



January 15, 2010

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

IFYI HIGHLIGHTS

- Contact Center Feedback
- Update on Randleman Dam
- Zoning Commission Results
- Challenge Issued to Members of Council

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 1/04-01/10/10.

Update on Randleman Dam

At the January 5, 2010 council meeting, Councilmember Trudy Wade asked for an update on the progress on Randleman Dam. Director of Water Resources Allan Williams has submitted the following update.

“The Authority is on track to start operations around June”, according to John Kime, the Executive Director of the Piedmont Triad Regional Water Authority. Our transmission main (the only portion of the project that the City is responsible for) should be done in early May. It would have been completed in April but the contractor has experienced weather delays. However, such delays will have no effect on the project producing water for the City, as it will be well ahead of the water plant completion. Given the multiple items that need to be coordinated, (i.e., testing, state approval, etc.), water should be available from Randleman in the late summer. Current water sources are adequate at this time.

Zoning Commission Meeting Results

Attached please find the results of the January 11, 2010 Zoning Commission meeting.

A Challenge Issued to Members of Council

Councilmember Zack Matheny is issuing a challenge to his fellow Councilmembers to bring items for the Greensboro Urban Ministry for adults/children such as coats, toiletries, warm weather clothing, etc. to the January 19th Council Meeting.

Public Affairs Department Contact Center Weekly Report Week of 1/4 – 1/10/10

Contact Center

6044 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1547
Bill Extension – 262
Constr. & Mnt - 239
New Sign up - 173
Request to cut off - 130

Field Operations

Loose Leaf Collection – 107
Bulk Guidelines – 66
No service brown - 66
No service green - 58
Appliance Pick-up – 50

All others

Police/Watch Operations – 321
Warrants – 168
Courts/Sheriff - 141
Online Payments - 97
Transfer station/HHW - 73

Comments

We received a total of 8 comments this week:

- 1 comment for Environmental Services

Caller states there is no reason why the City is not loading mulch. The mulch should generate enough heat to keep it from freezing. Being too cold to load is not a good reason for not loading mulch.

- 4 comments for Field Operations

Caller said: "Please tell the supervisor of the leaf pick up crews that I had no idea just how hard their job was until today. I have been watching them trying to get up wet frozen leaves and can only imagine how hard it is with the weather so cold. Just wanted to say "Thank You" for such the great job that they are doing and have done in the past."

Caller wanted to say thank you to the leaf crew. She appreciated their hard work in the cold weather.

Caller just wants to let the leaf crew know that they did a great job picking up the leaves in her area.

Thank you to the recycle crew who came back on Tuesday to service his can after it was missed on Monday. The resident appreciates the good service.

- 1 comment for Transportation

Caller is upset about I40 backed up between High Point Rd and Wendover. Wondering why the public was not notified that there is a problem in this area.

- 2 comments for Field Operations

Resident just wanted to say that the crew from construction and maintenance department did a wonderful job. He called because his sewer was backing up and we were there in 15 minutes.

Caller said we (the City) make it so hard to make a payment in this day and age.

Overall

Cold weather issues, especially frozen water meters, added to the volume of calls last week. Otherwise, callers kept us busy with the normal mix of issues, as they caught up with routine concerns after the holidays.

| ZONING COMMISSION RESULTS | | | | | | |
|-----------------------------|---|---------------------------------------|-----------|--|-------------------------------|--|
| MEETING OF JANUARY 11, 2010 | | | | | | |
| AGENDA ITEM | REQUEST/LOCATION | ACTION/VOTE | STAFF REC | STATUS | SPEAKERS | |
| Z-10-01-001 | RS-9 to CD-GO-M | Approved 9 to 0 | Approval | Final (Unless Appealed) | Approved on Consent Agenda | |
| | 2515 and 2517 Carroll Street and a portion of 1705 Quail Drive | | | | | |
| | Jeffrey F. Permar and Melanie B. Permar | | | | | |
| Z-10-01-002 | RS-7 to CD-LB | Denied 9 to 0 | Denial | Final (Unless Appealed) | 5 for; 4 opposed | |
| | 2602 McConnell Road | | | | | |
| | Nguyenvu, Inc | | | | | |
| Z-10-01-003 | County HI to City HI | Favorable Recommendation 9 to 0 | Approval | February 2, 2010 City Council Meeting | 0 for; 1 opposed | |
| | 3909 Riverdale Road, | | | | | |
| | Piedmont Paper Stock Company | | | | | |
| Z-10-01-004 | RS-12 to CD-RM-8 | Approved 9 to 0 | Approval | Final (Unless Appealed) | Approved on Consent Agenda | |
| | 904 Meadowood Street, | | | | | |
| | David J. Marcone | | | | | |
| Z-10-01-005 | RS-9 to CD-GO-M | Denied 7 to 2 | Approval | Final (Unless Appealed) | 2 for; 5 opposed | |
| | 2404 Liberty Road, | | | | | |
| | Derrick McDow | | | | | |
| Z-10-01-006 | CD-RM-5 to CD-RM-5 | Withdrawn 9 to 0 | Approval | Withdrawn | 1 for; 0 opposed | |
| | Gretchen Lane | | | | | |
| | Coble Farm II Home Owners Association | | | | | |
| Z-10-01-007 | CD-RM-8 to CD-RM-8 | Approved 9 to 0 | Approval | Final (Unless Appealed) | Approved on Consent Agenda | |
| | 841 and 837 Roberson Corner Road, | | | | | |
| | Leon M. Napper | | | | | |

To view agenda with zoning conditions and maps, please visit our web site at:

<http://www.greensboro-nc.gov/departments/Planning/boards/zoning/>

If you have any questions about these results, please contact Rawls Howard or Frederick Boateng (373-2144)