestor. Staff is reviewing emails.
1/7/2014	Billy Jones	Incentives	Economic Development staff is reviewing records and will provide records in City's possession.
1/8/2014	Justin Hampton	City of Greensboro Employee Information	Initial records have been provided to requestor. HR staff is running two additional records and will provide as available.
1/9/2014	Ben Holder	Security Video Request	GPD staff is reviewing video.
1/13/2014	George Hartzman	John Lomax's Greenway Apartments	Staff is searching for available records.
1/13/2014	Paula Midkiff	Police Report	GPD does not have any records responsive to request. GM 9-1-1 is collecting available records.
1/13/2014	George Hartzman	Project Haystack	Initial records have been provided. Staff is conducting a review of emails.
1/13/2014	Billy Jones	Project Haystack (Same as #3165)	Initial records have been provided. Staff is conducting a review of emails.
1/13/2014	Billy Jones	John Lomax's Greenway Apt (same as #3162)	Staff is searching for available records.
1/13/2014	Sal Leone	Project Homestead	Staff is compiling records. Will be available for distribution to requestor week of 1/20/14.
1/13/2014	Sal Leone	Emails from Camille Bosworth from 7/1/13 re:PIRTs	Records will be available to requestor week of 1/20/14.
1/13/2014	Terra McKee	Termination	Human Resources is compiling records and will be provided to requestor the week of 1/20/14.
1/13/2014	Terra McKee	GPD Crime Analysis Unit Emails from 1/1/12 to 1/13/14	Email search currently being conducted and review will begin week of 1/20/14.
1/14/2014	Roch Smith	PIRT 2602 Follow Up/Record	PIRT record has been provided. IT is conducting email search and review of records will begin week of 1/20/14.
1/15/2014	Linda West	Vehicle Tax	Finance is conducting review of request and seeking available records.
1/16/2014	David Roberts	Permitting Information	Information Technology is seeking records related to the request.
1/16/2014	Michelle Schmidt	Historical Water Consumption Date from 1960 to present	Water Resources is seeking records related to the request.

Weekly Totals (1/13/14 - 1/17/14)		
Number of PIRTS Opened		28
Number of PIRTS Closed		20
Average Completion Time		11.80 days
Totals Since January 1, 2014:		
Number of PIRTS Opened		69
Number of PIRTS Closed		58
Average Completion Time		15.23 days

## **Contact Center Weekly Report Week of 0106 – 01/12/14**

### **Contact Center**

5067 calls answered this week

### **Top 5 calls by area**

#### **Water Resources**

Balance Inquiry – 866  
IVR/Pay by Phone – 254  
Constr & Maint. – 210  
Bill Extension – 175  
Frozen Meters – 159

#### **Field Operations**

Bulk/Recycle Calendar – 107  
Loose Leaf Collection – 87  
Repair Can/Garbage – 45  
HHW/Landfill – 39  
No Service/Recycle - 37

#### **All others**

Police/Watch Operations – 202  
Courts/Sheriff – 49  
HR/Employment – 44  
E&I/Temperature Issue - 42  
Guilford Metro - 29

### **Comments**

We received a total of 4 comments this week:

#### **Finance – 1 comment:**

- Walk-in customer highly upset that Washington St. is now the public entrance to MMOB. Taxpayers are paying for this. States it is awful.

#### **Field Operations – 3 comments:**

- Congratulations to the pick-up crews. Instead of making excuses on a historically cold day, they just sucked it up and got the job done, Christmas trees and all.
- Wanted to report a good deed done by the green can collections. The driver for the garbage pick up on Old Stage Coach Trail went above and beyond the call of duty. There was a green can that was knocked over and the driver got out as cold as it is and sat the can back up and went on forward. Customer thought that was amazing on such a cold day as today. Wanted to commend the Solid Waste division for a good deed well done and thought that was going above and beyond. Thanks.
- Caller wanted to commend the yard waste crew for being so helpful and going above and beyond to remove the base that she couldn't get off of her Christmas tree that was put out for collection. She said that it meant a great deal to her that the crew took the time to remove the stand so she could use it again. They also took the tree when they could have just left it for not being exactly to code.

### **Overall**

Calls related to the cold weather caused a significant increase to our call volume last week. Otherwise, we received the normal mix of calls. Call volume was busy through the end of the week.



# SMALL GROUP MEETINGS 2014

Small Group Meeting Dates & Times	Councilmember Attending	Person Contacted / Department	Subject	Council Notification Date
January 15, 2014	Mayor Nancy Vaughan Councilmember Jamal Fox	City Manager Denise Roth Deputy City Manager Jim Westmoreland	Greensboro Performing Arts Center Financial Background	January 17, 2014
January 17, 2014 9:00 - 10:00	Mayor Nancy Vaughan Councilmember Zack Matheny	City Manager Denise Roth Deputy City Manager Jim Westmoreland	Federal Lobbyist Priorities	January 17, 2014
January 17, 2014 10:00 - 11:00	Mayor Nancy Vaughan Councilmember Zack Matheny	City Manager Denise Roth Deputy City Manager Jim Westmoreland	IMCP Phase 2	January 17, 2014
January 17, 2014 1:30 - 2:30	Mayor Nancy Vaughan Councilmember Nancy Hoffmann Councilmember Mike Barber Councilmember Zack Matheny	City Manager Denise Roth Deputy City Manager Jim Westmoreland	Greensboro Performing Arts Center	January 17, 2014