



June 25, 2010

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

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 6/14/10 – 6/20/10.

Share-A-Home

At the June 21, 2010 Council meeting, Council requested staff to research prior adoption of shared home operations in a single family neighborhood. Attached is a memorandum from Cynthia Blue, Housing Planner, in Housing and Community Development, dated June 24, 2010, providing background information on the non-profit organization Share-A-Home.

Super Jam

The Super Jam concert and series of events is scheduled for Friday, June 25th. The Police Department has proactively planned for this event by mobilizing available off-duty resources. Routine calls for service will be managed with regularly scheduled on-duty resources. In 2009, the Police Department used a total of 1,413 on-duty personnel hours and 1,218 off-duty personnel hours to safely manage the event. The Police Department is estimating using the same for this year's event.

In the past, the City has experienced heavy vehicle and pedestrian traffic particularly along High Point Road and Holden Road and we expect that to occur this year as well. Other roadways may become congested based on the number or size of post concert activities.

Motorcycle units will be patrolling residential areas near the Coliseum during the time of the concert. Illegally parked vehicles will be towed when they hinder access to a residence or business, or when they interfere with the free passage of emergency vehicles.

To report illegal or disruptive activity, citizens should call 336-373-2222 or in the case of a true emergency, 911. Non-emergency calls for service related to Super Jam will be routed to resources dedicated to the event and handled as promptly as possible.

2010-2015 Consolidated Plan Public Meetings

The City is holding two public meetings regarding the 2010-2015 Consolidated Plan: A Plan for a Resilient Community. The date of the meetings is June 29th with the first meeting at 12:30 and another meeting at 4:30 in the Regency Room of the Elm Street Center, 203 South Elm Street. Please see the attached flyer for more information.

Lake Townsend: Additional Dry Dock Storage

At the June 15th Council meeting, Council requested that Greg Jackson, Director of Parks and Recreation, meet with Mr. Jim Schwartz, a speaker from the floor, to discuss the feasibility of additional docking spaces at Lake Townsend. Greg Jackson met with Mr. Schwartz at Lake Townsend on June 17th to view the area he believes can be expanded for dry dock storage. The area he identified does not require removal of any trees but would take away parking space from daily lake users. Staff has been instructed to monitor the parking in this area on busy weekends to determine if converting it to re-serviceable dry dock storage would have a negative impact on daily parking.

Staff's position is that before we expand dry dock storage, we should evaluate the impact of the increased fee structure. We currently have approximately 20 people on the waiting list. As the new rates are imposed, we will see if the waiting list continues to exist. We are also conducting a comparison of dry dock storage costs at other lake facilities. We will report our findings to City Council in the coming months.

Trash, Recycling and Bulk Collection Changes

Attached is a memorandum from Dale Wyrick, Director of Field Operations, dated June 23, 2010, regarding the changes in the trash, recycling and bulk collection schedules.

Randleman Feeder Main Completed

Allan Williams, Director of Water Resources, has notified the city that the Randleman Feeder Main has been completed and is ready to be placed in service. The Piedmont Triad Regional Water Authority (PTRWA) is not ready to sell the city water; however, the feeder main may be used to send finished water to the PTRWA to initiate operations and testing.

2011 U.S. Figure Skating Championships in Greensboro

The 2011 U.S. Figure Skating Championship will be held in Greensboro from January 22-30, 2011. In support of this event, we have been requested to provide an in-kind contribution to the event for Fire and Police related costs.

The 2011 U.S. Figure Skating National Championships are projected to draw more than 100,000 in attendance making this event equivalent to an ACC Men's Basketball Tournament. The event will be nationally televised for 10-12 hours on NBC Sports and is projected that 10,000 hotel room nights will be booked. Ticket sale packages are on-sale now and are very strong with representation thus far from 43 U.S. states and 3 countries (the U.S., Canada and Japan); individual ticket sales will begin in Fall 2010. The corporate partners for the event are listed on the following website: <http://www.northcarolina2011.com/>. Last year at this event in Spokane, WA, attendance was approximately 155,000 in an Olympic year; 2011 organizers are shooting for that target. The economic impact to the community from previous host cities is estimated at \$25 million depending upon final attendance.

If you have any questions or concerns related to this, please let me know. I plan to officially announce this contribution to the organizers of the event late next week.

Public Affairs Department Contact Center Weekly Report Week of 6/14/10 - 6/20/10

Contact Center

5364 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1378
Bill Extension – 195
General Info. – 177
New Signup – 177
Cutoff – 128

Field Operations

Bulk Guidelines – 86
Repair Green Can – 61
Appliance Pickup – 44
No Service/Garbage – 43
Dead Animal – 36

All Others

Police/Watch Operations – 391
Landfill/Transfer/HHW – 156
Courts/Sheriff – 102
Overgrown Lots – 35
Privilege License – 31

Comments

We received a total of 8 comments this week:

Budget – 1 comment

- Resident was very upset about the water rate going up, she is not happy. She stated that she would rather pay more taxes than more for water. "Water is a necessity and the rates going up affect everyone."

Field Operations – 2 comments

- Customer called at 8:45 am, reports that the work is already complete that she only called in about an hour ago. Says it is "the best service I could have ever asked for." She is delighted with 373-CITY and the crew who completed this work.
- Caller was watching news 14 and Greensboro workers (says leafy G was on the truck) were shown trimming trees and (1) he was trimming trees over his head and he didn't have a hard hat on and (2) he had a cigarette hanging out of his mouth. That just looked so unprofessional. Caller said some City workers are just really professional at their jobs and then you have this guy. Are they allowed to smoke while working?

Transportation – 1 comment

- Message left on weekend voicemail saying we should change the speed limit in the speed cushions trial area from 20 mph to 10 mph because it is very uncomfortable going over them at 20 mph.

Water Resources – 4 comments

- Customer inquiry about sewer bill. Normal water consumption in household goes in sewer but watering garden does not. Caller would like the City to consider a plan like Florida where they take three months of the year with the most rain and the amount of water used in the household is the normal sewer consumption.
- Caller states online payment system is great and thinks this is a really good thing.
- Customer objects to convenience fee, feels it is unfair to charge this to customers who use online payments. Customer says it is easier for the City when customers pay this way and there should not be a charge for it.
- Caller states City should put a due date on the water statement for the past due amount...thinks the City is cheating people with late pay penalty.

Overall

Calls about dead animals and overgrown lots decreased last week. Call volume remained steady through the end of the week.



June 24, 2010

TO: Andrew Scott, Assistant City Manager

FROM: Cynthia Blue, Housing Planner

SUBJECT: Share-A-Home

In response to the query from Councilwoman Bellamy-Small regarding the status and activities of the Share-A-Home project, the following is currently known.

Share-A-Home is a non-profit organization that seeks to house elderly residents in a group living situation where they share the costs of housing, meals and services. It previously operated on property owned by Holy Trinity Episcopal Church. It closed this operation several years ago when the church needed the property for other uses.

They are currently seeking new space and funding for operations. They considered a property on Chestnut Street recently, but are still in the feasibility process for that property. It was re-zoned to a category that would allow a Congregate Care facility. There were conditions included in the re-zoning and it was supported by the neighborhood. It would be premature at this time to say that they had plans and timelines for completion.

There may be other groups with similar concepts, but this is the only group with which we have had regular communication.

CB

Making Neighborhood Connections

Volume 3, Issue 4

June 04, 2010

SUPERJAM Set For **JUNE 25**

The annual SUPERJAM concert will take place at Greensboro Coliseum on Friday, June 25th. The concert is scheduled for 7:30 PM and doors will open at approximately 6:00 p.m.

This event continues to be one of the most popular hip-hop concerts in the country, with annual attendance averaging over 16,000. Many of the tickets were purchased by people from outside of the Triad and a great number of out-of-town visitors are expected to visit Greensboro over the weekend. They will be staying in area hotels, eating in nearby restaurants and patronizing local merchants.

Please be aware that over the past year Coliseum staff has been working closely with the Greensboro Police Department (GPD), the Greensboro Department of Transportation (GDOT), the event's radio station sponsor (102 JAMZ) and other agencies to plan for this event.

Throughout the concert, 102 JAMZ radio personalities will be making announcements from the stage to encourage concert goers that if they should choose to cruise High Point Road following the show, they need to "cruise responsibly". These announcements are part of a public relations campaign we have undertaken with 102 JAMZ to promote responsible post-concert behavior among attendees. Other facets of the campaign have included on-air public service announcements and interviews, banners on both the Coliseum and radio station's websites, e-mail blasts to ticketholders, and post-concert distribution of hand-outs/flyers to exiting patrons.

GPD will be monitoring post-concert traffic flow and "cruising" along High Point Road from Elm Street to Holden Road as part of a comprehensive plan to ensure public safety. In addition to post-concert trash pick up on Coliseum grounds, Coliseum staff will assist with cleanup in adjacent areas and City of Greensboro Field Operations will assist with trash pick up along High Point Road to Holden Road, including Patterson Street, Coliseum Boulevard and east on Lee Street. Additionally, 20 portable restrooms and hundreds of trash and recycling receptacles will be placed in the Coliseum parking lot to provide concert-goers with appropriate on-site facilities.

The Greensboro Coliseum Complex places a great deal of emphasis on pre-event planning to ensure our events run as smoothly as possible and we continue to make every effort to attempt to be a "good neighbor." For any Superjam trash related issue on June 25 or 26, please contact Dan Baker at (336) 420-2405.

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ticketmaster



SIEMENS

EVENT HOTLINE: (336) 373-7474 • GROUP SALES: (336) 373-2632 • TDD: (336) 333-6930



2010-2015 Consolidated Plan: A Plan for a Resilient Community

2 Public Meetings

Date: Tuesday, June 29

Times: #1: 12:30 pm–2:00 pm
OR
#2: 4:30 pm–6:00 pm

Location: Regency Room of the
Elm Street Center, 203 South
Elm Street, downtown
Greensboro



The 2010-2015 Consolidated Plan: Plan for a Resilient Community will help guide Greensboro's housing and community development activities for the next five years. It is based on significant research and data on the City's growth, economic status and the health of its neighborhoods and housing stock. The Plan is primarily focused on the City's housing needs, but it also seeks to better coordinate housing development, job growth and transportation networks to make more efficient use of public and private investments while promoting a more sustainable environment.

The draft of the plan may be viewed at <http://tinyurl.com/DraftConPlan>

The 2010-2015 Consolidated Plan will be submitted to City Council for adoption and submittal to the U. S. Department of Housing and Urban Development in August. For further information contact Sue Schwartz or Jeff Sovich at 336-373-2349 or

sue.schwartz@greensboro-nc.gov

jeffrey.sovich@greensboro-nc.gov



Field Operations
City of Greensboro

June 23, 2010

TO: Rashad Young, City Manager
FROM: Dale Wyrick, P.E., Director of Field Operations
SUBJECT: Trash, Recycling & Bulk Collection Changes

Beginning the week of August 9, the City of Greensboro is changing trash and recycling collection days for some residential customers in order to make our services more efficient. Also, beginning August 9, bulk collection will take place every other week on your recycling day, instead of weekly, for all residential customers. The Q&A below provides more information regarding the upcoming changes.

Why is the City making a change to collection service?

Residential trash/recycling service days have not been changed in more than 10 years. During this time, the City has grown and service needs have changed. The City has designed new routes and days to provide more efficient and balanced service to all areas of Greensboro.

How will I know if my collection day will change?

All residents—whether or not their service day changes—will receive a postcard in the mail in July that tells their collection service day and recycling week (red or blue). Residents can also visit www.greensboro-nc.gov/ServiceChanges to see their collection day, or call 373-CITY (2489).

Can I look up my service day online?

Yes, simply go to www.greensboro-nc.gov/ServiceChange. Type in your address and find out your service day and recycling/bulk collection week (red or blue).

What other services are affected?

Your trash collection day may change and/or recycling collection week may change. Bulk collection - items too large to fit in the trash container, such as furniture—will take place every other week, instead of weekly. Bulk items will be picked up during the week that recycling is picked up.

Otherwise, collection services will stay the same. This means:

- Yard waste is collected on the assigned service day—no appointment needed.
- Appliances are collected by appointment—call 373-CITY (2489).

As always, be sure to place all trash and recycling at the curb by 7 am and remove them by 7 pm.

What is bulk trash?

Bulk trash consists of items that are too big to fit in the green trash container, such as furniture, mattresses, swing sets, and lawn mowers (drained of gas/oil). **Keep in mind that extra bags of trash outside the green container are not considered bulk trash and will not be collected by City crews.** If residents frequently have more trash than can fit in your container, they may want to purchase an additional trash container by calling the City's Contact Center at 373-CITY (2489).

My driver didn't come at his usual time - why?

Collection times may be a bit different since all routes have changed. Residents may have a new driver who may get to their home earlier or later than before. Call 373-CITY (2489) if your trash or recycling has not been picked up by 5:00 pm.

Who will be affected by these changes?

A total of 43,751 households (57%) will have a change either in collection day, recycling collection week, or both. The number of households affected by Council district is as follows:

- District 1— 7,309 households
- District 2—4,922 households
- District 3—13,778 households
- District 4—11,399 households
- District 5—6,343 households

All households will change from weekly bulk collection to every other week.