



May 30, 2014

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

UPCOMING MEETINGS

- June 3 at 5:30 City Council Meeting
- June 12 at Noon Council Work Session
- June 17 at 5:30 pm City Council Meeting

June 3, 2014 Council Agenda Items

- **Agenda Item #6: Change Order for US Infrastructure, Inc for the Thoroughfare Sidewalk**

Attached is a memorandum from Engineering Manager Ted Partrick, regarding a change order for the contract with US Infrastructure, Inc on the thoroughfare sidewalk design services in the amount of \$21,890. The proposed change order requires Council approval and is on the June 3, 2014 City Council agenda.

International Advisory Committee

Attached is a memorandum from Human Relations Director Love Crossling, providing an update on the International Advisory Committee.

National Water Safety Month

Attached is a memorandum from Parks and Recreation Interim Director Wade Walcutt, regarding the National Water Safety Month and summer aquatic safety programs.

Youth Event

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

Public Information Request Report

Attached is the weekly Public Information Request Report for the week of May 30, 2014.

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of May 19, 2014 through May 25, 2014.

Small Group Meetings

Attached is the Small Group Meeting report for the week of May 30, 2014, between City Staff and [more than two but less than five] Councilmembers.

Grant Report

Attached is an updated list of grants for which the City intends to apply that do not require a match. Under the policy adopted by City Council, grants that do not require a match are not required to receive formal Council action.



May 30, 2014

TO: David Parrish, Assistant City Manager

FROM: Ted Partrick, Engineering Manager, Engineering & Inspections Department

SUBJECT: Thoroughfare Sidewalk Design Services
Contract 2005-009
Change Order #5

Summary

The contract 2005-009 has an additional cost that will require approval of a contract change order by City Council. An agenda memo has been prepared for the June 3, 2014, Council meeting as a change order for \$21,890. The change order is to pay for additional work to complete design revisions and prepare record drawings.

Background

On January 14, 2005, City Council approved the award of a design contract to US Infrastructure, Inc., for \$545,812. US Infrastructure has an engineering design office in Greensboro. The design of the original projects, with the addition of the Bessemer Avenue project, was completed by October 2006. Four change orders to the original contract have been approved. The current contract total including the four change orders is \$687,094. The new total contract amount will be \$708,984.

<u>Change Order #1</u>	Add surveying and design for the Bessemer Avenue Sidewalk project.
December 5, 2005	\$40,392
<u>Change Order #2</u>	1) Revise construction drawings for bidding. 2) Prepare "as-built" plans.
June 7, 2011	\$62,600
<u>Change Order #3</u>	Update and revise construction drawings.
August 2, 2013	\$28,570
<u>Change Order #4</u>	Add new containment walls at existing culvert on E. Wendover Avenue.
December 31, 2013	\$9,720

This design contract is for the construction of thirteen sidewalk projects, with a total of 78,600 feet (14.9 miles) of sidewalks along Bessemer Avenue, Cornwallis Drive, Cone Boulevard, Florida Street, O'Conner Street, Lawndale Avenue, Market Street, Vandalia Road, and Wendover Avenue. The projects that remain to be completed are:

Location	From / To	Length	Status
• E. Wendover Ave.	Tucker / Penry	21,800 feet	Under construction
• E. Florida St.	Ashe / Willow	10,600 feet	NCDOT Review
• W. Market St.	Pomona / Walker	3,500 feet	Under construction
• W. Wendover Ave.	Edwardia / Oak Branch	7,600 feet	NCDOT Review

Change Order #5 is necessary to fund the remaining work on the contract. Nine of the eleven projects still require the preparation of record drawings. The two projects still under review will require plan revisions for new NCDOT and NCDENR requirements, and new construction cost estimates. The cost of the change order is based on an estimate of the time and materials needed to complete the work.

The original design contract and the first change order (a new project was added) were funded appropriately for the scope of work at the time of the agreement. The design work was completed by October 2006, within the contract budget, but funding for the construction was not available and the projects were delayed. Transportation successfully obtained federal funding and construction began on the first projects in 2011. Additional costs were incurred on all the projects as a result of changes required to make the projects compliant with new NCDOT specifications, revised NCDENR regulations and permits, updated ADA compliance measures, and improved driveway slope limits. Change orders 2-5 are the results of those additional costs.

THP



May 27, 2013

TO: Chris Wilson, Interim Assistant City Manager
FROM: Love Crossling, Director
SUBJECT: International Advisory Committee Update

The following is an update on the revitalization of the International Advisory Committee (IAC) of the Human Relations Commission (HRC), henceforth recognized as the IAC. Previously the Human Relations Department outlined four phases, which would yield a thriving committee to include:

- Appointment and Orientation of the IAC Chair
- Convening of Community Partners
- Developing a Strategic Plan for Membership Recruitment
- Development and Implementation of Education and Outreach Efforts

The HRC appointed Umar Awan as the Chair of the IAC in January 2014. The Chair has made contact with several community partners to include:

- Faith Action,
- American Friends Services Committee,
- World Church Services,
- World Relief Services, and
- Center for New North Carolinians.

During the initial kickoff, there was a brain storming session to outline particular areas of interest that may guide the work of the group:

- | | | |
|------------------------------|----------------------|-----------------------|
| • Housing | • Education Access | • Human Trafficking |
| • Health Care | • Transportation | • Domestic Violence |
| • Language Access | • Immigration Policy | • Crime |
| • Police Community Relations | • Youth | • Cultural Competency |

Meetings are scheduled each month for Friday at noon and Friday at 4pm on alternating months to accommodate varying work schedules. The group intends to recruit new members at each of the four city-wide international *Mosaic* festivals sponsored by World Church Services. Plans are being developed for policy review, education, and outreach.

LC

cc: Allen Hunt, Human Relations Supervisor



Parks and Recreation Department
City of Greensboro

May 30, 2014

TO: Chris Wilson, Interim Assistant City Manager

FROM: Wade Walcutt, Interim Director

SUBJECT: National Water Safety Month and Summer Aquatic Safety

May is National Water Safety month, which is a celebration in recognition of the popularity of swimming and other water-related recreational activities, and the resulting need for ongoing public education on safer water practices. Greensboro Parks and Recreation joins agencies across the country in its recognition of this important initiative. Activities, which were held during the month, included a series of aquatic safety trainings for staff working at our swimming pools, in addition to paddling safety classes for youth and adults at Lake Higgins and Lake Brandt.

Over Memorial Day weekend, the Parks and Recreation Department successfully opened its four outdoor swimming pools. Operations at the pools will continue on a limited schedule including weekend operations until Guilford County Schools break for the summer. The accompanying brochure details the schedules and offerings planned at each specific pool location. The pool locations are as follows:

- Lindley Pool, 2914 Springwood Drive
- Peeler Pool, 1300 Sykes Avenue
- Warnersville Pool, 601 Doak Street
- Windsor Pool, 1601 E. Lee Street

Highlights of this summer's aquatics programs include Learn-to-Swim lessons for youth ages 3-12, a new Pool Counselor-in-Training program for teens 15-18 years old, teen pool events offered through Summer Night Lights, and the return of family evening swims at each location. Additional water safety components are offered through ongoing kayaking classes, a new youth kayak skills camp, and the Lake Townsend Yacht Club's Learn-to-Sail classes.

For more information, participants should contact the Parks and Recreation Administrative Office at 336-373-2558.

WW/pf
Attachment

Summer 2014 Swimming Pool Operations & Programs



DATES OF OPERATION

REGULAR OPERATION		SPECIAL OPERATION DATES	
Lindley Pool	June 7th— August 17th	MEMORIAL DAY OPENING:	Sat May 24th— Mon May 26th
Peeler Pool	June 14th—August 10th	ALL POOLS WILL OPERATE	Sat May 31st—Sun June 1st
Warnersville Pool	June 7th— August 17th	12-5 PM	Sat June 7th— Sun June 8th
Windsor Pool	June 14th—August 10th	JULY 4TH CELEBRATION:	
		ALL POOLS WILL OPERATE FROM 12-4 PM	

OPERATIONAL INFORMATION

PUBLIC SWIMMING DAILY SCHEDULE*							
LOCATION	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Lindley	Closed	1 - 5 pm	1 - 5 pm	1 - 5 pm	1 - 5 pm	1 - 7:30 pm	1 - 5 pm
Peeler	1 - 5 pm	1 - 5 pm	1 - 5 pm	1 - 5 pm	1 - 7:30 pm	1 - 5 pm	Closed
Warnersville	1 - 5 pm	1 - 5 pm	Closed	1 - 5 pm	1 - 5 pm	1 - 7:30 pm	1 - 5 pm
Windsor	Closed	1 - 5 pm	1 - 5 pm	1 - 5 pm	1 - 7:30 pm	1 - 5 pm	1 - 5 pm

Contact Information

Aquatics Administration

1001 4th Street
Greensboro, NC 27405
336-373-2558

Lindley Pool

2914 Springwood Drive
336-299-3226

Peeler Pool

1300 Sykes Avenue
336-373-5811

Warnersville Pool

601 Doak Street
336-373-5809

Windsor Pool

1601 E. Lee Street
336-373-5846

DAILY ADMISSION FEES & PASSES

DAILY ADMISSION		SWIM PASSES**		
AGE	FEE	PASS	AGE	FEE
12 & Under	\$1 per visit	Youth: "All Summer Fun"	17 & Under	\$30
13 & Older	\$2 per visit	Youth: Swim Monthly Pass	17 & Under	\$15
		Adult: "All Summer Fun"	18 & Older	\$50
		Adult: Punch Pass 30 Visits	18 & Older	\$30
		Adult: Swim Monthly Pass	18 & Older	\$25
		Senior: Swim Monthly Pass	55 & Older	\$15



A group of swimmers at Lindley Pool.

**To purchase one of the 4 passes noted, visit the pool of your choice or the Parks & Recreation Administrative Offices at 1001 Fourth St. between the hours of 9am-5pm, Monday-Friday.

- Youth and Adult Monthly and "All Summer Fun" are valid at any Parks and Recreation outdoor pool for daily admission from May 24th-August 17th, 2014.

*Pool schedules may change without notice due to maintenance, closure, and for special events. For information, contact the pool of your choice.



**GREENSBORO
PARKS AND
RECREATION**



For more information
please visit our website at
[www.greensboro-nc.gov/
pools](http://www.greensboro-nc.gov/pools)

2 Ways to Register!

Advanced registration is required for all lessons.

Mail:

Mail-in registration begins May 1st. Mail registration form to Aquatics Office, 1001 Fourth Street, Greensboro, NC 27405. Payment by check only.

Walk-In:

Walk-in registration begins May 26th during pool operating hours. Pay by check or cash at the pool location.

Select Pool Policies

Proper Attire

Proper swim wear is required to use the pools. No street clothes, jeans, etc. are allowed.

Diapers

Children who are not potty trained must wear swim diapers or rubber underwear. No diapers are allowed.

Age Policy

Children ages 9 and under must be accompanied by a parent or guardian ages 16 or older at all times while at the facility.

Public Swim Refunds

In the event of inclement weather or pool closure, rain checks will be issued. No refunds will be given.

Lessons Policies

Admission Fee:

Lesson fees do not cover any additional practice time. If you wish to use the pool before or after class you must pay admission fees.

Refund Policy:

If a class is cancelled by us, fees are 100% refundable. Fees are 85% refundable if notice of cancellation is given 14 days prior to first class.

Inclement Weather:

If the weather is inclement, contact pool to see if class has been cancelled. If class is cancelled, check with instructor at next class meeting time for information on a scheduled make-up. Make-up days are usually Friday of that week.

Attendance Policy:

Attendance is important. Please be on time for lessons. Make-ups are not given for those who miss class.

YOUTH PROGRAMS

PRE-SCHOOL SWIM CLASSES

Ages: 3-5 Years Old

Cost: \$35 per 6-Class Session

BEGINNER

INTERMEDIATE

For children who have little or no previous water experience. Participants learn how to enter & exit the water safely, blow bubbles, perform front & back float and glide with assistance, submersion along with other skills.

For children who are comfortable in the water. Participants work on learning to enter & exit water safely in different ways, submerge the head & body completely, float on front & back without assistance, swim on front & back using a combination of arm & leg movements for 15 feet along with other skills.

Lindley Pool, Tues & Thurs, 6 Class Sessions; June 17-July 10 (Skips July 4th Week); July 15 — July 31 **Time:** 11:30 am — 12 pm

Lindley Pool, Tues & Thurs, 6 Class Sessions; June 17-July 10 (Skips July 4th Week); July 15-July 31 **Time:** 11:30 am — 12 pm

Peeler Pool, Tues & Thurs, 6 class sessions; June 17-July 10 (Skips July 4th Week); July 15 — July 31 **Time:** 11:30 am — 12 pm

Peeler Pool, Tues & Thurs, 6 Class Sessions; June 17-July 10 (Skips July 4th Week); July 15-July 31 **Time:** 12 — 12:30 pm

Windsor Pool, Tues & Thurs, 6 class sessions; June 17-July 10 (Skips July 4th Week); July 15 — July 31 **Time:** 5:30 — 6 pm

Windsor Pool, Tues & Thurs, 6 Class Sessions; June 17-July 10 (Skips July 4th Week); July 15-July 31 **Time:** 6 — 6:30 pm

SCHOOL-AGE SWIM CLASSES

Ages: 6-12 Years Old

Cost: \$35 per 6-Class Sessions

BEGINNER

INTERMEDIATE

ADVANCED

For children who have little or no previous water experience. Participants learn how to enter & exit water safely, blow bubbles, perform front & back float and glide with assistance, submersion along with other skills.

For children who are comfortable in the water. Participants work on learning to enter & exit water safely in different ways, submerge the head & body completely, float on front & back without assistance, swim on front & back using a combination of arm and leg movements and other skills.

Participants will learn a variety of swimming strokes, turns, and entries. In order to participate, participants must have successfully completed the School-Age Intermediate Swim Class.

Lindley Pool, Tues & Thurs, 6 Class Sessions; June 17-July 9 (Skips July 4th Week); July 15-July 31 **Time:** 12 — 12:30 pm

Lindley Pool, Wed & Fri, 6 Class Sessions; June 17-July 9 (Skips July 4th Week); July 14-July 30 **Time:** 11:30 am — 12 pm

Lindley Pool, Wed & Fri, 6 Class Sessions; June 17-July 9 (Skips July 4th Week); July 15-July 31 **Time:** 12:30pm — 1:00 pm

Peeler Pool, Mon & Wed, 6 Class Sessions; June 17– July 9 (Skips July 4th Week); July 14-July 30 **Time:** 11:30 am — 12 pm

Peeler Pool, Mon & Wed, 6 Class Sessions; June 17-July 9 (Skips July 4th Week); July 14-July 30 **Time:** 12 — 12:30 pm

Peeler Pool, Mon & Wed, 6 Class Sessions; June 17-July 9 (Skips July 4th Week); July 14-July 30 **Time:** 12:30pm — 1:00 pm

Warnersville Pool, Mon & Wed, 6 Class Sessions; June 17-July 9 (Skips July 4th Week); July 14-July 30 **Time:** 6 — 6:30 pm

Warnersville Pool, Mon & Wed, 6 Class Sessions; June 17-July 9 (Skips July 4th Week); July 14-July 30 **Time:** 5:30 pm — 6 pm

PARTNERSHIP SWIM LESSONS

Greensboro Swim Association

Over the course of the lessons children will learn pool safety, basic strokes and breathing, and above all they will develop confidence in and around the water. The ratio of swim lessons is no more than 4:1, children to instructors. Lessons will run Monday through Thursday mornings in half hour increments beginning June 3rd at Lindley Park Pool. Ages 2 & Up.

The full lesson schedule will be updated on GSA's website, www.gsaswim.org. **Registration is handled through GSA and not Parks and Recreation.**

Swim Fanatics Swim Club

Swim Fanatics Swim Club will offer swim lessons for youth at Lindley Pool this summer. The program offers low student to teacher ratios so that each of our swimmers within the group receives proper attention to bond and develop trust early on with their instructor. Classes are offered on weekday afternoons and on Saturdays.

The full lesson schedule will be updated on Swim Fanatics' website, www.swimfanatics.com. **Registration is handled through Swim Fanatics and not through Parks and Recreation.**

Pool PALS (All Ages)

Join us for our **free** swim days, Pool PALS! Water safety education may be provided to participants on select dates.

Ages: All Ages Welcome **Cost:** FREE

*For organizations wishing to sponsor a Pool PALS event, call 336-373-7619.

Warnersville Pool

Days: Tuesdays, June 17 - Aug 5
Time: 1 — 5 pm

Windsor Pool

Days: Wednesdays, June 18 - Aug 6
Time: 1 — 5 pm

Peeler Pool

Days: Thursdays, June 19 - Aug 7
Time: 1 — 5 pm

TEEN PROGRAMS

SUMMER NIGHT LIGHTS AT THE POOL



A part of the Greensboro Parks and Recreation Department's teen initiative "Summer Night Lights", join us at one of these free swim parties, featuring fun and activities FOR TEENS ONLY! Event in adjacent recreation center follows pool party.

Ages: 13-18 Year Olds **Cost:** FREE

Windsor Pool

Thursday, June 19th
6 — 8:30 pm

Peeler Pool

Thursday, July 24th
6 — 8:30 pm

Warnersville Pool

Thursday, July 31st
6 — 8:30 pm

Lindley Pool

Thursday, August 7th
6 — 8:30 pm

COUNSELOR IN TRAINING

Pool CIT's will assist pool staff with basic pool maintenance, customer service when needed, assist the lifeguards on duty with rule enforcements, and be comfortable leading activities and playing games in and out of the pool with children.

Ages: 15-18 Year Olds **Cost:** \$60 **Location:** All pools

For more information, contact: Charles Jackson, Special Programs Superintendent
Phone: 336-373- 7619 | Email: charles.jackson@greensboro-nc.gov

FAMILY PROGRAMS

FAMILY NIGHT SWIM

Enjoy evening swim time with the whole family! Bring a picnic basket and cooler to enjoy dinner. Pools stay open until dusk one night a week for family enjoyment.

Ages: All Ages Welcome **Cost:** Regular admission fees and rules apply.

Lindley Pool

Days: Saturdays
Time: 5 pm—7:30pm

Peeler Pool

Days: Fridays
Time: 5 pm—7:30 pm

Warnersville Pool

Days: Saturdays
Time: 5 pm—7:30 pm

Windsor Pool

Days: Fridays
Time: 5 pm—7:30 pm

PARENT & CHILD SWIM CLASS

For children who have little or no previous water experience. Parents and their children will be led in water exploration activities with the objective of having fun and becoming comfortable in the water. Parents must accompany their child in the pool.

Location: Peeler Pool **Dates:** Fridays, June 20, June 27, July 11, July 18, July 25 **Time:** 11:30 am — 12:30 pm
Cost: \$2 per class session **Ages:** Youth age 6-months—3 years accompanied by a parent/guardian ages 16 and over.

PRE-SCHOOL PARENTS MORNING OUT

Parents and their pre-school aged children can enjoy socialization time in the wading pool at Lindley Pool. Children must be accompanied by a parent or guardian at all times while in the facility.

Location: Lindley Pool **Dates:** Tuesday — Friday, May 27-August 15 **Time:** 11:30 am — 1 pm
Cost: \$1 - Ages 12 & Under | \$2 - Ages 13 & Over **Ages:** Youth age 6 months-5 years accompanied by a parent or guardian ages 16 and over.

ADULT & FITNESS PROGRAMS

ADULT/SENIOR LAP SWIM

Enjoy lap swimming at your own pace during these designated lap swim times.

Location: Lindley Pool

Ages: 18 and Over

Time: 11:30 am — 1 pm

Days: Mon-Fri, May 26 - Aug 15

Cost: \$2 per visit / \$30 for 30 Punch Pass for ages 18 and over / \$15 per month for ages 55 and over

SPECIAL INFORMATION



Swimmers enjoy a beautiful day at Warnersville Pool.



Birthday Parties

Looking to have your next birthday party at a pool? Schedule a birthday party or group outing at one of our City pools today! Call 336-373-7619 for more information.

After Hours Rentals

After-hours rentals for private parties are available on select evenings throughout the summer, from 6-8:30pm. Rates range from \$54 — \$86 per hour depending on the specifics of the party. Call 336-373- 7619 for more information today.

Rain-Out Information

Are storms on the horizon? Call the pool before you make the trip to ensure that the pool is open. All pools close 30 minutes from the latest occurrence of thunder or lightning in the area. Pools may close early if bad weather persists.



Fourth of July!

Pools will be open July 4th! Fourth of July festivities for the family will be offered at each pool location from 1 — 4 pm.



Competitive Swimming (Swim Teams)

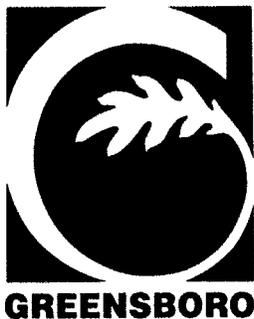
Competitive swimming is offered at Lindley Pool through partnerships with the Greensboro Swimming Association (GSA) and Triad Masters Swimming. For more information visit, www.gsaswim.org and www.ncmasters.org/tms/

Greensboro Aquatic Center

Located next to the Greensboro Coliseum Complex, the 79,000-square-foot Greensboro Aquatic Center (GAC) serves local citizens through diverse programming, including "Learn to Swim" classes, water fitness and recreational swimming. The GAC operates three pools; a competition pool, warm-up/down teaching pool, and a diving well with 8 diving apparatus. To contact please call 336-315-8498 or visit www.greensboroaquaticcenter.com



GREENSBORO AQUATIC CENTER



**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.

#

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).



Current Public Records Requests Update May 30, 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.
3/24/2014	Jorge Cornell	Request for all public records RE: Jorge Cornell	Legal reviewing information.
5/13/2014	Roch Smith	Strong Cities Million Dollar contest deadline	Response given to requestor on 5/29/2014. Awaiting additional information to send
5/15/2014	Ben Holder	Waste Water Treatment Security	Response sent to requestor on 5/27/2014. Awaiting additional information to send
5/20/2014	Jenifer McCrea	All emails related to Jenifer McCrea	Email sent to requestor on 5/29/2014 asking for additional information. Awaiting response from
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	Current status of suspended employees	Staff compiling information.
5/22/2014	Ben Holder	James Hinson's voicemails, emails and cell phone records	Staff compiling information.
5/22/2014	Ben Holder	INFOR (US) inc	Staff compiling information.
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	Response given to requestor on 5/29/2014.
5/27/2014	Billy Jones	Report regarding Jeffrey Ray Martin	Staff compiling information.
5/27/2014	Roch Smith	Records regarding the SC2 grant	Staff compiling information.
5/29/2014	Danick Baron	Vendor Information	Staff compiling information.
5/29/2014	Bill Oneil	Privilege Tax Records	Staff compiling information.



Date Requested	Requestor	Subject	Status
5/30/2014	Casey Rawson	Certificates of occupancy	Staff compiling information.
5/30/2014	Michael Spears	Apartment construction permits	Staff compiling information.

Weekly Totals (5/26/14 - 5/30/14):		
	Number of PIRTS Opened	13
	Number of PIRTS Closed	16
	Average Completion Time	7 days
Totals Since January 1, 2014:		
	Number of PIRTS Opened	335
	Number of PIRTS Closed	364
	Average Completion Time	13.85 days

Closed Public Information Requests For the Week of May 30, 2014

Tracking Number	Date Requested	Date Closed	Business Days Open	Requestor	Subject
3307	3/5/2014	5/29/2014	12 weeks	George Hartzman	Koury Rain Tax Payments
3495	5/19/2014	5/29/2014	10 days	Rose Santos	NC Transportation Management Center
3496	5/19/2014	5/27/2014	8 days	Billy Jones	Simmons' Landfill Information
3497	5/19/2014	5/27/2014	8 days	Paul Clark	List of City Salaries
3501	5/20/2014	5/27/2014	7 days	Billy Jones	Employee information on Joseph Holder
3503	5/21/2014	5/29/2014	8 days	Ben Holder	Chief James Hinson information
3509	5/21/2014	5/29/2014	8 days	Ben Holder	2436 W Florida Street
3518	5/22/2014	5/29/2014	7 days	Ben Holder	Investigators contract
3523	5/23/2014	5/30/2014	7 days	Shannon Reasor	7800 Thondike Road
3526	5/23/2014	5/27/2014	4 days	Ben Holder	Incident report and audio
3529	5/27/2014	5/27/2014	0 days	Roch Smith	News and Record request for on-body camera video
3530	5/27/2014	5/29/2014	2 days	Sal Leone	Information on warrant and police report
3531	5/27/2014	5/29/2014	2 days	Paul Clark	Settlement document
3533	5/27/2014	5/29/2014	2 days	Matt Hogan	Members of the Fire Department
3534	5/27/2014	5/29/2014	2 days	Paul Clark	Employee information
3535	5/28/2014	5/29/2014	1 day	Ben Holder	Dog Park on S. Elm

Contact Center Weekly Report Week of 05/19/14 – 05/25/14

Contact Center

4207 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 720

New Sign up – 177

Cutoff Requests – 133

IVR/Pay by Phone – 121

Cut-on/Same Day – 80

Field Operations

HHW/Landfill/Transfer – 93

Bulk Guidelines – 63

Mattress Collection – 61

Collection Day – 56

No Service/Garbage – 55

All others

Police/Watch Operations – 150

Overgrown Lots – 113

Privilege License – 84

HR/Employment -- 61

Computer Help Desk – 48

Comments

We received a total of 5 comments this week:

Executive – 1 comment:

- Caller wants to note that the city is always so nice and helpful. We are like angels on the phone any time she calls. She will be going to say so at the next Council meeting.

Field Operations – 2 comments:

- Caller wanted to thank the wonderful yard waste crew for picking up the sticks and limbs she left out today. She was leery of leaving them because they were a little long but the crew still picked them up and did a good job. They wanted them to know this was a job well done and well appreciated.
- Great job sweeping the street up after the storm debris crew left a little mess. The street looks better than it ever has in the past 20 years. Great response time. Thank you.

Water Resources – 2 comments:

- I want to commend the crew replacing the sewer pipes last week on Grendel Rd. They were knowledgeable, courteous, and informative. They appeared to work efficiently and competently. Every time in the past 14 years that I have had contact with the Greensboro Water Resources Department, I have been impressed with the quality of the work. Thank you for the great service you offer the City of Greensboro.
- Thank you for your response to our storm water issue. Your employee provided great customer service.

Overall

Calls about overgrown lots and about privilege licenses increased last week. Call volume was very 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
May 27, 2014	Mayor Nancy Vaughan Councilmember Zack Matheny	City Manager Jim Westmoreland	Greensboro Partnership	May 30, 2014



City of Greensboro
Grant Applications Submitted

Grantor	Grants Projects / Description of Purpose	Amount Requested	Department Requesting Funding	Council Notification Date	Status
State Farm Insurance Company	Funding will be used to purchase portable carbon monoxide detectors for fire response vehicles and apparatus.	\$5,000	Fire Department	30-May-14	Approved by Department on May 16, 2014