



April 23, 2010

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

IFYI HIGHLIGHTS

- Contact Center Feedback
- Revenue from Civil Penalties
- Police Chief Search
- LDO Impacts on Property Valuations

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 4/12/10 – 4/18/10.

Revenue from Civil Penalties

Councilmember Matheny had inquired to Fire Chief Grayson as to whether the revenue associated with overcrowding penalties goes to the school system or resides with the City's General Fund. City Code violations, which are civil penalties, are General Fund revenue unless otherwise established in the law. For instance, receipts from criminal fines are required by law to be remitted to the school system. Most of what the City remits to the school system includes cash that was held in police evidence as well as proceeds from the auction of property held in police evidence, which is sold after court cases are completed. If there are any further questions about this, please contact Rick Lusk, Finance Director, at (336) 373-2031.

Police Chief Search

The position announcement for the Chief of Police will begin posting tomorrow on the city's website and in local papers beginning Sunday. Postings will begin in a number of national and trade employment web-sites as their schedule dictates. DHR International, consultants for the police chief search, will be in Greensboro on Sunday, May 9 to begin stakeholder meetings to solicit input on the evaluation criteria which will be utilized to screen potential candidates. Stakeholder meetings will include residents, city staff, City Council, the current Chief of Police and members of the police department. Please see the attached meeting schedule for details.

LDO Impacts on Property Valuations

Staff met today with the county tax department as a follow-up to Councilmember Matheny's question regarding the impact the LDO will have on property valuations. I will forward a memorandum of the findings to you tomorrow.

Public Affairs Department Contact Center Weekly Report Week of 4/12/10 - 4/18/10

Contact Center

5516 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1151

Bill Extension – 223

New Signup – 155

General Info – 112

Cut on/Same day – 108

Field Operations

Bulk Guidelines – 116

No Service/Recycling – 81

No Service/Garbage - 67

No Service/Yard Waste - 62

Yard Waste Guidelines - 57

All others

Police/Watch Operations – 410

Warrants – 218

Landfill/Transfer/HHW – 149

Courts/Sheriff - 110

Online Payments – 47

Comments

We received a total of **10** comments this week:

- 4 comments for **Budget and Evaluation**

Email comment: Hello, I read in the N&R that the City is considering closing Lake Higgins as a way to save money. Please keep Lake Higgins open. My family uses Lake Higgins at least 3 weekends a month. We love to kayak there. We are willing to pay a higher fee to use the lake – just please do not close it. Lake Higgins is one of north Greensboro's best parks, and the most beautiful of the three lakes. The money you would save by closing the lake cannot be very much, and I am sure that there are other areas in the budget where more effective cuts could be made. So many people use Lake Higgins. Every morning as I drive on Hamburg Mill Rd. to work, I see at least one fisherman heading to Lake Higgins with his boat in tow. So please, keep Lake Higgins open – it is a lovely park and Greensboro residents are so lucky to have it! Thank you!

Customer called from Cardinal Landscaping to express his opposition to the proposed changes to the city-wide loose leaf collection requiring leaves to be bagged for collection. He states this is going to place an unfair hardship on local businesses and residents that rely on the city to collect the leaves every year. He noted that he welcomes any calls or responses from City Council and the powers that be should they wish to contact him about his concerns.

Caller asking "Is the City seriously thinking about doing away with loose leaf collection in the fall and early winter? My neighbors and I will be completely devastated if you do. Greensboro has the reputation of being a beautiful clean town. Just think what it will look like if you stop the loose leaf pickup. I am old and crippled. I cannot bag leaves and my yard man just informed me yesterday that he does not bag leaves. Please rethink this."

Email comment: I recently heard that the City of Greensboro is considering closing Lake Higgins Park as a way to save money. I'm writing to ask you to please keep the park open for use. My husband and I enjoy kayaking at Lake Higgins. It is such a beautiful park. It is by far our favorite of the Greensboro watershed parks!

- 2 comments for **Field Operations**

Caller states "crazy idea to stop loose leaf pickup. What are we going to do with all the leaves?"

Customer called to thank City Services Rep. for assisting her in retrieving her cell phone that had fallen into a storm drain. At 3:30 pm she called to ask for help, and by 4:10 she had her phone back and was using it to thank us.

- 3 comments for **Parks and Recreation**

Caller said please don't close Lake Higgins. Family would really miss having it open. They use it at least three weekends each month picnicking, hiking, and kayaking. They think it is a bad idea to close Lake Higgins and wanted to comment on it.

Caller is upset with the idea of closing Lake Higgins. He said it is just ridiculous. Caller lives close to the lake and wants it to remain open.

Caller wants the City to keep Lake Higgins open. "It is a wonderful family location. The City should support family activities."

- 1 comment for **Public Affairs**

Caller stated that every time he calls the Contact Center we are very courteous. We provide customer service the way it used to be.

Overall

Calls about missed garbage, recycling, and yard waste service added to our volume last week. Call volume remained steady through the end of the week.

