



May 7, 2010

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

IFYI HIGHLIGHTS

- Contact Center Feedback
- Upcoming Work Sessions
- Festival Park Tree Removal
- Water and Sewer Lines Rehabilitation
- Family Care Home

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 4/26/10 – 5/02/10.

Upcoming Work Sessions

1. May 11, 2010: Council is scheduled to meet with the DHR International Consultant, Ted Plattenburg, on Tuesday, May 11th at 4pm. This work session is the Council's opportunity to provide its input to the search consultant as to the kind of candidate we should screen for in our search for a new police chief. Attached are an estimated timeline and the nationally advertised position posting.
2. During past budget processes, the City Council conducted work sessions once the budget was presented by the City Manager. Please notify the City Clerk's Office if you are interested in conducting a work session(s) once the budget is proposed. Additionally, if you decide you would like additional work sessions scheduled, please indicate what department(s) you would like to have present their budget and what dates and times you would be available.

Festival Park Tree Removal

Attached is a memo from Field Operations Director, Dale Wyrick, explaining the removal of 13 London Plane trees at Festival Park prior to June 2010.

Water and Sewer Lines Rehabilitation

Councilmember Wade asked City Staff to provide a map showing what sewer and water lines the City has replaced, reconstructed, or substantially repaired along with the date of repair and estimated life of replacement/repair. Staff put together four sets of maps to address these questions: 1) Rehabbed Sewer Lines since 1981; 2) Rehabbed/Replaced Water Lines since 2004; Sewer Stoppages/Overflows since 2008; and Repaired Water Lines since 1979. The maps are available in the City Clerk's Office for your review as they are too large to send through e-mail. Additionally, attached is an email from Allan Williams, PE, Director of Water Resources, which further describes the age of the City's water and sewer infrastructure and our rehabilitation efforts.

Family Care Home

Attached is an update from Planning Director, Dick Hails on the legal issues recently raised regarding the Family Care and Group Care Home Text Amendment.

Public Affairs Department Contact Center Weekly Report Week of 4/26/10 - 5/02/10

Contact Center

5077 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 945
New Signup – 170
General Info – 150
Phone sign ups - 133
Cutoff request - 122

Field Operations

Bulk Guidelines – 90
Appliance collection - 45
Dead animal pick up - 45
Repair green can - 44
No service, trash - 35

All others

Police/Watch Operations – 394
Warrants – 199
Landfill/Transfer/HHW – 146
Courts/Sheriff - 137
Overgrown Lots - 80

Comments

We received a total of **16** comments this week:

- 11 comments for Budget and Evaluation

I read the article on the proposed fee hikes for Parks & Rec. I understand it is important to balance the Park and Rec budget but changing the per team fee of \$375 to \$40 per participant would have a negative effect. You would have less teams. We would not be able to have a kickball or 2 softball teams if the fee was changed to \$40 per person. That is 3 less teams you would see in your leagues. Instead, my suggestion would be to raise the flat team fee from \$375 to \$425 and most teams would probably be OK with that.

Change per team fee of \$375 to \$40 per participant. This is a ridiculous fee increase that would result in a more than 100% increase for most people playing team sports. This will absolutely kill participation for people who cannot make all games because of work. The only thing this potential increase would result in is less adult sports participation across the board. Please do not approve this increase!

I am writing to express my opposition to the proposed increase in fees for Parks and Rec team sports. These teams are a great way for people to meet other people throughout the city and are especially important to young profession group like SynerG. A fee of \$40 per person, rather than a flat team fee, will discourage people from participating. We need these people to connect with each other and pricing them out of the market does little good. Thank you for your consideration.

Hi, I just found out that the cost of adult sport leagues may be changed to \$40 per participant instead of the current \$375 per team. I think this is a poor idea. Being that all of the players are adults, they have a lot going on. Many of them cannot make it to every game. If the cost goes up about %120, then I feel like they will not want to invest that much money into a sport league. If the part time players decide not to play, then the teams will not be full. Also, the Greensboro Parks and Rec. leagues are not the only sport leagues in Greensboro. If your costs are not on par with the other leagues, then I can see the teams moving to other leagues. Thank you for reading

The customer is suggesting that we do like Winston-Salem and charge for yard waste pick up

I have been playing and coaching softball, modified and basketball in GSO for almost 30 years and feel this is a horrible idea. Most teams add fill in players to play only when regulars are out of town and a team might forfeit. Fill in players will not pay the \$40 and you will end up with lots of forfeits and some teams even withdrawing from Parks and Rec altogether. We are self-sponsored, so the guys are already paying \$50 each to pay for jerseys, bats, balls, etc. and the proposed \$40 per person will create a financial hardship for some. Bad idea - please don't do this. Raise the per team fee like you did for basketball from \$335 to \$400. Thank you for your consideration.

Please don't!! Sometimes a team has a few extra players for safety sake, when the regulars may be out of town. Who wants to pay \$40 a person for that privilege? Carolyn Allen Field, built for the people of Greensboro, paid for from our taxes, is now being used to generate revenue with weekend tournaments, with a great many non-residents participating. Raise fees for those tournaments if you're looking for more revenue. If we can't afford to keep softball affordable, how can we afford this new swimming pool complex? That was part of a Parks and Rec bond, wasn't it?

I think the proposed change in fees to \$40 per participant for adult sports teams is a bad idea. I have participated in softball (fall and spring) and basketball over the years. I'm not sure what sport you had in mind to come up with the \$40 figure, but assuming it would apply to both men's basketball and softball, a couple of scenarios illustrate its absurdity. First, suppose a basketball team has 7 players on its roster. Do they pay \$280 (instead of \$400), and thus P&R loses 30%? Next, suppose a softball team has a roster of 15 players (which is actually probably not enough to ensure enough players at all games). The team fee would be \$600, which is a whopping (minimum) 50% increase over the current team fee of \$400. Are scenarios like these really what you had in mind? In addition, a per-participant fee likely would result in fewer participants, fewer teams overall, and a higher number of forfeits among the teams that do participate. I hope that you will reconsider this idea, with instead perhaps a modest (since fees have recently increased) increase (10%-15%) to the current team fee if necessary. Thank you for your consideration.

I do not want you to close Lake Higgins. Keep it open.

Please reconsider raising the water rates, especially not 9%. Senior citizens do not have the extra money and everything is going higher. Increasing the fees to \$40 per person rather than \$375 will cause problems. This will discourage participation. For example, the reserves on a softball team who would normally only play sparingly will choose not to pay the extra amount. Then when people go on vacation, teams will be left without players. This will cause forfeits. In conclusion, this is a very shortsighted proposal.

- 3 comments for **Field Operations**

Thank you so much for the recent repair in front of our home! It is so much better and we really appreciate how fast you responded to our request. You guys deserve a raise. Proud to live in Greensboro!

Called yesterday to report potholes at this intersection and says THANK YOU for repairing them already today.

Thank you to the crew for coming back for her green can today this is appreciated

- 2 comments for **Transportation**

Speed cushions are working well, thanks, traffic is much slower

Caller wanted to say that he loves the speed Cushions.

Overall

Callers this week were concerned about athletic fees and the Speed Cushion test on Frazier Rd. We also saw a continued increase in calls regarding overgrown lots. Otherwise, calls consisted of the normal mix of topics.

**Police Chief Search
2010**

<u>TARGETS</u>	<u>BENCHMARKS</u>	
<i>Mid-April</i>	<p align="center">Profile Completed</p> <p align="center">RFP Processed to Consultants</p> <p align="center">Consultant Selected</p>	
<i>Mid-April-May</i>	<p>Position Advertised Nationally Local Media / Web Professional Organizations /Web Consultant Networking</p>	<p>Focus Meetings City Council Staff Community</p>
<i>May 14th</i>	<p align="center">Position Closed Applications Screened</p>	
<i>June-wk1/2</i>	<p align="center">Meeting with CMO 6-10 Candidates</p> <p align="center">Assessment Process Assessment Centers Internal Panel External Community Panel</p>	
<i>June-wk4</i>	<p align="center">Follow-up Meeting with CMO Selection of 1-2 Finalists to Interview</p>	
<i>July wk3/4</i>	<p align="center">Final Interviews with CMO</p> <p align="center">Selection / Offer</p>	
<i>August</i>	<p align="center">Begin Employment</p>	



DHR International
312 Walnut Street
Suite 1600
Cincinnati, Ohio 45202

T: 513.762.7690
F: 513.762.7615

Chief of Police, Greensboro, NC

The City of Greensboro is currently accepting applications for the position of Police Chief following the announced retirement of our current Chief, a 28-year law enforcement veteran. The Greensboro Police Department is a full service, nationally acclaimed organization having been recognized as a Nationally Accredited Agency by the Commission on Accreditation for Law Enforcement Agencies (CALEA). The Chief of Police will lead a Department of approximately 700 personnel with an annual budget of \$63 million. The primary mission of the Department is to save lives and preserve property. The majority of the Department's resources are currently allocated to the Patrol Division, which includes 404 sworn officers, four satellite stations, 233 marked patrol vehicles, bicycles, and other equipment required to perform the duties of a sworn police officer. The department serves a population of 258,000 and a geographical area of 144 square miles.

For consideration, please submit your cover letter, resume and associated information to:

T.J. Erlacker
Associate
DHR International
Phone: 314-269-8925
Fax: 314-721-0516
<mailto:terlacker@dhrinternational.com>

Field Operations Department
City of Greensboro



May 6, 2010

TO: Rashad Young, City Manager
FROM: Dale Wyrick, PE, Director of Field Operations
SUBJECT: Festival Park Tree Removal

This memo is to inform you that Field Operations Department staff plans to remove thirteen (13) London Plane trees in Festival Park prior to June, 2010. These trees are located just behind the main stage in Festival Park and have been in declining health for the past several years. The trees were considered for removal in early 2009 when other landscaping enhancements were made at the park, and the condition of these trees has worsened since that time. The health of the trees has been reviewed by the City's Urban Forester, Mike Cusimano, who has approved their removal.

We also intend to develop a preliminary landscaping plan for this area and review it with Festival Park stakeholders. That input will be used to develop a final plan, which we would plant later this year.

I have attached a photo that includes some of the trees to be removed so that you can see their condition (marked with red x's). Please let me know if further information is required.





May 4, 2010

TO: Rashad Young, City Manager

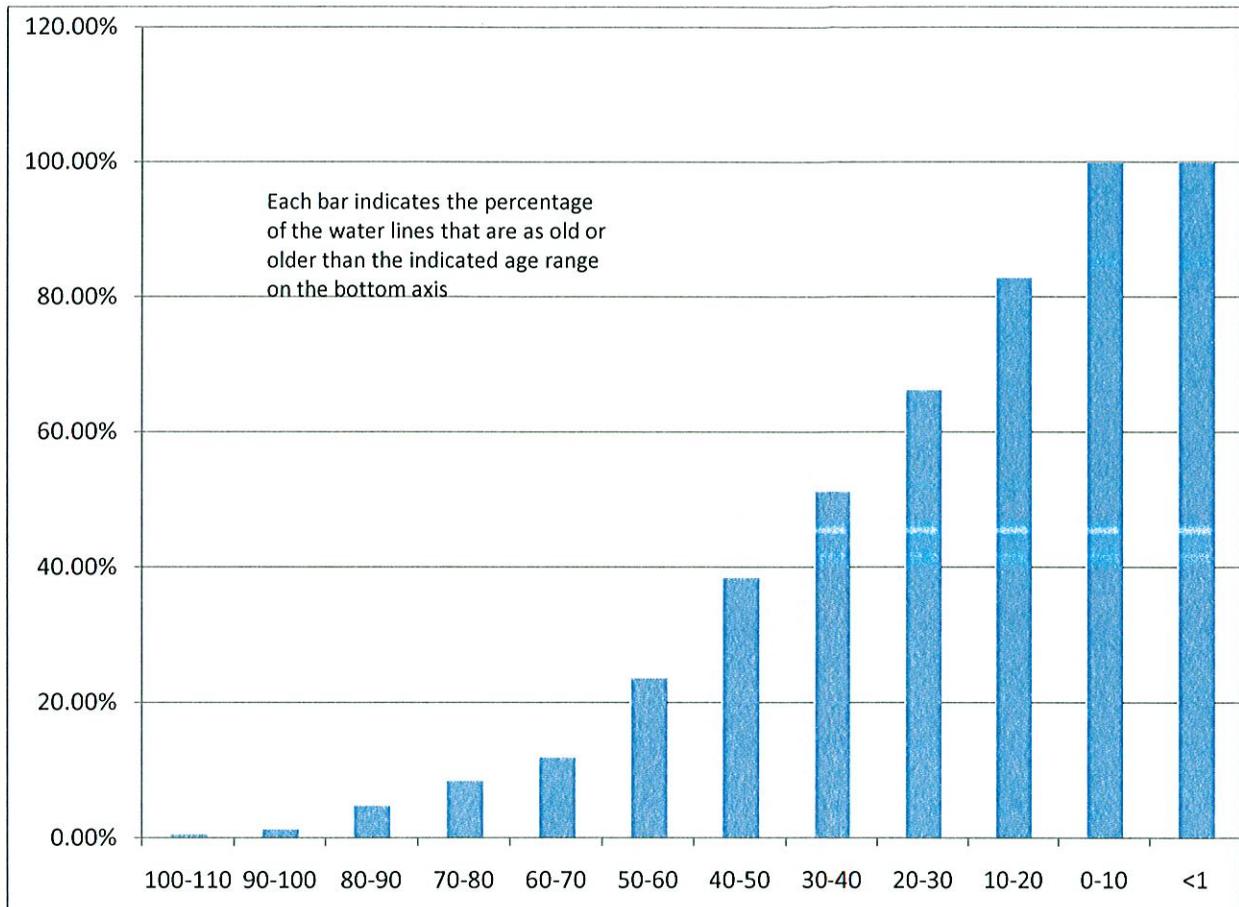
FROM: Allan E. Williams, PE

SUBJECT: Age of Water and Sewer Lines in Greensboro

I have been requested to provide data on the ages of the water and sewer lines of the City's utility system, as well as relative amounts of rehabilitation and replacement to each. We have excellent data on the ages of our water lines, for sewer lines the data is not as good. It is a relatively safe assumption for these purposes that the relative ages of both are the same as the bulk of the systems are installed simultaneously. Following is the data set we have pulled from our GIS system:

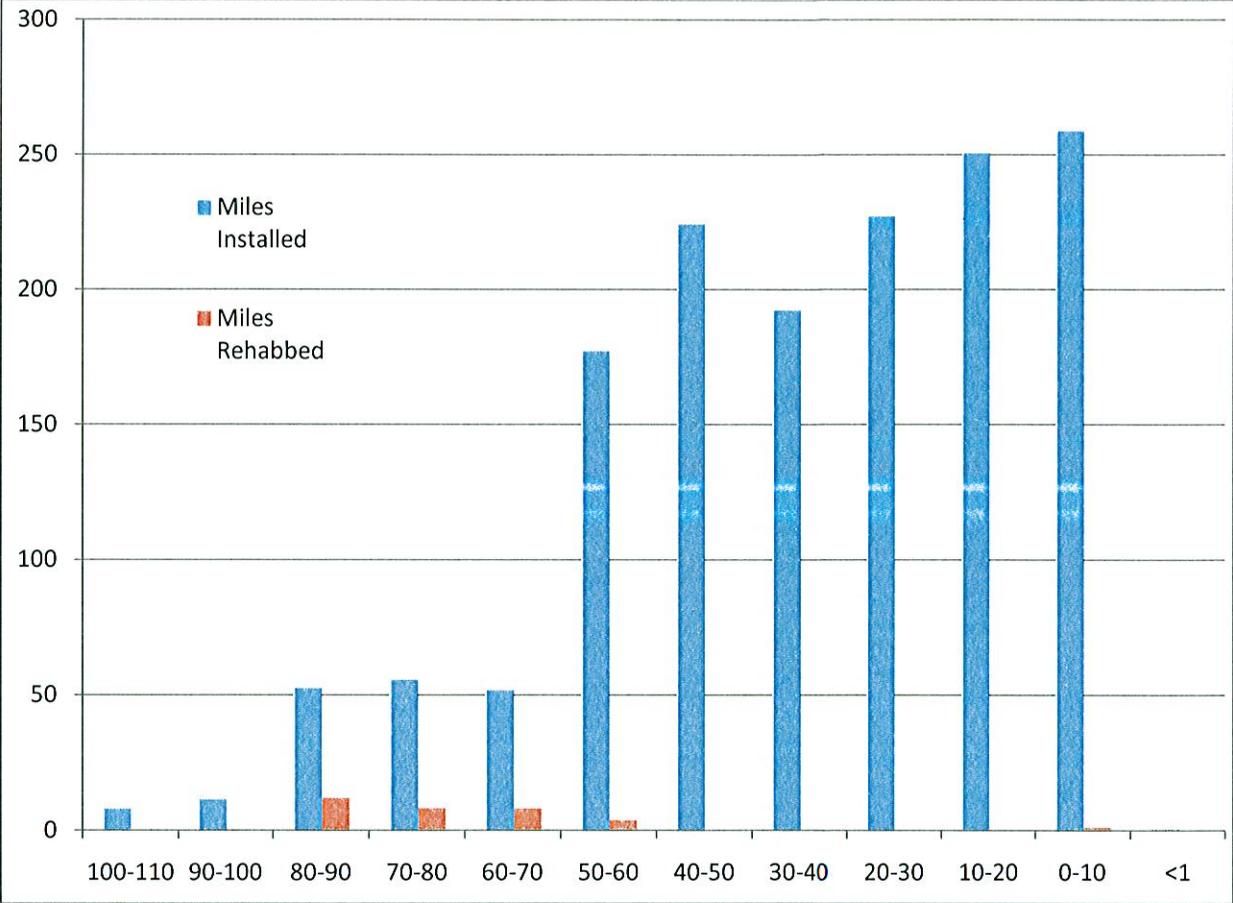
Year Installed	Miles Sewer Installed	Miles Water Installed
1900		8.09
1910		11.64
1920	3.22	52.64
1930	2.46	55.78
1940	4.15	51.81
1950	40.34	177.14
1960	28.23	224.24
1970	61.19	192.47
1980	69.95	227.14
1990	146.98	250.56
2000	173.97	258.87
2010	0.21	0.37
Total	530.70	1510.75
Age Unknown	1066.06	
Total	1596.76	1510.75

If the data are charted to show the relative age by decade of installation (using water line data only) the following graph is derived:



To put our rehabilitation program into perspective, we have completed rehabilitation of 74.8 miles of sewer line and 33 miles of water line. This represents 4.7% of the sewer system, and 2% of the water system.

The following graph shows in red the ages of water lines that have been rehabbed to date. Again, our data on sewer line segment age is not robust enough to do a similar comparison for sewer:



The age discussion is only valuable in gauging the magnitude and scope of the problem; some lines that are over 100 years old may be giving satisfactory service and don't require attention. Some can cause problems not long after installation if poor construction techniques are used. Our rehab/replace attention is focused on areas that demonstrate problems regardless of age. In the case of sewer these are areas that have repeated sewer overflows, sewer stoppages, measured excess infiltration and inflow or exfiltration, all verified by closed circuit television inspection. In the case of water lines we focus on areas where fire flows are not satisfactory because of corrosion in the pipes (tuberculation nodules) or repeated repairs of breaks.

One of the more appropriate ways to gauge the magnitude of a city's rehab and replacement program is to determine the percentage done yearly. From an accounting standpoint a pipe is usually assumed to have a fiscal life of 50 years. If one were extraordinarily optimistic, using 100 years as the practical life, then if a system is aging, about 1% should be addressed every year. We are currently doing about 6 miles of sewer and 6 miles of water a year, which is less than 0.5% per year each. With these numbers in mind if you look at the second or third chart showing the aging of our system, we clearly will be losing ground.

Please contact me if you need any further information or clarification.

May 6, 2010

TO: Rashad M. Young, City Manager

FROM: Dick Hails, Planning Director

SUBJECT: Family Care and Group Care Home Text Amendment – Legal Issues
Recently Raised

As directed by City Council, we prepared an agenda item for the May 4 Council meeting that was carried over to the May 18 meeting. The item is set for a public hearing for Council consideration to modify the spacing requirements between family care and group care homes from one quarter to one half mile. In addition, we have included language as directed that stated that all existing care homes would be grandfathered (legal nonconforming status) and allowed to continue, but that the homes would lose their grandfathered status if the home operator ownership changed.

Subsequently, the City Attorney's Office raised concerns about recent court rulings on development ordinance provisions of this type, relating to persons involved in land uses rather than to the uses themselves. The following is an excerpt from a message sent by Legal staff:

Grandfathering until a change in ownership

A change in ownership has no bearing on the right to continue a nonconforming use. Courts that have examined the issue have concluded that zoning ordinances are permitted to regulate the uses of land, but not the ownership of land. The town of Chapel Hill was successfully sued for discontinuing the nonconforming use of an apartment building for no other reason than the owners sought to sell the apartment building. That court ruled that the town council exceeded its legal authority by conditioning nonconforming status based on ownership. Moreover, it is not advisable to treat nonconforming family care homes differently than other nonconformities. Family care homes tend to serve individuals with disabilities. If the City grandfathers nonconforming family care homes less favorably than other uses, then the City is vulnerable to an equal protection or fair housing claim.

Accordingly, we have attached to the agenda item for a public hearing and Council's consideration at the May 18 meeting both an Option A and Option B version of the resolution for this ordinance text amendment. Option A reflects the original direction provided by City Council on this amendment. Option B is a modified version that keeps all of the same provisions, but that has wording that would not terminate the grandfathered use, regardless of a change in the ownership of the operator.

Please contact myself or Jamiah Waterman in Legal if we may provide further assistance on this matter.