



February 5, 2010

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

**IFYI HIGHLIGHTS**

- Contact Center Feedback
- Exit Interview Process and Trends
- Business Survey Summary & Agenda for Business Summit
- Michaux Road Neighborhood

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**Contact Center Feedback**

Attached is the weekly report generated by our Contact Center for the week of 1/25 - 01/31/10.

**Exit Interview Process and Trends**

At the January 5, 2010 Council Briefing Session, Council Member Bellamy-Small's requested an update on the city's process for conducting Exit Interviews for employees who have left the organization. Attached is a brief description of that process, including a brief description of recent trends. Please direct questions about this process to Connie Hammond, Human Resources Director (373-4629).

**Business Survey Summary & Agenda for the Business Summit**

Attached are the Business Survey Summary and the agenda for the Business Summit which is scheduled for Wednesday, February 17, 2010 from 8:00 am to 10:00 am. The Summit is being held in the Special Events Center at the Coliseum.

**Michaux Road Neighborhood**

At the January 5, 2010 Council Meeting, Council requested an update from City staff to residents in the Michaux Road area of the relocation of the cell tower and a progress report from the developer. Attached is a memo detailing the status of the continued development of the site, map and photos of these projects. Please direct questions to Assistant City Manager Andrew Scott. (373-2002)

## Public Affairs Department Contact Center Weekly Report Week of 1/25 – 1/31/10

### Contact Center

3676 calls answered this week

### Top 5 calls by area

#### Water Resources

Balance Inquiry – 1126  
General Info. – 210  
New Sign-up – 167  
Const. & Maint. – 117  
Request to Cutoff – 102

#### Field Operations

Bulk Guidelines – 66  
Repair Green Can – 49  
Loose Leaf Collection – 36  
Appliance Pickup – 35  
No Service/Garbage – 32

#### All others

Police/Watch Operations – 312  
Warrants – 215  
Courts/Sheriff – 134  
Landfill/Transfer/HHW - 81  
Online Payments - 51

### Comments

We received a total of 9 comments this week:

- 2 comments for **Environmental Services**

Caller said that information about the Transfer Station is not easy to find on our website.

Caller lives on Lawndale Drive and thinks it is such a long drive to take things to the Household Hazardous Waste Collection facility. She said we should think about setting up another drop site.

- 1 comment for **Executive**

Email comment from customer: "If Greensboro can get the Federal trial of the New York City terrorist moved to the Federal Court in Greensboro, it would be a huge economic boost to the area."

- 2 comments for **Field Operations**

Caller said: "Thanks for a job well done on loose leaf collection. The City has done a great job on Cannon Road."

Caller wanted to thank the leaf collection crew for their "prompt and efficient service" in picking up leaves. They really appreciated what the crew did.

- 1 comment for **GDOT**

Customer called a week ago about a streetlight on Starhill Court and it was repaired on Tuesday. Customer wanted to say thank you for fixing it so quickly.

- 3 comments for **Water Resources**

Customer upset about high water bill. Customer also had a comment for the CMO, "Stop running buses all over the City with no one on them and stop voting for bonds that don't get anywhere."

Customer said that the Water Resources serviceman working on Guest Street in her neighborhood was very nice. He helped her with a concern regarding a fraudulent letter for water payment processing services. She wanted to thank him for being so nice and providing her with a number to call.

Caller said in an email that the website is nice and easy to use. However, she does not understand why there is a \$1.95 convenience fee for using our website when others are not charging it for their websites. She said that we will not have to mail out statements and can cut our hours of operation with those who prefer to use the online method. She concluded by saying that she will pay at our location because of the fee.

### **Overall**

Calls about loose leaves decreased significantly due to the completion of loose leaf collection last week. Otherwise, we received the normal mix of calls with call volume busier during the first part of the week and returning to normal by the end of the week.

## **CITY OF GREENSBORO EXIT INTERVIEW PROCESS: EMPLOYEE RELATIONS**

### **EXECUTIVE SUMMARY**

Employees separating employment with the City of Greensboro have an opportunity to share valuable input concerning their employment with the organization. They are encouraged to share information in a confidential manner, which gives Human Resources/Employee Relations an overview of their experiences. If there are any questionable activities that could be problematic for the organization, there is appropriate follow-up which could lead to a more thorough investigation. Generally, exit data is used to analyze trends of what's going well and areas that need improvement.

In 2008, Human Resources revised the exiting process to obtain and record more standard and consistent information from exiting employees.

### **EXIT INTERVIEW PROCESS**

The city's exit interview process is as follows:

- Once an employee has submitted their letter of resignation or intention to retire, the Benefits Assistant/Human Resources Representative in the employee's department provides a checklist of events to be done before leaving the City of Greensboro.
- The employee is encouraged to contact the Employee Relations Division of Human Resources to arrange an exit interview in person with an Employee Relations Division staff member. The employee has the option of conducting the interview in-person, or they can retrieve the form on-line on City Net, and submit it.
- Once the employee has left the organization, there is still an opportunity to conduct the interview by phone, in person, or by mailing in the form. NOTE: Human Resources is improving this process by creating a link on the city's webpage so former employees can complete the exit interview on-line, and the data will be stored in a database.

### **TRENDS**

All of the exits interviews done since 2008 were for voluntary separations and retirements; none were for terminations. Since 2008, thirty-six former employees have completed an exit interview with Employee Relations Division staff. Twenty-four interviews were conducted in person, and the remaining exiting employees completed their interviews via the city's on-line forms. While all exiting employees are invited to complete the exit interview either in person or via an on line form, the process is strictly voluntary.

Analysis of existing exit data shows:

- Employees leave because of work conditions and management concerns
- They enjoyed their tenure up until a point, get along well with peers, enjoyed the benefits
- They did not leave for more money, but better opportunities, a change of environment, promotion or retirement
- Most would return if the economy, supervision, leadership/direction of their division/department changed

# City of Greensboro Employee Exit Interview

As an employee separating from City service, we invite you to share your thoughts about your employment experience with the City of Greensboro. You may choose to arrange an in-person interview with the Employee Relations Office (Human Resources Department, call 373-2730, or 373-3656) and have this form completed with an interviewer or you may complete this form and submit it to the City of Greensboro Employee Relations Office (Human Resources), 1001 Fourth Street, Greensboro, NC 27405. Your frank and honest comments are welcomed and will be considered in planning for future employees.”

To arrange an in-person interview, contact the Employee Relations Office at 336-373-2730 or 373-3656. Or, complete the form on-line and send by E-mail to Don Smith or Lacy DeBerry. Or complete the form, print it, and send by US mail to:

Employee Relations Office  
Human Resources Department  
City of Greensboro  
1001 Fourth Street  
Greensboro, NC 27405

<b>Employee Name</b>		<b>Date</b>	
<b>Position Title</b>		<b>Position #</b>	
<b>Department/ Division</b>			
<b>Division/Work Section</b>			
<b>Supervisor's Name</b>			
<b>Interviewed by</b>			
<b>Your reason for leaving:</b>			
<i>For the statements below, check the box if you choose to A (agree), D (disagree), or N (Neither agree or disagree).</i>			
<b>No</b>	<b>Statements</b>	<b>A</b>	<b>D</b>
1	I received adequate training and orientation to perform my job responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Comments:</i>		
2	I was kept informed of relevant policies procedures and information.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Comments:</i>		
3	My job was sufficiently challenging.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Comments:</i>		
4	My supervisor was fair.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Comments:</i>		
5	I felt free to discuss ideas and concerns with my supervisor.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Comments:</i>		
6	I felt my ideas and opinions were valued in the department.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Comments:</i>		
7	I believe I received support from my co-workers and colleagues.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Comments:</i>		
8	I felt that I was paid fairly for the job assigned to me.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Comments:</i>		
9	The Performance Appraisal System is a fair and effective process.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Comments:</i>		



*For the questions below, check the box if you choose to A (agree), D (disagree), or N (Neither agree or disagree).*

No	Statements
1	What did you think of your City benefits?
2	What is your opinion about the City's core values of Honesty, Integrity, Respect and Stewardship?
3	Would you have remained with us had your benefits or working conditions been different? If so, please describe."
4	Would you recommend us as an employer to others seeking employment?
5	Other comments (use additional sheets if necessary):

Your Signature (not required) \_\_\_\_\_



## **Business Summit**

Wednesday, February 17<sup>th</sup>  
8-10 am, Coliseum Special Events Center

- ❖ Welcome by Mayor
- ❖ Overview of survey results
- ❖ Local, state, and federal government financial assistance
- ❖ Proposed Small Business Service Office
- ❖ Facilitated discussion in small groups of providing small business assistance and how it could best serve the business community
- ❖ Presentation of small group conclusions
- ❖ Time allowed to visit City and community resource stations
- ❖ Adjourn

*The following organizations will be in attendance to share information with businesses:*

The Chamber of Commerce  
Guilford Merchants Association  
GTCC Small Business Center  
Greensboro Public Library  
Greensboro Economic Development Alliance  
Various City Departments  
The Nussbaum Center

SCORE (Service Corps of Retired Executives)  
PART  
Vocational Rehabilitation  
Goodwill Industries  
Business Journal  
Self Help Credit Union  
East Market St. Development Corporation

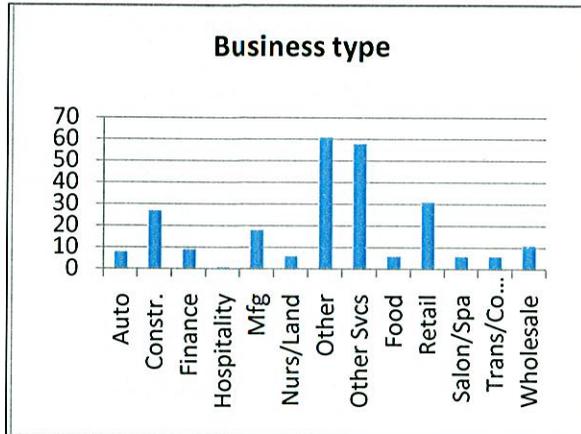
Various City Departments

Business Survey – Summary  
December 2009

Of the 16,500 cards mailed we received 248 responses, representing roughly a 1.5% response rate.

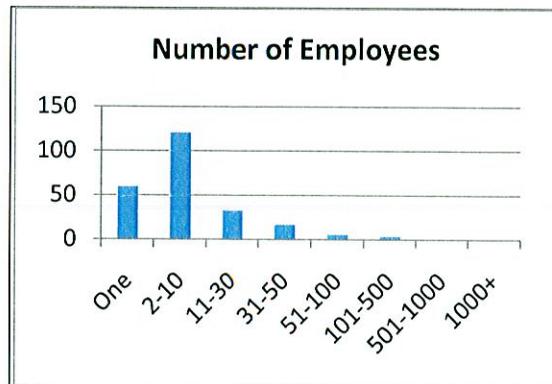
**1. What type of business do you operate?**

Automotive – Sales/Parts/Service/Rental	8
Construction	27
Finance, Insurance and Real Estate	9
Hospitality	1
Manufacturing	18
Nursery/Landscaping	6
Other	61
Other Services	58
Restaurant/Bar/Food Services	6
Retail Trade	31
Salon/Spa/Personal Care	6
Transportation/Comm/Electric/Gas/ Sanitary Svcs	6
Wholesale Trade	11



**2. How many people are employed by your business, including yourself?**

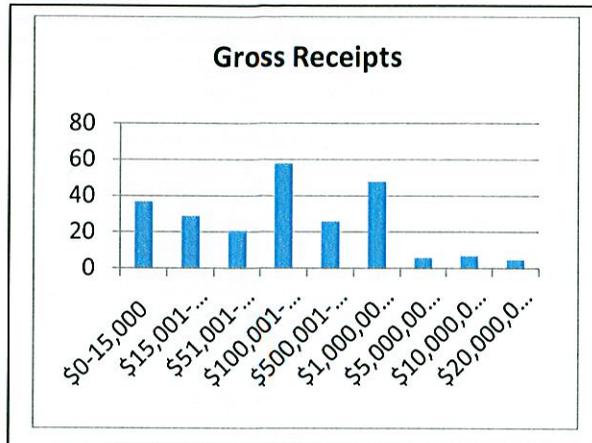
One person	60
2-10	121
11-30	33
31-50	17
51-100	6
101-500	4
501-1000	1
1000+	1
No response	5



Business Survey – Summary  
December 2009

**3. What is the range that best represents your annual gross receipts?**

\$0-15,000	37
\$15,001-50,000	29
\$50,001-100,000	21
\$100,001-500,000	58
\$500,001-1,000,000	26
\$1,000,001-5,000,000	48
\$5,000,001-10,000,000	6
\$10,000,001-20,000,000	7
\$20,000,001+	5
No response	11



**Interested in meeting?**

No	95	38%
Yes	136	55%
No response	17	7%

**Time of day preference (for business summit)?**

Early Morning	75	30%
Late Afternoon	55	22%
No response	118	48%

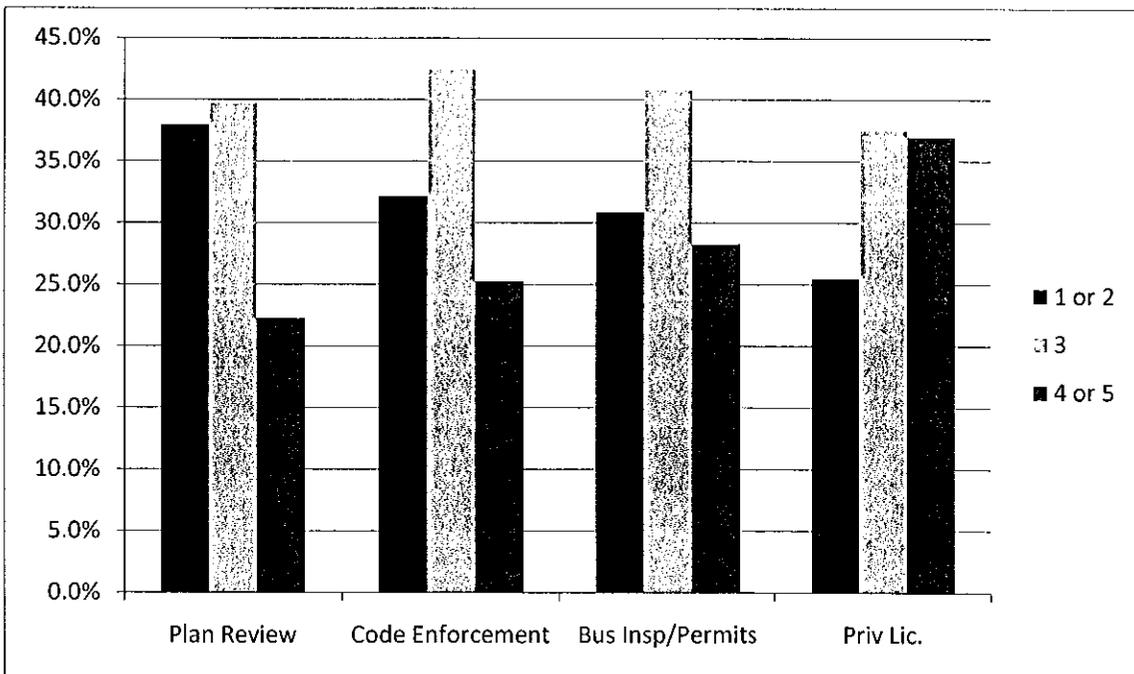
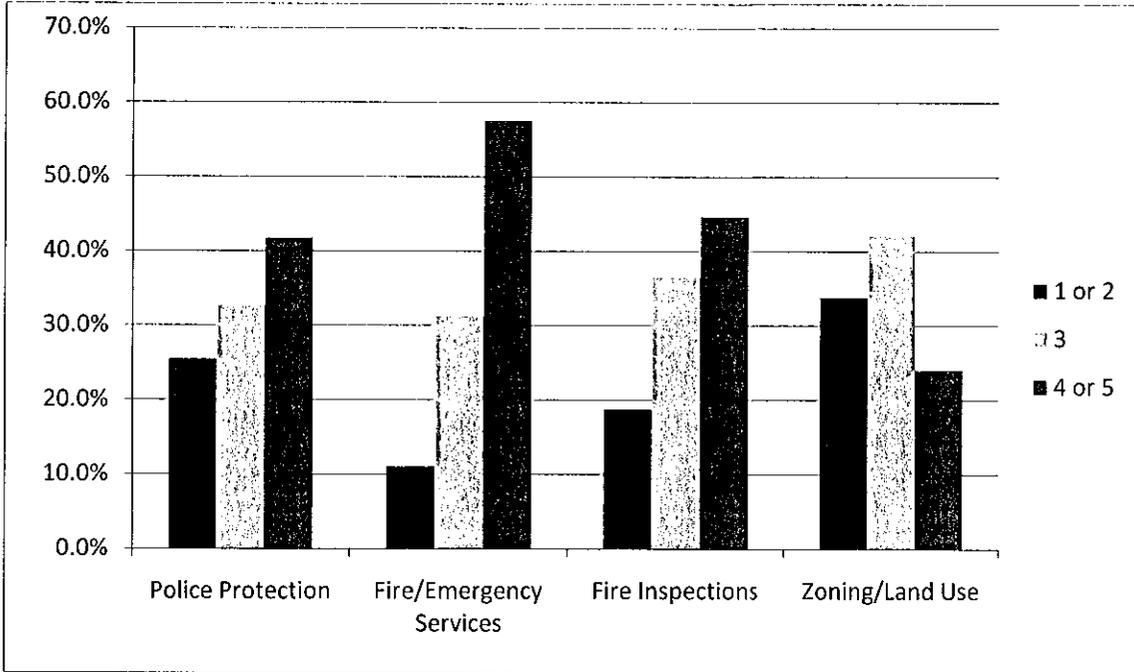
Business Survey – Summary  
December 2009

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Business Survey – Summary  
December 2009

The following areas were rated “as it relates to support of your business”, with a 5 meaning Outstanding, and a 1 meaning Poor. For clarity, we have combined all 1 and 2 responses, as well as the 4 and 5 responses (note: all responders did not respond to all categories), and expressed them as a percentage of the total responses:

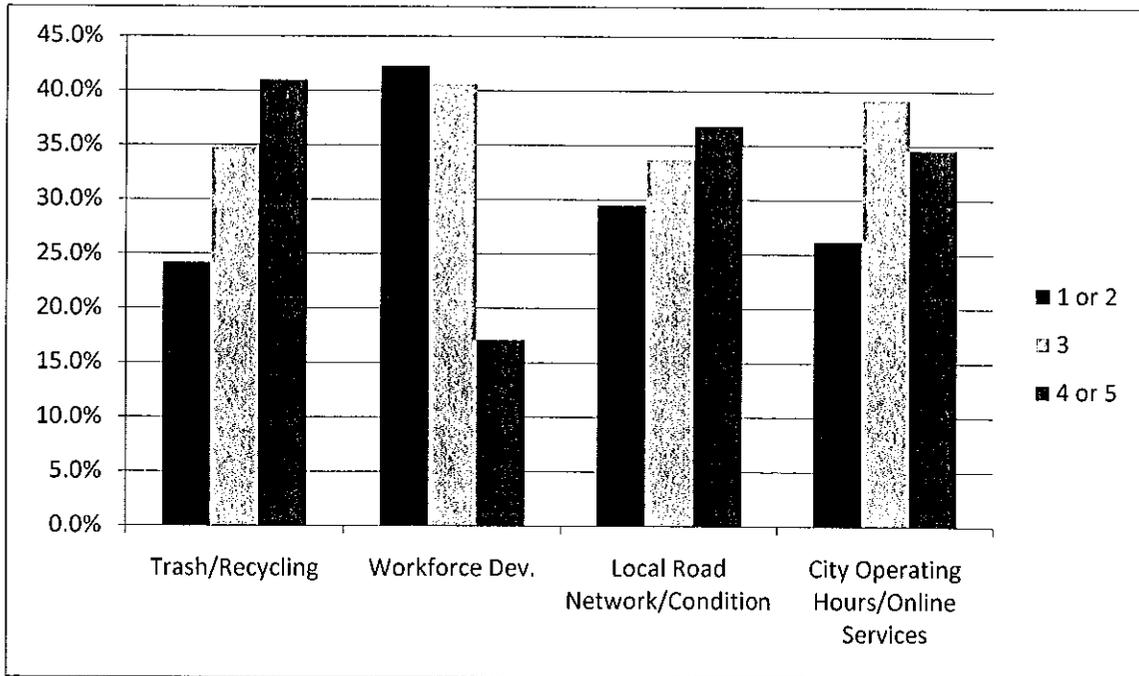
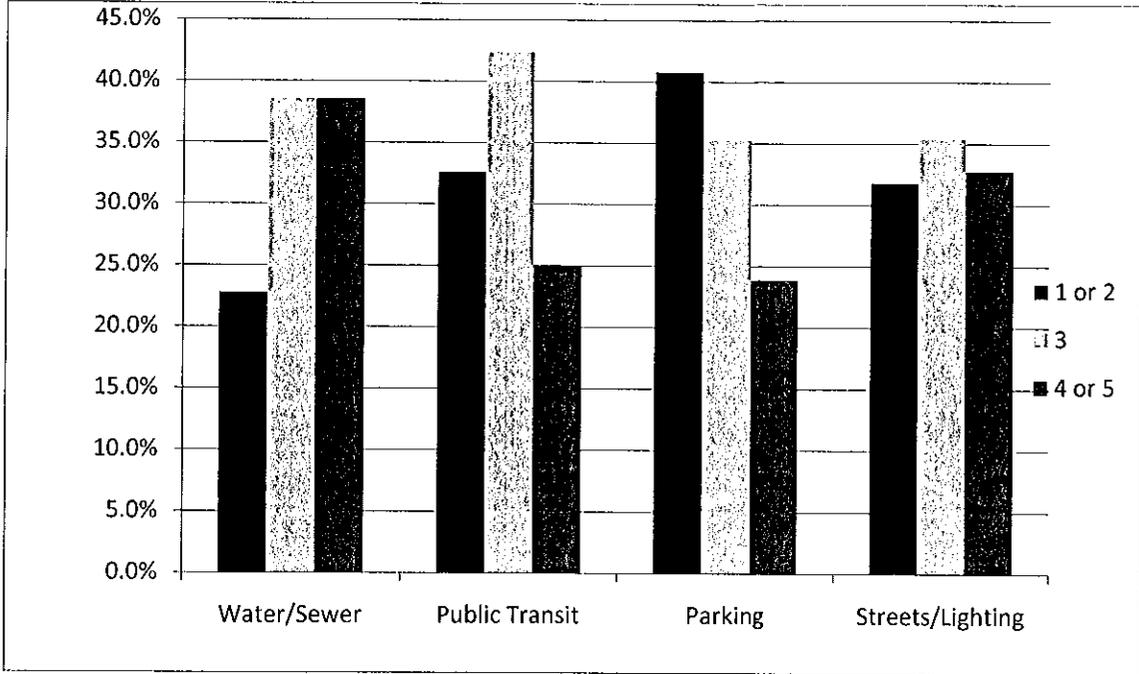
8. Do you have any specific concerns about certain areas of City operations?  
Please rate the following as it relates to support of your business. 1=Poor, 5=Outstanding



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Business Survey – Summary  
December 2009

8. Do you have any specific concerns about certain areas of City operations?  
Please rate the following as it relates to support of your business. 1=Poor, 5=Outstanding



Several questions allowed for free form responses. *Comments have been recorded verbatim:*

**What does the City do now that helps you to do business?**

43 people (17%) gave no answer

90 people (36%) said "Nothing"

The remaining 115 (46%) of responses are divided into subject categories (if multiple subjects were mentioned, the comment may show up multiple times) (Note the totals do not equal 100% due to rounding.)

<b>What does the City do now that helps you to do business?</b>	<p><b>Bid process</b></p> <ul style="list-style-type: none"><li>• Provide bid oppertunities and complete online</li><li>• WE BID ON MATERIAL FOR THE CITY ON THE E-BID SITE</li><li>• sends us emails advertising projects.</li><li>• The City lets contracts to bid for highway and commerical work. Also, the City has a very useful MWBE program.</li><li>• we are on city rotation for towing services</li><li>• Awarded Projects currently and in the past</li><li>• The city provides us oppertunities to bid on "jobs" for the city. Many, we've won.</li></ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"><li>• Send email request and phone calls or just comes by with thier request.</li><li>• Your people are friendly, knowledgeable, and very helpful.</li><li>• The employees we deal with are very polite and helpful with good attitudes</li><li>• Economic Development:</li><li>• they do a pretty good job of trying to attract new business to the area, there needs to a push for manufacturing type business</li><li>• Promote Greensboro</li><li>• Continue new construction</li><li>• I have a business loan from the Targeted Loan Pool. The loan is invaluable, but also the relationship is valuable as I work alongside and with the school district.</li><li>• helping w/bonds to expand airport business and commercial traffic flow</li><li>• Upgrade / beautification of downtown</li><li>• Anything that promotes business helps us all. There isn't anything the city does that is a special help</li><li>• List business on the Internert</li><li>• As a part of the BID tax I receive additional trash pick up, holiday and seasonal decorations plus advertising for special events primarily through DGI.</li><li>• Our business is located in the Nausbaum Center for Entrepreneuers. This center makes it possible for our rents to be lower than the average market would allow a small business such as ours. I am not sure, but I believe that the city contributes to this cause. Thank you for supporting the Nausbaum Center.</li><li>• Location to Interstate and Highways</li><li>• Offers diffeerent services for business startup.</li><li>• The web listings are nice, as is the invitation to give input.</li></ul>
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### **Fire/Police**

- Good 911 response from fire department. Good 911 response from police department. Good parks and recreation facilities, and activities for employee retention.
- Good road ways; EMS services; provides police escorts for funeral services
- Provides police and fire
- provide safe environment
- offer police protection
- Provides city services including police and fire departments
- The police department are wonderful to come and help us when we have any problems.
- containing crime and the homeless population.
- police and fire protection
- City police patrol the area at times and that helps to create a safer working environment.
- Provides police and excellent fire protection, water, sewer
- Provides excellent Police and Fire protection
- Police protection, fire protection, proper administration of tax money, street maintenance
- More police patrol on the street.
- Keep the streets clean. Keep the streets lights at night. All the emergency and security is available when needed.

### **Environmental Services**

- Landfill
- Allows access to White St landfill and transfer station (responder says they are in the County, not City)
- The White Street Landfill, leaf pickup

### **MWBE**

- They offer free access to plans and drawings for my review on projects at the M/WBE Center.
- MWBE

### **Permits/Inspections**

- Its easy to pull permits over the phone
- Issues Permits for Plumbing projects when required.
- Offers online Building permits, online call for inspections
- response from inspections department
- Stream line the building permitting and inspections once you get to know it.
- Call-in permits
- Inspections Dept., Code enforcement, Guilford GIS, Online Real estate Records,

### **Planning/Zoning**

- In zoning, those responsible for issuing sign permits are extremely helpful and knowledgeable. We're a sign company and they're great to work with.
- has reasonable sign ordinance and well staffed planning/zoning dept.
- There were no zoning problems

### Privilege License

- Besides issuing our permit to conduct business in Greensboro, not much.
- Nothing for me but take my money in license fees.
- Nothing. Two years ago you increase the business license fees in an election year, what nerve you people have. You have closed one of our driveways improving the street, but limiting access for our customers. There are new rules for runoff into storm drains, etc. i only have so much time to waste, but there are plenty more obstacles the "city" puts on the businesses that pay salaries, property taxes, and collect sales taxes, etc.
- Collects trash, gives privilege license
- Gives me a privilege license
- Nothing that we know of. Grants us the privilege license.
- Privilege license; Chamber of Commerce assistance
- allows me to register my business online.
- The city has been very helpful to us for filling out our privelege license.
- nothing -- charges me \$50 twice a year!!!
- provides a license for me to operate ... and listings on the cities site

### Services

- GENERAL SERVICES AVAILABLE TO ALL CITIZENS AND BUSINESSES
- Special Event Rental
- Maintains infrastructure of streets, water, sewer and provides police and fire services.
- Maintains infrastructure of streets, water, sewer and provides police and fire services.
- basic services like roads, water, sewer
- We work primarily with the Land Development staff(s) of the City Government. Planning, Engineering, Water Resources, Etc. Recently the City has started utilizing the services of "local" firms like ours during this economic downturn.
- Noise control, trash collection, police protection, water and sewage
- Maintains downtown area.

### Solid Waste

- Trash pick-up, water/sewer, police & fire depts.
- good trash pick-up. safe streets
- Trash collection, police protection, water/sewer service, fire/ambulance services
- Pick up trash
- Recycling of waste paper
- Picks up trash & recyclables. Cleans the street. Provides police and fire services. Sends notification of rezoning issues.
- Picks up trash & recyclables. Cleans the street. Provides police and fire services. Sends notification of rezoning issues.
- provides recycling service to our building, checks our fire extinguishers to make sure they work, police protection & fire protection as well as maintenance of roadways and streets.
- Free recycle pickup. Water and sewer service.
- Bulk trash pickup

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What does the City do now that helps you to do business?

**Solid Waste (cont)**

- trash pickup
- Trash pick up is the best service downtown. It keeps vermin problems in our ally down and under control. Free parking in the evenings and weekends also encourages patrons to come back to downtown to eat.
- They take care of our water and trash pick-up needs. The police are always there if we have and emergency.
- pick up trash and clean the streets
- Unknown other than basic trash/water/police/fire/emt. As a small business, I don't see much that the city does for me. The biggest driver of my business that can be related to city government is the GSO Convention/Visitors buruea. They bring youth sports events that get us rentals.
- Picks up garbage and keeps police and firefighters on the job to keep us safe.
- recycling bags; water and sewer service

**Taxes/Fees**

- Contain your cost, reduce your employee count as we have had to do in the private sector. Bring your expenses down as we do in the private sector. Make Greensboro a more competitive environment with less regulation to bring businesses with jobs. Realize that another and another bond issue just raises taxes. People locate3 business where cost and regulation is no matter what they claim on surveys that purport to show that they want amenities.
- Sends tax filing paperwork with plenty of lead time.
- Provide guide/information for tax payment

**Transportation**

- Keep the streets clean. Keep the streets lights at night.All the emergency and security is available when needed.
- keeps up road work.Picks up garbage.
- Improves the road quality around the office, i.e., Mackay Road, Hilltop Road, etc.
- Provides highway infrastructure and utilities
- Easy parking and bus system
- Maintains streets

**Water/Sewer**

- recycling bags; water and sewer service
- Provide water and sewer services as well as fire and police protection.
- Provides water & sewer, sanitation services, police & fire protection.
- Water, Sever and Sanitation
- Provides utility services and police protection.
- We do have water, but aside from that the city doesn't help me in any form or fashion with helping me do business.
- provides water, picks-up trash, provides convenient recylcing, monitors environmental impact, maintains roads.

**“What does the City do now that makes it harder for you to do business?”**

60 people (24%) gave no answer

44 people (18%) said “Nothing”

The remaining 144 (58%) of responses were:

“What does the City do now that makes it harder for you to do business?”

**Bid process**

- SOME OF THE MATERIAL THAT WE SELL HAS NOT BEEN SPEC'ED IN TO THE CITIES SPEC BOOK YET
- will not allow my company to be on large rotation for city towing although I have been approved by the city taxi inspector, Al Moore.
- Does not allow small shipments of supplies. Does not allow the sale of retail items created outside of the home.
- When you take bids for a job, the city does not look at the quotes to make sure the products being offered in the bid are comparable (comparing apples to apples). Also, you should look at more than the bottom figure, like the company's reputation and past history. All city jobs should be given to businesses within Guilford County.
- I is hard to find out what the city is putting out to bid. In the way of smaller projects that does not require a lot of money.
- I have not yet received information on current city projects or planning bids which will team local designers with prime and/or/sub/contractor(s)that will stimulate small business growth.
- The purchase department rebids projects after the prices are exposed
- Utilizes suppliers outside the city/county
- has made it impossible to get on the bid list for city projects.
- I have asked several times that my business be listed on the City Vendor list, as I have had contracts with the City for many years. When I call to ask about it, I only get the run-around and am directed to un-useable websites that are difficult to navigate around or do not have the information I want and need AND they do not work at all. I get messages that there are "ERRORS on GREENSBORO WEBSITE". This is not only frustrating, it is not at all helpful.
- The email request we normally can not quote on due to certain specifications that we can not provide. Also not given the chance to quote on projects due to jobs given to other companies other than JMW.

**City Council**

- The city council seems to spend more time fighting and posturing instead of helping small business.

**Customer Service**

- I have asked several times that my business be listed on the City Vendor list, as I have had contracts with the City for many years. When I call to ask about it, I only get the run-around and am directed to un-useable websites that are difficult to navigate around or do not have the information I want and need AND they do not work at all. I get messages that there are "ERRORS on GREENSBORO WEBSITE". This is not only frustrating, it is not at all helpful.
- Not easy to reach a contact person(s) when needed
- sends us emails advertising projects. We are a utility contractor, water and sewer only, and it is not useful to get emails about sidewalk replacement, road building, etc. It is very easy for Don Saintsing to send emails to "everyone" with no regard to whether we might even remotely be interested in or suited for the project. It is a form of SPAM in my mind. Right now it seems that we are either on the list for everything or nothing.

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“What does the City do now that makes it harder for you to do business?”

**Customer Service (cont)**

- rude people in the inspection office and inspectors that take days to do inspections
- RED TAPE
- lack of consistent customer support from one department to the other, many still have the pure bureaucratic attitude
- THE RUDEST AND MOST UNCOOPERATIVE OFFICE STAFF AT THE INSPECTIONS DEPARTMENT. THE WOMEN ARE DOWNRIGHT HATEFUL.
- User friendliness has always been an issue. It seems as though the city HR staff (or departments) has the unique ability to place the "least" people friendly individuals in those positions that require direct contact with the development community.
- Sends me tax forms that require me to fill out the same information I filled out last year rather than sending me a pre-populated form with space for this year's info. Online filing would be nice.
- your internet site is not user friendly. very hard to navigate and even log on. once inside the instructions are not clear.

**Economic Development:**

- Unless it has come in to the 21st century, I am sure we will be faced with the same situation.
- Lack of new construction
- The city does not list or give free advertisement, nor have enough cultural program to receive recognition for art programs
- no incentives for small business like mine
- I do not see any active effort made to incubate small business and make an effort to use in the day to day service activities required to keep city fleet, service vehicles or equipment functioning.
- The City doesn't offer any fair, incentives, or expos to allow residents to know what small business are out there.
- No opportunity
- There seems to be a distinct lack of focus on attracting and creating new employment opportunities for highly educated young and experienced and maturing middle aged workers in the Guilford county area. As the unemployment and underemployed numbers have risen there have been no comparable jobs to replace them with in our area due to what I believe is a lack of progressive and aggressive corporate and business growth initiatives in our city and county.
- Specifically I can't answer that. In general anything that discourages new businesses from locating here makes it harder for me to do business. I have never built a building but I have heard that Guilford County is the worst place in the state to build because of burdensome regulations.
- Does not promote regional cooperation adequately to promote economic development. Development restrictions and the development process is cumbersome. City Development staff does not adequately portray an attitude to assist in growth, instead portrays that they are trying to prevent growth (as in construction and new business)
- WE NEED JOBS! City has to focus lots of energy and funds on getting business to expand or locate here. Use energy and funds for jobs and not to impose programs such as the Rental Unit Certification Ordinance which required thousands of dollars of unnecessary, tenant related damages we repaired at the expense of the landlord. The landlord with outrageous vacancies, if you do business in Greensboro. Support for local landlords to provide affordable housing is a must. TAXES - property taxes are out of control. Highest in the state for any large city.

### Events

- Saturday mornings are big business for children's classes. When parades are scheduled for Saturday mornings downtown, it is very difficult for children to be brought in for classes. Why not Saturday afternoons?
- Have too many events in the down town which is nice. it takes business away from local buisness far from the down town. Most the vendors that supply food for the public through thier tent are from out of town or some times out of state. so the money goes out side the city.

### Everything

- Everything, including building restrictions,poor police protection, poor road maintenance, messy garbage trucks, poor traffic control.
- higher taxes/higer water bills/more inspections/water runoff bill/no control of flea market traiff/ and trash/bushes have never been trimmed/ break ins/robbery are all over this side of town
- Meddles in business activities.
- It makes it hard to explain to potential businesses what is going on in Greensboro. The Mitch Johnson fiasco, the problens with the police dept., the mishandling of the David Wray situation, etc. Also I do not feel that I have been represented on the city council, there seems to be no fiscal conservative on the council. to much spending without thinking about the consequences to the taxpayers.
- Getting nickled and dimed to death with little fee increases that come straight out of our pockets but are hard to pass along because our customers backs are against the wall. If we have to cut expenses in order to stay alive, then the city should cut out programs that it can no longer afford instead of squeezing more money out of us.

### Homeless

- Does not clean up the homeless encampment under the Friendly Avenue overpass.
- let the homeless hang out downtown all day.
- Law enforcement needs to respond more quickly to calls about vagrants and "bums". Move more quickly on greenway project along Battleground ave.
- Does not clean up the homeless encampment under the Friendly Avenue overpass.
- Allows the library to be used as a hang-out by the homeless and young people who are not here for library related purposes.
- Allows people to smoke right outside the library entrance.

### Library

- Allows the library to be used as a hang-out by the homeless and young people who are not here for library related purposes.
- Allows people to smoke right outside the library entrance.

### Local Ordinance Enforcement

- Poor enforcement of city ordinances for neighboring properties (garbage abandoned vehicles abandoned shopping carts etc.). Drug sales and abuse is a continuing issue.

### Mental Health

- The city of Greensboro has always been supportive in our endeavor to service the mental health community. At this time there is nothing that the city has not done to support us.
- Not as easy to find available resources for mental health/substance abuse clients.

“What does the City do now that makes it harder for you to do business?”

### **Parking**

- Lack of parking enforcement and code enforcement. A severe lack of attentiveness to businesses south of the tracks. Police presence is severely remiss during the day hours. Night time presence is primarily noted in the bare areas of the 200, 300 and 400 blocks. Loitering and public drinking continue to be problems. Special city events seem to always occur on North Elm where few small businesses exist.
- Doesn't enforce parking on South Elm Street. Gave away valuable parking in the Elm-McGee lot. After 20 years changed the 30 min. parking in front of my store to 2 hour parking and then doesn't even enforce that!

We had two Police Officers that walked a beat on Elm Street during the day. They did a great job. Now you have Officers that patrol on bikes. They look more like they are on a joy ride then trying to protect Elm Street Merchants! They don't even have the good sense to split up. If there are two of them they ride together, 3 they ride together, 4 same thing!

- ticketing cars parked on the street

### **Permits/Inspections**

- Hours of operation to secure permits or schedule inspection rather restrictive.
- To obtain a building permit I must drive to Summit Ave. Which is a goodd ways from my side of town, where most of my work is.
- Biggest irritation: Lack of continuity among inspectors. One approves or indicates a situation as acceptable, then a different individual comes to the job and tells you to change something you were confident was to code. There should be fixed guidelines and all inspectors required to use the same rulebook.
- Building Permit procedure
- Cumbersome permitting process to allow for expansion of existing facilities.
- We are not sent addendums to international building code book and are not notified of grants and other business opportunities that the City has to offer in the building construction areas for HUB certified and minority businesses. These grants and awards seem to be politically thru favoritism usually to unqualified and inexperienced people and businesses.
- Requiring us to have a surity bond to pull permits. We should have the option to use credit cards instead of the bond.
- Stream line the building permitting and inspections seem hard to figure it out.
- they permit us to death
- regulations concerning external plumbing fixtures and back flow prevention too tight, no crackdown on the number of thieves, crooks and bums that nest in the spring valley shopping center area, constant barrage of solicitations for funds by police and firemen
- permit and inspection scheduling

### **Planning/Zoning**

- At this time, very little. But recent initiatives by the planning department, and the nonprofits, could create some real problems, like violating property rights
- zoning/parking requirements
- has as laws the home-based business guidelines
- we are in an historic district - which makes it difficult to recycle. I don't understand why we can't have the same trash cans that the rest of Greensboro has.

Continued next page

#### **Planning/Zoning (contd)**

- I put yard signs out, banners, flags, etc. and get a letter from zoning within 2 days. I see other businesses in town with the same stuff out weeks on end, including the restaurant next door to me. Treat all equally, not just the big businesses.
- It doesn't apply now, but when I moved my business back to my home I could no longer have on-site employees, although my neighbors across the street could have three families living in one house with many cars on the street and in the driveway coming and going. When I called about an exception to having one employee come part-time, they were very belligerent and quoted me the rules. Not very business friendly in my opinion. I no longer have employees. So, that took care of that problem.

#### **Police**

- The City has failed to provide adequate police surveillance and theft deterrent measures.
- Need More Police Protection and Surveillance in the Area
- Too much tolerance of prostitution and drugs.
- Not catching the people who continually break into our business.

#### **Privilege License**

- Licence fees
- Annual Privilege License fee is too high. I pay twice for service and retail. I'm a small business and that's too much cost.
- Require license fees, taxes in general are too high
- business license due in middle of year instead of beginning of year
- File & pay annual business property taxes.
- charges me for the privilege of not making any money
- The privilege license paperwork is a pain. And I don't understand why it applies to consultants who have no employees and no storefront.
- They charge me \$50.00 each year for the privilege of doing business within the city (whose area keeps expanding).
- Charge too much for privilege licence.
- they charge me for privilege license \$11000 and a tattoo permit \$500.00 doctors do not even pay that much
- It is extremely cumbersome to get the "New Business List", those who have gotten a business license. This list needs to be available online instead of a print-only format you have to purchase.
- \$100 charge a year!!!
- Privilege License: what's that bringing my business?, and what is it paying for that my property taxes don't handle?

#### **Solid Waste/ Street Cleaning**

- Does not offer reasonable, useful trash service.
- We need a better source for electronic waste/recycling. Business have a good amount of this type of material and presently we have to pay to have it recycled. This would be a real incentive for us to comply with laws if we had an accessible site open daily to take electronic wastes.
- We need more leaf pickups.

“What does the City do now that makes it harder for you to do business?”

### Taxes/Fees

- keeps increasing property taxes which hurts homeowners and business owners alike, i think there should be more consideration given to raising sales & use tax which is spread equally to all who benefit from the services that we receive
- High taxes and high water bills; Incentives for large businesses, but zero incentives for small businesses
- Increasing costs, taxes, etc, that are passed to homeowners making it more difficult to for customers to qualify for refinancing and purchases.
- High business tax rate. Does not do a good job of tracking those that operate with out city licensing
- Expensive local taxes
- High Property taxes.
- City and county taxes for the first five years are killing my business. After spending so much to get up and running I need some reprieve for a period of time to ensure success. I would gladly pay whatever if I could just spread it out over more years than just five for property tax. For downtown to succeed we need incentives to be here.
- Taxes
- Property taxes and privilege license
- raises taxes/tax rates
- Tax Rates on --Privilege License Fees, Property Taxes on Equipment
- onerous tax
- taxes
- Taxing business personal property.
- overcharges for utilities; water, sewer. trash collection
- Taxes everything but the kitchen sink. You shouldn't be taxing businesses that you do nothing to support so that you can transfer those funds into supporting businesses that provide no support to small businesses or that use small business firms from out of town or state.
- As any other business owner, taxes and fees associated with owning a small business is a great hinderance. It is counter-intuitive to "punish" small business owners with fees because those small businesses are the engine of Greensboro's economy. Small businesses should be rewarded—not punished with fees.
- Taxes in the form of licences.
- Over Taxation,Over Regulation and city council members that do nothing but try to increase my taxation. While in turn giving hand outs of my tax dollars to those who do nothing for them. Cut off these city programs for the minority who benefit while the majority pays for them!!
- Over regulation. Taxes too high.
- The constant taxes and fees. When you call the business license or tax department no one has a clear answer.
- spends too much money
- taxes, permits, regulations
- Assessment of different taxes, i.e. water run-off taxes, etc. does not help.
- The city for 12 years has raised every fee, and service they could. The result is expensive poor service. I can see no reason to expand my businesses in this city. In fact as soon as we can I intend to move one of my businesses' internet sales operation to another county to cut cost.
- Raises taxes and spends the money on things other than garbage, police and firefighters.
- Continuous inspections, high tax rates, high water rates

Business Survey – Summary  
December 2009

“What does the City do now that makes it harder for you to do business?”

**Transportation**

- The road my business is own is dirt, is not wide enough and needs to be paved.
- They don't pave the streets, making it harder for me to get around town; they don't enforce the noise ordinance which detracts from the qualify of life in this town. They also penalize businesses for having an office in town rather than in the county by charging an annual fee for a business license.
- Control traffic flow
- As a result of non functional street light,it's been easy for us to fall victim of Armed robbers and Tout.
- Traffic problems with all the tanker trucks.
- Allows trees to grow right up to the roadway.
- The bridge rebuilding project in Jamestown makes traveling of my patiens difficult coming from High Point.
- Bus routes not far enough for jobs and employment opportunities

**Water/Sewer**

- No water or sewer
- The City has mandated the construction of an underground grease trap which is completely unnecessary at a community room which is not used for the preparation of meals.
- New requirements for water run off. It is too costly for small business.
- Will not provide city sewer. Does not provide garbage removal.

**“Is there anything else the City can do to help you with your business.”**

67 people (27%) gave no answer

27 people (11%) said “no” or N/A

The remaining 154 ( 62%) of the responses were:

“Is there anything else the City can do to help you with your business.”

**Bids**

- consider all towing for the city to be on rotation basis and not be put up for bids
- Allow small shipments of supplies. Allow retail sales.
- I wish the city had more access on their website that included smaller projects for smaller business.
- City construction projects should require General Contractors to pay sub contractors in a timely manner in stead of after they get paid. All construction companies should be able to support their operations without depending on their subcontractors.
- make the bidding process more transparent and have available what is necessary to become a vendor for the city
- Yes. My business will be going full-time in 2010 and I would like to encourage the city to do business with Just Plain Etiquette. We have some very strong programs geared toward internal conflict, customer service "The 21st Century", and many others that can be customized to address and improve the city's operations.
- let us prove we can do the job
- Let out more contracts, so there is more opportunity to get work.
- Make sure local supplies are used on city construction projects.
- Let us quote on office furniture
- Some cities & states give a preference to local businesses when making governmental purchases of items. Instead of sending business to other states wouldn't it make sense to give some sort of preference to local businesses bidding on business with Greensboro? Not only would you be truly supporting local businesses, you would increase tax revenue to the city and perhaps help to create local jobs.
- Continue to allow qualified general contractors to competitively bid all city projects rather than using CM at Risk as a delivery method. CM at Risk method costs taxpayers 10 to 20% added construction cost on average. Thanks for your help.
- Make the bidding process better, more even

**Customer Service**

- List resources, assist with emergency funds for clients, etc.
- LET US KNOW ABOUT AVAILABLE SERVICES
- We still prefer faxed sketches or phone calls.
- Allow staff to work "outside the box" and be less rigid in the application of the development ordinance(s)
- Can I charge my license fee and property tax on my business credit card yet?
- Expand or provide a broader website to be able to apply for permits, pay for permits, get permits issued, schedule inspections & get inspection results without having to go thru a person.
- Get out of the way.

Continued next page

### Customer Service (contd)

- Have one department that handles licensing and taxes...one stop shop. As a small business owner you already have to jump through hoops for state things, local should help you not slow you down. As a bar owner fire, building and ale should be on the same page. The rules are constantly changing and the three agencies don't seem to communicate.
- Website directory of all city businesses
- Create an online gateway to pay your water bill online with a credit card.

### Economic Development

- PROMOTE LOCAL BUSINESS
- I have heard that the City is offering stimulus incentives to small businesses and especially women-owned business, but can't seem to find ANYONE at the City that knows anything about this, nor can they direct me to where I need to go. The "website" again, is not helpful, it tell you that you have to be a Historically Underutilized Business (which I am) and listed with e-Procurement through the State (which I am). But there is NO WHERE to actually APPLY for these funds for my type of business. I want to grow my busines, by purchasing more up-to-date equipment, hire additional workers, and try and obtain more contracts. I am very frustrated with the lack of actual beneficial "help" from City employees !
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- younger employees that represent the future of our city. As a result, Greensboro's population is continuing to become stagnant and declining as bright well-educated individuals and families leave our area for more vibrant communities in NC, such as Raleigh, Charlotte, and other more progressive communities in and around our state.
- attract more middle sized and larger corporations that produce more diverse product lines and competitive services that can enhance job opportunities for our younger and more mature families in our community. Greensboro lacks the business strength and diversity it needs to attract and retain city contract, network with other cities, and employ other residents that are currently unemployed.
- Our city's leadership should make it a significant priority to work with our surrounding communities to municipalities - it seems to me that small busines cannot crack the barrier in Greensboro.
- Find out what's needed and how helpful small business can get their names out there without it being such an expense on the business. Offer opportunity for businesses to learn how to bid for help by having some suggestions for ways to advertise with no or little money
- The city can commit to using small businesses in departments that have service needs. A sister company in Charlotte is active in providing service to the City of Charlotte, the county and surrounding MAKING CHANGES IS A TWO WAY STREET - BE MORE OPEN MINDED AND FLEXIBLE
- The city can start programs such as "City Stage" again or other functions so that local businesses can get exposure

Continued next page

### Economic Development (cont)

- Have a local business expo to showcase the difference types and maybe offer mentorship for new and small businesses
- UNDERSTAND THAT encourage growth by being business friendly.
- Promote local small business
- Promote Buying Locally
- The city could be more supportive for small private for-profit businesses. If the city of Greensboro would interact with the Greenboro Police Department to create through the police department a tracking record of people with obvious mental health problems and are homeless, with heavy drug addictions, to be referred to mental agencies in the city for treatment. This would not only assist with homelessness, but also decrease the crime rate in the communities. It would also be great if the city would form a committee from various mental health agencies to assist in discussions of problems that are created by people with obvious mental health problems, homelessness, and drug addictions. The group could assist the city and the police department with mental evaluations, substance abuse counseling, and housing for our homeless.
- are not looking for "handouts" or "bailouts", but maybe tax credits for additional jobs that we create. Don't give us something for something we "might" do(Dell ring a bell here?), but for sustained and increased jobs and growth. Kinda like the old sales advice that it's alot easier to keep a current customer than it is to find a new one.
- Provide a communication tool to network with potential customers
- My business is dependent on economic growth and individual prosperity. The City should encourage job creation by making Greensboro a great place to locate a new business and grow and existing one.
- Giving preference to local businesses in obtaining services and products would be a strong show of support.
- We need the city financial assistant to increase inventory.
- Perhaps financial incentives to allow for renters to repair building interiors. Increase focus on police presence.
- Hopefully the new administration will be more business friendly. I realize this is a County responsibility, but have you ever wondered why Forsyth builds 3 schools to our 2?? The city is in the same category. Some of the very best contractors will not quote city or county work. That is sad.
- Use commonsense not existing codes and regulations when making decisions
- doesn't recognize this issue, but makes sure that there's no incentives for small businesses. Can you imagine if you were to group all the small businesses together -- the income, the employees, the revenues that they bring to this city would far surpass the handful of large businesses who you have given away millions of incentives to, and our taxpayers' money to. When those businesses lay off those people, we have to pick up the slack again. Who tows the line better: a self-invested owner of a business or a large corporation moving here from out of town that can just move away again?
- Promote "small" businesses - as in a "small" business highlight in a city publication or newspaper advertising

Continued next page

“Is there anything else the City can do to help you with your business.”

### Economic Development (cont)

- to add employees and infrastructure(outside of capital deductions from the Fed Gov for major purchases). Our company utilizes the workforce at Goodwill, hires from the Luthern Services here in Greensboro, support other local businesses, and pay our fair share of taxes. We recently looked very hard at moving our business out of Greensboro to take advantage of lower operating costs in nearby cities. We chose to stay due to our workforce being mostly local to this area. Is there something that Greensboro has to offer that would have swayed us to stay? Not that I'm aware of. As an established business, we Would like the opportunity for business listings at no cost in city papers etc...
- free advertising
- of high grass ... that could help me to expand my business and also help out with the cities overload of residential work
- Provide incentives to small businesses who have remained in the city for years.
- Our business has grown over the last few years and we have added additional employees. We constantly see where businesses have tax credits and incentives thrown at them if they will locate their business here, yet the established, growing businesses that have been in Greensboro receive no incentive Yes, promote locally owned businesses more actively in a well publicized website that puts our businesses in categories. People need to access this all the time.
- Set up an online directory of small businesses and services available within the city for those businesses desiring to participate, listed by business category and/or location within the city.
- yes ... u could provide extra business contracts the with the new city ordinance bring more people
- Marketing Services
- If Greensboro had something similar to Ithaca Dollars, it would be very helpful to small businesses.
- yes -- give us a grant to expand our business
- the city can help me to get used cars, used electronic machines, furnitures and help me to get fund to start my business
- Provide information for selling and buying businesses
- stop wasting my time -- keep out of my hair
- continue to support programs/ policies that are likely to attract new business & manufacturing jobs to this area
- Yes. For instance, you send a survey card such as this, with very specific questions, only wanting to hear the answers to questions YOU are asking, instead of what you really should be hearing from small business. THERE are so many incentives and so many free rides if you are a financial institution, a health institution or a large business of any kind. The city/county/state will give these businesses anything to move here: discounts on their taxes, free utilities, and ways to entice them to move here. Not only does that make us (a small business) harder to compete with a large business, but it makes it impossible for us to take home enough money for ourselves by the time we pay our employees and our taxes. The city of Greensboro not only We do not sell GSO as a great manufacturing city. The new business Pecor from Washington state that builds cardiac equipment off I-40 is finding out what a great place it is. We have depth of resources and location. the article in this week's "Business Journal" underplayed the great manufacturing here.  
A division of the planning department to help direct businesses to commercial areas as show in the city master plans and Zoning.
- Incentives for small businesses. Buy from local businesses.
- Be fair to all businesses regardless of size or political connections.

Continued next page

### Economic Development (cont)

- Use the services of small businesses and connect those businesses with other business doing business with the City Of Greensboro
- Promote high-tech business growth. My clients are other businesses.
- Quit annoying me.
- Get the landowners of S. Elm Street to sell properties at a regular price and not the over inflated prices they are asking. Improve streetscape for North Greene St. and put a traffic circle in at Greene and Bellemeade. Give Entrepreneurs incentives for opening businesses in the downtown district.
- encouragement of doing business locally, more new business recruitment
- Require businesses receiving incentives from the city to utilize at least 75% of their services from firms within a 75 mile radius. This would actually assist in promoting small business.
- Cleveland, Ohio, from what I've read, has a model program for creating small businesses and keeping the business in Cleveland. Maybe Greensboro could take a look.
- I do not think there is any chance that Greensboro can get back on the right track because it has too large a bureaucracy which which will perpetuate itself.
- Encourage entrepreneurship.
- companys.
- It would be nice to have a help page to go to that list leasing agents for small business space. With the downturn in the economy we had to scale back office space and it was hard to find.
- Spend money on areas that will increase business opportunities not waste money on "feel good areas"
- Start a networking/collaboration program where business owners can get together and help each other. Imagine the owners of Iconfactory having coffee and chatting with the small Design firms in Greensboro, sharing ideas and experiences. The networking meeting could open up with a 10–15 minute talk from a leading trend-setter, discussing his/her creative methods in business. Greensboro businesses need to be equipped to set trends and think in new/creative ways about business and the global economy.
- determine whether or not a business is successful.
- Have more events downtown in the summer.
- First and foremost is the creation of JOBS! Slow the growth of the city government. Slow the increases in the cost of water and trash services. The cost of doing business with the City of Greensboro is our hardest cost to control. While we and other business have been cutting our prices for years the city has had no problem increasing theirs. Greensboro has one of the highest tax rates of the major metropolitan areas in NC. The same is true for the water rates. We have to give businesses reasons to locate here.
- set a side projects for small and women owned businesses
- City needs to focus on luring more companies into the city of greensboro. The city is beautiful and has a great potential to be better than many of our surrounding larger cities. The city just needs more jobs which brings more traffic and more income in.
- Make it easier to obtain small business grants.
- countial to up grade the community and greensboro
- tourism opportunities
- Quit giving incentives to large
- Stay away and let us serve our customers in the most effcient manner we can. Let the market place

“Is there anything else the City can do to help you with your business.”

### **Environmental Services**

- Keep White St open and operating for constr. debris and brush

### **Field Operations**

- Leaf and debris pickups more often, providing compost as well as mulch at a cheaper price
- Keep sidewalks repaired and provide trash receptacles - Street Sweeper more often
- Cut back the trees so our business can be seen as you drive north on Hwy #29. Right now you cannot see us or the other businesses on Joe Brown Drive until you pass the turn off. People coming to shop our store slam on the brakes on #29 and try to turn. Fender benders happen and a serious accident is likely. Not to mention how it hurts our sales and ability to grow the business. Keeping trees back 75 feet from the major roads would help all the way around.
- Better services for our trash/recycling.

### **Local Ordinance Enforcement:**

- Improve ordinance enforcement. Continue police presence, work with landlords on screening residents.
- Yeah, they can force abandoned building owners to make use of their property instead of just holding the deed to the property while the building dilapidates and becomes an "eye sore" to the community.

### **Transportation**

- The city has stopped enhancing the sidewalks and crosswalks on Davie and Church street between Washington st and Friendly ave.
- do more to support non-profits. Improve public transportation for handicapped individuals -- if you think SCAT does a good job you are sadly mistaken!!!!
- Periodically check the timing sequence of traffic lights, particularly at the intersection of Guilford College Road, Hilltop and Piedmont Parkway.
- pedestrians to cross to sidewalk on the west side. crosswalk at lawndale is in place, just need the east sidewalk to extend north.
- widen the street in front of my business and insert a turning lane. currently we are in a hill/curve with narrow road and no side walks
- improve road conditions at my location. currently we are in a hill/curve street with no turning lanes and no sidewalks. street are not well lit and this area is not one of the better communities of the city. we seem to have a high crime rate in this area as well.
- need to install a sidewalk on east side of pishah church north of lawndale. very dangerous for

### **Water/Sewer**

- Make the development process easier. Extend water and sewer service without tying the services to the City's Development standards. Make water and sewer a utility, much like power, phone and TV.
- Water and sewer
- Provide city sewer.

### **Parking**

- Free parking for our clients in city parks during working hours
- Increase off-street parking

### Permits/Inspections

- overhaul the inspection department
- Employ more inspectors to shorten the time it takes to get an inspection.
- Make sure that all inspectors are knowledgeable and willing to work with the trades that they inspect.

### Planning/ Zoning

- repeal or revamp the home-based business guidelines. Some 35 years ago, a young man started a company out of his garage with a little help from his friends. That company grew into a moderately successful company called Microsoft, and the young man was of course Bill Gates. Had he tried to start a business in Greensboro, he could have been hounded, harrassed, and fined until he left. What does that say about starting a business here? Most people cannot afford to start out in high priced commercial spaces, but most of them would like to get there eventually, especially those with wives who want the mess out of the house. I know of several HBBs in my neighborhood who don't register with the city because they are afraid. You are missing revenue from licensing and taxes and discouraging future commercial space rentals because of these restrictive ordinances

### Police

- Clear out and keep out the homeless encampment under the Friendly Avenue overpass.
- No for me, but paying more attention to the copper thieves would help a lot of businesses. I do HVAC & Refrigeration, so the thief actually improves my business. But that is not the way I wish to make my living.
- Stronger crime enforcement on breakins
- Provide better office protection.
- try policing the area better at night time or put in better lighting on the streets
- help the residents of the spring valley neighborhood retake their area from the drug dealers and crooks, help businesses protect themselves from predators, crack down on drivers who use our parking lot as a drag strip, remove the homeless people who use the back of spring valley shopping center as their personal toilet, install honest leadership and consistent practices within police department
- Clear out and keep out the homeless encampment under the Friendly Avenue overpass.
- Provide better law enforcement and surveillance to deter vandalism and theft, both of which are an on-going problem for this business.
- Get proper leadership in the police department.
- More police patrol at night on our business section
- Stiffer penalties need to be given to drug dealers and those responsible for making illegal drugs available in the community. The city can increase police force (even at the expense of reducing something else) in order to combat crime at a greater level. Places where drug dealings and crimes occur frequently should be dealt with or closed. High crime areas hurt good businesses.
- More lighting, more police presence
- Increase police patrol/presence.
- We need more police presence on Randleman Road and surrounding area to control trespassers, prostitution and burglary.

### Privilege License

- yes they need to put the tattoo permit back to \$100.00
- Why should a small company (less than 5 employees) have to pay a Privilege License? What "Privilege" are we paying for?
- Retention of folks in license department.

**“Provide specifics for any service area that you rated very high (5). In what way is this City service area very supportive?”**

149 people (60%) gave no answer

9 people (4%) said “Nothing”

The remaining 90 (36%) responses were:

“Provide specifics for any service area that you rated very high (5).  
In what way is this City service area very supportive?”

**Customer Service**

- They all relate and support my business in it's day to day operations. I need the police in case of break-ins, etc. The fire department & fire inspections in case of fire onsite etc. Zoning/Landuse in providing pertinent information concerning lots, plats, and deeds, etc. etc, etc, ...!
- You have a lot of good people working in Public Water & Sewer.
- These departments seem to do their job very well
- good trash pick-up. clean streets
- This department is very responsive to needs.
- good service
- Obviously we deal most directly with these service areas. Giving them a five(5) does not necessarily mean I believe they are performing their duties well. I do believe that over the last couple of years they have attempted to become more user friendly - with some degree of success.
- Very responsive when I have called about a broken street light and a broken trash container.
- Provided excellent assistance when requested.
- Most services seem fine; I haven't experienced any problems. Staff has been helpful when contacted.
- These people are well trained and do the job needed in the community
- The services that I rated high are very quick to respond and helpful when they arrive
- Employees at both the White St landfill and Transfer station go the extra mile to assist me. Very knowledgeable and courteous. We maintain a good working atmosphere and rapport.
- They work well
- these services return phone calls and provide valuable feedback for questions asked, specifically the police and fire protection nservices
- You are consistent and prompt in these areas.
- MWB/E or City Manager's office should be more knowledgeable about programs to help women-owned and small business of ALL kinds, not just a business that is in the redevelopment, non-profit or construction business. Website should actually be operational and have links to places where applications can be made on-line.
- Economic work force issues are always an issue.
- I'm not trying to be negative. I've just not had a good experience in running my business here. I got the best help from the small business people from GTCC than any city department. The courses they offered were very good, too. It's just they're not very well publicized in my opinion.
- Greensboro is not business friendly
- I am on the board for workforce development and at least there is something being done about helping our workforce compete in the future. Our roads are in the process of being upgraded which shows foresight on the part of the leadership.

“Provide specifics for any service area that you rated very high (5).  
In what way is this City service area very supportive?”

#### Miscellaneous/Mixed

- This section of the survey is not clear. Be specific about what your scale is looking for.
- Presently, I am neutral.
- all
- It allows me to be able to operate properly and/or utilize those services to work within the city.
- Services that I rated "high" are services that work with our business. The city has been responsive to the above choices that were rated high.
- I didn't rate anything highly because I feel this question is worded poorly. Define "support." Also, in the question you do not specify what 1 and 5 mean. I had to guess from the next question on how to even fill out the previous question.
- Most of the city officials in charge of these areas of concern seem to be most concerned about their pay and not the city itself.
- Though your question does not indicate whether the scale is regarding concern or performance, or 1 being the high or the low, the items I marked as a 5 are of great concern to me and I am very satisfied with the city's performance in these areas.
- This question is not clear. Are you asking are these services important or do I receive good support from these service areas? I think all of these services are important, and the City should have a goal of every service meeting a high standard of performance. Not all of the services have a direct impact on my business, but they all have something to do with creating a positive business environment.
- I only checked boxes if I have had experience. I wouldn't be able to give more than a four for any item.
- Many of these city operations are an interference with productive commerce and employment. Greensboro excels at inspecting and over regulating private commerce but seem unable to manage an effective police force. This is a primary reason for organizing a city rather than a socialist collective which is what Greensboro is in danger of becoming.
- You all do your job and I do mine... I am fine with that.
- Services in this city are mostly very satisfying
- The city does not do anything that I am aware of that supports my business in any way

#### MWBE

- The MWBE program helped by getting our business name out and available to any contractor who needed a MWBE subcontractor.

#### Parking

- Parking is a MAJOR concern in our area. People do not like to have to pay to have access to a library that is funded by tax dollars.
- There needs to be more lighting around the building to ensure the safety of patrons and staff who are here after dark.

Continued next page

“Provide specifics for any service area that you rated very high (5).  
In what way is this City service area very supportive?”

### Planning/ Zoning

- Re-zoning of property on N. Elm across from Catholic Church.
- The city seems to be inconsistent about zoning/land use, frequently departing from the long range plans to make too many exceptions. Prilege licenses: why should I be required to pay for the privilege of operating a business when you are giving away money to new businesses to locate here? Public transit: Business don't even operate in most areas, especially Irving Park or New Irving Park. Trash/recycling: You only pick up recycling once every other week, and that forces us to put recyclable items into the garbage. Local roads: many are in states of disrepair. In my neighborhood of Wynnewood and Willowick (the Noles area), there are many manhole covers and other protusions that knock my car's front end alignment out much too often. In New Irving Park, it's like a third-world nation's road system. That's why I rate the local road network low. City online services: You are missing an opportunity to serve small businesses that need answers about using common business computer software. Again, please set up a computer hotline to answer questions about computer hardware and software, to be staffed by college students from the many colleges and universities in the area. My other complaint is lack of leadership in setting up a city-wide WiFi system offering free or low-cost wireless internet access to residents and guests of Greensboro.

### Privilege License

- helping by keeping the privilege license cost low
- Provide information for renewal of licenses. Investigate those operating without a city license
- If you are going to charge for a privilege license then make the license actually worth something. You should require all companies receiving city incentives to obtain 75% of their services at the location provided by small businesses with a 75 mile radius of their location, with no more than 10% of services coming from any one provider.
- Privilege licenses as stated above. I feel any business should help the environment by recycling. I feel the city of greensboro does a pretty good job making it easy.

### Police/Fire

- I have no issues regarding the Police and Fire. Have had nothing but positive experiences, personally. Public Water and Sewer must be run like a Utility and figure out how to lower the cost of water and sewer to encourage businesses to do business in Grensboro.
- Since a big percentage of our clientele are children we are concerned that the building and area be and be perceived as very safe.
- reasonable to work with and helpful in making suggestions for how to improve the safety of the building
- police have been very responsible to our burglar alarms and coming out. Fire response time is amazing.
- I'm very impressed with the professionalism and efficiency of the fire and EMS
- The Fire Department is close by and has quick response. This allows us not to require our own emergency response team for CPR, Etc.
- Once a year fire marshal does an inspection and makes reccomendations that are reasonable and welcome.
- Police patrol always seen in the area. Thank you guys.
- Police and Emergency services are excellent.
- Our local fire emergency services is awesome. They are very quick to respond and always very professional.

Continued next page

“Provide specifics for any service area that you rated very high (5).  
In what way is this City service area very supportive?”

**Police/Fire (contd)**

- Police service very good. Fire Emergency service very good. Privilege good, water and sewer good, streets and lighting good, trash and recycling good. City operating service good When my husband needed emergency service, they were at the site in no time.
- i appreciate the fire/emergency services
- Fire inspections are prompt and not handled in a punitive manner. They have suggestions and corrections when they inspect. They don't come "looking to fine" a business, but to make sure the business is aware of potential problems and any areas that need to be corrected asap. Always polite and very helpful.
- Our Firefighters/Dept. are an exceptional organization, our Police Dept. seems to be in disarray and declining, other services seem adequate, once our new water supply comes on-line.
- Police and fire have been fantastic. Quick response on both and helpful in training, advise and neighborhood associations.
- The police have been a fantastic support when needed. We are checked on regularly and they have helped quickly and efficiently every time called. Zoning has always been very responsive when we needed to talk to them. Parking is great - we just need to get the word out to people better. Trash and recycling is great. I could not ask for a better job.
- It takes too long for a response from the Greensboro Police. We had a customer's car stolen from our lot and reported it about 4 pm. We received a call back that evening about 9 to fill out a report. Vehicles are being broken into when left over night. We discourage anyone to even think of leaving their vehicle over night in this neighborhood.
- Fire and police departments have had very good response.
- Fire Department has always pleasant in their visits for inspections or services.
- Fire Inspectors come to check up on us.
- Fire dept. does a very good job.
- EMS and Fire respond very quickly
- Fire and police are quick to respond when needed and the personnel are open and helpful.
- All emergency services provide immediate response, however do need to address gang related graffiti.
- very pleased with police and fire
- Greensboro does a great job with the Fire Department. Responses as well as fire inspections. The online website is also useful from time to time.
- Solid waste, police and fire protection. Water and sewer has been quite responsive in the past, but they should be since they represent the City's primary functions.
- Fire inspectors are by my office many times a year. They could cut it to one a year or once every 3 years and save money. The city enjoys additional taxation from me on the Privilege Licenses, what a joke. You should be thanking me for the my privilege to do business in your city.
- Pulic Transit, Parking, Streets and Street lighting additional was of money by tax payers.
- city installed security light on braxton lane to help safety during daylight savings time. recycling center at jaycee park helps us beautify our area and lowers the waste impact. citizens(customers) demand recycling efforts.
- Police protection has always been quick. Fire and emergency services are very responsive. Fire inspections are very regular.

**Trash/Recycling**

- Provides easy access to a landfill.
- Trash pick-up...they are doing a great job..THANKS

Continued next page

“Provide specifics for any service area that you rated very high (5).  
In what way is this City service area very supportive?”

**Trash/Recycling (contd)**

- I'd like to see more items be recyclable by the local facilities
- We are an environmental organization, so it is very important for us to be able to recycle and responsibly take care of hazardous materials.
- I recycle as much as I possibly can, and am pleased that the city is supportive of this program.

**Taxes/Fees**

- You really did not explain that 5 was very good and 1 was very bad. But I'll stick with it. You charge me a tax for which I did zero service of any kind.
- I rated 1 as bad 5 as good. police protroling is very poor. water bills is way to high. taxes are awful and going higher every year. small business does not have a chance in Greensboro

**Transportation**

- Since am in the transport biz, things can move smoothly only when the road is good, the street is well illuminated and when there is adequate security for the Drivers and passagers.
- We like the bus pick-up location close to the childcare center to better assist our parents needs.
- public transit is great on my street

**Water/ Sewer**

- For approximately five out of the last seven years we have been working under drought conditions and the City does not have enough water to allow people (land owners) to water their lawns. Under these circumstances, grass does not grow and therefore, I cannot work. You do however continue to charge me \$50.00 per year for the privilege of not being able to work enough to make any money.

**“Provide specifics for any service area that you rated very low (1). In what way is this City service area not very supportive?”**

119 people (78%) gave no answer  
17 people (11%) said “Nothing”  
The remaining 17 (11%) f responses were:

“Provide specifics for any service area that you rated very low (1).  
In what way is this City service area not very supportive?”

**Customer Service**

- takes to long, to much red tape
- I do recall when I first started doing business in Greensboro that learning the licensing process was difficult and finding information wasn't easy. I called to talk with someone who was rude and combative and that single experience gave me a very bad initial impression of city government.
- The city of Greensboro has lost it's true passion for the community and the people and money seems to be the root of the evil,
- Everyone is usually supportive.
- We do wish the Cultural Arts Center were open more on holidays and Sundays, since those are the times that families can attend events together.
- The last time I tried to reach the City, it took for ever to find someone that could help me. Must have been transferred 5 times and still not much help.
- SLOW TO RESPOND, INCONSISTENCY
- Again, having to go downtown for anything is a big pain.
- For city operating hours, see the time you're offering your forum - during a business day when I need to do work in my business.
- Online payment services are non-existent to pay for water, etc.
- The website looks antiquated, and is not easy to navigate. There is no social networking built into the website. There is more that can be done to network and equip businesses through the website than is currently being done.
- So you may get the idea that I am upset. Yes, I am this was not an easy survey for find even with your written card.

**Economic Development (workforce development)**

- Workforce Development
- Jobs developments and availability are not as good especially for immigrants and refugees.
- Workforce Development, City, State and Federal goverments are doing little if anything in this area. Leave it to the private sector and we will be much more effecient and effective! Local Road Network/Condition- A 5th grader could design roads more economically and effiecent than city engineers. This is a closed bid proceedure, bring in out of state competition!
- There is the need for the city to open up more avenue for businesses by making investment easy through laws and to set up target/objective/plans to be achieved within specific period of time.
- We don't need support from the City, we need for the City to get out of the way.
- True economic development is non-existent in this City. Need to stop providing economic incentives to private businesses, particularly, large, multi-national corporations.
- Workforce Development - Greensboro needs to develope interst in the city due to its location and economic climate to draw more industry to the area.

Continued next page

“Provide specifics for any service area that you rated very low (1).  
In what way is this City service area not very supportive?”

### **Economic Development (workforce development) (contd)**

- would like to see development in this area. a lot of unused/unoccupied space .
- Workforce Devel: Decrease local unemployment
- For one thing, there could be more incentives for small businesses in this city. Small businesses create 80% plus of the new jobs and all you guys do is give money to RF Micro, Dell, and the large companies. Then the large companies turn around and fire people and close down their operations. How much of the 400 Million that Dell received is actually being recovered so that other small businesses can use it to expand their business?

### **Local Ordinance Enforcement**

- Code enforcement see above. Two apartment buildings are surrounded by industrial businesses. We realize this cannot change now, but this was a poor zoning decision. Workforce development - this is a school issue - some city of Greensboro high school graduates have a difficult time passing our math test when applying for a job (math test is at grade 5 level).
- Two houses next to ours are dilapidated and falling down, yet neither the City or Fisher Park does anything about it.
- Code enforcement, business inspections and permitting and privilege licenses are too picky and burdensome on folks.

### **Miscellaneous/Mixed**

- Not sure what the service provided.
- Needs practical "real" people making decisions. People in the different fields need to have major input on procedures and methods. Business people who have to meet a payroll every 2 weeks need to have major input in all decisions.
- In general the city provides minimal services and charges very high rates. Some areas, inspections, plan review, permitting, etc. are known for being anti-business.
- I didn't rate anything highly because I feel this question is worded poorly. Define "support." Also, in the question you do not specify what 1 and 5 mean. I had to guess from the next question on how to even fill out the previous question.
- The services I rated low are those which do not concern me/our business.
- I rated some of the services low because they are not important to my business, but that doesn't mean the service isn't performed well for those who need it.
- TOO MANY TO LIST.
- The services are pretty much irrelevant for my business.
- My ones are just services we are not dependent on.
- See earlier note about keeping trees back from roadway.
- This is just an example. On my property, I have a 4-car garage that is 200 feet from my meter box. It is also only 15 feet from the power pole which runs across the back border of my lot. I would like to have electricity run from the pole to the garage, but there is some ordinance that you cannot have 2 meters at one address. Why? It would cost me \$1000 to have to trench across my yard, and disrupt the cable and gas lines to run it from the meter box. Duke Energy could have me hooked up in 15 minutes from the pole 15 feet away.
- The services are generally non existence in our area
- See #6.

Continued next page

“Provide specifics for any service area that you rated very low (1).  
In what way is this City service area not very supportive?”

#### Miscellaneous/Mixed (contd)

- I will need a ten pages for this.
- See above
- The ones marked one don't help/hurt my business.
- I have some more stories and they will only make you mad or sad. To use the excuse that our hands are tied is not acceptable. I wish our new Mayer the best and I can only hope this is a sign for better days ahead. I am sure this is not what you wanted to here. However now you have it. I will be willing to meet with the Mayer and the Chief of Police if they would like to discuss the issues. If invited I think I can bring a crowd with me who also have stories. Our city can only get worse if it continues to accept crime as just the norm.

#### Parking

- Would like to expand parking for employees. We have the space but regulations do not permit us to add without major expense due to environmental requirements.
- Parking is always a problem when going downtown but it has improved in recent years.
- parking could be improved but how im not sure since there's limited spaces unless more buildings were used as parking garages
- Parking enforcement is almost non existent. A vehicle parked near my location for approximately 3 weeks before enforcement occurred. Multiple calls from numerous merchants were placed. FINALLY POLICE INTERVENTION WAS REQUIRED. At times parking enforcement seems to be a joke. If the rules are not enforced then eliminate them.
- The parking decks are under utilized. They are not adequately serving the community.
- The parking downtown is not good. I go to drop off and pick up work. I have to keep quarters - I mean who uses real money any more? Or I have to walk two blocks from the parking garage and park on the third or fourth deck. I don't get paid for my time, and this loses money I could be working. Parking rules are not enforced in our area of town - college students seem to get away with parking anywhere they want and creating traffic hazards

#### Permits/Inspections

- The city is wasting valuable resources inspecting rental units under the RUCO program. The intent of the program was a good idea. But the city needs to concentrate its resources where the problems are. Not with the 90%-95% of units that have no issues.
- changing signs or buildings is a hassle
- David Jones is the only reason you do not have a mutiny on your hands when it comes to the planning department. I have never seen so much unhelpful bureaucracy in my life. That department alone would be enough to not be in business in Greensboro. Public water and sewer spend too much time blaming sanitary sewer department vs stormwater. I don't even understand why they are two different departments. A year went by with a consistent problem that because of the bickering was not solved until we started calling every day. I am completely unaware of the workforce development department. Transit is not trustworthy enough to guarantee that my employees can get here on time. I think that is unacceptable. More would take public transportation if they could count on it.
- in some other cities and counties, you can permit and ask for inspections online. this would cut down on us contractors bothering the office personel.

Continued next page

“Provide specifics for any service area that you rated very low (1).  
In what way is this City service area not very supportive?”

### Permits/Inspections (contd)

- Time and paper requirements and scheduling of inspectors
- Obtaining a building permit is not if the building will pass inspection but who you know to approve the permit. The "red tape" isn't worth the time.
- building inspectors should make sure all aspects of construction pass code to the letter. it takes time & money to do it right. inspectors should not pass things that are out of code! they need to do their job!
- business/ inspections should be done in a more timely fashion. we need to be sensitive to the time lines companys have to be in operation

### Planning/Zoning

- Zoning needs to be less influenced by those in the real estate industry, including those council members who are so employed. Property owners and residents of the involved area should have a strong voice in deciding zoning matters. Council members should recuse themselves from any discussions and votes in which there is the slightest conflict of interest.  
Planning needs to focus on sustainability today and in the future. Do not issue permits for new buildings if an existing structure can be modified for the new use.
- But, land use in the city and the county is still not being fully considered, for new commercial businesses. The cluster for distribution, transportation, and logistics, uses a great deal of land.
- Zoning jumps on our use of signs or pennants when others on the W. Market Street corridor do more for longer than us. Inequality is an issue when you see it so many times.
- Residents not knowing what areas are zoned for business, especially those close to neighborhoods.
- Zoning/Land Use: There are times when these folks need to realize why they have a job, and it is not to tell property owners what they want done with their property. ( I'm not talking about putting a mobile home with an above ground pool in Irving Park.) Private property owners have more rights regarding their own property than some bureaucrat.
- The zoning process is restrictive and labrynthine
- Zoning and Land Use restrictions is prohibiting deteriorated residential properties from selling or upgrading to multi use, multi family or commercial uses.
- Development plan review process is not centralized and the differing departments involved do not have a unified view of development, often competing for differing interpretations without regard to one another.
- As mentioned above, the zoning stinks. People can have beauty shops in their homes and people coming over, but you can't have one employee working in your home business. That stops a lot of businesses. I don't need an outside office.
- Zone/land: Battleground corridor needs facelift

### Police

- The police department's image has become a blemish on Greensboro. I believe the men and women police officers who serve deserve to have their department cleaned up and managed correctly.
- I think it is well-documented that the Greensboro Police force is under-staffed, with a very long response time. I have visited neighboring towns where it seems the police are looking for things to do.
- The police, fire and inspections are not services that you can rely on to operate in your business without alot of red tape. If I need them then I will contact them accordingly.

Continued next page

“Provide specifics for any service area that you rated very low (1).  
In what way is this City service area not very supportive?”

**Police (contd)**

- Police protection. One of our employees stole credit cards from 2 of ours members. She made false statements to the police and to my wife and myself. We had her finger prints, and presumable a video of her using at least one of the cards at Kohl's. The police would not return our calls in a timely manner and did not investigate the crime. Low priority?
- When several area business were experiencing a high number of repeated break-ins, the police officers responding to calls were unaware of the other break-ins. In addition, we were told to just write off the loss since there would be little to no follow-up on the theft due to the lack of a body!! To add insult to injury, one officer actually accused us of staging the robbery for insurance purposes - and we do not HAVE insurance. Very, very frustrating.
- I think we have a dedicated and capable police force, but the resources need to be organized differently or allocated properly
- the police is not frequent on ardmoredr. it can take 3 months before I see a police car on ardmoredr.
- The Police Dept. need a change of attitude on small issues that turn into big issues. They do not follow up on crime. I have had break ins. I supplied video of the suspect. I provided his name and location and he was never arrested. I have seen a city workers accepting services from a prostitute during work hours in a city vehicle and see the records swept away. There are some good men in the department however they cover up a lot of dirt to protect themselves. I was bourn here and this is not a city that I am proud of anymore.
- Not enough officers working NE side of town
- There is not enough active patrols or enough officers. When our enclosed trailer was stolen from our business no one even showed up to fill out the police report. The lack of concern was totally inexcusable. It took several days to get the report and even then it was simply taken over the phone. Very poor in my opinion. The overall response time is entirely to high as well.
- Police mentioned above. Parking mentioned above.
- the lightening is terrible,the police help over there is horrible
- Police presence in the High Point Rd area is poor.
- We have had a trailer and other items stolen from our property, the police response was so slow, the trailer was probably in Mexico before they arrived. In one instance we informed the police with the name and address of the thief, received from the recycling company. To date the police have not informed us of action taken
- Police Protection:Slow response time
- We have insufficient police resources. It isn't the fault of the police we have. We simply don't have enough of them. I work in a home-based office in an upscale neighborhood, and burglaries are out of control. I wouldn't dare leave for a meeting without stopping to hide my computer. It's a sad state of affairs. I actually had to hire a housesitter so that I could attend a day-long board meeting and know that my office was safe.
- When you contact the Police Department when you've had a break-in or problems or thefts at your business, they don't even come out or step up patrol, or you don't even have a specific person who does patrol in your neighborhood. They simply take a report over the phone and say to "call us on Monday to do the report over the phone. We don't come out for this." When you have a business in Greensboro this is not what you want to hear.
- Not enough police in the district
- Lack of police presence on and around Randleman Rd. Slow response time when needed.

Continued next page

“Provide specifics for any service area that you rated very low (1).  
In what way is this City service area not very supportive?”

#### Police (contd)

- We had a kid shooting at cars, windows, and kids in our neighborhood. When he came he stated that even though we saw him with the gun there was nothing he could do. Yeah, makes me feel real safe to have my business in my home.
- there is a lot of crime in the mill village over behind and around the halls tower apartments area. there have been break-ins, attempted break-ins, people walking around that don't belong here, teens doing no good around houses and back alleyways.
- We have experienced numerous episodes of theft and vandalism of company-owned vehicles. The police have yet to detect or apprehend anyone for these episodes.
- The low rent hotels that have become crack and whore houses make me want to give up. Most are owned by foreign investors who prefer to work with cash customers who have clever ways of moving their cash to other countries. They have no interest in making an area better. Today there were prostitutes exposing there breast publicly on this street and I called in the report and they continued to work the street all day.

Something is very wrong when this is acceptable with this city. There appears to be no shame or accountability.

Today I was checking on a car that I through was a pimp working this area and road through a parking lot of the Budget Hotel on Fargat St. a few blocks from here and the prostitutes were trying to get in my truck as I road through. I can not believe that this is acceptable. The word gets around and if this city wants to attract new business it needs to clean up this city. If I did not have a life invested here I would move tomorrow and never look back.

- One evening I called in a complaint about prostitution in front of my office and no one responded. I went home and later returned and saw the same problem. I drove up to the district office on South Elm and no one would come to the door. I drove through the area for around 30 minutes looking for an officer. I got behind one and flashed my lights and he speed away. About 15 minutes later I followed another officer flashing my lights and after following the person for about 3 miles before I got him to stop. I found out that we only had 12 officers working at 10 PM that day for the entire city. If I was a writer for a new paper this would have made the front page.

I told the officer that the city of Kernersville possibly had more officers on duty. He said I was possibly correct.

#### Privilege License

- Maybe not, but most haulers on my scale are not getting privilege licesnces, etc.
- City could do something about priviledge licence cost.
- Most City services are functionary and are generally there to serve government and not citizens. The worst is privilege licensing, which is regressive and serves no purpose to businesses.
- When I had to get a privilege licenses the staff in that department was rude and unwilling to explain the form and how is should be filled out.
- Too expensive for the small amount of services we were given when annexed. Also, those services have been cut in half with no change in the amount of money we pay for that little piece of paper.
- We do not see the need for the privilege license. We pay taxes on everything we do.

Continued next page

“Provide specifics for any service area that you rated very low (1).  
In what way is this City service area not very supportive?”

#### **Privilege License (contd)**

- PL is a BS way to extract more money(taxes) from business owners. If it were a privilege to do business, then why are we not compensated for having a business in this city? Do we receive something in addition to what every other citizen receives? (NO, but we pay more and more taxes and higher and higher fees for city services) We need much better signage for bicycles to share the road with cars. You have seen and heard of the tragic accidents in recent weeks. We need more bike lanes on the roads as well. Why should a small company (less than 5 employees) have to pay a Privilege License? What "Privilege" are we paying for?

#### **Streetlights**

- Street/street lighting: road conditions and poor lighting in many areas of the city

#### **Taxes/Fees**

- I think if you passed on the real cost of Greensboro government to homeowners rather than to businesses you could regain control of this problem.

#### **Trash/Recycling**

- Trash/Recycling from the city is not enough for a business. We use a dumpster service.
- we really need better recycling accessibility, especially electronic wastes
- We are not offered any receptacles for our trash pick up and recycling.
- Recycling needs to go back to every week- we frequently run out of space at the office in 2 brown cans, while almost never filling 1 green; almost no visible job creation program; council seems more concerned with pandering to the vocal minority when it comes to re-zonings (passage of protest petition) than being reasonable. There have been a number of projects that would have created jobs and increase the tax base but were killed because of the protest petition. Let's face it- what looks better on the corner of Elm and Cornwallis? Jehova's Witnesses old building or the Regions bank building? I think the bank probably pas more in tax, too.
- Trash service is horrible. The online service is not conv.
- None of these services support my business, but you need to pick up recycling can weekly.
- Recycling is pathetic in this area and more items should be recycled to save the environment.
- I've already mentioned recycling and the problems with trash pickup in an historic district.
- The city will not come into our parking lots and pick up trash and recycling cans. They state it is "private property" and therefore cannot pick up the cans. We are in the very bottom/back of the parking lot and taking city trash and recycle cans to the street is a bit of a hike. So, we don't utilize the service... we PAY for it but are unable to utilize it.

#### **Transportation**

- Local road network condition: improve road conditions and traffic patterns
- More and more people are commuting via bike and it is extremely dangerous when riding your bike on the roads in this city. People honk the horns and try to run you off the roads without knowing that bikes have the same rights as their vehicle does on the streets. Education will be needed for the ignorant people on this subject.
- the streets surrounding my business are instrinsically unsafe, both for walkers and drivers. other services graded at '1' were services I have not had direct experiences

Continued next page

“Provide specifics for any service area that you rated very low (1).  
In what way is this City service area not very supportive?”

#### Transportation (contd)

- Streets - there are multiple streets that the condition is terrible. Particularly on the South and East sides of town.
- in half and put everyone on 4 Nine hour days. Group A, Monday thru Thursday, Group B, Tuesday thru Friday. This will give the city a 4 hour buffer on each employee before overtime is calculated and reduce maintenance, fuel, and wear and tear on vehicles
- The bus routes are inconveniently located and timed.
- Public Transit: This is the most wasteful spending. On any given day there are only a few people on the large buses. Get smaller vans for transport. Oper. Hours: Divide the hourly workforce there is a definite need for a bus running north along Pisgah church road.
- The roads are tight and in need of repair
- The city seems to have stopped working on the crosswalks on Davie street and Church street between Washington and Friendly ave.
- Public transportation for individuals with disabilities is bad. When it is considered acceptable to have an individual ride a bus for over two hours - when that individual might need medical treatment or personal care - and when the journey would normally take 15 minutes - and there is no attempt to contact anyone about the delay - you have a REAL problem. And this happens EVERY DAY!!!

#### Water/Sewer

- We had to pay to get water and because of the expense we continue to use our well. The city will not bring sewer service to our facility even though the city annexed us against our desire. We have no city provided street lighting and no trash pick up.
- Our incoming water is at a pH of almost 10. Drinking water ought to be about 7. The city states there is nothing that can be done.  
Sewer system wants all businesses to have the grease trap cleaned by a professional which it cost a lot. It can be cleaned by the employees in each business as long as they have a monthly log to hold the business accountable.
- we need to do the things that will assure us of quality drinking water and sewer service to developments prior to them being established, we also need to find ways to control our cost for those services. Water and sewer rate increases are out of control. Most businesses cannot raise their revenues fast enough to keep up with the city's 7%-10% rate increases PER YEAR.
- We do not have public water or sewer.
- Water and sewer requirements for service type businesses cost too much to satisfy the city. Business is already slow and the city wants to place more restrictions on business.
- Public water and sewer and Street Lighting

**“Are there other businesses that, if located here, would complement your business?”**

118 people (48%) gave no answer

40 people (16%) said “Nothing”

The remaining 90 (36%) responses were:

<b>“Are there other businesses that, if located here, would complement your business?”</b>	<p><b>All/Any</b></p> <ul style="list-style-type: none"><li>• yes</li><li>• Yes</li><li>• Just need more businesses on this end of town. I thought when GTCC moved out this way things would improve. That has not happened.</li><li>• ANY THAT BRING EMPLOYMENT AND INCOMES</li><li>• Yes</li><li>• Yes ! we lost the Furniture market to Lasvega because we failed to invest in ventures that can motivate business men to Greensboro or North Carolina as a whole.</li><li>• any business that would generate a high traffic volume</li><li>• The more business that are operating the more every one benifits.</li><li>• Anything with good paying jobs</li><li>• I am in the financial services business. We need jobs in Greensboro that provide good wages and a chance to grow. In that regard almost any business that provides good jobs and the opportunity for employees to move up the economic chain of prosperity would be complimentary.</li><li>• YES.</li><li>• Companies that utilize more IT Services and Staffing Services. The majority of large employer industries have exited the Triad and this kills my business.</li><li>• Yes</li><li>• Compliment means "say something nice about". The word you were looking for is complement. I need customers, not compliments nor complements.</li><li>• Just more businesssed.</li><li>• Any business would be good, but zoning should keep in mind the impact on neighborhoods and traffic.</li><li>• After 13 years in business I will be leaving therefore this issue does not apply to me. It appears that the existence of the small niche merchant is doomed. Corporate development in conjunction with the slum lord mentality of some building owners prevents the development of smaller yet integral and enticing merchants.</li><li>• I'm certain there are many. We should strive to make Greensboro a business friendly community and then we wouldn't have to pay companies to come here. ( I believe the recent statistics indicated that Greensboro has the second highest taxes in NC.)</li><li>• We need a strong business climate, period. Greensboro scores average or poorer in almost all of the "Quality of Life" surveys conducted by Money, Forbes, and even Men's Health. Our City Counsel usually follows other cities instead of being a leader. We need to step-up and innovate and begin using our resources and tax dollars wisely.</li><li>• Any business business other than Hotels help this area.</li><li>• All legitimate businesses enhances other businesses through concentration.</li><li>• Businesses that employ professionals in upper paying jobs would enhance our business.</li><li>• Any. Would like to see the city more proactive for business incentives for the small business owner. They keep the community growing and surviving.</li><li>• Any additional job growth would benefit my business</li></ul>
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Continued next page

“Are there other businesses that, if located here, would complement your business?”

#### **All/Any (contd)**

- yes
- Any business that brings new jobs, particularly those who employ the lower income folks. I believe the trickle down effect works, so most any job classification will help.
- All businesses compliment my business. I think most important at present is to get industry in here to employ the worker class, meaning wage earners and middle class. One new home employs over 70 people on location. My son is at NCSU...recently he gave me a NCSU Hat, (made in Viet Nam)GIVE me a break!!! That hat could have been made in Greensboro.
- Anyone who uses printing services.
- businesses that are owned and headquartered here. All the out of town businesses that are here have no pride of ownership in the community and do as little as possible to beautify or develop the community. The city should increase its efforts to support the development and growth of our locally based businesses more than attracting outside businesses.
- Almost any business dependent on supply companies
- any in growing industries
- Yes
- City could do better at attracting large multinational companies NOT in manufacturing but in hi tech, services and such.
- yes
- At this time any business that will bring a well paid labor force.
- any business that had traffic and well lite area's

#### **Building/Construction**

- expansion of public/government, medical, education and corporate sectors can increase the demand for architectural services. Other sectors tend not to hire architects to manage their design and construction.
- Any business that offers construction contracting opportunities would compliment our business.

#### **Development**

- We deal with developers and engineers and the county, state, and federal agencies. For the most Greensboro has what we need. Of course we could use more work but couldn't everyone.
- Land Development Businesses will to work with local designers.

#### **Distribution/Freight**

- It would be great if an electronic parts distribution place would come to GSO.
- Distribution, manufacturing, warehousing.
- Corrugators for the food industry boxes. Personal Care manufacturers. Aluminum drawing companies. Freight savings in all the above cases.

#### **Doctors/Health Care**

- More general dentists
- Churches, Doctor's Office, Public School
- health care (in home)

#### **Events support**

- Maybe a big event rental company or international bridal company

“Are there other businesses that, if located here, would complement your business?”

**Fine arts/crafts**

- Anything to help promote fine crafts and art created by NC artisans.
- Glass blower
- Stone Carver
- Ceramics

**Furniture/ Wood**

- Furniture, wood products

**Grocery**

- Grocery store closer
- we need a restaruant and a grocery store in Glenwood -- fewer big businesses that take our money, more LOCAL businesses

**Retail/Specialty**

- The Shopping (Retail Center) strip, which did include a HARRIS TEETER is now vacant other than a dry cleaner. If the shopping strip was full, it would compliment my business
- More retail shops that stay open after 5 pm in the downtown area. A gift type shop close to the Marriott would be great.
- Retail stores...We have enough resturants and bars.
- strip mall,or other schooling from att
- High end retail, and specialty stores, not cookie cutter national chains on every corner.
- Shopping center

**High-tech**

- High-tech industry.
- Google, any other high speed internet provider other than Time Warner.
- Technology-based business.

**Manufacturing**

- Manufacturing, Distribution, Biotech, and any other business that would buy local. No huge national businesses that purchase out of state for everything and only send minority owned businesses business locally.
- Rubber Manufacturer
- Any type of manufacturing businesses. Specifically metal fabrication. Trucking and hauling and rigging businesses would also be helpful. Electronic and circuit board repair businesses would also compliment our business.
- The focus needs to be more with businesses that produce products as a manufacturer. We will never grow if it is services oriented, as it is currently.
- Original Equipment Manufacturers. Companies that produce products for the public.
- all types of manufacturing
- Large manufacturers like Dell. They just weren't here long enough to make an impact in terms of bringing in supporting industry.
- Manufacturing
- Manufacturing, transportation and distribution businesses.
- small manufacturing or service businesses

Are there other businesses that, if located here, would complement your business?"

**Marketing**

- Businesses which could assist in marketing private small businesses

**Offices**

- we get great support from offices like AT&T and Dunn & Bradstreet.

**People who advertise**

- For our newspaper business, medical and dental offices, restaurants, and health facilities are good advertisers.

**Printing**

- High quality printing agency that can produce offset printing, digital printing, embossing, foil stamping, die cutting, letterpress printing, tee shirt digital printing, screen printing, banner/outdoor signage printing, multiple paper options and an intuitive online interface. See [www.uprinting.com](http://www.uprinting.com) and [www.psprint.com](http://www.psprint.com) for examples.

**Services**

- yes more service dealerships for mower products open for commerical businessmen and a line of new products that could be more avaiable for businesses that cater to the home owner and to achieve a better way to get our name out to the real estate community to help improve their sales on preexisting homes
- Yes. Auto glass installation

**Theater**

- A small to medium sized theater (300-500 seats) would be a wonderful addition downtown.

**Transportation**

- anyother transportation industry
- Yes. Transportation related businesses

**Waste Disposal**

- Possible places for dropping off tires, pallets, batteries, appliances,etc.

Our final question asked respondents to answer Yes or No to the following question:

**“Have local economic development or business support groups helped you accomplish your business goals in the last 2-3 years?”**

20 people (8%) did not answer the question

205 people (84%) responded No

19 people(8%) responded Yes

<p><b>“Have local economic development or business support groups helped you accomplish your business goals in the last 2-3 years?”</b> <b>We then asked those who said “Yes” to tell us how?</b></p>	<ul style="list-style-type: none"><li>• Buy Triad First</li><li>• By getting involved with City govt. processes</li><li>• By getting the word out about the Triad area's business strenghts.</li><li>• Chamber of Commerce business opportunities</li><li>• DGI has helped in so many ways I cannot tell all here.</li><li>• DGI supported programs</li><li>• GMA, Chamber etc. are doing a good job</li><li>• Greensboro Economic Development Alliance</li><li>• Have only worked a few months in Greensboro</li><li>• haven't been in business long enough to freely answer this question</li><li>• No real growth on the NE side</li><li>• provide opportunities for economic growth</li><li>• Recruiting new businesses</li><li>• Recycle the old for the new to come Very low cost to people for furniture, clothes, utensils, bed, bath, other equipment outdoors, electronic, videos dvds books many household go0ds</li><li>• Referral &amp; networking groups are very important to small businesses in the area.</li><li>• The city also hosted an informative session that helped our business understand how to market to the federal government.</li><li>• The City's Housing and Community Resources have provided invaluable assistance.</li><li>• The LME</li><li>• The trees that were planted.</li><li>• Welfare does not make our city better or stronger</li><li>• When I had to move my shop there seemed to be a hands tied attitude</li></ul>
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February 4, 2010

**TO:** Rashad M. Young, City Manager  
**FROM:** Andy Scott, Assistant City Manager  
**SUBJECT: Michaux Road Neighborhood**

The following information details the status of the continued development of the site: (see detailed map, attached)

1. American Tower Relocation project (4509 Old Battleground Avenue; 3928 Battleground Avenue)
  - a. The required wet detention pond/landscape area is complete and legal description prepared.
  - b. Engineers are obtaining signature of new owner, First Citizens and will record with Guilford County Register of Deeds.
  - c. Attorney for Granite Development hopes to finalize remaining documents with American Tower this week.
    - i. Existing Lease
    - ii. Relocation Agreement
    - iii. Lease with First Citizens
2. Spring Arbor of Greensboro Battleground North Ph4 (5125 Michaux Road) under review by TRC (Technical Review Committee) TRC comments are shown below. However, it is anticipated that this project will continue to move forward with construction commencing this spring or early summer.
3.
  - a. Planning requiring revised plans to review unified development plan as well as Zoning conditions to be met.
  - b. Engineering/Soil Erosion requiring appropriate applications and permits, surety bond and written erosion control plans.
    - i. Water Resources/Stormwater requiring installation of rip-rap, soil testing and appropriate labeling of seasonal high water table on cross-section view
    - ii. Water Resources/Utilities-Sewer requiring labels on plan, sewer and Fire flow tracking forms, supply more details on pipe sizes and materials, water runoff
  - c. Water Resources/Stormwater requiring details on pipe sizes and materials, runoff calculations

- i. Engineering & Inspections requiring more detailed notes indicating sizes and handicapped accessibility of ancillary structures, slopes, address 3 hydrants within 40' of building including Fire approval and other general comments required during TRC review process.
  - d. Field Operations/Solid Waste needs to see detailed drawing of pad
  - e. Transportation requires showing dimensions of sight triangle at driveway and parking space length, dimensions of planting strip and submit driveway permit application.
- 4. Former HHHunt Assisted Living Facility (4507 Old Battleground Avenue)
  - a. The facility is closed and secured.
  - b. Two minor violations found to be addressed by Local Ordinance via letter to owner.
- 5. Outparcels and development for area detailed on map provided.
- 6. Photos of locations attached.

Contact has been made with Mr. Kevin Frederes, VP of the Michaux Road Neighborhood Association. I will be attending the neighborhood meeting in the near future along with relevant City staff. In addition, Ms. Powell, Attorney for Granite Development will also attend the neighborhood meeting provide details of the project from her perspective.

If you need additional information, please advise.

AS/cj  
Attachments

cc: Mr. Dick Hails  
Mr. Walter Simmons  
Mr. Allan Williams

**BellSouth existing monopole 3928  
Battleground Avenue, Streets & Avenues,  
owner, proposed First Citizens Bank site**



**Lot at 3928 Battleground Avenue, Streets  
& Avenues, owner**



**Vacant, 4507 Old Battleground Avenue,  
HHHunt Assisted Living, owner**



**Proposed site for Spring Arbor of  
Greensboro, 5125 Michaux Road, Granite  
Development/Battleground 6 LLC, owners**





★ American Tower Relocation