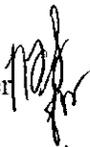




June 4, 2010

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

**A separate supplementary IFYI on requested budget items from the May 25<sup>th</sup> City Council Work Session and the June 1<sup>st</sup> City Council meeting will be sent separately.**

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**Contact Center Feedback**

Attached is the weekly report generated by our Contact Center for the week of 5/24/10 – 5/30/10.

**Legislative Agenda Update**

Attached is a memorandum dated June 4, 2010 from Thomas D. Carruthers, Associate Attorney, providing a status update on the legislative agenda during week four of the General Assembly session.

**PTI Citizen Engaged Community Award**

Public Technology Institute (PTI) has announced that the City of Greensboro, along with eight other local governments from across the US, has been designated as a Citizen-Engaged Community for 2010-2012. The recognition is for the City's implementation of "best practices" for its use of multi-channel (web, civic media, Interactive Voice Response, 311/call agents) public access to government services and information. Highlighted were the City's use of Citizen Relationship/Records Management (CRM), its Contact Center, web portal technology, telephony systems, Interactive Voice Response, and mobile communications infrastructure to advance new standards for citizen participation and government performance reporting.

Other local governments designated as a Citizen-Engaged Community are:

- Buffalo, New York
- Corpus Christi, Texas
- **Greensboro, North Carolina**
- Hampton, Virginia
- Miami-Dade County, Florida
- New York, New York
- Philadelphia, Pennsylvania
- San Francisco, California
- Winston-Salem, North Carolina

More information about the award is available at [www.pti.org](http://www.pti.org).

### **Arlington Road Alley**

At the June 1<sup>st</sup>, 2010 City Council meeting (agenda item #15), Council requested a copy of the executed agreement between the Redevelopment Commission of Greensboro and Stanley David Gray regarding the alleyway at 518 Arlington Street. Attached is the requested agreement.

### **Council Chamber Renovation**

As part of the MMOB reorganization, the council chamber large television display is being removed. Removal of the display will facilitate additional seating in the chamber and improve room acoustics. The display will be replaced with an external projector, projecting onto a wall mounted 10' screen. On the opposite side of the room, behind the dais, there will be a 65" LCD screen mounted about 8' above the floor for people at the podium and the left side of the room. The City has reduced costs by purchasing a projector that was a demo model, saving approximately \$2,000; it includes a full warranty and a new bulb. The total cost of the renovation is \$20,005.71, with Engineering and Inspections paying \$11,000 and Public Affairs paying the balance; the funds are from the FY 2009-2010 budget.

### **Bingham Park**

On June 8, a community meeting will be held at Eastside Park Community Center 6:30-7:30 pm to discuss next steps to address the future of Bingham Park, both long-term and short-term plans. In the short-term, last year the basketball court at Bingham Park began concaving. An environmental assessment is necessary prior to beginning repair work on this site as directed by the Environmental Services Department. Assessment activities are funded through the City of Greensboro's 2009 Environmental Protection Agency (EPA) Brownfields Assessment grant award. Use of these funds has been approved by the EPA and the funds must be used by the end of June. Phase I of the assessment was primarily a document review and site evaluation. Phase II of the assessment, which will begin June 9, will include on-site construction activity. The attached letter of explanation is being sent to the community. It is important to note that this site is safe and does not currently pose health concerns for the surrounding community.

The final Phase II Environmental Site Assessment report will be prepared in early July 2010.

### **Police Chief Search Update**

According to the City's consultant Ted W. Plattenburg, DHR International, performing the Police Chief search, as of today:

- 182 inquires have been received from the job posting. The application process is still open.
- 55 resumes/CV's have been received of interested individuals.
- 54 highly recommended referrals have been contacted.
- 31 individuals have been spoken with, who meet most/all of our criteria set forth in the job specification.
- Actively speaking with several individuals who are qualified, however, the consulting firm is undecided about their candidacy.

DHR International is looking to narrow the field of potential candidates to 6-10 candidates that will be set up for phone interviews with the search committee. After this process, the field of candidates will be further narrowed down. The final candidates will then be invited to Greensboro in the fourth

week of July to be vetted by stakeholders as directed by the City Manager. A final decision will follow. The search is progressing according to the schedule that was provided to City Council in the May 7, 2010 IFYI.

**Status Report on the Solid Waste Management RFP's**

HDR (the consultant assisting in reviewing the RFP's) has completed their review of the RFP's and are ready to make a presentation to City Council on the Solid Waste Management RFP's. The consultant will review highlights of the proposals and ask for guidance in several areas before making recommendations. In order to allow sufficient time to accomplish this, the submitters are being notified that we are extending the review time by 120 days.

## Public Affairs Department Contact Center Weekly Report Week of 5/24/10 - 5/30/10

### Contact Center

4771 calls answered this week

### Top 5 calls by area

#### Water Resources

Balance Inquiry – 977  
New Signup – 208  
Cutoff - 176  
General Info. – 141  
Same day service - 89

#### Field Operations

Bulk Guidelines – 80  
Repair Green can - 54  
No Service/Trash – 49  
Appliance pick up - 41  
Dead Animal – 40

#### All others

Police/Watch Operations – 257  
Warrants – 30  
Landfill/Transfer/HHW - 147  
Courts/Sheriff – 96  
Overgrown Lots – 60

### Comments

We received a total of **12** comments this week:

#### Budget – 7 comments

- Caller does not want to close Lake Higgins at all, thinks city should find another way to save money
- Resident has been living there for 25yrs and they have a lot of trees. Does not know what they will do if we stop loose leaf collection. Also is upset that water rates are going to go up. Water rates going up are going to affect the poor people but not the rich. She also feels that we do not need to lay off people.
- Wants to suggest that instead of eliminating school crossing guards, we ask the community to volunteer. He states that if anyone in the community has the time or use seniors then we would still have someone at the crossings.
- Calling to voice her opinion on the budget in regards to stopping loose leaf collection. She believes that given the economic situation this would be a strain on older residents to have to pay to get their leaves bagged.
- Calling to voice her opinion on the proposed increase on water included in the budget. She believes given the economic situation that this is not a prudent thing to do.
- Writing in response to the information I received that the city of Greensboro is not including any funding for the Children's Museum in it's 2010-2011 budget. My family resides in Salem, VA and we regularly make trips to Greensboro just to visit the Children's Museum. We have done so for the past 5 years and hope to be able to continue this trend. My middle daughter requested a trip to Greensboro for her 6<sup>th</sup> birthday 2 years ago. We always stay in a hotel for the night and eat in restaurants, etc, during our stay. Last year we even brought 4 other families along from the Roanoke area and introduced them to the GCM. My family couldn't be the only out of town guest that comes specifically for this purpose. Please reconsider funding for this important early childhood resource that your city is so fortunate to have. My family could choose to visit the children's museum in Lynchburg or Richmond, but consistently choose to come to Greensboro instead. Thank you for your consideration.
- A county resident and teacher does not want to see library fees added. She is emailing council her concerns.

### Field Operations – 1 comment

- I just wanted to send you a note about the excellent service and response I received. I had recently sent in a request for service to your Right of Way Maintenance Division. I was contacted immediately, and they were very professional and advised me promptly on what could be done to help with my request. I am very pleased with the outcome and wanted to express my sincere appreciation for a job well done! Please keep up the good work.

### Transportation – 1 comment

- Would like to comment on the Frazier Rd speed cushion trial. He believes these devices are not good for the city to place on any other streets. He doesn't like the idea of having to go over speed bumps.

### Water Resources – 3 comments

- Concerned about the upcoming increase for tenant deposits. Has paid on time for years and is upset that if he moved he would have to pay the higher deposit amount. He feels the deposit should transfer to the new address.
- Upset with the inconvenience of having to apply in person, as a renter, because we do not accept the application over the phone because of the deposit and application fee. She knows the alternative is completing the application and either mailing it back or dropping it off - she has current service as a renter and is moving to a new address and feels we should be able to transfer her account information and deposit just like Duke Energy and Piedmont Gas and other utilities do - she says our system is too outdated.
- This (Web Connect) is a nice feature, but if there is a "convenience fee" to make payments the benefit is lost. Please make other arrangements so there is no charge.

### Overall

As we approached the end of the month, the volume increased for activities related to moving, especially turning water on and off. Overgrown lot complaints decreased slightly, but questions about disposing of items from homes increased, including those related to the landfill and transfer station.

City Attorney  
City of Greensboro



**DATE:** June 4, 2010

**TO:** Rashad M. Young, City Manager

**FROM:** Thomas D. Carruthers, Associate Attorney

**SUBJECT: Week Four of the General Assembly**

Week four saw progress toward the City's Legislative Agenda. Next Tuesday the Senate Committee on State and Local Government will meet and consider the following local bills: SB1345, Greensboro Relocation of Wildlife; SB1361 Greensboro/High Point Boundary Swap; and SB1448 Greensboro City Manager Contracts. As more committees announce their proposed legislation, it is anticipated that more action on the other local bills will appear.

The House passed its version of the budget and now the House and Senate Budget will go through reconciliation. At present no reductions in local municipalities' revenue exist in either version of the budget.

SB1209, Municipal Broadband was amended by consent and voted successfully out of committee and taken to the full Senate where passage is likely. The bill now sends the entire issue to a study commission for further review. It also adopts a moratorium on municipal broadband installations until the 2011 session concludes or a new bill is adopted next session. This moratorium does not apply to the current five municipalities that are installing municipal fiber optic networks, and is drafted to allow a municipality to cooperate with the Google initiative should the community be selected. This is not a victory for Greensboro's position, but does avoid possible defeat while the respective sides on this issue continue to gather allies and arguments for next session.

TDC

Cc: Denise Turner

**NORTH CAROLINA**

**AGREEMENT**

**GUILFORD COUNTY**

This Agreement made and entered into as of this 5<sup>th</sup> day of ~~May~~ June, 2010 by and between REDEVELOPMENT COMMISSION OF GREENSBORO, a North Carolina Municipal Corporation ("RCG") party of the first part and STANLEY DAVID GRAY and wife, ROSEMARY N. GRAY (collectively "Gray"), party of the second part.

**WITNESSETH:**

WHEREAS, RCG is a North Carolina Municipal Corporation chartered and engaged in redevelopment activities within the corporate limits of the City of Greensboro; and

WHEREAS, pursuant to authorities granted under North Carolina General Statutes §160A-500 et seq RCG has heretofore prepared and approved the South Elm Redevelopment Plan and is in the process of pursuing the redevelopment of the properties as described in said South Elm Redevelopment Plan; and

WHEREAS, Gray is the owner of certain properties within the South Elm Redevelopment Area as more fully described hereafter; and

WHEREAS, RCG and Gray have reached an agreement subject to the terms and provisions as set forth herein pertaining to the closing of an approximately ten (10) foot wide alley going in a northerly direction from the East Bragg Street right-of-way between properties owned by RCG to property owned by Gray generally known as 518 Arlington Street, Greensboro, North Carolina.

NOW, THEREFORE, for and in consideration of the premises, the parties do hereby mutually agree to the following terms and provisions:

1. Alley Defined: As described and depicted on attached City of Greensboro Engineering and Inspection Department Drawing marked Exhibit A, an alley (the "Alley") approximately ten ± (10±) feet wide extends in a northerly direction from the northern right-of-way margin of East Bragg Street to the southern boundary line of the property owned by Gray having Guilford County Tax Map No. 17-1-7, street address 518 Arlington Street, Greensboro, North Carolina and being further legally described on Exhibit B attached hereto and incorporated herein by reference. The Alley further is bounded on its western side and its eastern side by properties all solely owned by RCG.

2. Alley Closing. RCG has filed an Application with the City of Greensboro to close the Alley in accordance with North Carolina General Statute §160A-299. Gray alleges and claims that they are the legal owners of said private alleyway and that they have never abandoned such ownership or rights to its use. Gray claims that appurtenant to the property owned by them at 518 Arlington Street, Greensboro, North Carolina are rights to the use of the

alley and alleges that they would be aggrieved by the closing of same. In consideration of all the terms, provisions and agreements of RCG contained herein and conditioned expressly thereto, Gray is willing to donate their interest in said alleyway to the RCG and consent to and join in the Application for the Alley closing knowing that pursuant to said North Carolina General Statute §160A-299 all right and interests in the fee of said Alley shall be vested after said closing in RCG as additions to its properties that adjoin said Alley.

3. RCG Obligation to Provide Comparable Access Easement to Gray. In consideration of Gray's donation of said alley and consenting to and joining in the application for the Alley closing as above stated, RCG agrees that prior to any conveyance or transfer of its property that includes the property comprising the closed Alley that RCG will provide for a comparable non-exclusive perpetual easement according to current Greensboro City Codes as may be required for access, ingress and egress to be appurtenant to and run with the land for the benefit of the property of Gray, their successors, assigns and heirs to be located as follows:

Gray and RCG acknowledge that Gray owns not only the property described in Exhibit B to which he claims appurtenant rights to the Alley to be closed but Gray also owns that property generally known as 727 South Elm Street, Guilford County Tax Map No. 17-1-13 which is more particularly described on Exhibit C attached hereto and incorporated herein by reference. RCG owns not only the properties described on Exhibit 1 adjacent to the boundaries of the alley but RCG also owns and so warrants that it owns in fee simple all other properties adjacent to both of Gray's properties described in Exhibit B and C.

Prior to any conveyance or any other action involving any of the properties owned by RCG which are adjacent to Grays, RCG will cause to be granted or dedicated of public record for the benefit and use of Gray a comparable access easement according to current Greensboro City Codes if required that is from the northern right-of-way of East Bragg Street to either of the properties owned by Gray as described in Exhibits B and C which is to be located within the block of East Bragg Street from its intersection with Arlington Street to its intersection with South Elm Street provided such access easement shall be located at least one hundred ten (110) feet from the northeast intersection of the rights-of-way of East Bragg Street with South Elm Street and the northwest intersection of the rights-of-way of East Bragg Street and Arlington Street or is located, dedicated and placed of record for the benefit of Gray coming from the eastern right-of-way boundary of South Elm Street Gray's property described in Exhibit C. The exact location of the comparable easement shall, subject to the above stated parameters, be in the sole discretion of RCG It is further understood that the parties will endeavor to work together to assign the name "S. David Gray" to the new access easement, within City requirements for such naming.

4. Performance of Obligations. RCG and Gray agree to do and perform any and all act or execute any and all documents necessary and appropriate to carry out and fully perform all of the obligations and agreements herein contained between the parties.

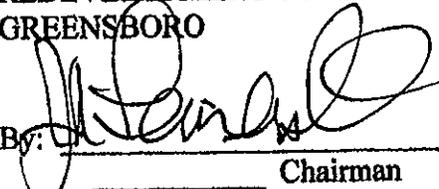
5. Breach or Default. In the event of any breach or default in carrying out all of the terms and provisions hereby set forth in this Agreement either party shall have the right to seek specific performance of all terms and provisions herein contained. Such remedy shall be in addition to and not limitation of any other causes of action for damages otherwise sustained by such party. In addition, any party having to seek or enforce the obligations, terms and provisions of this Agreement against the other party shall be further entitled to recovery of all costs and expenses as well as reasonable attorney fees incurred in the enforcements of its rights herein granted.

6. Construction Interpretation. This Agreement contains the entire agreement between the parties hereto and there are no other revisions or representations whether oral or written which shall be binding upon the parties except as herein provided. This Agreement shall be construed and interpreted under the laws of the State of North Carolina.

IN WITNESS WHEREOF the individual parties have executed this Agreement under seal and RCG has, upon resolution duly adopted by it at a regular meeting of the Board of Redevelopment Commission duly authorized its Officers to execute this Agreement all as of the day and year first above written.

REDEVELOPMENT COMMISSION OF  
GREENSBORO

(Corporate Seal)

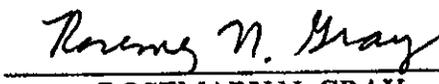
By: 

Chairman

ATTEST:

  
Asst. Secretary

 (SEAL)  
STANLEY DAVID GRAY

 (SEAL)  
ROSEMARY N. GRAY

NORTH CAROLINA

GUILFORD COUNTY

I, the undersigned Notary Public, do hereby certify that STANLEY DAVID GRAY and wife, ROSEMARY N. GRAY personally came before me this date and acknowledged the execution of the foregoing instrument.

Witness my hand and notarial seal/stamp this 28th day of May, 2010.

Kamonte J. Brown  
Notary Public

My Commission Expires: December, 2012  
NORTH CAROLINA

GUILFORD COUNTY

I, the undersigned Notary Public, do hereby certify that personally came before me this day and acknowledged that she is Asst Secretary of REDEVELOPMENT COMMISSION OF GREENSBORO, and that, by authority duly given and the act of the Corporation, the foregoing deed was signed in its name by its Chairman, sealed with its corporate seal, and attested by herself as Secretary.

WITNESS my hand and official seal this 1<sup>st</sup> day of June May, 2010.

Rhonda Gail Knoch  
Notary Public

My Commission Expires:  
August 3, 2013



## **EXHIBIT B**

All that property generally known as 518 Arlington Street, Greensboro, North Carolina, Guilford County Tax Map No. 17-1-7 more particularly described as follows:

**BEGINNING** at a stake on the western margin of Arlington Street which said stake is 100 feet measured northwardly along the western margin of Arlington Street from the northwestern intersection of East Bragg Street with Arlington Street, at a corner with Morris, and running thence with Morris' line North 89° 49' West 160.3 feet to a stake; thence North 3° 21' East 76 Feet to a stake, corner with Jerome; thence with the line of Jerome South 89° 49' East 160.3 feet to a stake on the western margin of Arlington Street; thence with the western margin of Arlington Street South 3° 21' West 76 feet to the point of Beginning. See that certain Deed from I. B. Isley and wife, Nina M. Isley to Fred C. Isley, et al, duly recorded in the Office of the Register of Deeds of said Guilford County in Book 792, Page 479.

### **EXHIBIT C**

All that property generally known as 727 South Elm Street, Greensboro, North Carolina, Guilford County Tax Map No. 17-1-13 more particularly described as follows:

**BEGINNING** at Neeses' southwest corner on the east side of South Elm Street; thence South 50 feet to a stake; thence East parallel with Bragg Street to Isley's line about 255 feet; thence North about 50 feet to Neese's line; thence West with Neese's line about 250 feet to the beginning, being that lot conveyed to D. Stadiem by Charles D. Benbow and wife, Lizzie C. Benbow, as per Deed recorded in the Office of the Register of Deeds of Guilford County in Book 156, Page 21.