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Subject: Update for September 1- October 21, 2021
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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. Many of these items are great things to share with residents as you continue to engage them. Please let me know if you have any questions.

Resident Based Advancements:

Budget

- The Fall Farm Fest, a Participatory Budgeting project for Cycle 3, District 2, was held at Keeley Park on October 16 from Noon – 3 pm. We had over 20 vendors, composting demonstrations, and approximately 1,000 people visited over the course of the event.
- ARP applications are being accepted through November 5th. We have had approximately 60 participants at office hours and 3-4 inquiries daily.
Office hours attendance:
 - October 5, 11 am to 12 noon – 6 attendees
 - October 7, 1-2 pm – 8 attendees
 - October 13, 6-7 pm – 22 attendees
 - October 19, 10 am – 11 am (City Staff) – 21 attendeesUpcoming:
 - October 21, 1-4 pm, Nussbaum Center for Entrepreneurship, 1451 S Elm-Eugene St.
 - October 26, 6-7 pm
 - October 28, 12 noon to 2 pm, East Greensboro NOW, 601-B East Market St.
 - November 1, 11 am to 12 noon

Creative Greensboro

- Announced full-time management of Van Dyke Performance Space
- Announced the inaugural 5 local performing arts groups selected for the Residency at the Hyers program
- Announced appointment of the inaugural members of the Greensboro Cultural Affairs Commission
- Resumed operations of 4 volunteer-based community music ensembles, with weekly participation by 220+ local musicians
- Announced the Fall 2021 Opus series, 6 free music concerts offered at indoor venues throughout Greensboro
- Supported a Cultural Center residency in GROW, including a community weaving project, led by local artist Cassandra Liuzzo
- Partnered with 25+ artists and organizations on low-cost programming space in the Greensboro Cultural Center – including 11 new or first-time partners
- Supported the completion of the first of 3 community engaged mural installations in

Kings Forest Park as part of the Neighborhood Arts: Residency Program

Engineering and Inspections

- Launching the new on line plan review system in September (in collaboration with multiple departments, IT, Planning, GDOT, Water, Fire)
- Bothwell Street Property Demolition Complete

Field Operations

- 1.089 million residential service points served (refuse/recycle/YW/bulk)
 - 1,246 service complaints; complaint rate of 0.11%
- Started semi-automated services at Oak Ridge Meadows townhomes (200 customers)
- Recycle Rodeo held September 18: 532 participants, foam/paper shredding/HHW collected
 - Total cost \$16,905
- Repaired 164 potholes
- Repaired 20 utility cuts
- Repaired 26 linear ft sidewalk
- Repaired 31 linear ft curb-gutter
- Inspected 18 storm water critical locations
- Supported three (3) Love My Blocks Community events
- Supported the National Folk Festival
- Completed the installation of the Ten (10) surveillance cameras to enforce our city initiative of eliminating illegal trash disposal
- 3,700 lbs. of litter collected
- 2,397 HHW customers; 251,830 pounds managed at HHW center
- Conducted Compost education during Fall Farm Fest @ Keeley Park with over 1000 attendees
- Repaired 299 potholes-(Data incomplete as we are still in October)
- Repaired 4 utility cuts-(Data incomplete as we are still in October)
- Repaired 10 linear ft sidewalk-(Data incomplete as we are still in October)
- Repaired 6 linear ft curb-gutter-(Data incomplete as we are still in October)
- Made significant progress on pipe installation on Ashland Dr., crossing Cornell St. presently
- Inspected 341 Storm Water inlets locations
- Repaired 1000 sq yds of pavement
- Supported one (1) Love My Block Community event
- 3,900 lbs. of litter collected MTD

Finance

- The City successfully refinanced certain Coliseum Limited Obligation Bonds and achieved principal and interest savings of almost \$800,000 over the remaining life of the bonds. This equates to approximately \$51,000 per year.
- The City's AAA General Obligation credit ratings were re-affirmed by the three nationally recognized rating agencies. Expected strong ratings were also assigned to the City's Limited Obligation Bonds, along with a stable outlook.
- A Public Hearing was held and City Council adopted General Obligation Bond Orders

totaling \$135 million for a proposed bond referendum to be held in April 2022. Housing (\$30 million), Parks and Recreation (\$70 million), Firefighting Facilities (\$14 million), Law Enforcement Facilities (\$6 million) and Transportation (\$15 million) projects are proposed.

- Finance and Budget staff completed calculations and filed the first required reporting in accordance with the American Rescue Plan Act. Two reports were filed; the Recovery Plan (State and Local Fiscal Recovery Funds 2021 Report) and the Interim 2021 Compliance Report which highlighted more than \$859,000 in qualifying expenditures.
- Equipment Services processed 1,495 work orders and maintained a fleet availability of 93% for the reporting period.

Fire

- The new Plan Review and Tracking system went on line 9/1/2021.
- The 20th Remembrance Stair climb at the Bellmeade Parking deck.
- Participated in the Saint Matthews United Methodist Church Transforming Journey Community Meeting.
- Added Low-acuity ems calls to our response without GCEMS.
- Fire Stations 7 & 56 construction continues. Completion date for Station 7 is projected for October and Station 56 for November.
- Upgrade to all radios completed. Meetings held to inform all personnel of fleet map changes.
- Annual Compliance Report approved by the Center for Public Safety Excellence (CPSE).
- Annual Fallen Firefighter Memorial Service conducted at Green Hill Cemetery.
- Working on supplemental fire contracts to service recent annexation on the East side of Greensboro.

Human Rights

- Launch of Greensboro Speaks Program with an enhancement of three levels (Beginner, Intermediate, and Advanced Spanish)
- Refugee Resettlement support by way of education and outreach for Afghan Humnitarian Parole arrivals in collaboration with local resettlement agencies.
- Fair Housing: Launch of outreach and education series: It Starts at Home
- Commission Support:
 - CSW Program Launch: The Impact of COVID-19 on Education (collaboration with other commissions)
 - HRC: Development of Let's Talk Law series scheduled to launch Nov 2021
 - IAC: Collaboration on resettlement efforts mentioned above/ additional outreach on COVID-19 Boosters to international communities
 - ACAAD/TTF: further development of goals as defined in the first quarter with a focus on community surveying (ACAAD), and training for transition housing providers (TTF).
- Thrive Reentry Support: Continued collaboration with Community Partners in an effort to address the restoration of driver's licenses for Greensboro residents.

Information Technology

- Press conference for Piedmont Discovery re-release
- Continuing work in GSO Innovation Team
- Continuing work in RTI Research Cohort

Library/Museum

- The Children's Summer Learning Program, *Tails & Tales*, culminated successfully.
- The Youth Services Team offered, 65 birth – grade 5 programs and 15 grade 6 – grade 12 programs.
- The programs served 357 birth–grade 5 and 877 grade 6–12 registrants.
- The Youth Services Team collaborated with Greensboro Housing Authority for the Renaissance Community Rebound, Back to School Resource Fair. Close to 3,000 individuals were in attendance. We distributed craft kits and shared library information with attending families.
- We continue to offer story times in-person and online plus craft distribution at all locations as well as STREAM (Science, Technology, Reading, Engineering, Art and Math) programming.
- One City, One Book planning committee meeting with staff and community partners generated excellent programming opportunities.
- GSO Learning Circles cohort offered programming that explored resiliency.
- Job Club Wednesdays offered information and assistance with job search resources.
- Library IT completed rollout of 250 new computers for the public to use at all 8 library locations.
- One City, One Book events began in early October with book discussions, Native American presenters, and multiple programs examining the issues raised in the selected work, *There There* by Tommy Orange.
- At Central Library: Book shelf modification complete on both floors. The modification dramatically increases sight lines and natural light in the building.
- The skylight dome on the second floor was also replaced.
- Museum collected significant pandemic artifacts including empty boxes that contained COVID-19 Vaccines, Vaccination card, digital timer in zip-lock bag, masks.
- The museum's Archaeology Day event in collaboration with UNCG Archaeology Program, Department of Anthropology and Department of Classics drew around 100 visitors on Saturday, October 16, for hands-on activities to highlight what archaeologists can discover about history.
- Curator of Education Rodney Dawson helped organize a history panel – including Curator of Community History Glenn Perkins -- as part of the [Next City Vanguard conference](#). Then, thanks to the rain, a fascinating keynote conversation with Chancellors Harold Martin (NC A&T) and Franklin Gilliam (UNCG) took place in the GHM auditorium. Conference attendees also had a chance to experience the *Pieces of Now* exhibition. See <https://twitter.com/candacetucker1/status/1440447319619473415?s=20> and <https://twitter.com/ActionGSO/status/1440304927457247237>
- The nonprofit American Battlefield Trust released a 45-minute YouTube video highlighting the John and Isabelle Murphy Confederate Longarms Collection and its new interpretation in the museum galleries on Sept. 24. The conversation between Curator of Collections Jon Zachman and Kris White, Deputy Director of Education for

the American Battlefield Trust, has already gotten over 45,000 views.

<https://youtu.be/dcCktmYTax8>

- The Youth Services Librarians are presenting a variety of Virtual and In-person Storytimes and Programs to engage youth and their families.
- Families are enjoying the take home and do it yourself activity packets, over 1000 have been distributed.
- The Time Burton Escape Room at Glen McNairy has ran 12 times due to its popularity. A majority of the programs participants have been teens.
- The Youth Services Team collaborated with local agencies and organizations from community outreach, AWOL Day (AWOL Fitness), Fall Fest: Early Childhood Resource Festival and Guilford Native Pow Wow.
- Offsite storytime at LeBauer Park has boasted of 70+ attendees.
- Offsite storytime at Country Park has boasted of 50+ attendees.

Neighborhood Development

- The [2020-2021 Neighborhood Development Annual Report](#) was completed. A news release and social media promotion will be issued early the week of October 25th.
- The 2020-2021 Consolidated Annual Performance Evaluation Report (CAPER) was submitted to HUD. We are now awaiting HUD final approval.
- The Piedmont Triad Regional Council will be awarded \$1,000,000 to partner with City of Greensboro's Lead-Safe Housing Program, University of North Carolina at Greensboro Center for Housing & Community Studies, North Carolina Agricultural and Technical State University Center for Energy Research and Technology, North Carolina Justice Center, and the North Carolina State Energy Program to implement a collaborative program to address housing issues of low-income families related to lead-based paint, healthy homes, and energy efficiency and weatherization. The program will implement a protocol that includes joint applications, inspections/assessments and intervention measures that will reduce the burden on applicants to navigate multiple agencies for these services.
- We participated in the town hall event hosted by ncIMPACT, PBS NC, UNC-Greensboro, NC A&T, and Civic Federal Credit Union in Greensboro on October 14, with support from Piedmont Triad Regional Council. This event shares the story of how regional partners are improving affordable housing conditions. Please find links to video segments produced from the event below:
 - Field Story 1 - <https://youtu.be/KCK52FU8wzA>
 - Field Story 2 - <https://youtu.be/tK4sKrb0iig>
 - Panel 1 - <https://youtu.be/7wulNRa03cs>
 - Panel 2 - https://youtu.be/pram47_xTCQ (We will provide the premiere date for the full broadcast as soon as received from PBS NC)
- In our efforts to develop Permanent Supportive Housing for homeless individuals, NDD has entered into a contract with the Corporation for Supportive Housing that will provide technical assistance with operational plans and sustainability.
- ERAP staff, in partnership with Legal Aid and the Center for Community Studies & Housing, are implementing an Eviction Diversion Clinic in the Guilford Courthouse on Tuesdays. <https://myfox8.com/news/north-carolina/piedmont-triad/legal-experts-advocates-help-mediate-evictions-inside-the-guilford-county-courthouse-dont-give-up/>
- Code Enforcement has issued the first fine related to illegal dumping.

- City Council authorized an interlocal agreement with Guilford County for an additional \$10 million in emergency rental and utility assistance for residents. To date, \$13.45 million has been provided to over 2,700 households.
- Neighborhood Development staff participated in the 2nd annual Fall Fest Resource Fair on Saturday, October 16th, that provided resources to homeless families, specifically related to access to childcare, healthcare and housing

Parks and Recreation

- Greensboro Youth Council Open House at Gateway Gardens Event Center
 - Cheer Extravaganza Celebration at the Greensboro Sportsplex. Cheer clinic for youth 5-12 with Nspired Athletics.
 - Kickoff for The Poetry Café Youth Cypher Series kicks off at the Xperience @ Caldcleugh. Held monthly through February 2022. Chance for teens, 10-18, to express themselves creatively through art, music, and poetry.
 - Guilford County Native American Pow Wow – Over 1,500 visitors and participants held at Country Park
 - PGA HOPE- Grant funded golf program for Veterans at Gillespie Golf Course; over 20 Veterans registered and attend each week.
 - Hosted Veinte Veinte Latin festival at Barber Park.
 - Contract for Peeler Park improvements approved
 - Contract for Spencer Love Phase 2 approved
 - Contract approved to begin structural assessments at Lake Brandt and Lake Townsend
 - \$10,000 received from VF through Friends for the replacement of the Palmetto Trail boardwalk
 - Broke Ground for Safety Town Construction.
 - Celebrated TACO (Take A Child Outside) Week with outdoor movie at Barber Park, family hikes, youth fishing, youth gardening, and more. Sponsored by VF Corporation.
 - Carolina Model Railroaders hosted their annual Best Little Train Show in Greensboro at Lewis Recreation Center.
 - Autism Society Fun Run/walk – Approximately 400 participants and volunteers held at Country Park
 - Restarted Red Zone Youth Football which incorporates Greensboro Parks and Recreation, High Point Parks and Recreation and Thomasville Parks and Recreation Departments.
 - Wheel Serve NC Wheelchair Tennis program (Partnership with GSO, HP, and Kernersville P&R Departments) Free wheelchair tennis clinics.
 - The Piedmont Discovery App re-launch event was held at Gateway Gardens on Friday October 1st. The event celebrated the expansion of the Piedmont Discovery mobile app to include every town and county park in Guilford County, including six new municipal partners.
 - Carolinas Adaptive Standing Tennis Tournament-; 12 adaptive athletes from all over the country and one from Chile competed in a competitive tournament at Pinetop Sport Club.
 - Piedmont Triad Big Sweep Litter Cleanup with Greensboro Beautiful.
 - Art in the Arboretum with 50 artists and vendors, three stages of music and 4,000+ attendees.
- Wheelchair Tennis Clinic was offered to start a new league this coming spring for

- wheelchair athletes at Deep River Recreation Center and partnering with GRETA, High Point P&R, and Kernersville P&R
- The Greensboro Fire Department hosted a Memorial Service at the Fireman's Memorial in Green Hill Cemetery. 130+ attendees.
- Making Strides Against Breast Cancer walk/run – Approximately 400 participants and volunteers held at Country Park
- Challenger Flag Football and Cheerleading League at Proehlfic Park; 22 football players and 10 cheerleaders attend the weekly program; Competed against High Point and Kernersville teams in league games and will compete in Charlotte on Saturday, October 23 against other NC teams in the Carolina Panthers practice dome.

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
- Current Planning division officially moved to a new Plan Tracking System in Development Services to improve the accuracy, effectiveness and efficiency of plan review.

Police

- Since September 1, 2021 we've answered over 27,000 calls for service city-wide. In our on-going effort to fight violent crime, we seized over 60 firearms. Highlighted cases: the arrest of a homicide suspect who barricaded himself in his sister's apartment on Meadowview Road. SRT was called out and the suspect was captured without incident. Another notable case was the seizure of a firearm that received multiple evidence hits when tested. This led to the development of a suspect in three shootings and one homicide. These are just two examples of the tremendous work we do daily.

On our community engagement side, ground has been broken for Safety Town at Barber Park. This project is thanks to the Greensboro Police Foundation and the Bryan Foundation's fundraising efforts, Koury Corporation and in partnership with Parks and Recreation.

- We had the Chief's Ride that raised money for Communities in Schools of Greater Greensboro. Estimates of the amount raised were around \$13,000.
- We Also had National Rail Safety Week Sept. 19-26 This initiative is used to inform and educate motorists at grade crossings and railways to promote safety around the rail system.
- We also celebrated Mr. Faucette's Birthday on September 29. He is one of our crossing guards and he turned 100 years old and was presented with a plaque by the Chief and Peck Elementary threw him a party in their parking lot.
- As the holiday season approaches, we have begun to select families for Operation Yuletide.

Transportation

- Outdoor dining ordinance. City Council approved the existing standards and requirements to expand options for center city outdoor dining within the right of way. GDOT worked with staff in several departments to complete the rewrite.
- Downtown Greenway Evaluation Plan. In early October, an evaluation plan was completed for the Downtown Greenway through a partnership with UNCG School of Public Health with funding provided by Safe States. The plan will be published next month. The plan identifies key metrics and reporting mechanisms to demonstrate the impact of the greenway.
- Walk to School Day. GDOT hosted several elementary school walk to school day events in October as part of the Safe Routes to School program. This program is supported by a state grant.

Water Resources

Testing and preparations for route scheduling and full scale deployment of new (AMI) water meters will commence in January of 2022. Even with current meter production delays, our schedule is to complete the full installation of the GSO WaterWise system by the end of 2023.

- Water Reclamation staff along with our Assigned Assistant Director have made good progress in 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. A tentative agreement between the parties has been reached (The Haw River Keepers and Fayetteville PWC). The final settlement will be sent to the Environmental Management Commission for adoption.
- With the Council award of the Phase I Preconstruction services Construction Manager at Risk (CMAR) contract to Harper, design efforts will continue in order to bring a Guaranteed Maximum Price to Council next Fall for the Townsend Water Treatment Plant Electrical Upgrade project.
- The department is working closely with other team members (NCDOT, Chamber of Commerce, HDR, NC Railroad, Randolph County Economic Development) to

continue to prepare the Megasite for a prospective client. Phase I water line construction down Liberty Road is near completion and Phase II water line construction along Hwy 62 will be bid next Thursday. The remaining phases (water tower and sewer) will be designed and bid to meet a June 2023 timeline for providing utility service

Employee Based Advancements:

Budget

- We are excited to announce Sara Hancock has accepted the position of Performance and Strategy Analyst starting Nov. 1. This is a new role in the Budget & Evaluation department that will focus on continued support of organizational performance and implementation and improvement of strategic initiatives. Sara will work closely with the Chief Data Officer, CMO, and departments to improve transparency, accountability, and help tell the stories of the great work we do as a city through data and performance measures.

Creative Greensboro

- Chief Creative Economy Officer engaged by Kenan Institute for the Arts as presenter for national conference session on the importance of artist fellowships
- Chief Creative Economy Officer engaged by Winston Salem Arts Council and the Houston Arts Alliance as a grant investment evaluator

Finance

- Procurement Services hired a new contracts analyst. Staff issued a total of 210 POs that includes all Commodities, all IT software renewals, and services under \$20,000, totaling \$5,483,490.26. Procurement services also executed 10 service contracts over \$20,000, totaling \$440,044. Two rebates were received from Bank of America for procurement card and travel card spend, totaling \$290,632.12. There have been 6,307 Pcard transactions and 77 Travel card transactions during this time period. Procurement Services continues to train the organization on DocuSign, Infor Lawson, and procurement card processes.
- Equipment Services was successful in creating journey actions for the heavy and light duty technician positions. These positions have historically been hard to fill and the journey positions will help with recruiting and retention of highly qualified employees.
- The Equipment Services Division has been working with NC Works and Work Force Development to find young professionals interested in a career in fleet maintenance. The program has been successful and a highly motivated young man will start working as a roster employee (1,000 hours annually) on Monday, October 25 training as a heavy truck and diesel technician. The goal will be to gain experience to compete for a fulltime technician vacancy in the future.

Fire

- Victorian Strobel started her assignment as the Greensboro Fire Department's Public Safety Community Relations Specialist.
- Twenty-Four (24) recruits started the 75th Recruit class
- Eleven Firefighters from the 73rd Recruit Class met all requirements for promotion to Senior Firefighter. 9/19/2021

- Life Saving Award presented to firefighters who rescued one victim from residential structure fire on Homeland Ave.
- Life Saving Award presented to firefighter who rescued one victim from a commercial high rise fire on Spring Garden St.
- Met with GFD retirees at the monthly retirement breakfast 9/3/21
- Company Officer and Battalion Chief promotional process 9/27-10/1
- Promotions of personnel on October 1. 2 Captains, 3 Assistant Fire Marshals, 1 Engineer.
- New mandatory Overtime policy written and will go into effect November 1.

GM911

- The 7 new hires have completed their rookie school and certifications, and have started their on-the-job training in the 9-1-1 center. We have one pre-hire that is currently assisting with PIRT requests.

Human Resources

- Implemented General Employee Step Plan on October 1
- Processed 1,125 Vaccination Incentives for vaccinated employees
- Mindset Reset Mental Health Wellness Event

Human Rights

- Completion of search processes for the Commission Administrator and Investigation Specialist positions.

Information Technology

- Created and published the Redistricting dashboard and provided support with the redistricting application implementation, data management, and analytics
- Created and published internal dashboards for Facilities Management for EAM work and labor costs
- Extensive effort designing a data management system and dashboards related to Plan Review. 95% complete, awaiting review by Planning staff
- Created and published a Bicycle and Pedestrian Infrastructure web application
- Created and published a web app for Qualified Census Tracts
- Updated the existing CIP web app
- Managing recompilation of Piedmont Discovery application in an updated framework package so it can be re-published to the app stores
- Extensive work done on GIS chargeback model
- Migrated several hundred users to ArcGIS Enterprise
- Implemented EduRoam, a wireless education network that is accessible on the City's public wi-fi network
- Closed security requests via Fresh Service and email – 271
- High Vulnerabilities Mitigated – 368
- External Attacks Blocked – 1,425
- Phishing Attacks Blocked – 4,488
- Monitored the DarkWeb for information related to City's systems and confidential information. Mitigate identified findings and implement additional security controls to

- better protect the City's systems and confidential information
- Conducted monthly phishing test to the organization to identify and provide supplementary cyber security awareness training to employees that are vulnerable to phishing attacks
 - Provided mandatory annual cyber security awareness training to the organization online via IT's KnowBe4 training module
 - Provided cyber security awareness training for new employees within New Employee Orientation via Infor's Learning Management System (LMS)
 - Provided cyber security awareness training about handling and sharing sensitive information to employees within Contact Center, Finance Collections, Water Customer Service and Neighborhood Development to address identity theft and red flags online via IT's KnowBe4 training module
 - Sent out cyber security advisory to the organization to raise cyber security awareness
 - Conducted vulnerability assessment scans against all systems and applications to identify and mitigate vulnerabilities and configuration weaknesses; reviewed assessment scan results and communicated findings along with mitigation recommendations to system and application owners
 - Analyzed traffic and connections to City systems and applications; as well as analyze emails to employees to identify and block potential intrusions and cyber-attacks
 - Reviewed our key security controls, specifically our security monitoring, email security and web protection and determine gaps and opportunities for improvements; updated our internet block list to include additional domain extensions used for phishing campaigns
- 855 Service Desk Tickets closed
 - 173 devices returned to leasing company
 - 147 devices received
 - 268 Telecomm Tickets closed
 - Closed 26 tickets in the reporting period of 9/1 – 10/20.
 - Working with Human Resources department on developing internal performance metrics page for departmental data on Arc Enterprise platform.
 - IT Metrics Dashboard – new features and updates
 - Release of new Plan Review & Tracking application on Sept. 1
 - Online ARP Funds Application Form
 - Resolved 100 Kronos Support Tickets.
 - Completed 4-day Infor Process Automation (IPA) training.
 - Partnered with the Human Resources department on implement the step and grade plan; analyzed the business case and outlined/documented steps for system implementation and code development.
 - Continuing Infor v11 Migration Project Activities to include, but not limited to, data clean-up, security role development and assignment, system integration testing, training curriculum development, and assisting with the redevelopment of reports/integrations/configurations/extensions (RICE).

Libraries

- GHM was also involved in the annual meeting and online conference of the American

Association of State & Local History in September and October. Director Carol Hart traveled to Little Rock, Arkansas, to be part of a presentation on Museums and Democracy and to pick up GHM's Leadership in History and History in Progress awards (one of two presented nationally for "a project that is highly inspirational, exhibits exceptional scholarship, and/or is exceedingly entrepreneurial in terms of funding, partnerships, or collaborations, creative problem solving, or unusual project design and inclusiveness"). Community History Curator Glenn Perkins and artist/activist Virginia Holmes shared experiences from the Pieces of Now exhibition with more than 120 AASLH Online Conference attendees as part of the panel "Circulating Justice Inside, Outside and All Around Museum Spaces."

- Greensboro History Museum won two more national awards for its *Pieces of Now* Project—this time the Media & Technology MUSE Awards -- Gold Award in Research and Innovation and Silver Award for 2020 Response. Presented by the Media & Technology Professional Network of the American Alliance of Museums (AAM).
- Global attractions industry news source Bloolooop recognized [Curator of Exhibits Robert Harris as one of its Top 50 2021 Museum Influencers worldwide](#) for his work on *Pieces of Now*. The recognition "showcases people whose innovation and creativity have been key in guiding museums through a turbulent 12 months." In company with Robert and GHM on the list are CEOs, directors and presidents of the Louvre, Museum of London, Smithsonian's National Museum of African Art, Franklin Institute, British Museum and National WWII Museum, just to name a few!

Neighborhood Development

- Oct 2-5 Neighborhood Development Code Compliance Inspectors attended Housing Code Official training with the North Carolina Association of Housing Code Officials in Kitty Hawk, NC in the areas of Housing Inspections, Meth Lab Identification, Fair Housing & Tenant Right, Residential Construction, Continuing Education, Teambuilding, Judicial Process Preparation, and Common Fire Violations.
- Neighborhood Development Code Compliance Inspectors attended Housing Code Official training with the National Organization, American Association of Code Enforcement in Phoenix, AZ in the areas of Professional and Personal Development, Officer Safety, Tracing Ownership, Photography for code enforcement, Effective inspections, IPMC Crash Course training, Zoning, Housing Inspections, Aspects of Mold, Management, and Successful Negotiations

Planning

- The City has received the 2021 Marvin Collins Planning Award for a Comprehensive Plan (APA-NC) from the NC chapter of the American Planning Association in recognition of the science and art of planning. The comprehensive plan, titled [GSO2040](#), was recognized as a creative, online interactive document with videos, maps and cross-references with the City's Land Development Ordinance, according to the association. The creation of the plan was a multi-year project for the lead City department, Planning. "This award validates our philosophy that a comp plan requires a full community approach, since it is a literal roadmap for how to become a city of lasting value with opportunities for all residents and visitors," says Sue Schwartz, director of the Planning Department".

Transportation

- STRIDE Award. In September, GTA received the 2021 Community Award for the implementation of electric buses from the STRIDE Collaborative – a partnership of federal, state and local governments, private sector stakeholders and non-profits across the southeastern United States focused on reducing diesel emissions.
- Hanna Cockburn was elected to a second term as President of the State Chapter of the American Planning Association. Her second term will begin in January 2023.

Water Resources

- Town Hall meetings have been set up with department staff to discuss policy changes and the department's five-year Strategic Plan that will be released at the end of the month.

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