

**From:** [Wilson, Christian A \(CMO\)](#)  
**To:** [CMO](#); [Watts, Chuck](#)  
**Cc:** [Goldie Wells \(E-mail\)](#); [Outling, Justin](#); [Outling, Justin](#); [Abuzuaiter, Marikay](#); [Marikay Abuzuaiter](#); [Kennedy, Michelle](#); [Hoffmann, Nancy](#); [Hightower, Sharon](#); [Thurm, Tammi](#); [Vaughan, Nancy \(Mayor\)](#); [Johnson, Yvonne](#); [Department Heads](#); [Keys, Jake](#); [Skrypnyk, Finn](#)  
**Subject:** RE: Update for July 15th-August 31 Updated  
**Date:** Friday, September 3, 2021 9:45:00 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)

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Update: Added additional information from Chief James, as part of GPD report. See below.

**Chris Wilson**, Interim City Manager  
Office of the City Manager  
City of Greensboro  
Phone: (336) 373-2002  
PO Box 3136  
Greensboro, NC 27402-3136  
[www.greensboro-nc.gov](http://www.greensboro-nc.gov)

[Facebook](#)  
[Twitter](#)  
[YouTube](#)  
[Instagram](#)



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**From:** Wilson, Christian A (CMO) <Christian.Wilson@greensboro-nc.gov>  
**Sent:** Friday, September 3, 2021 9:03 AM  
**To:** CMO <CMO@greensboro-nc.gov>; Watts, Chuck <Chuck.Watts@greensboro-nc.gov>  
**Cc:** Goldie Wells (E-mail) <wdistmissy@aol.com>; Justin Outling <joutling@gmail.com>; Outling, Justin <Justin.Outling@greensboro-nc.gov>; Abuzuaiter, Marikay <Marikay.Abuzuaiter@greensboro-nc.gov>; Marikay Abuzuaiter <abuzuaiter@aol.com>; Kennedy, Michelle <Michelle.Kennedy@greensboro-nc.gov>; Hoffmann, Nancy <nancyjhoffmann@gmail.com>; Hightower, Sharon <hightowerfordistrict1@gmail.com>; Thurm, Tammi <Tammi.Thurm@greensboro-nc.gov>; Vaughan, Nancy (Mayor) <Nancy.Vaughan@greensboro-nc.gov>; Yvonne J. Johnson <yvonnejohnsongso@gmail.com>  
**Subject:** Update for July 15th-August 31 Please Review

Mayor and Members of City Council (bcc):

Our team's focus on advancing community, while also advancing our organizational culture is reflected in this update. The report is separated into resident based advancements and employee based advancements for easier review. I would offer that many of these items are great things to share with residents as you continue to engage them. My own review of efforts from the City of Greensboro Team reminds me how confident I should be as a resident that I am first and foremost the center of our employees attention. I hope after your review, you will see the same. Please let me know if you have any questions.

## **Resident Based Advancements:**

### Workforce

- Mobile Career Center continues to be utilized in communities across the County. Between July and August, it has been at 16 unique community events; 11 of which have been in Greensboro.
- We continue to make progress on the opening of our new Emerging Workforce Center, to be located in downtown Greensboro. Our Young Adult designers, who is responsible for creating the interior design for this space, have selected the theme of “Transformation”. The space will be one that exudes “perseverance, vision, empathy, possibility and collaboration”. We expect to open the doors to this new location in early November.
- Our workforce development board has adopted a new strategic plan; this being the first formal plan it has adopted since 2015. Key themes in this plan include:
  - Positioning the WDB as the convener, connector and hub of equitable workforce development services in Guilford County;
  - Facilitating customized workforce solutions for business and industry that prepare qualified candidates and advance current workers’ careers; and
  - Affecting positive change for our stakeholders.
- GuilfordWorks (GW) has been selected for its second Governor’s NCWorks Commission “Spotlight on Local Innovations” in the past 12 months. Our Adult Apprenticeship Program will be spotlighted in a statewide webinar on September 22, 2021.
- We have held approximately 15 hiring events in our two career centers, and recently held a Major League Hiring event at Truist Stadium, in High Point; there were roughly 60 employers present recruiting for competitive waged positions. Our team is in the process of putting together a similar large-scaled job fair at the Coliseum this fall.
- In addition to this, GW provided employment and training services to 3,685 residents in the months of July and August. GW remains focused on connecting individuals to local job opportunities, while supporting businesses in identifying the talent needed to sustain their operations.

### Engineering and Inspections

- Young’s Mill Sewer Outfall project completed
- Holts Chapel Lowdermilk Street & Sidewalk Improvements completed

### Parks and Recreation

- Battleground Parks District Phase 1 development construction started in July 2021
- Friends of Greensboro Parks and Recreation received a \$200,000 grant from the VF Foundation of Phase 2 West of the North Buffalo Creek Greenway
- July 15 – Volunteer Park Cleanup held at O’Henry Oaks Park
- July 20 – Youth Disc Golf Clinic at Keeley Park
- July 21 & 29 – Wibit Obstacle Course Days at the Lindley and Warnersville Pools
- July 21- Night Paddle at Lake Higgins
- July 27 – Youth Golf Clinic at Gillespie Golf

- July 28- Night Paddle at Lake Brandt
- August 5 & 11 – Wubit Obstacle Course Days at the Lindley and Warnersville Pools
- August 5 & 12 – Night Paddle at Lake Brandt
- August 11 & 25 – Night Paddle at Lake Higgins
- August 9 – Ms. Shelli Celebrated National Reading Day in the Garden
- August 12 – Volunteer Park Cleanup Day at Murchie Street Park
- August 16, 23, 30 – Fun Days at Greensboro Housing Authority. Youth Services provided free on-site programs for ages 8-12 years old.
- August 21 - Greensboro Mountain Biking Experience: Youth Edition at Keeley Park Pump Track; ages 7-12
- August 26 - Greensboro Mountain Biking Experience: Youth Edition at Country Park Zone; ages 10-18
- Heath Park- Started the installation of a new playground funded by a donation from Crescent Rotary Foundation
- Held bid openings for Peeler Community Park and Spencer Love Phase II developments

#### Equity and Inclusion

- Organized the 3rd Annual Building Relationships 101 for M/WBE on August 23, 2021
- Represented the City of Greensboro at a Community Job Fair-Second Chance Hiring Event on July 14, 2021
- Helped host the first Municipal Chief Equity Officer Mini Conference on July 14, 2021
- Presented BHRT 6 month Overview to Council August 26, 2021

#### Fire

- Camp Spark graduation on July 15
- Hired a new mechanic on July 16
- GFD hosted the North Carolina Accreditation Support Consortium for departments across the state
- Upgrade to all radios scheduled. Meetings held to inform all personnel of fleet map changes.
- Annual Compliance Report sent to the Center for Public Safety Excellence (CPSE) for review.
- Prep for Stair Climb event on September 11<sup>th</sup>
- Chief Officer Leadership Academy graduation on August 18<sup>th</sup>
- Fire Stations 7 & 56 construction continues. Completion date for Station 7 is projected for September 27<sup>th</sup> and Station 56 for October 30<sup>th</sup>.
- Deputy Chief promotional process on August 26<sup>th</sup>.

#### MWBE

- Hired M/WBE Coordinator
- Conducted an Orientation-Kick Off for the new M/WBE Advisory Committee
- Participated and represented the City of Greensboro in the “8th Annual Triad Minority & Women Business Expo”

#### Guilford Metro 911

- Guilford Metro 9-1-1 has 7 new hires in rookie school that started on August 16th, that are scheduled to obtain all certifications by October 15th, and will then begin training on the floor.

#### Transportation

- GTA hosted Representative Kathy Manning for a tour of the J. Douglas Galyon Depot and observe electric buses in action
- Hanna Cockburn was named to a Transportation Research Board Cooperative Research Panel “Incorporating New Mobility Options into Transportation Demand Modeling”
- Greensboro named 3rd best city for commuting by wallet hub (up from 4th in 2020)
- Hanna Cockburn presented at the national Safe States conference on the Downtown Greenway

#### Neighborhood Development

- Emergency Rental Assistance Program has surpassed 2,500 households served.
- The North Carolina Housing Finance Agency has awarded Low Income Housing Tax Credits to three Greensboro development projects totaling 348 affordable housing units. Construction will be under way in FY-22.

#### Field Operations

- Repaired 191 potholes
- Repaired 124 linear ft. curb-gutter
- 11.150 million Residential Solid Waste Service points served (refuse/recycle/YW/bulk)
- 4,800 lbs. of litter collected
- 126 tons of glass collected (drop sites and subscription customers)
- 1,691 tons managed at compost facility; 42.4% private (non-city collected) tons
- Repaired 435 potholes
- Completed storm pipe installation on Starboard Dr. (public run off entering private property)
- Began pipe installation on Ashland Dr. (flooding issue from July 31, 2019)
- Supported five (5) Special Events
  - 4 Friday night live
  - 1 Food truck Festival
- Purchased 10 cameras for the surveillance of illegal disposal sites, five (5) are fully operational, reminder will be fully operational by Mid- September 2021
- Distributed carts to 102 homes in Oak Ridge Meadows townhomes to begin City collection service September 14
- Disposal contract with Waste Management finalized- contract through December 2026.

#### Budget and Evaluation

- The Fall Farm Fest, a Participatory Budgeting project for Cycle 3, District 2, will be held at Keeley Park on October 16 from Noon – 3 pm. Join us as we open the new

compost demonstration site at the Keeley Community Garden and learn how to reduce your household waste by composting. There will be farm and craft vendors, live music, and food trucks. This event is free and family friendly.

- The American Rescue Plan Criteria Survey was launched for public input on August 27th 2021. The survey currently has 67 respondents, with all 8 criteria being rated at “Moderately Important” or above – an average overall score of 3.77. At this time, the highest scoring criteria is Equity, rated at “Very Important.” The survey remains open to the public for input and can be accessed here: <https://www.surveymonkey.com/r/C9HCKK9>

## IT

- Successfully achieved ISO/IEC 27001 re-certification. ISO/IEC 27001 is a globally recognized standard for the establishment and certification of cyber security management to protect against threats and cyber-attacks.
- Our cyber security controls detected and blocked over 10,000 phishing attacks that contained malicious attachments and over 7000 attacks against external facing systems and applications.
- Completed the development of a Special Event Permitting application.
- Completed the Telestaff upgrade for Police.
- Implemented e-Pay Lite – allowing contractors to electronically pay for permits and plan reviews.
- Completed the Plan Review & Tracking Application for TRC, Planning, Erosion Control, Fire, Residential and Commercial Building plan Reviews.
- Completed the online Box Office Ticket Request form for Coliseum.
- Completed the online [Tuition Reimbursement Application](#) for full-time and part-time City employees.
- Completed the [Vacant City Council Seat Online Application](#) form.
- Deployed a new AI-enabled wireless network within the fire department

## Legislative

- City Clerk, Angie Lord and staff hosted the North Carolina Municipal Clerk Association Annual Conference at the Grandover Hotel August 19 – 21, 2021 with over 170 guests. In preparation to show case the City of Greensboro, several departments and community partners (P & R, Fire, Water, M/WBE, F/O, GPD, CVB, Guilford Mill, and DGI) provided items for “swag bags” and door prizes. The Clerk’s office promoted conference participants to partake of the downtown restaurant scene and to support the DGI Passport program. Photo ops were captured on the steps of the Greensboro Melvin Municipal Office Building with several colleagues from across the state. The Greensboro Science Center offered an afterhours event to host the Friday night excursion for the group, where catering kiosks in the Aquarium made for a special evening event. Conference participants extended accolades at the end of the conference, have sent numerous emails voicing appreciation for the “in-person” conference, for the warm welcome to Greensboro expressed by host Clerk’s, Mayor Vaughan, and Interim City Manager Chris Wilson, and are requesting the City of Greensboro host the annual conference again in 3 years when the Piedmont region is scheduled.
- Community Relations created a FaceBook page for exclusive use by Greensboro City Council members. Councilmember have received an invitation to join the page as an

administrator. When access is accepted, Council will then have the ability to make posts, comments, and list events, photos, etc. There are only 14 days (as of Friday, September 3rd) to accept the invitation.

The Facebook page can be found here. Here is the link's direct address:

<https://www.facebook.com/profile.php?id=100071601634533>

### Water Resources

- Testing and preparations for route scheduling and full scale deployment of new (AMI) water meters at the end of September 2021 continues. Even with current meter production delays, our schedule is to complete the full installation of the GSO WaterWise system by the end of 2023
- On August 1, 2021 The T. Z. Osborne Water Reclamation Facility was officially rated as a 56 Million Gallon a Day (MGD) wastewater treatment plant. It was previously rated for 40 MGD and with the BNR project upgrades the 16MGD once assigned to the old North Buffalo Water Reclamation facility was allocated to the T.Z. Osborne facility.
- Water Reclamation staff along with our Assigned Assistant Director are working through the mediation process on the Challenge to the Special Order by Consent (SOC) between the NC Environmental Management Commission (NC EMC) and the City of Greensboro. Two parties challenged the SOC (The Haw River Keepers and Fayetteville PWC). We are working with all parties to see if a settlement can be reached.
- Design and other preconstruction related work continues so the department can proceed with the Townsend Water Treatment Plant Electrical Upgrade Construction Manager at Risk (CMAR) project. Goal is to present to Council for award of the Phase I services contract in September
- NCDEQ approved the startup of the new process waste lagoon at Townsend Water Plant. It will be placed in service this week.

### Planning

- Awarded a \$14,000 grant to update the downtown Greensboro Historic District National Register nomination from the North Carolina Department of Natural and Cultural Resources.
- Awarded a \$40,000 grant to move forward with nominating a portion of the Benbow Park neighborhood to the National Register of Historic Places. The grant is from the National Park Service African American Civil Rights grant program.
- Published a story map titled "Modernism and the Civil Rights Movement" documenting our research in the Benbow Park area.
- Our partners have started construction on 6 new homes in the Willow Oaks neighborhood.
- Dr. Vicki Foust gave a presentation on the draft 20-year Strategic Energy Plan at the City Council Work Session on August 12. Revisions and refinements to the plan are in progress, and will be completed soon. The next round of public engagement with the Community Partnership and other stakeholders will be announced once the revised draft Plan is available.
- City Council Authorized Incentives in the amount of \$1.8m for the proposed P&G Expansion (\$110m investment & 46 jobs paying above the county avg. wage). A

resolution of support for the NC Dept. of Commerce Rural Building Reuse Application was also approved for this project. The grant would award an additional \$450k

- The City assisted the Greensboro Chamber of Commerce with the Duke Energy Site Readiness Program for Brittway II Industrial Site

#### Creative GSO

- GROW (Greensboro Residency for Original Works): Jonathan Vizcuña's residency, *Endangered*, attracted over 300 visitors to the Greensboro Cultural Center. In addition to open hours for his exhibit, he presented a workshop series that included Q&A's, artist talks, and sculpture demos for kids.
- Neighborhood Artist Residency Program: On July 31<sup>st</sup>, Kings Forest Artist Resident Sunny Gravely-Foushee led a 'Meet and Greet + Art-Making in the Park' with over 50 residents from the neighborhood. The group created take-home art pieces and planned out future creative activities for Kings Forest.
- Creative Greensboro Presents: In collaboration with local theater makers Goodly Frame, Creative Greensboro hosted a sold out run of performances of "Finding Shakespeare" where audiences traveled throughout the Greensboro Cultural Center to discover the greatest plays of Shakespeare acted for them live and in-person. The 42<sup>nd</sup> season of MUSEP (Music for a Sunday Evening in the Park) culminated with (4) live in-person concerts at the White Oak Amphitheatre on each Sunday in August. Overall, the free concerts attracted over 2,000 people to enjoy talented local musicians like Knights of Soul, Corey Luetjen & the Traveling Blues Band, Doby, and Soultriii.

#### Human Rights

- CSW: Successful airing of Women's Equality Day Celebration, Theme: Future of Equality is Now (August 21, 2021)/Establishment of the Ruth Wicker Memorial Honoree Review Committee (July-August 2021)
- Transgender Task Force: Hosted first monthly meeting in July and elected officers (August 18, 2021).
- HRC co-sponsors TED Ex Salon: Who Gets to Define Public Safety? Moderated by COG Human Rights Director (August 26, 2021)
- ACAAD elected officers (August 26, 2021)
- IAC/LAP Coordinator Jodie Stanley collaborated with Cone Health and Guilford County to host COVID/Variant Conversation for Immigrant/Refugee Service Providers (August 19, 2021)

#### Communications and Marketing

- Welcomed new Communications Specialist who serves as the City's photo journalist.
- #Invest East featured in August edition of Our State magazine.
- July: 14,000+ pieces of outbound First Class mail and 4,000+ pieces of Bulk Mail.
- August: 11,000+ pieces of outbound First Class mail and 592 pieces for Bulk Mailing.
- By having staff handle Bulk Mailings in-house, this saved the City \$1,600+ in July/Aug.
- GTN staff collaborated with IT and Legislative to connect streaming video via e-Scribe.
- Staff worked with the eScribe vendor to ensure Roku was set up in the new platform.

- Carla Banks featured in August edition of Black Business Ink magazine.
- July Social Media: 139,409 views and 158 new followers.
- August Social Media: 415,555 views and 363 new followers.
- Contact Center Activity: Calls and requests increased in 2021 compared to 2020. Also staff achieved a lower Abandon Rate this year and increased Average Speed of Answer compared to 2020.

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GPD

- Departmental Vacancies: The vacancy report from 8/31 shows 107 vacancies within the Department. There are 59 not fully trained and assigned (field training, laterals, pre hires) for sworn positions. This leaves 48 vacancies: 12 non-sworn and 36 sworn vacancies.
- Crime Report Update: YTD= Year to date; PYTD= Previous Year to date  
Data below is for week: 8/23-8/29/2021  
Calls for Service: 3,534

	Week	YTD	PYTD
Traffic Fatalities Total	2	33	24
Pedestrians	0	9	5
Motor vehicle Deaths	2	24	17

	Week	YTD	PYTD
Drug Overdose	14	571	404
Drug Overdose Death	4	93	70

Crime Update: Below are the weekly, year to date and previous year to date’s crime statistics. Please note that these are reported incidents and are under investigation. Please note that number fluctuate weekly based on investigations and outcomes.

Violent Crime:

Violent Crimes	Week	YTD	PYTD
Homicides*	2	26	36
*with a firearm	2	25	31
Rape	1	48	54
Aggravated Assault *	40	1278	1249
*with a firearm	24	732	805
Robbery*	15	347	390
*with a firearm	4	151	196

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DATES	Week	YTD	PTYD
Violent Crime Charges	15	466	549
Gun Seizures	26	1274	689

Property Crime:

Property Crimes	Week	YTD	PTYD
Burglary	15	1162	1368
Theft from a motor vehicle	23	1901	1844
Motor Vehicle Theft	18	721	718

Critical Incident:

A subject entered the parking lot area of the Police Headquarters and, after setting a vehicle on fire, had a confrontation with a police officer that led to deadly force being used. All involved officers are on administrative duty pending the SBI and internal investigations. Follow-up meetings are being held on the security of City facilities.

- Chief Brian James, Deputy Chiefs, Command Staff, officers and Community Engagement have held or participated the following meetings or public events
  - Guilford Rotary Club Speaking Engagement: 7/20
  - Safety Town Community Meeting: 7/20
  - Strategic Planning Meeting: 7/21
  - Community Connectors: 7/21
  - Boys and Girls Club: 7/21
  - Old North State Council: 7/21
  - Providence Baptist Church: 7/22
  - NCCJ Speaking Engagement: 7/22
  - Cone Corp Tour and Lunch: 7/23
  - Mothers Against Gun Violence Community Walk: 7/24
  - 500 Jobs for Teens; Meeting with Workforce Development: 8/10
  - Safety Town at Barber Park Community Meeting: 8/10
  - Explorers: 8/10
  - AAL Committee Meeting: 8/10
  - Community Connectors: 8/11
  - Badge for Baseball: 8/11 & 8/12

- Crime Stoppers Ice Cream Social: 8/11
  - Community Connectors: Game Changing Initiative; Caldwell Multicultural Center; 1700 Orchard Street; Community Meeting: August 24, 6:30-8:00pm
  - State of our Community Luncheon: Chamber of Commerce: August 25, 11:30-1:30
  - Southeast GSO Coalition; August 25, 2-3pm
  - Women's Equality Day-Floating Event; August 26, 9-11am
  - JCPC; August 26, 12:30-2pm
  - Explorers Open House: 8/31 at 6pm; Public Safety Training Center
- In our continuing effort to combat violent crime, the Department seized over 100 firearms. Our criminal investigations units investigated over 100 violent crimes while making more than 50 arrests. Alone, our street crimes units made 40 arrests while our Violent Criminal Apprehension Team arrest 14 of the most violent offenders while serving 42 warrants on them.
  - Other areas of our community saw the arrest of a serial thief by Officers Pacific, Cox, and Peters where 26 cases were cleared in Greensboro and High Point. Officer J.J. Brantley saved the life of a citizen who was trying to commit suicide by jumping off of a balcony. There was a community walk with Mothers Standing Against Gun Violence. Operation PULL (Park your car, Unlock your child seat, Look at your surroundings, Lock your car) was unveiled. Officer LaTonya Guy adopted Wiley Elementary School where she and officers in her Division will work with children in various programs. And Corporal S.R. Bruscano was instrumental in the restart of Safety Town; a long standing Greensboro Police Department staple for children in our City.
  - These are items in addition to answering approximately 7,500 911 calls for service.

## **Employee Based Advancements:**

### Human Resources

- Launched Tuition Reimbursement Program
- Designed New General Employee Step Plan
- New Optum Live Well Support program for Public Safety
- COVID-19 Vaccine Incentive Implemented
- Began the process of replacing the existing corrective action policy with the more progressive and appropriate Discipline Without Punishment policy. To be implemented January 1, 2022.
- 40 employees at or near retirement eligibility participated in pre-retirement planning program

### Equity and Inclusion

- Completed all scheduled sessions of Cultural Competency 101 (History of Greensboro Module 2 will be rolled out in September)
- Six GSO4Ward Team Members were certified as DISC Facilitators
- Conducted the GSO4Ward Team Retreat-Used an MWBE Facilitator-Val Boston

- Women in the Workforce ERG-Women's Equality Day-August 26th Launched OneGreensboro Episode as well as hosted a Meet and Greet at Barber Event Center
- Persons with Disabilities ERG Lunch and Learn July 26, 2021
- Young Professionals ERG Lunch and Learn August 25, 2021

**Chris Wilson**, Interim City Manager  
Office of the City Manager  
City of Greensboro  
Phone: (336) 373-2002  
PO Box 3136  
Greensboro, NC 27402-3136  
[www.greensboro-nc.gov](http://www.greensboro-nc.gov)

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