



June 13, 2014

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

*AW
JW*

UPCOMING MEETINGS

- Jun 17 at 5:30 pm City Council Meeting
- Jun 23 at 3:00 pm East Greensboro Committee
- Jun 24 at 3:00 pm Council Work Session

Agenda Item for the June 17, 2014 City Council Meeting

- **Agenda Item #5: Townsend Water Treatment Facility Basin and Gravity Filter Improvements Design Contract Change Order**

Attached is a memorandum from Water Resources Director Steven Drew, regarding the change order for the Townsend Water Treatment Facility Basin and Gravity Filter Improvement Project. This will be on the June 17, 2014 City Council agenda for Council consideration.

College Hill Neighborhood Plan

Attached is a memorandum from Planning Director Sue Schwartz, providing an update on the College Hill Neighborhood Plan.

Recycling Program Assessment Report

Attached is a memorandum from Field Operations Waste Reduction Supervisor Alex Arnett, regarding the comprehensive assessment of the City's residential curbside recycling program.

Community Connections Meeting

Attached is a memorandum from Assistant City Manager David Parrish and Interim Assistant City Manager Mary Vigue providing an update on the community meetings scheduled for the neighborhoods in the MLK corridor.

MLK North A-4 Development Update

Attached is a memorandum from Planning Director Sue Schwartz providing an update on the property at 601-605 Martin Luther King, Jr. Drive, also known as MLK North A-4 site.

Public Information Request Report

Attached is the weekly Public Information Request Report for the week of June 13, 2014.

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of June 2, 2014 through June 8, 2014.

Small Group Meetings

Attached is the Small Group Meeting report for the week of June 13, 2014, between City Staff and [more than two but less than five] Councilmembers.

Water Resources Department
City of Greensboro



June 13, 2014

TO: David Parrish, Assistant City Manager

FROM: Steven Drew, Water Resources Director

SUBJECT: Change Order Requested for Townsend Water Treatment Facility
Basin and Gravity Filter Improvements Design Contract

On April 1, 2014, City Council approved engineering design contract 2013-133, in the amount of \$545,000, with Hazen & Sawyer, PC for the Townsend Water Treatment Facility Basin and Gravity Filter Improvements Project. This project provides for the design of gravity filter improvements and basin rehabilitation/improvements at the Townsend Water Treatment Plant. Change order 1 in the amount of \$134,500, will be presented to City Council at the June 17, 2014, meeting. This change order will allow the design engineer, Hazen & Sawyer, PC to prepare design submittals (mechanical, structural, electrical, architectural, and HVAC drawings and specifications) and facilitate the utilization of Construction Manager at Risk (CMAR) alternative project delivery method. Additional tasks to support CMAR include a constructability and value engineering (workshop) review. Owner, designer and construction manager value engineering recommendations will be incorporated into the final design.

On May 23, 2014, the Minority/Women Business Enterprise (M/WBE) Goal Setting Committee evaluated various construction program elements and approved a motion to utilize the CMAR alternative project delivery program element. This best value contracting program element provides the opportunity for construction contractor input during the design phase, providing value engineering and construction insight on complex portions of the work, such as selective demolition and deep major piping tie-ins that will be required. It also provides the City with a Guaranteed Maximum Price (GMP) earlier in the project schedule, as compared to Design-Bid-Build, allowing the opportunity to adjust the project scope prior to completion of design to meet budget constraints, if necessary. After selecting the CMAR firm and completing the design phase, a future open-book GMP construction contract will be presented to Council for award in FY16 so the proposed improvements can be constructed.

For this change order, Hazen & Sawyer will continue to utilize the engineering services of S.L. King and Associates, Inc. a minority owned business (MBE). Eighteen percent of the change order amount will be directed to S.L. King and Associates, Inc. for their engineering services.

SD/mb



June 12, 2014

TO: David Parrish, Assistant City Manager
FROM: Sue Schwartz, FAICP, Director
SUBJECT: College Hill Neighborhood Plan

Background – In 2008, Planning staff began working with the College Hill Neighborhood Association (CHNA) to develop a neighborhood plan. In 2009, at the request of the CHNA Board, the planning process was suspended, in order to allow the neighborhood to focus on issues related to the rezoning and redevelopment of the Newman Machine Company property.

The planning process was re-launched in October 2013, with a pair of public meetings to re-introduce the neighborhood planning process, and provide participants an opportunity to review and comment on the draft plan. In coordination with CHNA, the Planning Department staff have worked to update the draft plan with current demographic and land use data, refined and clarified the goals and policies, and revised the draft to address public comments received.

Moving Forward – As development of the plan nears completion, additional public engagement efforts will ensure ample opportunity for stakeholders, to be heard and included in this planning process. A public meeting to present the final draft plan for review and comment will be held in the Church of the Covenant Fellowship Hall, located at 501 South Mendenhall Street on Monday, June 16, 2014, from 6pm to 8pm. The final draft will also be available for review and comment on the project website at www.collegehillneighborhoodplan.com. Additional outreach and notification will include a post-card mailed to all residents (see attached) and property owners in College Hill, posters in neighborhood businesses, a mass email distribution, and communication via the neighborhood plan Smartphone app and other social media channels.

For more information, contact Jeff Sovich, jeffrey.sovich@greensboro-nc.gov or 336-574-3576.

SS/jc

Attachment A: Meeting Announcement

Attachment B: Proposed Adoption Timeline

cc: Hanna Cockburn, Planning Manager

**Attachment A
Meeting Announcement**

Historic College Hill

4th Neighborhood Summit

**Learn about the neighborhood plan!
Submit your comments on the draft!
Be a part of the excitement!**

**Monday, June 16
6 pm to 8 pm
Church of the Covenant
501 S. Mendenhall Street**



Can't Be There? More info:
collegehillneighborhoodplan.com

**Questions? Contact
Jeff Sovich: 433-7264 or
jeffrey.sovich@greensboro-nc.gov**



**Hosted by: the City of Greensboro &
the College Hill Neighborhood Association**
It's your neighborhood . . . Help plan it!



Attachment B
Proposed Adoption Timeline

Adoption of the Plan – The final stage of developing the plan includes the following steps, and proposed dates:

June 23	College Hill Neighborhood Association, review and adoption
June 25	Historic Preservation Commission, review and comment
July 2	Redevelopment Commission, review and comment
July 16	Planning Board, review and recommendation
August 4 or 19	Greensboro City Council, review and consider adoption



June 11, 2014

TO: Chris Marriott, Deputy Director of Field Operations

FROM: Alex Arnett, Waste Reduction Supervisor

SUBJECT: Recycling Program Assessment Report

City staff has spent the past 6 months working with ReCommunity Recycling to develop a comprehensive assessment of the City's residential curbside recycling program. Staff has identified strengths and weaknesses, as well as developed performance benchmarks for the program. By analyzing industry standard metrics, conducting a composition study of our recycling stream, and surveying Greensboro residents, several key areas have been identified for improvement in our program.

Key findings in the assessment include:

- Greensboro's recycling program has a significantly high rate of contamination - around 21%, compared to an industry standard of approximately 5-10%
- Residents lack basic knowledge about the recycling program, especially which items are acceptable in the curbside recycling containers
- Certain segments of the Greensboro population are disengaged from the recycling program, participating at a marginal level or not at all

City staff has prepared several recommendations for how to strengthen and expand the recycling program. Our preliminary recommendations of areas for further inquiry are:

- Purchase and distribute blue-colored, RFID-enabled recycling containers for residents. Transition the brown containers into yard waste containers, and automate yard waste collection. This will:
 - Generate tremendous cost savings through automating yard waste, estimated to be at least half a million dollars per year
 - Provide new opportunities for recycling education and marketing, as well as reduce service confusion
 - Give City staff access to new and valuable data through RFID technology
 - Create a cleaner curb in Greensboro, reducing stormwater impacts and improving aesthetics
- Send annual direct mailing with recycling information in sticker or magnet form to all Greensboro residents
- Strengthen solid waste code enforcement by increasing inspection staff from 1 to 4 and equipping solid waste staff with technology tools to increase code enforcement coverage and efficiency

- Update City policies and ordinances to include program information, increase access to programs, and promote service equity
- Create a multi-material drop off facility to increase diversion of materials not accepted in the curbside program (e.g. Styrofoam) and foster a culture of recycling in Greensboro

Staff presented these findings and recommendations at the June 10 Solid Waste Management Commission meeting. The Commission approved the recommendations for further research and consideration. Staff is currently developing more detailed evaluations of the recommendations.

If further is required, please advise.

cc: Dale Wyrick, Director of Field Operations



June 13, 2014

TO: Jim Westmoreland, City Manager

FROM: David Parrish, Assistant City Manager
Mary Vigue, Interim Assistant City Manager

SUBJECT: MLK Community Connections Meeting

In the second half of 2013, City staff coordinated two meetings of the three neighborhoods in the Martin Luther King (MLK) corridor. The neighborhoods are Old Asheboro, Arlington Park, and Asheboro Square. These meetings were well attended and received positive media coverage as well. The first of these meetings took place August 26, 2013, and provided a brief introduction of City staff and an overview of recent or current activities in the area. The main emphasis during this time was the police enforcement, taking place along the MLK corridor. The majority of the meeting was then devoted to listening to the community, in which we asked three simple questions; what should we Start, Stop, or Continue doing. Staff took copious notes during the discussions. We committed to returning for a second meeting and following up on what we heard that night.

We held a second meeting on October 30, 2013, in which staff provided responses to most of the questions and comments received. The remainder of the time was devoted to providing an opportunity for residents to meet and speak with staff, one on one about a variety of topics in the community. Attending staff represented public safety, infrastructure, neighborhood services, and the city manager's office.

Since the information presented was solely from the perspective of the City, we committed to organize a community connections night in which we brought together other governmental and non-governmental organizations for a community event. This event was originally scheduled for Thursday, March 6, 2014, but due the winter weather we experienced, the event was rescheduled for June 23, 2014, from 5:30 pm to 7:30 pm, at the Guilford Child Development Center. Staff recruited organizations related to services for children, seniors, individuals with disabilities, housing agencies, and more. Each organization will have an information booth with staff available to discuss issues and answer questions. A partial list of planned attendees is attached.

DP

Community Connections Scheduled Attendees

<u>Organization</u>	<u>Division</u>
Alcohol & Drug Services	
City of Greensboro	Field Operations
City of Greensboro	Fire
City of Greensboro	Police
City of Greensboro	Neighborhood Development
City of Greensboro	Human Relations – CRC and Fair Housing
City of Greensboro	Guilford Metro 9-1-1
City of Greensboro	Libraries
City of Greensboro	Greensboro Transit
City of Greensboro	Workforce Development
City of Greensboro	Parks & Recreation
City of Greensboro	Contact Center
Community Housing Solutions	
Goodwill Industries	
Greensboro Housing Coalition	
Guilford County Animal Control	
Guilford County EMS	
Guilford County Public Health	
NC Department of Insurance	Seniors' Health Insurance Information Program
Senior Resources of Guilford	



June 13, 2014

TO: David Parrish, Assistant City Manager
FROM: Sue Schwartz, Director, FAICP
SUBJECT: MLK North A-4 Development Update

Background:

On July 16, 2013, City Council approved the conditional sale of a 1.5 acre portion of the Redevelopment Commission owned property located at 601-605 Martin Luther King, Jr. Drive. Also known as, the MLK North A-4 site, the property has been proposed for retail development.

The property sale was the first of many required steps in the development process, which are outlined in more detail below.

Develop Process

Since the approval of sale in 2013, staff has been working closely with the purchaser, neighborhood association, the State Historic Preservation Office, and other City departments to coordinate the development process. This has included regular meetings with the developer to allow various staff to review and comment on the proposed development plan and site layout.

Community Meeting

At the request of Council, staff conducted a community meeting on April 24, 2014, to provide an opportunity for community stakeholders to learn more about the proposed development and provide their feedback, to the developer on the proposed projects. Staff made extensive efforts to promote the meeting through direct mailing and knocking on doors in the neighborhood. The meeting was well attended by a cross section of neighborhood residents and property owners.

Feedback Survey

A survey was conducted to gather detailed information from stakeholders about the proposed development. The survey was distributed in paper form and was available on the City website.

Planning Board

Following a public hearing, an amendment to the permitted use table of the MLK North Traditional Neighborhood Plan, which was approved by the Planning Board on May 21, 2014. All property owners within 600 feet of the development site were notified by mail, of the public hearing.

Zoning Commission

On June 9, 2014, the Zoning Commission conducted a public hearing to consider a request for a Special Use Permit (SUP) to allow a building larger than 3,000 square feet to be constructed on the site. This hearing is quasi-judicial in nature and required the developer to provide evidence pertaining to the required findings of fact. The Zoning Commission approved the SUP. The appeal of this action is to Superior Court within 30 days of the decision of the Zoning Commission.

Remaining Approvals

State Historic Preservation Office (SHPO)

This site is located in the South Greensboro National Register Historic District. SHPO staff has provided feedback to the developer on building and parking placement, building materials, window and doorway placement, and signage. Because the property is currently owned by the Redevelopment Commission and was originally purchased with Federal funds, the State Historic Preservation Office must issue a Finding of No Significant Impact prior to the issuance of any permits to begin construction. Discussions have been ongoing with the SHPO but final development plans will be submitted for approval.

Technical Review Committee (TRC)

Once an SUP is issued for the project, the Technical Review Committee will submit a site development plan for review. TRC will review the site development plan for compliance with all City standards, including zoning, transportation, storm water, and fire. Approval of the site plan is required prior to the issuance of permits to begin construction.

Redevelopment Commission

The final step in the development process is a final review and approval of the site development plan by the Redevelopment Commission. This review will be scheduled upon completion of all the development process steps listed above.



Current Public Records Requests Update June 13, 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.
3/24/2014	Jorge Cornell	Request for all public records RE: Jorge Cornell	Legal reviewing information.
5/20/2014	Jenifer McCrea	All emails related to Jenifer McCrea	Staff compiling information.
5/22/2014	Ben Holder	James Hinson's voicemails, emails and cell phone records	Staff compiling information.
5/23/2014	Adam Andrzejewski	Active employee information	Staff compiling information.
5/23/2014	Amanda Lehmert	Law Enforcement Liability Expenses	Response sent on 6/11/2014. Requestor awaiting additional information.
6/3/2014	Ben Holder	Information on the Greenway	Staff compiling information.
6/3/2014	Ben Holder	Invoices for Mel's Pressure Wash	Staff compiling information.
6/6/2014	Paul Clark	City Loans	Staff compiling information.
6/10/2014	Sal Leone	Arrest Report	Staff compiling information.
6/11/2014	Paul Norcross	Information pertaining to Bradley Mark Walker	Staff compiling information.
6/11/2014	Ben Holder	Follow-up inquiry regarding Greensboro Parking Group	Staff compiling information.

Weekly Totals (6/9/14 - 6/13/14):		
	Number of PIRTS Opened	15
	Number of PIRTS Closed	17
	Average Completion Time	7.53 days
Totals Since January 1, 2014:		
	Number of PIRTS Opened	367
	Number of PIRTS Closed	409
	Average Completion Time	13.06 days

Closed Public Information Requests For the Week of June 13, 2014

Tracking Number	Date Requested	Date Closed	Business Days Open	Requestor	Subject
3267	2/20/2014	6/11/2014	15 weeks	Mallory Horne	Email Search
3486	5/13/2014	6/10/2014	28 days	Roch Smith	Strong Cities Million Dollar contest deadline
3540	5/30/2014	6/10/2014	11 days	Jimmy Wiggins	City of Greensboro current cemetery deeds
3548	6/4/2014	6/10/2014	6 days	Ben Holder	Search warrant for 310 W. Meadowview
3561	6/5/2014	6/10/2014	5 days	Ben Holder	Good Repair Ordinance warning requirements
3563	6/9/2014	6/10/2014	1 day	Sal Leone	Incident Report
3564	6/9/2014	6/10/2014	1 day	Jeff Sykes	677 Chestnut St.
3566	6/10/2014	6/11/2014	1 day	Roch Smith	Incident Report
3567	6/10/2014	6/12/2014	2 days	Ben Holder	Follow-up inquiry regarding 302-304 S. Elm Street.
3569	6/10/2014	6/13/2014	3 days	Kirk Brown	Organizational Chart for the Head of IT
3571	6/10/2014	6/13/2014	3 days	Jessica Gustis	National Service Road
3573	6/11/2014	6/13/2014	2 days	Ben Holder	Lewis Street Properties
3574	6/11/2014	6/12/2014	1 day	Ben Holder	Call regarding Heritage House
3577	6/12/2014	6/12/2014	0 days	Kelly Houston	Job Description
3578	6/12/2014	6/13/2014	1 day	Caroline Portwood	4221 Tudor Lane
3579	6/12/2014	6/13/2014	1 day	Roch Smith	Accident report for Bryan Blvd
3580	6/12/2014	6/13/2014	1 day	Jeff Sykes	601-623 S. Spring Street

Contact Center Weekly Report Week of 06/02/14 – 06/08/14

Contact Center

4701 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 972

New Sign up – 196

IVR/Pay by Phone – 173

Cutoff Requests – 147

Bill Extension – 135

Field Operations

Mattress Collection – 78

Bulk Guidelines – 77

No Service/Yard waste – 57

Repair Can/Garbage – 49

No Service/Garbage – 45

All others

Police/Watch Operations – 166

Privilege License – 114

Overgrown Lots – 80

Computer Help Desk -- 75

Parking Enforcement – 30

Comments

We received a total of 6 comments this week:

Executive – 3 comments:

- Upset the hold time was 13 minutes. Caller states their tax dollars are paying for this service and they should not have to wait 13 minutes to ask a simple question.
- Caller is upset that they had to wait 20 minutes to get assistance. Customer wants the City to know it is absurd and this comment needs to be seen in the IFYI.
- Customer is highly upset over wait time with Contact Center. He will call city to complain, also News 2, and City Council. This is awful to have citizens wait this long to be serviced.

Field Operations – 1 comment:

- Caller wanted to commend the worker who was out today cleaning up mattresses, book cases, and couches by himself left by people who moved out.

Library – 1 comment:

- On May 30, the old snack shop at the Central Library was shut down. It had been open since 1998. Just a suggestion, how about remodeling a little and move the registration desk into the snack shop. There will be room for more computers in the main downstairs area.

Water Resources – 1 comment:

- Caller is frustrated that as a paying customer, he cannot have more control over the date his bill is drafted from his checking account. It is a convenience to us to be able to get money each month. He should be able to set the date within a window of time near the due date, not just dictated by our computer.

Overall

Calls about privilege licenses increased while calls for overgrown lots remained steady last week. Call volume continued to be 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
June 9, 2014	Mayor Pro Tem Yvonne Johnson Councilmember Tony Wilkins Councilmember Marikay Abuzuaiter	City Manager Jim Westmoreland Assistant City Manager David Parrish	Cardinal Annexation	June 13, 2014
June 9, 2014	Mayor Nancy Vaughan Councilmember Zack Matheny	Assistant City Manager David Parrish	Cascade Saloon	June 13, 2014
June 12, 2014	Mayor Nancy Vaughan Councilmember Zack Matheny	Assistant City Manager David Parrish	Downtown Building Upgrades and Programs	June 13, 2014