



April 9, 2010

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

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**Contact Center Feedback**

Attached is the weekly report generated by our Contact Center for the week of 3/29/10 – 4/4/10.

**City Participation on State System Roadways**

As a follow-up to the March 16th City Council meeting, please find attached a memo from Transportation Director Adam Fischer regarding the City's participation in major transportation improvements on the State System Roadways.

**NCDOT Announces Two Additional Mid-Day Passenger Trains Between Raleigh & Charlotte**

Attached is a News Release from NCDOT announcing two additional mid-day passenger trains between Raleigh and Charlotte to begin on June 5, 2010.

**Revision to Street Light Update Process**

Attached is the proposed revision to the street light upgrade process. If you have any questions, please call Transportation Director, Adam Fischer at (336) 373-4368.

**Human Relations Commission Meeting**

Please find in your box a video copy of the Human Relations Commission Meeting that was held April 7, 2010. Please note: Part of the discussion from speakers refer to a health study conducted some years ago. We are currently searching old files to try and determine if we have a copy of this report. I will follow-up with you after the search is complete.

**FTE Position Reduction**

Please find attached the delineated list of recommended position reductions for the FY10-11 Budget.

**Additional Items to Consider in Legislative Agenda**

Council will be asked to consider two additional items for the Legislative Agenda:

1. Linking parking fines with the State's vehicle license renewal process to increase the payment of parking fines/fees.  
\* At the April 6, 2010 City Council meeting, Councilwoman Wade directed the City's Legal Department to include legislation in the 2010 Legislative Agenda regarding linking parking fines with the State's vehicle license renewal process to increase the payment of parking fines/fees.
2. Revising Hotel & Motel Permit agenda item to include all businesses that receive a Business Privilege License.  
\* The attached memo from Assistant to the City Manager, Nelsie Smith, outlines the proposed revisions to the Hotel/Motel permit item.

## Public Affairs Department Contact Center Weekly Report Week of 3/29/10 - 4/4/10

### Contact Center

4267 calls answered this week

### Top 5 calls by area

#### Water Resources

Balance Inquiry – 746  
New Signup Info. – 140  
General Info. – 122  
Request to Cutoff – 118  
Const. & Maint. – 97

#### Field Operations

Holiday Schedule – 201  
No Service/Green Can – 97  
Bulk Guidelines - 75  
Appliance Pickup - 45  
General Info. - 41

#### All others

Police/Watch Operations – 283  
Warrants – 180  
Landfill/Transfer/HHW – 139  
Courts/Sheriff - 86  
Online Payments – 40

### Comments

We received a total of 5 comments this week:

- 4 comments for **Field Operations**

Customer called back to thank the City for the great job in assisting her with illegal dumping on her property over the weekend. She thanks the City for the quick response.

Caller was very pleased with the job the yard waste crew did last Monday on picking up his yard waste.

Resident is very happy with the service. She forgot to put out her recycle can and she called to ask if we could go back and service it, and we did. She just wants to thank the driver and the person who put in the work order.

Resident would like to see the yard waste service changed. He would like to see if it can be automated and not by hand. He does not like the fact that we do bulk pick up every week. He thinks we should do it once a year.

- 1 comment for **Public Affairs**

The At Your Service insert, the last two months, has included things that have already past. The most recent issue included an event being held, the Guilford Courthouse Re-enactment, that happened two weeks prior. The caller likes getting the At Your Service brochures but they're recently containing outdated information.

### Overall

Calls about the holiday collection schedule including calls about missed garbage cans increased significantly due to the City being closed on Good Friday. Call volume was busy through the end of the week.

Department of Transportation  
City of Greensboro



April 8, 2010

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

**FROM:** Adam Fischer, Director of Transportation

**SUBJECT:** Information Request from City Council Regarding City  
Participation in Major Improvements to State System Roadways.

In follow-up to the 3/16/2010 City Council meeting and NCDOT Board member Mike Fox's presentation on the Urban Loop, please find the attached list of transportation projects where the City has participated in transportation improvements on State System Roadways.

Since 1988 the City has made \$80 million in improvements to State System streets from 1988 and 2000 Bonds and has targeted \$72.5 million from the 2008 Bonds for improvements to State System streets.

There is one project, Gallimore Dairy Road, where the City was reimbursed by the State and one project that is under construction, Hornaday Road Bridge, where the City has an agreement with the State for reimbursement once construction is complete. There was no reimbursement agreement for Bryan Boulevard.

AF  
Attachment

Cc Andy Scott, Assistant City Manager  
Denise Turner, Assistant City Manager

## City of Greensboro Participation in Major Improvements to State System Roadways

### State System Roadway Improvements Funded By City of Greensboro Bonds 1988/2000/2008

Major City investments in the past included: *The Western Urban Loop Environmental Impact Study (EISO, construction on: Wendover Avenue, Battleground Avenue, Freeman Mill Road, Guilford College Road, Hilltop Road, New Garden Road, Friendly Avenue, Holden Road, and various sidewalk improvements.*

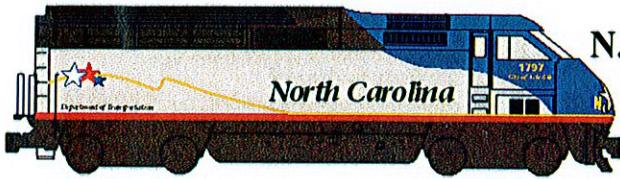
- *1988 bond (\$75 million) – 47% (\$35 million) of major project investment was on the State System, including the Environmental Impact Study (EIS) for the Western Urban Loop (\$630,000). Completing the EIS for the Western Urban Loop in a timely manner was critical to securing Highway Trust Funds to complete the section of the Urban Loop between Bryan Boulevard and I-40.*
- *2000 bond (\$73.75 million) – 61% (\$45 million) of major project investment was on the State System.*
- *2008 bond (\$134 million) – 54% (\$72.5 million) of major project investment will be made on State System Roadways.*

### Improvements to State System Roadways to be Funded by City of Greensboro 2008 Bond

- *Alamance Church Road – from James M. Hunt Expressway to City limits*
- *Battleground Avenue (US 220) – Benjamin Parkway – Cone Boulevard Intersection Improvement*
- *Clifton Road – Wendover Avenue Intersection Improvement*
- *Friendly Avenue – Friendway Drive Intersection Improvement*
- *High Point Road – Lee Street Streetscape Improvements*
- *Horse Pen Creek Road – from New Garden Road to Battleground Avenue (US 220)*
- *Mackay Road – Atwater Drive to Williamsborough Lane*
- *Wendover Avenue & Norwalk Avenue Intersection Improvement*
- *West Market Street & College Road/Guilford College Road Intersection Improvement*

### Improvements to State System Roadway Infrastructure Funded by the City of Greensboro and then Reimbursed by NCDOT

- *Gallimore Dairy Road – Complete. (\$2.3 million, Project completed in 2005, City reimbursed in 2007)*
- *Hornaday Road Bridge over Urban Loop – Under construction, State to reimburse City. (\$4.5 million)*
- *There are several annual agreements with NCDOT for Transit Operations/Maintenance, Traffic Signal Construction/Operations/Maintenance, and Traffic Signs & Pavement Markings Installation/Maintenance, where the City performs the work and the State reimburses the City upon completion of the work.*



## News Release

### N.C. Department of Transportation Rail Division

1553 Mail Service Center, Raleigh, North Carolina 27699

919-733-7245 Phone 919-715-6580 Fax

[www.bytrain.org](http://www.bytrain.org)

Date: March 30, 2010

Contact: Joan Bagherpour, 919-733-7245 x261

Cell: 919-218-9004

Release No.:

Distribution: Statewide

### **NCDOT Announces Two Additional Mid-Day Passenger Trains Between Raleigh and Charlotte to Begin June 5**

*Deputy FRA Administrator to Address N.C. Board of Transportation  
On Sustainable and Livable Communities*

**Raleigh**— State Transportation Secretary Gene Conti today announced that two additional trains providing mid-day service between Raleigh and Charlotte will begin on Saturday, June 5, increasing the state-sponsored passenger rail service to six trains operating daily between the state's two largest cities.

“As our population continues to grow, we must provide people with travel alternatives,” said Conti. “Train travel also provides environmental and energy benefits through reduced congestion and improved air quality.”

Currently, the state sponsors four trains daily, the *Piedmont* and *Carolinian*, as *North Carolina's Amtrak*. Each train makes a morning and evening run between Raleigh and Charlotte, a trip that is auto competitive at 3 hours and 7 minutes, including intermediate stops at Cary, Durham, Burlington, Greensboro, High Point, Salisbury and Kannapolis.

The new service will add two additional trains in the mid-day giving business travelers, families and college students more options to travel via rail. (See attached schedule.)

The *Carolinian* also provides daily service to Selma, Wilson, Rocky Mount, to Richmond, Virginia and to the northeast including Washington D.C. and New York City.

Federal Rail Administration Deputy Administrator Karen Rae will address the N.C. Board of Transportation at its meeting Wednesday, March 31 regarding the Obama Administration's policy on transportation choices as a part of building more livable communities and sustainability.

Rae, Conti and Rail Director Patrick Simmons will be available for media interviews regarding the North Carolina's new mid-day train service between Raleigh and Charlotte; the \$545 million in American Recovery and Reinvestment Act funds awarded to the state in February; and the FRA inspection of NCDOT rail equipment, facilities and capabilities from 2:45 p.m.- 3:15 p.m. via telephone by dialing **1-877-531-0014** and then access room# **\*8569289\*** and onsite in room 117 in the Transportation Building at 1 S. Wilmington St.

To view the live Board of Transportation Web feed, visit <http://wms.its.state.nc.us/dotlive>.

\*\*\*NCDOT\*\*\*

# Now you've got **OPTIONS**

New Mid-Day Service begins June 5, 2010

Southbound	Train 73	Train 75	Train 79
Raleigh	6:50am	11:50am	4:50pm
Cary	7:02am	12:02pm	5:03pm
Durham	7:22am	12:22pm	5:24pm
Burlington	7:58am	12:58pm	6:01pm
Greensboro	8:23am	1:23pm	6:32pm
High Point	8:40am	1:40pm	6:49pm
Salisbury	9:14am	2:14pm	7:25pm
Kannapolis	9:30am	2:30pm	7:42pm
Charlotte	10:02am	3:02pm	8:14pm
Northbound	Train 80	Train 74	Train 76
Charlotte	7:30am	12:30pm	5:15pm
Kannapolis	7:57am	12:57pm	5:42pm
Salisbury	8:15am	1:13pm	5:58pm
High Point	8:48am	1:45pm	6:30pm
Greensboro	9:12am	2:06pm	6:51pm
Burlington	9:34am	2:27pm	7:12pm
Durham	10:15am	3:04pm	7:49pm
Cary	10:36am	3:24pm	8:09pm
Raleigh	10:51am	3:43pm	8:28pm

 *New mid-day service*

The *Piedmont* and *Carolinian* trains are funded by NCDOT and passenger fares. The newly refurbished *Piedmont* train cars are equipped with vending snack and drink machines, and a limited number of roll-on bike racks. Complete schedule and train information is available at [bytrain.org](http://bytrain.org). Reservations are required. Travelers should book early for best fares. Tickets can be purchased at walk-up window sales and automated ticket kiosks at stations, [Amtrak.com](http://Amtrak.com) or by calling 1-800-USA-RAIL.



April 8, 2010

**TO:** Rashad Young, City Manager  
**FROM:** Adam Fischer, Director of Transportation  
**SUBJECT:** Information Request from Councilwoman Trudy Wade Regarding Street Light Petitions

GDOT has received a request from Councilwoman Trudy Wade to modify the current process for upgrading existing street lights such that a petition will not be required. This request stemmed from some citizens feeling unsafe going door to door to obtain petition signatures.

Upgrading existing street lights to a new fixture will result in approximately twice the total amount of light output. Under our current residential street light process, citizens are required to submit a petition to the City showing 75% concurrence by affected property owners when requesting new or upgraded street lights.

GDOT proposes to amend the existing residential street light request process as follows:

- Citizens requesting street light upgrades must reside along the subject street or within the same neighborhood.
- GDOT will contact the affected residents and property owners with details about the proposed lighting upgrade and information on how to contact the city to express opposition to the proposal.
- A two-week period to receive comments will be provided.
- If 25% or more of the residents oppose the upgrade then the requestor will have to revert to the petition process.
- Citizens requesting new street lights along a residential street would still have to circulate a petition and acquire 75% concurrence of the affected property owners as per our current policy.

The cost to upgrade an existing 100 Watt Mercury Vapor Nema street light to 100 Watt High Pressure Sodium Cobra street light is an additional \$4.93 per light per month.

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MANAGER RECOMMENDED POSITION REDUCTIONS FY 10-11 (Departmental Submittals)

Department	Program	Position Title	FTE	Savings Year 1	Year 1 Total	Vacant Yes / No
Human Resources	Reduce HR Client Services/Communications	Consultant Human Services	1	77,691	77,691	Yes
Information Technology	IT Position (Transfer to Internal Service Fund)	Spec Leasing	1	55,015		No
		Tech Computer Hware Suppt	1	65,289	120,304	No
Finance	Transfer portion of cost to Internal Service Fund)	Mgr Sr Administrative Svcs	0.6667	86,238		No
	Reduce Purchasing & Supply Division	Tech Purchasing	1	36,786	123,024	Yes
Fire	One Month Delay - Recruit Class Vandalia Station	15 Positions Delay	0	50,400	50,400	Yes
Field Operations	Reduce Yard Waste Collections	Operator Solid Waste	1	36,786		Yes
		Operator Solid Waste	1	36,786		Yes
		Operator Solid Waste	1	36,786		Yes
		Operator Solid Waste	1	36,786		Yes
	Reduce Residential Automated Recycling	Operator Heavy Equipment	1	39,844		Yes
	Reduce Commercial Collection-Trash	Operator Heavy Equipment	1	39,844		Yes
		Operator Heavy Equipment	1	39,844		Yes
		Operator Heavy Equipment	1	39,844		Yes
		Operator Heavy Equipment	1	39,844		Yes
	Reduce CBD/Special Svcs	Operator Solid Waste	1	36,786		Yes
		Operator Solid Waste	1	36,786		Yes
	Reduce Bulk Collections	Operator Solid Waste	1	36,786		Yes
		Operator Solid Waste	1	36,786	493,508	Yes
		Operator Solid Waste	1	36,786		Yes
Transportation	Transportation Position Reduction	Specialist Mapping	1	39,844		Yes
	Transportation Position Reduction	Supervisor Traffic Controls Cr	1	51,056		Yes
	Transportation Position Reduction	Mechanic Signs & Markings	1	58,011	148,911	No
Parks & Recreation	Eliminate 14 Summer Playground Programs	Rec Assistant 7	4.5865	89,816		Yes
		Rec Assistant 6				
	Close Lake Higgins Watershed Park	Specialist Lake Activities	1	37,792		No
		Specialist Lake Activities	1	39,223		No
	Reduce Barber Park Sprayground	Rec Assistant 9	1.4451	24,104		Yes
		Rec Assisland 12	0.4817	16,622		Yes
	Reduce Program Support	Supv Crew	1	63,189		No
	Reduce Landscape & Beautification	Specialist City Beautiful	1	47,262		Yes
		Member Crew	1	34,037		Yes
		Asst Office	1	31,464		Yes
	Reduce Bryan Park Soccer	Member Crew	1	40,816		No
		Member Crew	0.75	23,945	448,270	Yes
Libraries	Reduce Historical Museum	Tour Guide	0.75	17,503		No
		Clerk	0.75	12,964	30,467	No

**MANAGER RECOMMENDED POSITION REDUCTIONS FY 10-11 (Departmental Submittals)**

Department	Program	Position Title	FTE	Savings Year 1	Year 1 Total	Vacant Yes / No
Engineering & Inspections	E&I Position Reduction - Engineering	Coord Eng Projects	1	57,718		Yes
		Inspector Sr Constr	1	54,864		Yes
		Inspector Sr Constr	1	54,864		Yes
		Inspector Construction	1	51,056		Yes
		Supv Constr Insp	1	63,420		Yes
		Engineer Civil	1	68,173		Yes
	E&I Position Reduction - Business & Technology	Spec Administrative Support	1	39,844		Yes
	E&I Position Reduction - Central City Maintenance	Mechanic I Maintenance	1	43,167		Yes
		Custodian	1	31,464		Yes
		Mechanic II HVAC	1	47,262		Yes
	E&I Position Reduction - Building Maintenance	Supt Asst Bldg Maintenance	1	63,420		Yes
		Supv Painting	1	43,167		Yes
		Tech Maintenance	1	36,786		Yes
		Custodian	0.5	15,739		Yes
		Custodian	0.5	15,739		Yes
	E&I Position Reduction - Building Inspections	Engineer Structural	1	98,205		No
		Inspector Trades	1	51,056		Yes
		Chief Trades Inspections	1	60,572		Yes
		Inspector Trades	1	51,056		Yes
		Inspector Trades	1	51,056		Yes
		Officer Code Enforcement	1	47,262	1,045,890	Yes
		<b>General Fund Totals</b>		<b>56.4300</b>	<b>2,538,465</b>	<b>2,538,465</b>
	<b>Total Transferred to ISF</b>		<b>2.6667</b>			
	<b>Total FTE Reduction</b>		<b>53.7633</b>			

**ROSTER SALARIES / OTHER**

Executive	Roster - Executive - Internal Audit Division			2,335		
Police	Roster - Reduce Hirebacks			15,000		
Police	Roster - Eliminate Funeral Escorts			15,000		
Police	Roster - Reduce Wages for PT Reserve Officers			20,000		
Parks & Recreation	Roster - Reduce City Arts		1	27,164		No
Parks & Recreation	Roster - Reduce Curb Market			8,035		
Parks & Recreation	Roster - Simkins Indoor Sports Pavilion			5,966		
Libraries	Roster - Historical Museum			19,000		
Police	Reduce Off-Duty Employment			200,000		
Non-Departmental	Reduce Payroll Only Wages			253,238		
	<b>Roster Position Totals</b>		<b>1</b>	<b>565,738</b>	<b>565,738</b>	
	<b>Total Savings</b>		<b>54.7633</b>		<b>3,104,203</b>	
	<b>Total Filled Positions</b>					<b>11.17</b>
	<b>Total Vacant Positions</b>					<b>43.5933</b>



April 8, 2010

**TO:** Rashad M. Young, City Manager  
**FROM:** Nelsie L. Smith, Assistant to the City Manager

**SUBJECT: Business Privilege Licenses, Loitering/Trespassing, and Chula Vista Ordinance**

As a follow-up to concerns that were made by Councilman Perkins and Councilman Kee related to loitering and regulating hotels/motels, you had directed me to explore options available to the City including a review of the Chula Vista, CA ordinance.

Last week, City Staff (including Andrew Scott, Assistant City Manager; Michael Speedling, Assistant City Manager; Terry Wood, City Attorney; Tom Carruthers, Associate General Counsel; Dick Hails, Planning Director; Dan Curry, Housing & Community Development Director; Cathy Justice, Public Affairs; and myself) met to discuss the various issues that have arisen related to businesses that are not operating up to the standards that citizens and neighborhoods expect. This discussion included not only the issue that Councilman Perkins raised related to inappropriate behavior at hotels and the concerns of Councilman Kee related to loitering on private property when the business owner may not be cooperating, but also a few other complaints that the City Manager's Office has intercepted related to businesses at 2800 High Point Road and 4606 Summit Avenue.

The aforementioned businesses have brought frustration and numerous calls to the City by those most affected. In order to address this, City Staff has determined a comprehensive strategy and approach to this issue needs to be developed. This process will include the following:

- First, a review of laws that currently exist and how those laws are enforced to determine where any loopholes may exist. Staff feels that with the merger of all inspectors under the new Department of Planning & Community Development, there will be a greater level of enforcement for many of the laws that are currently in the City Code related to regulating businesses. However, during and after the merger we will continue to evaluate this process and determine if the level of staffing is adequate to meet the needs of the community.
- Secondly, City Staff would like the City Council to consider amending item #4 on the 2010 Legislative Agenda, which was approved at its meeting on April 6, 2010, to include all businesses that are regulated by the Business Privilege License, not just hotels/motels. As part of the comprehensive strategy, this legislation is needed to provide the City the ability (similar to legislation in Chula Vista, CA) to regulate businesses that are, or become, a nuisance. If this is approved by City Council, City Staff will craft language to

better define nuisance so that there are not unintended consequences to the proposed legislation.

Please let me know if you have any questions related to this matter.

RMY/nls