



April 1, 2010

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

IFYI HIGHLIGHTS

- Contact Center Feedback
- Guilford Delegation
- Neighborhood Congress "City Manager Forum"
- Update on Police Chief Search
- Cost of Televising Council Meetings & Work Sessions
- Farmer's Curb Market
- White Street Landfill Community Meetings

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 3/22/10 – 3/28/10.

Guilford Delegation

In an effort to advance the City of Greensboro State Legislative Agenda, it would be beneficial for Council to host a meeting with the Guilford Delegation to review highlights of the legislative agenda. Potential dates for Council to consider are Tuesday, April 20, 3-4:30 (prior to the 2nd Council Meeting in April); or Thursday, April 29, 4:30-5:30. On April 29, the Guilford Delegation will host its annual 'Take it Back to Raleigh' meeting (6-8PM in the Council Chambers). As a reminder, the General Assembly convenes for the short-session on May 12. Please review your calendar and let me know your preference.

Neighborhood Congress "City Manager Forum"

The Neighborhood Congress has asked me to participate in a City Manager Forum. The Forum will take place Thursday, April 8 from 7 to 9pm in the Sternberger Room of the Central Library.

Update on Police Chief Search

The City of Greensboro has completed its selection process for a consultant team to lead the search for the next Chief of Police. After a detailed review of proposals submitted by five consultant firms, and follow-up discussions with each firm, DHR International from Cincinnati, OH was selected. DHR International was selected based on their national recruitment experience in the arena of public safety. On March 31, the consultant team met with the City Manager's Office to develop a schedule to post the position announcement and to solicit input on the evaluation criteria which will be utilized to screen potential candidates. The position announcement will go out soon. In the interim, the consultant team will meet with stakeholders, which will include, but not be limited to residents, city staff, City Council, the current Chief of Police, and members of the police department. Once the field of potential candidates is developed, the top candidates will participate in an intense assessment process designed to highlight the strengths and skill sets required to fill this critical position. Public meetings will be held with finalists if selected candidates are comfortable with this option.

Cost of Televising Council Meetings and Work Sessions

At the March 16, 2010 Council Meeting, Councilmember Wade asked that we assess the cost for producing and displaying Council Work Sessions on Channel 13. Staff provided the information below. The cost for staff time is approximately \$90/hour; closed captioning costs are \$150/hour or any part thereof. It should be noted that staff prioritizes Council meetings as part of their work plan. Therefore the additional impact of adding Council Work Sessions to the production rotation for Channel 13 is that, any other projects that are currently not planned would be postponed or programming could be canceled to allow the work sessions to be aired. In addition, for the best production quality, Work Sessions should move to the Council Chambers if we do plan to produce the meetings. The Council Chambers has the best technology to allow for the staff to capture the most complete dialogue.

Live meetings require 5 staff members:

1. Director: \$20/hr.
2. Camera operator \$20/hr.
3. Graphics operator: College Intern
4. Presentation operator: \$20/hr.
5. Supervisor to oversee the production and help with potential problems: \$30/hr.

Closed Captioning Services:

1. Availability of Communiqué
2. \$150 per hour, plus \$150 for any portion of the next hour

Farmer's Curb Market

Staff has identified improprieties in the handling of vendor receipts at the Farmer's Curb Market. The Greensboro Police Department (GPD) will monitor the Internal Audit Division's investigation. Once complete, GPD will utilize the findings from Internal Audit Division, as part its investigation. The appropriate staff has been placed on unpaid administrative leave until the investigation is complete.

White Street Landfill Community Meetings

As a follow-up to requests from City Council and subsequent request from the Northeast Concerned Citizens Association, I have asked the Human Relations Commission (HRC) to facilitate dialogue with the community surrounding the landfill to gather input related to the impact the landfill has on the abutting community. Multiple opportunities are being pursued to allow for this input. On Wednesday, April 7 at 5:30pm, the HRC will host the first of two meetings with the community. The second meeting will include the Guilford County Department of Public Health and the NC Department of Health and Human Services. I will share the details of this meeting once the logistics are finalized.

Public Affairs Department Contact Center Weekly Report
Week of 3/22/10 - 3/28/10

Contact Center

5304 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1055
New Signup Info. – 150
General Info. – 148
Const. & Maint. – 102
Phone Signups – 97

Field Operations

Bulk Guidelines – 135
No Service/Yard waste – 60
Appliance pickup - 47
Dead Animal - 45
No Service/Garbage - 43

All others

Police/Watch Operations – 412
Warrants – 211
Courts/Sheriff – 157
Landfill/Transfer/HHW - 118
Tax Department – 40

Comments

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

- 6 comments for **Field Operations**

Caller would like for residents to be required to purchase their own can for yard waste and use automated trucks. Caller also wants bulk pickup once a year and no cardboard allowed for bulk pickup. He stated that he just moved from Winston-Salem and this is how the service is there.

Caller wants it noted on outside of water bill envelope that garbage cans cannot be left out at the street.

Caller thinks the City should think about collecting Styrofoam and selling it to the new company in Randleman that is recycling it.

Email comment: Good story – a few weeks ago my recycle can wheel was damaged during pickup. I talked to Monday's truck driver. He told me that he would call it in, leave the can out front, and it would be repaired. By Tuesday, it was repaired! Good job by good people.

Yard waste was picked up today, it was missed yesterday. Resident just called to say thank you.

Caller wants to comment that Greensboro should be more like Winston-Salem in picking up yard waste. Greensboro should pick up yard waste using automated vehicles. The caller also wants to suggest that we go to every other week with our bulk pickup.

- 1 comment for **GDOT**

Caller commended the person who placed the sign behind the school board office at Simpson St. this past week. He stated that our city worker was courteous, very detailed, and did an excellent job installing the sign.

- 1 comment for **Parks and Recreation**

Email comment: Yesterday (Mar. 19) I called the Parks and Recreation office for information. I was connected to their office and left a message. In the afternoon, a gentleman called me back and left me a message on my cell phone (as directed) and answered all of my questions. Thank you so much for the wonderful service – it is gratifying to have people answer calls and get back.....many times this does not happen in today's world. We are

looking forward to our visit to Greensboro – after having been there a month ago to the gymnastics competition!!! Thanks again.

- 1 comment for **Planning**

Comment: We currently own a house in Whitehurst Village and have since 2000. We moved from this house in 2008 to Virginia, but still own the house because we can't sell it in this terrible economy. Part of the reason we can't sell it is because of the City of Greensboro, our taxes more than doubled with nothing really to show for it. Who wants to buy a starter home and pay over \$2000 in taxes? We received your letter regarding all the "losses" we will suffer due to the recent court ruling in our favor. We found it to be arrogant and rude. Our neighborhood was fine before you tried to annex us, so a letter stating everything you are "taking away" from us doesn't hurt us. Instead the tone in the letter makes us feel that the city is simply trying to rape us as much as possible. Personally, we never even used a trash service before, however you made us use one with no option. The local Sheriff's office and Fire Station did a great job, and the water/sewer rates weren't too bad if you conserve. The fact that you made us pay some \$1200 for services that we didn't need, and then refuse to pay it back when you lost the court ruling is really irritating and looks like stealing. Not to mention, in our case...we don't even live there anymore and clearly don't need your services!! I hope that when it is all said and done, you make the right decision and pay us back in full with no prorations since the city forced this on us in the first place.

- 1 comment for **Public Affairs**

The News 2 Channel said something negative about the mayor this morning and the caller thinks it came from the Police Chief's office. "The Chief just needs to go ahead and retire. The Mayor has rights to freedom of speech. They need to let it go."

Overall

Calls about dead animals decreased last week while calls regarding missed service for yard waste increased. Calls for the tax department also added to our volume. Call volume was busy during the first part of the week and remained steady through the end of the week.

Residents & Former Residents of North Eastern Greensboro
Business Owners and Land Developers

An Invitation to Voice Your Concerns

About the White Street Landfill

At The

Greensboro Human Relations Commission Meeting

On

Wednesday, April 7, 2010

At 5:30 PM

City Council Chambers

Melvin Municipal Office Building

300 West Washington Street

This Is Your Opportunity To Make It Count

- Written *Statements on the Landfill* can be submitted. Include name, address and telephone number
- The meeting will be video and audio recorded
- For more information, please contact Marikay Abuznaiter (336) 314-9620 or email: abuznaiter@aol.com
Linda Waddell (336) 638-8447 or email: bluedaniel72000@yahoo.com