



September 3, 2010

TO: Mayor and Members of Council  
FROM: Rashad M. Young, City Manager   
SUBJECT: Items for Your Information

**IFYI HIGHLIGHTS**

- Contact Center Feedback
- Listing of Internet Sites Attempted at Libraries is Available
- Oxford House – Fair Housing Action

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**Contact Center Feedback**

Attached is the weekly report generated by our Contact Center for the week of 8/23/10 – 8/29/10.

**Listing of Internet Sites Attempted at Libraries is Available**

A listing of internet sites attempted, through the Greensboro Public Library's computer system, but were slowed down due to the bandwidth shaper, is available in the City Clerk's Office. The bandwidth shaper slows a site's download to a speed slower than a dial-up connection. This listing was requested by a local blogger, Roch Smith.

**Oxford House – Fair Housing Action**

Oxford House, Inc. is an organization whose stated purpose is to assist persons recovering from alcoholism or drug addiction. They have established numerous residences in Greensboro for persons recovering from alcoholism or drug addiction.

The City issued a notice of violation against the Oxford House for conducting a prohibited use within their zoning district. Oxford House alleges that the City issued the notice of violation as a result of discriminatory animus toward persons with disabilities. Moreover, Oxford House alleges that the City failed to make a reasonable accommodation to its zoning ordinances such that it would be allowed to continue its operations. Oxford House has filed a lawsuit in federal court. Additionally, they have filed a fair housing complaint with the U.S. Department of Housing and Urban Development. The City vehemently denies these allegations.

Staff Attorneys Jim Clark and Jamiah Waterman will represent the City in these matters. If you have any questions please contact Interim City Attorney Becky Jo Peterson-Buie at 336.373.2320

## Public Affairs Department Contact Center Weekly Report Week of 8/23/10 - 8/29/10

### Contact Center

5188 calls answered this week

### Top 5 calls by area

#### Water Resources

Balance Inquiry – 921  
General Info – 231  
New Signup – 209  
Cutoff – 140  
Adjustments – 111

#### Field Operations

Solid Waste Changes – 179  
No Service/Garbage – 160  
Bulk Guidelines – 86  
No Service/Yard Waste – 70  
Repair Can/Garbage – 61

#### All others

Police/Watch Operations – 334  
Landfill/Transfer/HHW – 127  
Courts/Sheriff – 79  
Overgrown Lots – 74  
Police Records – 38

### Comments

We received a total of 7 comments this week:

#### Field Operations – 3 comments

- Thank you for the fast service in picking up the green can today at the church.
- Customer called this morning about her missed green can, but we came back to pick it up and she is very grateful. She wanted the supervisor to know that she appreciates our efforts.
- Citizen wants to thank the Solid Waste crew for the fine job they do in keeping the city clean.

#### GDOT – 2 comments

- Caller states the speed bumps on Frazier Rd are a waste of money. She said it is a lot of money to be spent for one block, and she cannot see the effect. The bumps are only impeding the flow of traffic. She said with the budget problems we are having, the money could be spent on something else.
- The volume of bicyclists now on major Greensboro roads is very dangerous. Ever since the “biking” lines were painted on the sides of these roads, the bicycle traffic has exploded, and it is a matter of time before a car accidentally runs into a bicyclist. The lines should have never been put down and bicycles have no business using the same roads as cars...it is dangerous! They need to remove the lines and make the bicyclists use either designated paths or parks.

#### Water Resources – 2 comments

- Caller wants to thank the meter crew. The meter reader left a message on her door about the reading being high. She said she did find an underground leak. Caller said if the crew had not left the notice, she would not have known about the leak.
- Customer called about high usage at an address which is a vacant home with a for sale sign in front. Customer believes that if a home is vacant and usage is high, the city should turn off the water rather than leaving it running until the owner resolves the problem.

### Overall

Calls about changes to the Solid Waste collection schedule continued to remain steady while calls about overgrown lots increased last week. Call volume was busy through the end of the week.