



August 6, 2010

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

**IFYI HIGHLIGHTS**

- Contact Center Feedback
- New Solid Waste Collection Day Begins
- Library Policy & Procedures
- Update on the Completion of Unfinished Public Streets

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**Contact Center Feedback**

Attached is the weekly report generated by our Contact Center for the week of 7/26/10 – 8/1/10.

**New Solid Waste Collection Day Begins**

Attached are several maps related to the start of the City's solid waste collection changes, which will begin next week. Field Operations staff may experience some delayed service times depending on adjustments to new boundaries and/or routes. Field Operations plans to check-in with routes throughout the day to estimate final disposal times beyond 5:00 pm, if needed. Disposal facilities have been asked to extend reasonable operating hours, if necessary.

**Library Policy and Procedures**

Attached is an overview of the City of Greensboro Public Library internet policy, as well as the procedures for handling unattended children in the library. This is being provided as background information from last week's council meeting. Information regarding future filtering is being prepared for the August 17, 2010 Council Meeting per Council's request.

**Update on the Completion of Unfinished Public Streets**

Attached is a memorandum from Ted Partrick, City Engineer, dated August 6, 2010, providing an update on the completion of unfinished public streets by developers of 18 subdivisions. Council was first notified of this issue in the May 14, 2010 IFYI.

**Public Affairs Department  
Contact Center Weekly Report  
Week of 7/26/10 - 8/1/10**

**Contact Center**

4968 calls answered this week

**Top 5 calls by area**

Water Resources

Balance Inquiry – 940  
New Signup – 282  
Cutoff – 194  
General Info. – 187  
Const. & Maint.– 104

Field Operations

Solid Waste Changes – 90  
Repair Garbage Can – 69  
Bulk Guidelines – 67  
Bulk/Recycle Calendar – 54  
Appliance Pickup – 52

All others

Police/Watch Operations – 318  
Courts/Sheriff – 113  
Landfill/Transfer/HHW – 105  
Police Records – 51  
Privilege License – 41

**Comments**

We received a total of 5 comments this week:

Field Operations – 1 comment

- I do appreciate the city wanting to be efficient, and that making bulk pick up every other week is one way to do that.

Parks and Recreation – 2 comments

- 1. Could not find your email easily. 2. Re: the Farmer's Market, don't mess up a good thing. Don't even think about privatization. You have not even been here a year yet. The Farmer's Market is great!
- I wanted the city to know how great Barber Park spray ground is and how wonderful the city library reading programs are. These things are free and help make Greensboro a great place for kids.

Water Resources – 2 comments

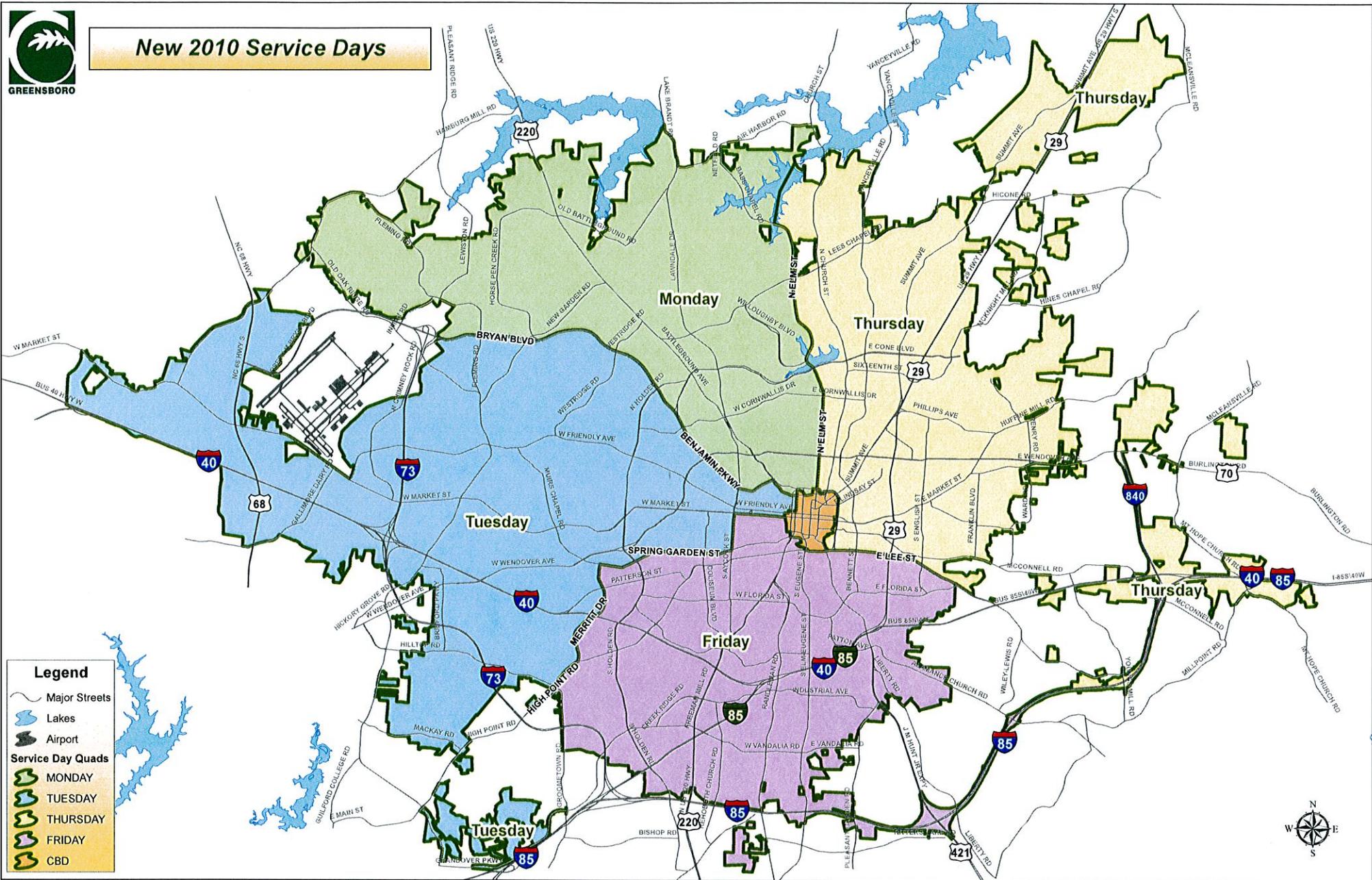
- Caller suggests that every summer we automatically go to some kind of water restriction, i.e. odd and even watering days, or something that would curtail water usage before water levels got too low.
- Caller says she is not complaining about the water rate going up. She doesn't see much change and she is happy with the water. She is going on 80 years old and she can remember when we didn't have running water and she is just happy to have water.

Overall

Calls about the Solid Waste changes, including calls about the bulk/recycling calendars, increased last week as customers prepare for the changes to begin on Monday, August 9<sup>th</sup>. Call volume was steady through the end of the week.

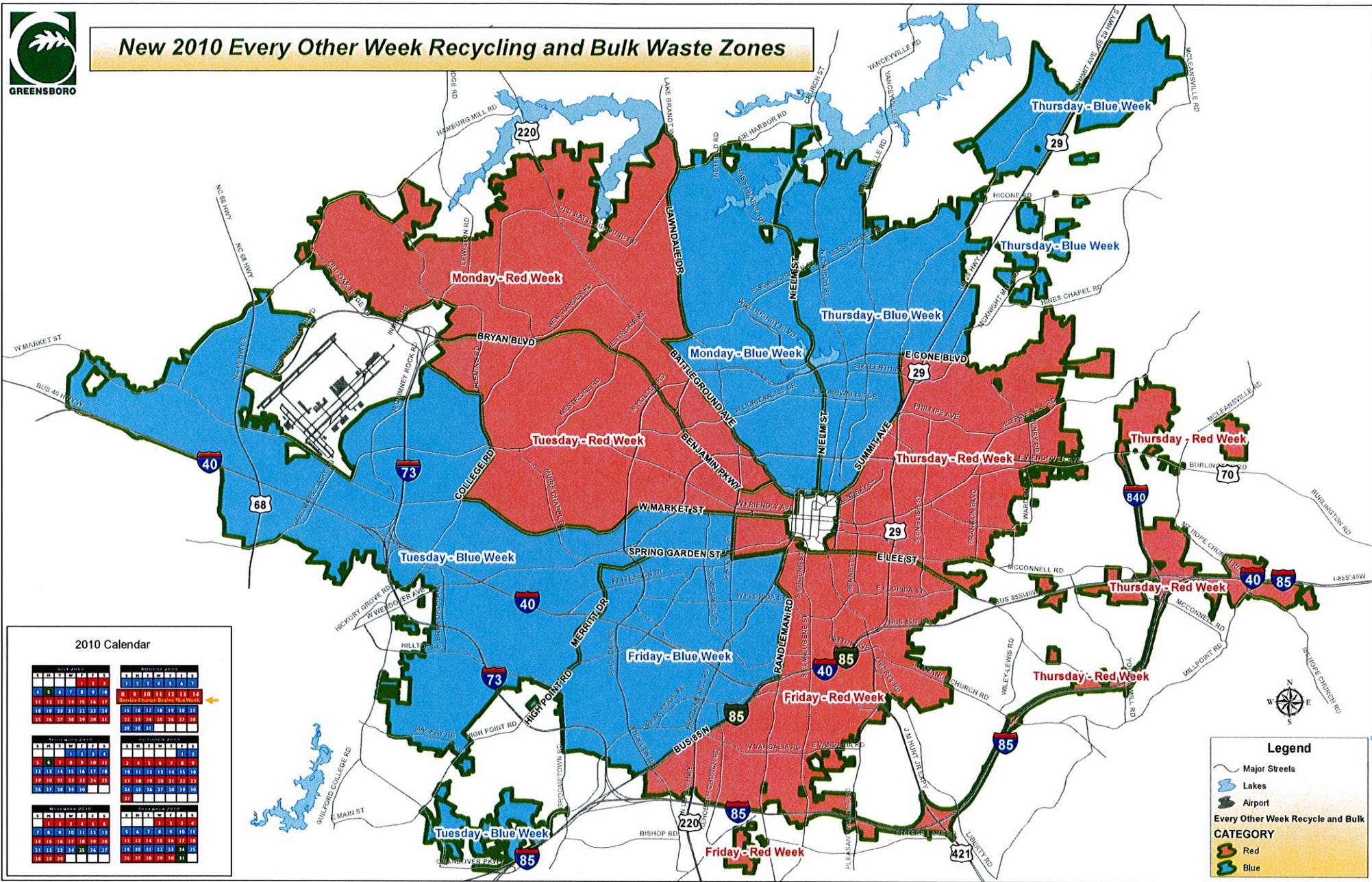


# New 2010 Service Days





# New 2010 Every Other Week Recycling and Bulk Waste Zones



2010 Calendar

JULY 2010							AUGUST 2010						
1	2	3	4	5	6	7	8	9	10	11	12	13	
14	15	16	17	18	19	20	21	22	23	24	25	26	
28	29	30	31				27	28	29	30	31		
1	2	3	4	5	6	7	8	9	10	11	12		
14	15	16	17	18	19	20	21	22	23	24	25		
28	29	30	31				27	28	29	30	31		
SEPTEMBER 2010							OCTOBER 2010						
1	2	3	4	5	6	7	8	9	10	11	12		
14	15	16	17	18	19	20	21	22	23	24	25		
28	29	30	31				27	28	29	30	31		



**Legend**

- Major Streets
- Lakes
- Airport
- Every Other Week Recycle and Bulk

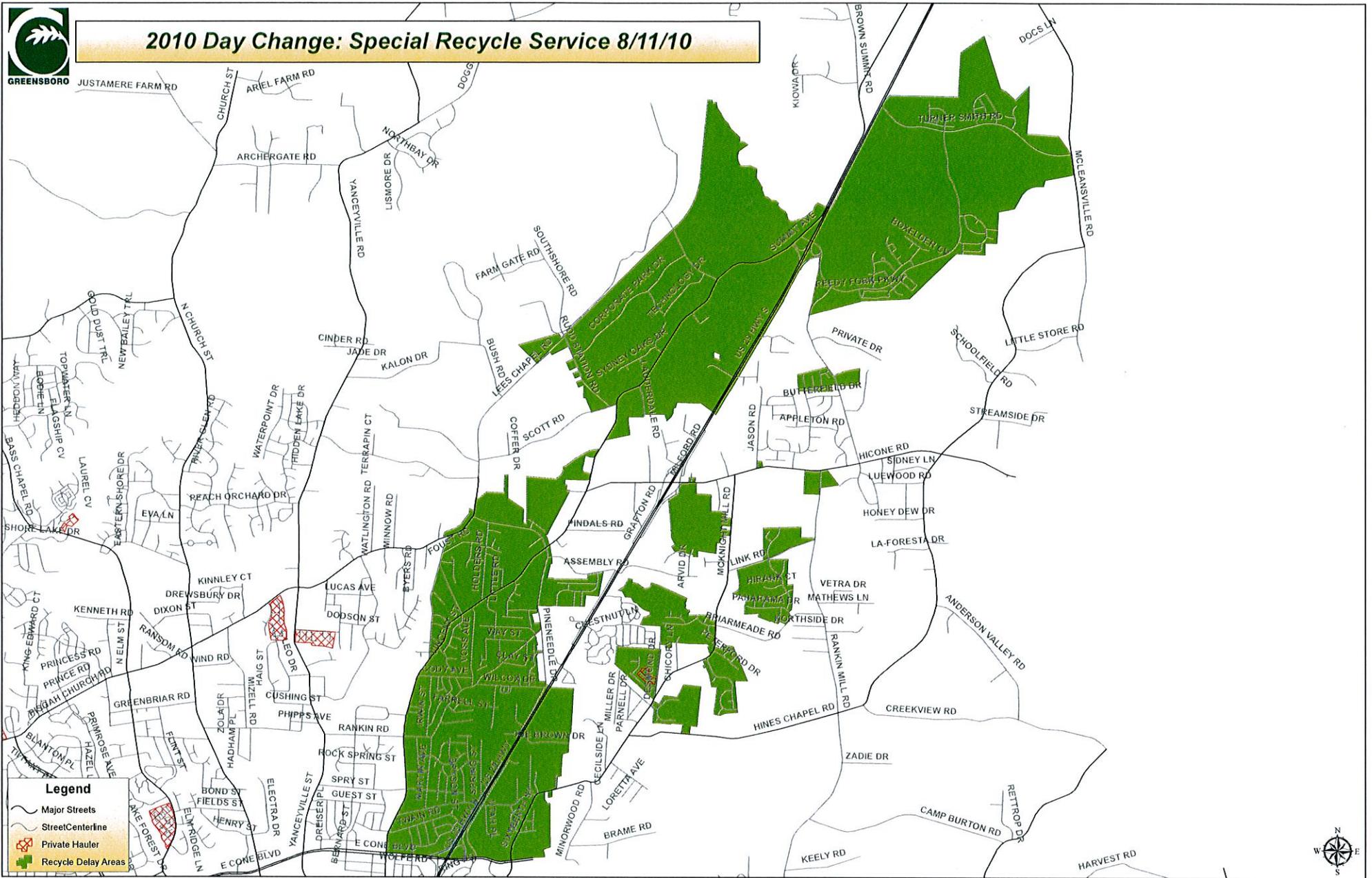
**CATEGORY**

- Red
- Blue



GREENSBORO

# 2010 Day Change: Special Recycle Service 8/11/10



### Legend

-  Major Streets
-  Street Centerline
-  Private Hauler
-  Recycle Delay Areas





# Greensboro Public Library

## GREENSBORO PUBLIC LIBRARY & THE INTERNET

### Background

During fiscal 2009-2010 the Greensboro Public Library recorded a total of 532,849 computer users throughout the system. These users logged a total of 677,000 hours on library computers. Central Library alone had 254,254 users logging 392,216 hours of use. There are 225 public access computers located throughout the library system, 108 of which are at Central Library.

January through June 2010, there were 114,234 computer users at the Central Library. During this time 18 incidents of computer misuse were reported. For the same 6 month period in 2009, there were 89 computer incidents reported.

### Greensboro Public Library Computer and Internet Management

- Internet Policy reviewed by Library Board November 16, 1998 and December 21, 1998.
- Internet Policy and Agreement for Acceptable Computer Use adopted by Library Board on December 20, 1999.
- Guidelines Governing the Use of the Library and the Customer Bill of Rights adopted by Library Board January 16, 2001. Revision adopted February 19, 2007.
- Public access computers have a printed copy of the library's Agreement for Acceptable Computer Use posted nearby. Agreement prohibits displaying images considered inappropriate for public viewing.
- The Library's Agreement for Acceptable Computer Use is presented electronically during login. Customers must click "Accept" before access is allowed.
- Computer time is limited through the use of a time management system. Software put in place in 2004.
- Customers must have a Greensboro Public Library card to access computers.
- Wireless Internet Policy approved October 16, 2006.
- Bandwidth shaping software was tested July through December 2009 and instituted on library public access computers in January 2010.
- Bandwidth shaping discourages the downloading of vendor-designated "pornography" by limiting the speed of the vendor-designated "pornography" to 1 kilobit per second.
- As library buildings are remodeled or new facilities are built, computer placement is carefully considered to balance privacy with the staff's ability to monitor computer abuse. Service desks are eliminated in new or remodeled facilities to allow for more staff involvement with customers and more staff awareness of the environment.

## **Computer and Internet Management in Children's Areas**

- Computers default to the library's Kids Page, which features sites pre-selected by library staff.
- Guidelines for Handling Unattended or Disruptive Children in the Library were approved by the Library Board 1-16-01. (Document attached)
- Adults may not use computers in the Children's areas unless accompanying a child.
- "Think Before You Click," an educational program for parents and their children to teach Internet safety, was developed by GPL staff and approved by the Library Board on December 20, 1999. Workshop is frequently presented to PTA groups, schools and in library locations. Workshop also offers information on using filtered search engines, should parents choose to do so.

## **Procedures for Addressing Violations of the Agreement for Acceptable Computer Use**

- Staff reminds the customer of the Agreement and asks him to cease the action.
- If the customer continues the action, staff asks him to leave for the day.
- If the customer is a repeat offender, he can be banned for 30 days. Repeat offenders can be identified through staff recognition, by previous incident reports, and sometimes by photographs taken by security.
- If after a 30 day ban the customer continues to offend, he can be referred to library administration for consideration of a 1 year ban.
- If at any time a customer refuses to comply, he can be asked to leave or referred to security or police.
- If a customer reappears on the property during a ban, he can be referred to security or may be arrested by the police for trespassing.

## **Management and Monitoring of Computer Use Violations**

- The library's Internet Policy and the latest Internet management technology are reviewed on a quarterly basis.
- Central and Branch Libraries maintain and review monthly a log of computer violations.
- Customer Suggestion/Complaint Forms are available to inform staff of potential problems.

## **Why Greensboro Public Library Has Not Applied a Commercial Filter for Internet Management**

- The decision to move to filters has not been made because the measures listed above in the section "Greensboro Public Library Computer and Internet Management" have allowed the library to offer complete access to information while monitoring and dealing with incidents of computer abuse.
- Staff perform ongoing evaluation of computer technology issues and filtering options are considered. Quarterly written updates are given to the Library Director.
- When measured against the number of computer users and hours of computer use, the number of computer abuse incidents is very low.
- All incidents of abuse are dealt with quickly according to Library Board adopted policies.

August 5, 2010

# **PROCEDURES FOR HANDLING UNATTENDED CHILDREN IN THE LIBRARY**

## **UNATTENDED CHILDREN**

### **A. AGE EIGHT AND UNDER**

Children age eight and under may not be left unattended in the library. They must be accompanied by a parent or other responsible person (age 15 or older) at all times. Parents and/or responsible persons are accountable for their children's behavior and safety while in the library.

Children shall be considered "attended" as long as they are within sight of the parent or other responsible person. An exception would be children attending a story time or other library program without a parent/responsible person in the room. However, the parent/responsible person must remain in the library building and immediately join the child at the end of the program.

1. Children left unattended are often frightened and crying and should be comforted by the staff. If it becomes apparent that a child age eight and under is lost or has been left unattended, a staff member will try to identify and locate the parent or other person responsible for the child by walking through the library with the child or by paging the responsible person. Meetings in progress should also be checked.
2. When the parent/responsible person is located, the staff member will explain the library's policy on unattended children, stressing concern for the child's safety. The parent/responsible person will be given a copy of the policy.
3. If the person responsible is not located in the library, every effort should be made to locate the child's parent/responsible person by telephone. A staff member will stay with the child in a public area while this is being done. If a parent/responsible person is reached, staff should insist that the child be picked up immediately, explaining the library's policy. (Refer to #2)
4. If the child's parent/responsible person has not been located within 30 minutes, or sooner if the library is closing, the staff member in charge will call the Greensboro Police (or designated agency) who will then assume responsibility for the child. The staff member in charge and one other staff member will stay with the child until the proper authorities arrive. An Incident Report will be filed.
5. Under no circumstances will staff take the child out of the library. Library staff will not take the child home or sit with the child in a car.

## **B. CLOSING TIME PROCEDURES FOR UNATTENDED CHILDREN 14 AND UNDER**

If a staff member observes an unattended child thirty minutes prior to closing, that staff member will ask the child what his/her provisions are for getting home. If the child seems unsure, the staff member in charge of the library will call the parent/responsible person.

If closing time arrives and the child is still in the library:

1. An attempt will be made to call the parent/responsible person. If a parent/responsible person is contacted, insist that the child be picked up immediately.
2. If a parent/responsible person cannot be reached, the police department or other designated agency will be contacted, with the request that someone pickup the child as abandoned. An Incident Report will be filed.
3. The staff person in charge and one other staff member will remain in the building with the child until a parent, responsible person, or police officer arrives.
4. A copy of the library policy on unattended children will be handed to the child's parent/responsible person or to the child.
5. Under no circumstances shall a staff member take a child out of the building.

## **C. CLOSING TIME PROCEDURES FOR UNATTENDED YOUTH 15 YEARS OLD AND OVER:**

At the discretion of the staff member in charge, if an unattended youth 15 years old and older is still in the library at closing time:

1. An attempt will be made to contact the parent/responsible person by the staff member in charge of the library. If a parent/responsible person is contacted, insist that the youth be picked up immediately.
2. If a parent/responsible person cannot be contacted, the youth should be given the opportunity of waiting outside the library or, if the staff person in charge feels it is warranted, the staff person may call the police or designated agency with the request that someone pick up the youth as abandoned. An Incident Report will be filed.

For any youth left at the library after closing, the parent's/responsible person's name and address should be obtained and sent to the Director who will send a letter to the parent/responsible person stressing that the library and its employees cannot be responsible for youths not picked up at the library at closing.



August 6, 2010

**TO:** Robert Morgan – Deputy City Manager  
Andy Scott – Assistant City Manager  
Butch Simmons – Director, Engineering & Inspections Department

**FROM:** Ted Partrick – City Engineer

**SUBJECT:** UPDATE: Completion of Unfinished Public Streets

Efforts began early in May to encourage the completion of unfinished public streets by the developers of 18 subdivisions with 30 street projects (Memorandum May 6, 2010 to Andy Scott and Butch Simmons that was included in the May 14 IFYI). Every developer was sent a request by mail by May 17, 2010, that they promptly complete any streets left unfinished, and we confirmed with each of the developers that they had received the request. The list of streets with updated information is attached. Of 30 street projects listed on May 6, two were removed from the list because adjacent commercial projects were abandoned and no streets are required or planned.

The Engineering & Inspections Department has prepared a schedule for paving the unfinished streets in case any of the private developers defaults on the completion of their streets. Successful completion of all the paving is a very ambitious undertaking, requiring award of a paving contract to cover any or all of the work required to finish the streets. The contract will be funded entirely by the proceeds from the sureties on projects with default by the developer(s). Because the contract cannot be fully funded before an award is made, the contract will be awarded as an “On-Call” contract with unit prices for any work required but no commitment on the amount of work to be done. If and when any of the unfinished streets has a default on the surety, a new contract under the On-Call contract will be awarded using the unit prices. With this type of contract, the City will be able to select one contractor and establish the contract prices for the entire project while maintaining the flexibility of adding or removing any of the 28 street projects.

The total amount of all the sureties – bonds and letter-of-credit – is \$1,129,317.00, but it is very unlikely that all the projects will go into default. One project has already defaulted with a letter-of-credit of \$110,400 – the largest project on the list. However, Engineering anticipates that fewer than 50% of the rest of the projects will go into default. Several streets are already close to being finished. Also, a few streets have no construction or residents using them, mostly cul-de-sacs with no houses on them. Engineering is investigating alternatives to allow those streets to be “abandoned” if they have no use, permitting postponement of the street finishing, but this requires further research.

The schedule for the finishing of the streets reflects the minimum amount of time the City will need in order to meet the winter deadline for completion of construction. It also reflects the maximum amount of time allowed for the developers to complete the construction to avoid default. It is in the best interest of both the City and the private developer for the developer to complete the streets themselves. So the proposed schedule provides the longest window of time for the developer while maintaining sufficient time for the City meet its schedule.

**Completion of Unfinished Streets: Plan and Schedule**

	City of Greensboro Schedule	Private Developer Schedule
August 5	Notify All Builders of City Schedule	
August 12	Advertis a street completion contract	
September 2	Bid contract	Deadline for award of contract for completion. Any project without a street finishing contract will be in default.
October 5	Award "On-Call" contract by City Council	Deadline for completion of construction. Any project still incomplete will be in default.
	Receive final surety proceeds and award finishing contracts	
October 18	Repairs start	
December 15	Completion of streets	

TP

Attachments: Map of Developments  
List of Streets



Carrolland Corporation	Notes	Field Site Visit 7/29/10	Amount	Streets	Council District
Storrington North Ph II			\$33,000	Hidden Lake Ct, Fisherman Dr.	2
Thornton Ph IIA	Two new homes are under construction Existing pavement & manholes are in good condition		\$13,500	Sudberry Ct, Shepway Loop	2
Storrington North Ph I			\$16,900	Hidden Lak Dr, Fisherman Dr.	2
Wynterhall Ph IIIA	One (1) home is under construction with +/- 4 vacant lots. Existing pavement and manholes are in good condition		\$15,700	Bexhill Cir, Swanley Dr, Selsey Ct.	2

## Deaton Development Consultants, PLLC

The Noles @ New Irving Park Ph IA	<p>Needing a lot of concrete repair around manholes, water, valves, and curb &amp; gutter replacement. (Pavement patching). 7/26/10, There were more extensive repairs than expected on the punch list. A water connection remains to be made. Their goal is to have the project finished by this year.</p>		Wynnewood Dr., Worsham Pl, Nolen Ct	3
The Noles @ New Irving Park Ph IB		\$35,000	Wynnewood Ct, Wynnewood Dr., Willow-Wick Dr	3
The Noles @ New Irving Park Ph IC		\$41,600	Wynnewood Ct	3
The Noles @ New Irving Park Ph ID		\$26,100	Wynnewood Dr	3
The Noles @ New Irving Park Ph II		\$39,700	Whaton-Oaks Ct, Willow-Wick Dr	3
		\$16,100		

**Sykes & Sykes of Greensboro, LLC**

Chapel Ridge Central Sec Ph I	<p>Wade Journey is in the process of constructing homes. Existing pavement and manholes are in good condition.</p> <p>Concrete around manhole at end of Chapel Brook needs replacement</p>		\$31,800	Grace Chapel Ct, Chapel Downs Ct, Chapel Park Ln, Byers Ridge Dr.	2
Chapel Ridge Ph III Map 3			\$30,000	Chapel Ridge Dr	2
Chapel Ridge Ph III Map 2			\$6,000	Chapel Ridge Dr, Byers Ridge Dr	2
Chapel Ridge Ph West Map 1&2			\$96,000	Chapel Edge Dr, Chapel Brook Way, Chorus Ln	2
Chapel Ridge Central Section PH II Map 1		This section is not in good condition.	\$32,400	Grace Chapel Ct, Chapel Downs Ct, Chapel Cross Ct, Chapel Bend Ct, Chapel Park Ln., Byers Ridge Dr	2
Edison Village Ph I			\$80,600	Edison Park Rd, O'Ferrell St, Eastland Ave., Menlo Park Rd	1
Harts Landing Ph II Map 1			\$30,100	Rougon Drive, Nana Ln, Zola Dr	2

**Wolfe Construction Inc/Deaton Development**

McAlister Woods Ph IB	<p>Wade Journey is in the process of constructing homes. +/- 7 homes/lots for sale. Existing pavement and manholes are in good condition for the exception of one (1) manhole. As of 7/2/10 They are getting bids for topping the roadway &amp; finaling out the project with our inspectors.</p>	Total of 11 lots in this phase. 10 lots with occupied or for sale homes and 1 vacant lot.	\$11,400	Spring Oak Dr, Shady Oak Dr	5
McAlister Woods Ph IIA		Total of 28 lots in this phase. 18 lots with occupied or for sale homes, 7 vacant lots, and 3 under construction	\$24,600	Clarkson Rd, Spring Oak Dr	5
McAlister Woods Ph IIB		Total of twenty (20) lots in this phase. All twenty (20) lots have occupied or for sale homes.	\$13,200	Silent Spring Ct	5

**Builders Land, Inc**

<b>Manchester IIIA</b>	One (1) home under construction. Two (2) homes are for sale, and +/- 20 lots vacant. Existing pavement is FAIR, the manholes are in good condition, and Conc. repair is in progress in some areas. They have made corrections and should be ready for paving next week, August 2nd.	8/5/10 Per Andy Vincent to be paved within next week 8/9 to 8/13.	\$76,200	Anita Glen Dr, Whitworth Dr, Diane's Way	2
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**John K. Marks**

<b>Robin Woods</b>	Kenny Carroll to review the site	No activity on site	\$74,900	Matthew Oaks Ct, Stephen Oaks Wy, Gayle Oaks Ln	2
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**Wachovia Bank**

<b>Bordeaux Ph 2-4</b>	Overall bid estimate is \$62,850 to complete the remaining public improvements.	Project has defaulted. Repairs the public improvements will proceed	\$110,400	Manor Ridge Terrace, Jarman Dr, Mackay Rd Widening	5
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**Triad Land Resources, LLC / Evans Engineering**

<b>Greystone Ph III Sec A</b>	7/27/10 They met w/Anthony Lester. To start curb & gutter repairs next week. Overall they are on track to complete all work w/in next couple of weeks. Existing pavement and manholes are in good condition. Erosion Control at catch basins	Total of twenty-one (21) lots in this phase. Thirteen (13) lots with occupied or for sale homes and eight (8) vacant lots.	\$18,000	Ian Dr, Stoney Run Dr	1
<b>Greystone Ph II Sec A</b>		Total of twenty (20) lots in this phase. Fourteen (14) lots with occupied or for sale homes and six (6) vacant lots	\$15,000	Grove Stone Dr	1

**Willard Tucker**

<b>Bentley Park Ph I</b>	No written response yet, but Kenny Carroll did talk to them via phone. Total of forty-two (42) lots in this subdivision. There is public portion and private portion	The public portion has a total of five (5) lots. Three (3) lots with occupied or for sale homes and two (2) vacant lots.	\$24,000	Stonewick Dr, Lawson Ln	5
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8/5/2010

## Roadway Sureties Updates

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## Possible Removals from Project List

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**Birch Development**

<b>Desmond Woods Ph II Sec B</b>	No new construction of homes. Existing pavement and manholes are in good condition	8/5/10 Per Andy Vincent to be paved within next week. Corrections have been made and all paving should be completed w/in next couple weeks.	\$19,700	Hillrise Ct, Hillrise Dr	2
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**Terrapin Ridge , LLC**

<b>Terrapin Ridge Ph I</b>	Guilford County Schools proposed to purchase the subdivision, Street closings were approved in TRC 7/13. And proposed to planning board 7/21/10.. GCS decided not to purchase the subd. There are no houses on site.	Engineering is investigating alternatives to allow those streets to be "abandoned" if they have no use, permitting postponement of the street finishing, but this requires further research.	\$80,417	Terrapin Ridge Rd, Terrapin Ridge Ct, Brackish Dr	1
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**Keystone Group, Inc**

<b>Spicewood Crossing Ph I</b>	The pavement has been recently paved and a turn-a-round was built	Inspections checked 7/26/10 for Final, minor corrections and will be ready to release w/in next few days. Minor repairs, paving has been completed	\$34,000	Carraway Ct, Peppercorn Ln, Ronald Rd	1
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**DR Horton/Evans Engineering**

<b>Woodcreek Ph II</b>	They are finishing up, inspection report expected soon on roadway	8/5/10 Per David Delancey to be paved next Wednesday, 8/11	\$83,000	Terrapin Ridge Ct, Terrapin Ridge Rd, Brackish Ct	1
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**TOTAL****\$1,129,317.00****72 Streets**