



July 11, 2014

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

UPCOMING MEETINGS

- July 15 at 5:30 pm City Council Meeting
- July 29 at 9:00 am Work Session
- Aug 4 at 5:30 pm City Council Meeting (Monday)
- Aug 5 at 5:30 pm National Night Out

**Agenda Items for the July 15, 2014 Council Meeting**

- **Agenda Item #16: Florida – Randolph Contract Change Order**

Attached is a memorandum from Engineering Manager Ted Partrick, regarding the change order that will be on the agenda for the July 15, 2014 Council meeting, requesting Council's approval for the Florida Street - Randolph Avenue roadway and sidewalk improvements in the amount of \$75,491.

- **Agenda Item #37: Water and Sewer Rehabilitation Contract Change Order**

Attached is a memorandum from Water Resources Director Steven Drew, regarding the change order that will be on the agenda for the July 15, 2014 Council meeting, requesting Council's approval for the Water and Sewer Rehabilitation contract extension #1, in the amount of \$6,112,000.

**Public Information Request Report**

Attached is the weekly Public Information Request Report for the week of July 11, 2014.

**Contact Center Feedback**

Attached are the weekly reports generated by our Contact Center for the weeks of June 23, 2014 through July 6, 2014.

**Small Group Meetings**

Attached is the Small Group Meeting report for the week of July 11, 2014, between City Staff and [more than two but less than five] Councilmembers.

JRW/mm  
Attachments



July 10, 2014

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

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

**SUBJECT:** Florida Street and Randolph Avenue Roadway and Sidewalk  
Improvements C-5511  
Contract 2009-087  
Change Order #1

**Summary**

Contract 2009-087 has an additional cost that will require approval of a contract change order by City Council. An agenda memo has been prepared for the July 15, 2014, Council meeting, as a change order for \$75,491. The change order is to pay for the replacement of poor subgrade soil, add traffic loops, and adjust for the quantity and cost of asphalt.

**Background**

The contract work consists of the widening of Florida Street at Randolph Avenue to install left turn lanes and replace the sidewalks around the intersection. The contract was awarded by the City Manager's Office to the Sharpe Brothers Division of Vecellio & Grogan, Inc., on January 24, 2014, in the amount of \$231,012.29. The contractor used DBE participation of 6.1% on the project, exceeding the goal set by the NCDOT of 5%. Construction started on March 12, 2014, and is scheduled for completion by July 31.

The contract change order is the result of three factors. First, a spring was discovered under the project and required extensive excavation and new fill under the new roadway and sidewalks. Soil borings would have detected the soil issues, but they are not cost effective on such a small contract and were not requested by the Department. The cost of the excavation and fill would be inevitable with the scope of the project. Second, the quantity of asphalt required for the pavement repairs is greater than estimated in the contract. Third, vehicle detection loops for the traffic signals at the intersection were added to the contract after the work began. By adding the detection loops to this contract instead of installation by the Transportation Department, the loops were added to the expenses that NCDOT will reimburse at 80%.

The additional cost to City funds will be \$15,098 (20% of \$75,491). The cost of the project is 80% reimbursed from the Federal Highway Administration's CMAQ (Congestion Mitigation and Air Quality) program. That program is administered by the NCDOT for local projects.

THP



July 01, 2014

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

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

**SUBJECT:** Water & Sewer Rehabilitation Contract 2012-095, Contract Extension #1

On May 21, 2013, City Council approved Water and Sewer Rehabilitation contract 2012-095 in the amount of \$2,573,280.10 with KRG Utility, Inc. This project involves the rehabilitation of water and sewer lines by slip-lining, pipe bursting and cured-in-place pipe in various locations around the city. When this contract was bid, the City reserved the right to extend it as a “Unit Price Contract” on an annual basis, which is accounted for in the current adopted operating budget.

The first contract extension in the amount of \$6,112,000 will be presented to City Council at the July 15, 2014, meeting. This will place the FY 14-15 approved funding under contract to allow the City to continue its work rehabilitating additional water and sewer lines in the Starmount neighborhood, and other various locations throughout the City in need of rehabilitation. Most of these lines were installed prior to 1950 and have decayed over time resulting in increased incidents of maintenance, stoppages and repairs. The additional footage of 4-inch through 36-inch sewer lines to be cleaned, inspected by camera and rehabilitated includes approximately 45,000 linear feet of sewer, 502 services, 172 manholes. Also, 7,315 linear feet of 2-inch through 8-inch waterline has been identified for rehabilitation with approximately 143 services.

For this contract extension, KRG Utility, Inc. will continue to meet or exceed their commitment of 2.0% MBE and 3.0% WBE, which met the goal set at the time of the bidding process. The contractor is currently looking at ways to increase participation with the hopes of achieving higher percentages as encouraged on recent contracts.

The City’s water distribution and sewer collection systems date back to the early 1900’s. Often referred to as “buried assets”, water and sewer lines did not receive any significant rehabilitation until the late 1990’s. Prior to that, “dig and replace” usually only occurred as a corrective activity. Buried asset rehabilitation programs are based on the risks associated with failures to meet defined levels of service. Water and sewer line age, material of pipe and installation methods are not the only criteria used for rehabilitation schedules and CIP budgeting. Water line pressure, flow, water quality, sewer line infiltration/exfiltration, deterioration, collapse, sanitary sewer overflow (SSO) incidents and capacity reduction are considerations when evaluating the probability of failure.

SDD/rb



# Current Public Records Requests Update July 4-July 11, 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.
5/20/2014	Jenifer McCrea	All emails related to Jenifer McCrea	Legal is reviewing the email search.
6/16/2014	Jeff Sykes	Documents regarding the Greenway	Staff compiling information.
6/27/2014	George Hartzman	Communication between the City and ICMA	Staff compiling information.
7/2/2014	Roch Smith	GPD written procedures for collecting DNA	Response sent to request on 7/10/2014.
7/9/2014	Whitney Kenerly	Parking Tickets	Staff compiling information.
7/10/2014	Roch Smith	Greenway Information	Staff compiling information.
7/10/2014	Roch Smith	Follow-up request regarding Cellmark Forensics	Staff compiling information.
7/11/2014	Eric Ginsburg	House of Blues e-mails	Staff compiling information.

**Starting July 1, 2014, all public information requests (PIRTS) have been made accessible online at: [www.greensboro-nc.gov/PIRT](http://www.greensboro-nc.gov/PIRT). Requestor may check the status of an open PIRT request or view responses sent to PIRT requests closed on or after 7/1/2014.**

Weekly Totals (6/30/14 - 7/11/14) Past 2 weeks:		
	Number of PIRTS Opened	17
	Number of PIRTS Closed	23
	Average Completion Time	4.48 Days
Totals Since January 1, 2014:		
	Number of PIRTS Opened	409
	Number of PIRTS Closed	455
	Average Completion Time	12.31 Days

## Closed Public Information Requests For the Weeks of July 4- July 11, 2014

Tracking Number	Date Requested	Date Closed	Business Days Open	Requestor	Subject
3562	6/6/2014	6/30/2014	3 weeks	Paul Clark	City Loans
3575	6/11/2014	6/30/2014	2 weeks	Paul Norcross	Information pertaining to Bradley Mark Walker
3600	6/23/2014	7/20/2014	3 weeks	Zack Matheny	Info RE: Police calls to Heritage House
3601	6/24/2014	6/30/2014	6 days	Zack Matheny	Call Report for 1706 and 1720 Battleground Ave
3602	6/24/2014	7/9/2014	2 weeks	Sarah Curry	Local Economic Development Incentives
3603	6/24/2014	7/10/2014	2 weeks	Margaret Banks	City Salaries
3604	6/25/2014	6/30/2014	5 days	Ben Briscoe	Information on pothole damage
3605	6/26/2014	7/2/2014	6 days	Billy Jones	Records relating to Greensboro Landfill
3608	6/26/2014	7/2/2014	6 days	Jeff Sykes	Info on Arts Greensboro
3609	6/27/2014	6/30/2014	3 days	Ray Adams	Greensboro Auto Action
3610	6/27/2014	6/30/2014	3 days	Robert Cudd	Greensboro Auto Action
3612	6/30/2014	7/3/2014	3 days	Roch Smith	Warrants issued to inspect Heritage House
3613	6/30/2014	7/2/2014	2 days	Morgan Hightower	Legal fees for Charles Cherry case
3614	7/1/2014	7/10/2014	9 days	Roger Brice	GTA Information
3515	7/1/2014	7/2/2014	1 day	Billy Jones	Danny Simmons outside employment form
3623	7/1/2014	7/2/2014	1 day	Sarah Garner	Buiding Permits
3627	7/2/2014	7/11/2014	9 days	Jordan Greene	City Salary Request
3630	7/7/2014	7/7/2014	0 days	Margaret Banks	Online Survey
3631	7/7/2014	7/8/2014	1 day	Marcy Jackson	Job Description and Pay Range for Internal Auditor
3632	7/7/2014	7/9/2014	2 days	Rosetta Taylor	4514 High Point Road and 2910 Lawndale Drive
3633	7/7/2014	7/9/2014	2 days	Paul Stallings	George White Road
3634	7/9/2014	7/9/2014	0 days	Nicole Davies	Environmental Assessments
3636	7/9/2014	7/9/2014	0 days	Pamela Megill	Position of City Clerk

## **Contact Center Weekly Report Week of 06/23/14 – 06/29/14**

### **Contact Center**

3895 calls answered this week

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

#### Water Resources

Balance Inquiry – 638

New Sign up – 170

Bill Extension – 160

Cutoff Requests – 124

IVR/Pay by Phone – 104

#### Field Operations

Bulk Guidelines – 74

Mattress Collection – 72

HHW/Landfill/Transfer – 68

Repair Can/Garbage – 61

No Service/Garbage – 41

#### All others

Police/Watch Operations – 99

Overgrown Lots – 91

Privilege License – 52

Computer Help Desk -- 37

HR/Employment – 21

### **Comments**

We received a total of 3 comments this week:

#### **Field Operations – 1 comment:**

- Caller states many residents are renting homes in the city and do not know these yard waste, trash, and/or bulk collection guidelines. They get notices for not properly coding or the things will sit there for weeks until someone calls and complains only to find out there are rules. Caller states the city should distribute packets for landlords to give to the tenants about city service guidelines to avoid this issue.

#### **Library – 1 comment:**

- I just want to say how much our family enjoys the children's programs at the library branches. I am hoping that the libraries will be a little bolder at posting "no food and drink" signs during the children's story hour programs. My children have severe nut allergies and I worry about all the food parents are bringing. I also hate to think of the library staff having to clean up after all the food that is being brought during story hour. We love our libraries so much. Thank you for all that you do.

#### **Water Resources – 1 comment:**

- Caller requests new sign up process be easier than coming in. Caller states other companies allow sign up over the phone. Water makes it difficult especially if you have to sign up on a Friday and have to wait for the new service having no water for the full weekend.

### **Overall**

Calls about overgrown lots increased last week. Otherwise, we received the normal mix of calls. Call volume remained busy through the end of the week.

**Contact Center Weekly Report**  
**Week of 06/30/14 – 07/06/14**

**Contact Center**

3748 calls answered this week

**Top 5 calls by area**

<b><u>Water Resources</u></b>	<b><u>Field Operations</u></b>	<b><u>Other</u></b>
Balances/Due Dates - 659	Holiday Schedule - 146	GPD – 182
Online/phone pay - 189	Bulk Guidelines - 101	Overgrown lots - 56
New sign up - 162	HHW/Landfill/Transfer - 87	Privilege License - 50
Request to cut off - 132	No service – trash - 66	Computer Help Desk – 45
Payment extension - 77	Mattress collection - 58	Development Svcs. - 35

**Comments**

We received a total of 1 comments this week:

**Field Operations – 1 comment:**

- He pays taxes for City trash pickup services, and when the crew doesn't pick up the way they should and we have to send them back, it upsets him as a tax payer

**Overall**

We received many calls about the Holiday schedule, particularly for Solid Waste collection. People moving in/out and needing changes to their water service was also a popular topic. Otherwise, we received the normal mix of calls. Call volume slowed down as the Holiday approached.



# SMALL GROUP MEETINGS 2014

Small Group Meeting Dates & Times	Councilmember Attending	Person Contacted / Department	Subject	Council Notification Date
June 30, 2014	Mayor Nancy Vaughan Councilmember Sharon Hightower Councilmember Jamal Fox	City Manager Jim Westmoreland Assistant City Manager David Parrish	Tour of United Postal Services	July 11, 2014
July 1, 2014	Councilmember Jamal Fox Councilmember Zack Matheny	City Manager Jim Westmoreland	Tour of Evonik Corporation	July 11, 2014