



May 23, 2014

TO: Mayor and Members of Council
FROM: Jim Westmoreland, City Manager
SUBJECT: Items for Your Information

UPCOMING MEETINGS

- May 27 at 2:00 pm Council Work Session
- May 29 at 5:30 pm District 2 Neighborhood Walk
- June 3 at 5:30 pm City Council Meeting

Greensboro Transit Authority's New Service Provider

Attached is a memorandum from Interim City Attorney Thomas Carruthers, regarding the formal protest of the Greensboro Transit Authority's recommendation of the new service provider.

FY 2014-2015 Recommended Budget

Attached is a press release providing a summary of the FY 2014-15 Recommended Budget that was presented to Council on Tuesday, May 20, 2014.

Teen Summit

Attached is a press release regarding the Teen Summit that is scheduled Saturday, May 31, 2014, from 3:00 pm to 6:00 pm at the Greensboro Cultural Center.

BE: Greensboro

Attached is a press release regarding the third annual *BE: Greensboro* campaign that recognizes City employees that have gone over and beyond the call of duty, which are nominated by City residents.

Public Information Request Report

Attached is the weekly Public Information Request Report for the week of May 23, 2014.

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of May 12, 2014 through May 18, 2014.

JRW/mm
Attachments

Office of the City Attorney
City of Greensboro



May 23 2014

TO: Mayor, City Council, and GTA Board Members

FROM: Thomas D. Carruthers, Interim City Attorney

SUBJECT: Protest of GTA's Recommendation of a New Service Provider

As I noted in my memo of May 19, 2014, the Greensboro Transit Authority (GTA) met on May 8, 2014, to recommend the new service provider for management and operations of Greensboro's public transit system. Veolia Transportation, Inc was recommended. First Transit, Inc. filed a formal protest to this recommendation on May 15, 2014.

Libby James, Manager of Public Transportation, filed the City's response addressing the merits of this protest on May 21, 2014. Our Office is in contact with the attorneys for both First Transit and Veolia Transportation, Inc. We have produced all public records and continue to discuss this matter with both parties. The Greensboro Transit Authority will hear this protest on the evening of May 28, 2014. The GTA Board will decide whether to uphold or deny the protest. This decision will constitute final action, unless First Transit or Veolia appeals this decision. If the GTA decision is appealed, the City Council will consider the appeal on June 3, 2014.

The hearing procedures will be released on Tuesday, May 27, 2014. The hearing is considered a quasi-judicial hearing. For this reason, we ask that neither the GTA Board nor City Council discuss this matter prior to the hearing. If this has occurred already, please contact me.

Remember that each party in this protest has a constitutional right to an impartial decision maker. Neither GTA nor Council can have a fixed opinion prior to the hearing that is not susceptible to change. No Board or Councilmember shall have a close familial business or other associational relationship with either party or a financial interest in the outcome of the matter.

At the close of the hearing, the decision will be based on the greater weight of the competent, material and substantial evidence properly received into the record and a majority vote shall determine whether or not to uphold or deny the protest.

TDC



**CITY OF GREENSBORO
FOR IMMEDIATE RELEASE**

Contact: Donnie Turlington
Phone: 336-373-3769

City Manager Presents Recommended Budget for FY14-15

GREENSBORO, NC (May 20, 2014) – During tonight’s City Council meeting, Greensboro City Manager Jim Westmoreland presented a \$472 million recommended budget for the 2014-15 fiscal year. The recommended budget resolves a \$5 million budget gap and includes no tax rate increase along with approximately \$2.43 million in net budget reductions and \$1.46 million in additional revenue.

According to Westmoreland, the City is taking a progressive stride toward developing a maintaining a fiscal budget that is sustainable. “Budgeting is now something that we live, breath and speak as part of the daily language in the City of Greensboro,” says Westmoreland. “We cannot be a sustainable government in the future unless and until we become sustainable in the present and our ongoing efforts are designed to move us in that direction. We’ll continue to hone our focus on being efficient and cost effective in how we do our work on a daily basis.”

Following the City Council’s continued desire to limit the budget impact on residents, no tax rate increase is proposed for the seventh consecutive fiscal year. However, to offset future regulatory issues, and water and sewer infrastructure and replacement costs, water rate increases of 4.0 percent for City residents and 8.0 percent for non-City residents are included.

(MORE)

Recommended Budget – 2

Among the cost drivers expected in the FY 14-15 budget are new expenses related to the opening of the east Greensboro fire Company, the Reedy Fork Fire Station, the Griffin Recreation Center, and the McNairy Branch Library. Among other additional expenses is \$345,295 for police body armor replacements, the expansion of the priority offender ankle bracelet program, and the implementation of the fair and impartial policing program.

Overall, the budget recommendation includes reductions grouped according to each of the City's MAP plan Result Areas (visit www.greensboro-nc.gov/MAP) for more details on the MAP plan and Result Areas). Included are budget reductions of \$1,482,261 in infrastructure, \$341,612 in community services, \$331,530 in general government, and \$279, 26 in public safety. In addition, 8.5 full-time equivalent positions would be eliminated under the proposal, with no impact on sworn employees.

The proposal also includes several fee increases designed to create revenue for the City. Included among the increases is an estimated \$575,000 from changes to the false alarm fee that imposes a \$50 fine for the second false alarm at the same property within a 12-month timeframe.

Additional revenue is also expected as part of increases in zoning civil penalties and minimum housing re-inspections, commercial refuse collections, renewed transportation maintenance agreements, and increases in fees for permits on mechanical, electrical, plumbing and driveway permits.

The recommended budget does include \$1.41 million for the economic development fund. That fund will be used for the Renaissance Center redevelopment, the Economic Development and Business Support office, economic development infrastructure support and programs including the National Folk Festival and the 17 Days Arts and Cultural Festival, among others.

(MORE)

Recommended Budget – 3

The budget also includes an estimated \$2.34 million budget transfer to the Greensboro Coliseum and \$3.2 million in funding for an employee merit increase and compensation adjustments for select sworn and non-sworn public safety employees.

A more comprehensive overview of the budget reductions and recommendations, listed by Result Area:

Public Safety (Police, Fire, GM 9-1-1)

- Modify service agreement with Colfax Fire Department;
- Miscellaneous reductions in GM 9-1-1;
- Increase false alarm fees;
- Reductions in workers compensation funding.

Community Services (Parks and Recreation, Libraries, Human Relations, Neighborhood Development)

- Reduce operations at Smith High School pool (second year of three-year transition of operations to Guilford County Schools);
- Contracting out sports programming at the Sportsplex;
- Combine libraries and parks and recreation in-house IT staff;
- Eliminate Human Relations administrative support position;
- Increase revenue from zoning civil penalties and minimum housing re-inspections.
- Reductions in workers compensation funding.

(MORE)

Recommended Budget – 4

Infrastructure (Coliseum, Water Resources, Field Operations, Planning, Engineering and Inspections)

- Solid waste management reductions via update hauling contract and additional efficiencies in compost, construction/debris and other operations;
- Increase in commercial refuse collection fees.
- Reductions in workers compensation funding.

General Government (Human Resources, Budget and Evaluation, Finance, Executive, Information Technology, Legal)

- Improved efficiencies in technology use;
- Reduction in support of outside agencies;
- Reduction in IT training;
- Elimination of HR Client Services position;

The budget process continues with a public hearing on the recommended budget at the June 3 Council meeting. Council is scheduled to adopt a budget during its June 17 meeting. The recommended budget will be available for review by 12 noon, Wednesday, May 21 at www.greensboro-nc.gov/recommendedbudget.

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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 2,800 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 or call 336-373-CITY (2489).



**CITY OF GREENSBORO
FOR IMMEDIATE RELEASE**

Contact: Jenny Caviness
Phone: 336-373-2733

City Hosts Teen Summit on May 31

GREENSBORO, NC (May 23, 2014) – The City of Greensboro is hosting a Teen Summit from 3-6 pm Saturday, May 31 at the Greensboro Cultural Center, 200 N. Davie St. Free food and refreshments will be served for all teenagers present from 4-5 pm, along with music and entertainment. The Teen Summit will help inform teens on what programs, events, and activities are available throughout the summer. More than 15 local service providers will be on hand with information for teens and providing guidance on such things as career development and how to become a leader in your community.

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**CITY OF GREENSBORO
FOR IMMEDIATE RELEASE**

Contact: Jake Keys
Phone: 336-373-2105

City's "BE: Greensboro" Campaign Runs June, July, and August

GREENSBORO, NC (May 21, 2014) – The City of Greensboro's third annual "BE: Greensboro" employee recognition campaign runs from June 1 through August 30. Greensboro residents are encouraged to send an e-mail to commend a City employee for going over and beyond the call of duty in providing excellent customer service.

"I believe that City employees are what make the City of Greensboro special, and we must continue to identify ways to support and encourage our hard-working employees," said City Manager Jim Westmoreland. "Our 'BE: Greensboro' campaign has been very successful in its first two years and gives us a chance to thank those employees who provide great service to our community on a daily basis."

Monthly nominees will be recognized as the "Best of the Best" during City Council meetings and on the City's website at www.greensboro-nc.gov/BeGreensboro.

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Current Public Records Requests Update May 23, 2014

Date Requested	Requestor	Subject	Status
8/5/2013	Mike Carter	Email Correspondence from 8/1/11 to 8/5/13	GPD and Legal reviewing email search.
1/13/2014	Terra McKee	GPD Crime Analysis Unit Emails from 1/1/12 to 1/13/14	GPD and Legal reviewing email search.
2/4/2014	Terra McKee	City of Greensboro lawsuits	Legal compiling information.
2/20/2014	Mallory Horne	Email Search	Legal reviewing email search.
3/5/2014	George Hartzman	Koury Rain Tax Payments	Response sent to requestor on 5/23/2014.
3/24/2014	Jorge Cornell	Request for all public records RE: Jorge Cornell	Legal reviewing information.
5/13/2014	Roch Smith	Strong Cities Million Dollar contest deadline	Staff compiling information.
5/15/2014	Ben Holder	Waste Water Treatment Security	Staff compiling information.
5/19/2014	Rose Santos	NC Transportation Management Center	Staff compiling information.
5/19/2014	Billy Jones	Simmons' Landfill information	Response sent to requestor on 5/23/2014.
5/19/2014	Paul Clark	List of City Salaries	Staff compiling information.
5/20/2014	Jenifer McCrea	All emails related to Jenifer McCrea	Staff compiling information.
5/20/2014	Billy Jones	Employee information on Joseph Holden	Staff compiling information.
5/21/2014	Ben Holder	Chief James Hinson information	Initial response sent to requestor on 5/21/2014. Still awaiting additional information.
5/21/2014	Ben Holder	Email, voicemail and cell phone records for Don Howard	Staff compiling information.
5/21/2014	Ben Holder	Communication between Seth Cohen and the City/GPD	Staff compiling information.
5/21/2014	Ben Holder	2436 W Florida Street	Response sent to requestor on 5/22/2014.
5/21/2014	Ben Holder	Current status of suspended employees	Staff compiling information.
5/22/2014	Ben Holder	James Hinsons voicemails, emails and cell phone records	Staff compiling information.
5/22/2014	Ben Holder	INFOR (US) inc	Staff compiling information.
5/22/2014	Ben Holder	Investigators contract	Staff compiling information.



Date Requested	Requestor	Subject	Status
5/23/2014	Adam Andrzejewski	Active employee information	Staff compiling information.
5/23/2014	Amanda Lehmert	Law Enforcement Liability Expenses	Staff compiling information.
5/23/2014	Paul Clark	Cost on police lawsuits	Staff compiling information.
5/23/2014	Paul Clark	Consultant funds	Staff compiling information.
5/23/2014	Shannon Reasor	7800 Thorndike Road	Staff compiling information.
5/23/2014	Ben Holder	Incident report and audio	Two responses sent to requestor on 5/23/2014.

Closed Public Information Requests For the Week of May 23, 2014

Tracking Number	Date Requested	Date Closed	Business Days Open	Requestor	Subject
3250	2/14/2014	5/22/2014	13 weeks	Paul Clark	Civil Rights museum records
3435	4/17/2014	5/21/2014	4 weeks 3 days	Jeff Sykes	Email search from July 14, 2013 to Sept 30, 2013
3468	5/7/2014	5/22/2014	15 days	Ben Briscoe	Employee Suspension Information
3471	5/7/2014	5/23/2014	16 days	Billy Jones	Email Search from April 2 - May 6, 2014
3492	5/16/2014	5/19/2014	3 days	Kevin VanZant	Aberdeen Townhomes at 1007 Pineland St.
3493	5/16/2014	5/19/2014	3 days	Billy Jones	Work Orders
3494	5/19/2014	5/19/2014	0 days	Billy Jones	2013 Federal Form 990 for First Tee of the Triad
3498	5/20/2014	5/21/2014	1 day	Billy Jones	Blueprints for the Urban Garden Project
3499	5/20/2014	5/21/2014	1 day	Billy Jones	Employee Information on Danny Simmons
3502	5/21/2014	5/21/2014	0 days	Roch Smith	Email Attachments
3506	5/21/2014	5/22/2014	1 day	Ben Holder	Study on Housing
3511	5/22/2014	5/23/2014	1 day	Sal Leone	Animal Cruelty investigations
3512	5/22/2014	5/23/2014	1 day	Brittany Drifka	5515 W. Market Street
3513	5/22/2014	5/23/2014	1 day	Anselmo Arellano	4003 The Kings Drive
3514	5/22/2014	5/23/2014	1 day	Rae Ross	5515 W. Market Street

Weekly Totals (5/19/14 - 5/23/14):		
	Number of PIRTS Opened	28
	Number of PIRTS Closed	15
	Average Completion Time	8.20 days
Totals Since January 1, 2014:		
	Number of PIRTS Opened	322
	Number of PIRTS Closed	348
	Average Completion Time	14.17 days

Contact Center Weekly Report Week of 05/12/14 – 05/18/14

Contact Center

4182 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 721

New Sign up – 159

Cutoff Requests – 148

IVR/Pay by Phone – 127

Cut-on/Same Day – 101

Field Operations

Mattress Collection – 74

HHW/Landfill/Transfer – 69

Bulk Guidelines – 66

Repair Can/Garbage – 54

No Service/Garbage – 48

All others

Police/Watch Operations – 308

Overgrown Lots – 98

Privilege License – 66

Computer Help Desk -- 51

HR/Employment – 39

Comments

We received a total of 8 comments this week:

Executive – 3 comments:

- Hold music is too loud. Cannot hear message being said.
- Message is too fast to hear how to find things on website.
- Caller upset about hold time.

Field Operations – 2 comments:

- Caller wants to thank the City for bringing new garbage cans. She really appreciates them. It's easier for them to handle the new cans. She loves the City of Greensboro for picking up the yard waste, trash, and recycle cans. They do everything right.
- Customer called about a month ago and reported an issue with the storm debris contractors damaging her yard. She was so very thankful that someone came out and fixed the whole problem. She was just calling to say thank you.

Library – 1 comment:

- I just wanted to know whose bright idea it was to close the library's coffee and book shop. This is not a good move. Whoever thought it up should be fired. This is a community book store and coffee shop. I frequent it and then go into the library proper for email and other services. When was the community, the public, going to be asked about closing this? What is going to happen to the coffee shop? Is it going to be relocated or just flat out shut down and discarded? What about the books? What are you going to use that small space for?

Transportation – 1 comment:

- The Heat routes for students should run over the summer. There are a great number of students that attend summer school and, they still need to get around the city in a safe way. Also, some students in summer school probably have jobs at the mall or Friendly Center. Just because it is summer, that does not mean students are not in school. Students will only need the two Heat routes, 71 and 72. That is not asking for much. It will also provide some of your GTA staff a summer job, if needed. The Heat buses provide students with a safe and positive way to travel through the City of Greensboro. Not all students are willing to ride the city bus and there are limitations when doing so. For example, some GTA bus drivers only allow you to bring a few bags on board with you when leaving the grocery store. As students, we may need more bags and items that are allowed.

Water Resources – 1 comment:

- Customer calling about low water pressure, complaint about hold time for Contact Center.

Overall

Calls about overgrown lots continued to increase last week. Call volume was busy through the end of the week.