September 28, 2012

TO: Mayor and Members of Council

FROM Denise Turner Roth, City Manager

SUBJECT: Items for Your Information

Council Follow-Up Items

- **Promotion of Reading in Area Churches**
  As a follow-up to a request from Councilmember Bellamy-Small at the September 4, 2012 City Council meeting, attached is a memorandum from Interim Director of Libraries Brigitte Blanton regarding promoting reading in area churches.

- **Recycling RFP (Separate Attachment)**
  As a follow-up from a request from Council at the September 10, 2012 Work Session, attached is a memorandum from Field Operations Director Dale Wyrick, responding to Council’s questions concerning the recycling best and final offers. Staff will be requesting Council to select a date for a Special Work Session to discuss the Recycling RFP at the Tuesday Council Meeting.

- **Cascade Saloon Pictures**
  As a follow-up to a request from Mayor Perkins at the September 18, 2012 City Council meeting, attached is a memorandum from City Attorney Mujeeb Shah-Khan, dated September 28, 2012, providing the pictures of the Cascade Saloon.

Agenda Items for October 2, 2012 City Council Meeting

- **Agenda Item #14: HEAT**
  Attached is a memorandum from Transportation Director Adam Fischer, dated September 28, 2012, providing background information regarding the Higher Education Area Transit (HEAT) resolution that is on Council’s agenda for Tuesday.

Solid Waste Management Contract

Attached is a memorandum from Field Operations Director Dale Wyrick, dated September 27, 2012, regarding extending the existing solid waste hauling and disposal contract through October 13, 2012.

“**Strong Cities, Strong Communities Visioning Challenge**” Grant

Attached is a memorandum from Planning and Community Development Director Sue Schwartz, dated September 27, 2012, regarding the one million dollar grant from the Economic Development Administration that was awarded to the City on September 21, 2012.

Noise Ordinance

Attached is a memorandum from Chief of Police Ken Miller, dated September 28, 2012, providing analysis from the revisions to the City’s noise ordinance on June 15, 2012 through August 31, 2012.
Mobile Food Vendor Ordinance
Attached is a memorandum from Zoning Administrator Mike Kirkman, dated September 27, 2012, regarding the proposed amendments to the City ordinances for mobile food vendors.

Mobile Food Vendors Schedule
Attached is a memorandum from Small Business Coordinator Reggie Delahanty, dated September 28, 2012, providing the schedule for the mobile food truck vendors for October.

Floodplain Management Progress Report
Attached is a memorandum from Water Resource’s Floodplain Administrator Virginia Spillman and Deputy Director Kenney McDowell, dated September 21, 2012, providing a progress report for the Floodplain Management / Hazard Mitigation.

Greensboro Performing Arts Center Update
Attached is an update from the Greensboro Performing Arts Center Task Force.

Contact Center Feedback
Attached is the weekly report generated by our Contact Center for the week of September 17, 2012 through September 23, 2012.

Small Group Meetings
For the week of September 21, 2012 through September 27, 2012, there were no small group meetings between City Staff and [more than two but less than five] Councilmembers.

DTR/mm
Attachments

cc: Office of the City Manager
    Global Media
September 28, 2012

TO: Denise Turner Roth, City Manager
FROM: Brigitte Blanton, Interim Libraries Director

SUBJECT: Promotion of Reading to Area Churches

During the September 4, 2012 Greensboro City Council meeting, staff was asked to explore ways to encourage reading in the area churches.

Several church summer camps participate in the Library’s Summer Reading Program. In an effort to encourage reading throughout the year, the Youth Services Coordinator will develop reading readiness and reading motivation tips sheets that can be distributed to area churches and other faith communities. In an effort to maximize impact, the information will be distributed in April during National Library Week and in the month of September, which is Library Card Sign-up Month.

The reading readiness and reading motivation information will include ideas for parents, caregivers, and those working with youth in the churches. It will be easy for the churches to announce this information during services, include it in newsletters/bulletins, and incorporate the tips into their children’s services/programs.

BB

cc: Sandy Neerman, Assistant City Manager
Tammy Miller, Library Department Youth Services Coordinator
September 28, 2012

TO: Mayor and Council
FROM: S. Mujeeb Shah-Khan, City Attorney
SUBJECT: Cascade Saloon Pictures

During the September 18, 2012 Council meeting, photographs of the Cascade Saloon building were discussed including photo illustrations prepared by Preservation Greensboro were discussed. During the discussion, Mayor Perkins requested that the photographs of the building and the photo illustration be provided to Council. Enclosed are photos of the building in its current state, how it may look if renovated, architectural features of the building, and how the streetscape would look if the building was demolished. Also enclosed is a document prepared by Preservation Greensboro with photographs of the interior and exterior of the building and other relevant information.

If you have any additional questions, please contact me at your convenience.

SMS
Enclosures

cc: Denise Turner Roth, City Manager (w/encs.)
    Sue Schwartz, Planning and Community Development Director (w/encs.)
    Butch Simmons, Engineering and Inspections Director (w/encs.)
    Mike Williams, Esq., Associate General Counsel (w/encs.)
    Tom Carruthers, Esq., Associate General Council (w/encs.)
Ross Strange Building

former Cascade Saloon
Ross Strange Building
former Cascade Saloon
Ross Strange Building
former Cascade Saloon
Ross Strange Building
former Cascade Saloon
Ross Strange Building
former Cascade Saloon
Ross Strange Building
former Cascade Saloon
We have sent repeated letters to Mr. Strange, met with him, etc. We also made an offer to purchase his property. Unfortunately, I cannot release our documents themselves as we treat them as confidential.

Marsh Prause
Chairman, Board of Trustees
Preservation Greensboro Development Fund, Inc.
**Ross Strange Building**  
*former Cascade Saloon*

### Guilford County Property Record Card

<table>
<thead>
<tr>
<th>Parcel ID:</th>
<th>00-08-0000-0-0002-06-004</th>
<th>Data Upload Date:</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Address:</td>
<td>408 410 S ELM ST</td>
<td>Inquiry Date:</td>
<td>NA</td>
</tr>
</tbody>
</table>

### Owner

- **Name:** STRANGE, ROBERT W
- **Address:** 1210 AYCOCK AVE
- **City, State, Zip:** BURLINGTON, NC 27215

### Property Information

- **Description:** Lot # 1 LOT N/A Legal_2
- **Address:** 408 410 S ELM ST
- **Use:** COMM-Commercial
- **Zoning:** Contact the City of Greensboro for zoning

- **Parcel Size:** 0.1000 Commercial
- **Area as Mapped:** 0.10
- **Tax District:** 100

### Sales History

<table>
<thead>
<tr>
<th>Book-Page</th>
<th>Sale Date</th>
<th>Price</th>
<th>Type</th>
<th>Qualification</th>
<th>Improved</th>
</tr>
</thead>
<tbody>
<tr>
<td>3764-511</td>
<td>10/15/1989</td>
<td>$20,300</td>
<td>Warranty Deed</td>
<td>Unqualified</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### Total Appraisal Values

- **Assessed:** 
  - Building: $164,223
  - Out Building: 0
  - Land: $38,010
  - Deferred: 0

### Appraisal Building Information

#### Building Area Totals

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Square Feet</th>
</tr>
</thead>
<tbody>
<tr>
<td>BAS</td>
<td>Base - Main Floor</td>
<td>3,958</td>
</tr>
<tr>
<td>UUS</td>
<td>Unfinished Upper Story</td>
<td>3,958</td>
</tr>
</tbody>
</table>

### Improvements

- **Use:** Commercial
- **Foundation:** Spread Footing
- **Floor System:** Slab On Grade
- **Exterior Wall:** Common Brick
- **Roof Structure:** Wood Truss
- **Roof Cover:** Rolled Composition
- **Interior Wall:** Plaster, Drywall
- **Interior Floor Cover:** Concrete Finished

- **Heating Fuel:** None
- **Heating Type:** None
- **Air Conditioner Type:** None
- **Heated Sq Ft:** 3,958
- **Market Factor:** 3
- **Quality Factor:** Average
- **Year Built:** 1895
- **Effective Year Built:** 1965

### Commercial Improvements

- **Structural Frame:** Masonry
- **Ceiling & Insulation:** No Insulation
- **Ceiling Height:** 14
- **Fixtures:** 4
Ross Strange Building
former Cascade Saloon
What will the legacy to be?
Department of Transportation  
City of Greensboro  

September 28, 2012  

TO: Denise Turner Roth, City Manager  
FROM: Adam Fischer, Director of Transportation  
SUBJECT: Higher Education Area Transit Invoice  

The Higher Education Area Transit (HEAT) system started in August of 2006 with a three (3) year Federal Grant to fund 80% of the operating cost with the HEAT partners and the City covering the 20% match.  

Beginning in August 2009, the HEAT partners were required to fund 100% of the total operating costs. Contracts were established with each HEAT partner based on student enrollment figures whereby each partner agreed to reimburse GTA $15.00 per student per semester.  

In error, NCA&T provided the City with the wrong total enrollment figures for the 2009 and 2010 school years. (2009 - $24,840 (828 more students were billed than actual FTE students enrolled), and 2010 - $22,170 (574 more students were billed than actual FTE students enrolled). NCA&T reported the error in student enrollment figures for the 2009 and 2010 school year to the Greensboro Transit Authority after payments were made for those school years. The invoice for the 2011 HEAT Services in the amount of $301,981 was sent to NCA&T on November 17, 2011. Because of the lower student enrollment figures for 2009 and 2010, NCA&T remitted payment in the amount of $254,970. The amount of $47,010 is uncollectable and needs to be voided. GTA actual revenues for HEAT in those fiscal years varied from the amount that was budgeted and anticipated. The overall GTA operating fund was within budget for the applicable years.  

The current 3 year contracts with our HEAT Partners for School years 2012, 2013, and 2014 are no longer based on student enrollment numbers. The current HEAT contracts are based on a fixed percentage of the total HEAT operating costs for each School over the next 3 years not to exceed a contract maximum for each school.  

AF  

Cc Libby James, GDOT Public Transportation Manager
September 27, 2012

TO: Denise Turner Roth, City Manager
FROM: Dale Wyrick, P.E., Field Operations Director

SUBJECT: Update on Solid Waste Management Contracts

We wanted to make you aware that we are extending the existing Solid Waste hauling and disposal contracts with Hilco Transport and Republic Services through October 13, 2012, while we continue contract negotiations for RFP #08-12. The cost of these contract extensions fall within Field Operations existing budget.

I anticipate contract negotiations to be completed on or before October 13, 2012.

If further is required, please advise.

DDW
September 27, 2012

TO: Denise Turner Roth, City Manager

FROM: Sue Schwartz, FAICP, PCD Director

SUBJECT: 2012 Economic Development Administration “Strong Cities, Strong Communities Visioning Challenge” Grant

A one million dollar grant from the Economic Development Administration awarded to the City of Greensboro on September 21, 2012, will be used to administer a two-phased Challenge Competition to incentivize teams of professionals from various fields related to economic development to submit proposals that outline how cutting edge concepts and ideas could be applied to address the persistent economic development challenges faced by the City. The City will provide matching funds of $250,000 from its Economic Development Fund.

A Request for Proposals will be issued subsequent to execution of a Cooperative Agreement with the Economic Development Administration and will provide further details and a more precise timeline for submittals. Information will be communicated via the City of Greensboro website and media releases.

In the first phase, the City will award financial prizes to the teams submitting the top three proposals as rated by a City-selected evaluation panel. The two highest rated professional teams will receive prizes of $65,000 and $45,000 respectively, while the top-rated student team will receive a prize of $15,000.

For the second phase of the competition, the City will invite up to six of the original teams to prepare comprehensive economic catalyst strategies for Greensboro. The winning submission is expected to be a forward-looking, implementable strategy focused on 21st century economic development practices and competitiveness in a global economy. A prize of $1,000,000 will be awarded to the team that submits the best entry.

The winner will be determined by a City-appointed review committee, which in addition to elected officials and local leaders, will include national representatives from the business, planning, and economic development fields. A substantial public information and feedback process will ensure that the winning entry meets the needs of the City and is fully understood and supported by its residents. The winning entry will position Greensboro to implement strategies in a cohesive and comprehensive manner for the long-term economic benefit of both the City and the broader region. All proposals become property of the City of Greensboro.

SS

One Governmental Plaza, PO Box 3136, Greensboro, NC 27402-3136  336-373-CITY (2489)
<table>
<thead>
<tr>
<th></th>
<th>Q4 2012</th>
<th>Q1 2013</th>
<th>Q2 2013</th>
<th>Q3 2013</th>
<th>Q4 2013</th>
<th>Q1 2014</th>
<th>Q2 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grant Award</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preparation of Competition</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Promotion of Phase I Competition</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preparation of Proposals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Selection of Phase I Proposals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preparation of Phase II Plan</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Review</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Selection of Phase II Plan</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Winning Plan Announced</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

SS/da/rd
September 28, 2012

TO: Denise Turner Roth, City Manager
    Michael J. Speedling, Assistant City Manager

FROM: Ken Miller, Chief of Police

SUBJECT: Noise Ordinance

In the spring of this year, the Greensboro City Council approved revisions to the City’s noise ordinance to better address and resolve noise problems in downtown and throughout the city. In the course of approving the amended ordinance, the City Council requested a sixty-day review of complaints and enforcement of the ordinance. This memorandum provides that initial analysis, primarily gauging the period of time between the implementation date of June 15, 2012 and August 31, 2012. Staff will present this update to Council at the October 16th City Council meeting and will receive comments from the public at that time.

Enforcement
Since the policy change on June 15, 2012, the Greensboro Police Department (GPD) has issued 54 tickets for noise violations. The categories of noise violations by type are listed below. There have been no fees assessed through these tickets. Twenty-six of the fifty-four tickets were issued in the downtown area and only three tickets were associated with entertainment venues.

<table>
<thead>
<tr>
<th>Noise Violation Ticket Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNNECESSARY NOISE VIOLATION</td>
<td>2</td>
</tr>
<tr>
<td>UNLAWFUL NOISE PRODUCING - VEHICLES, RADIOS, ETC</td>
<td>3</td>
</tr>
<tr>
<td>UNLAWFUL NOISE-PRODUCING ACTIVITIES—COMMERCIAL ESTABLISHMENT</td>
<td>3</td>
</tr>
<tr>
<td>SOUND IMPACTING RESIDENTIAL LIFE</td>
<td>18</td>
</tr>
<tr>
<td>UNLAWFUL NOISES AND SOUNDS</td>
<td>28</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>54</strong></td>
</tr>
</tbody>
</table>

Tickets were issued primarily on the weekends, with eleven on Friday, seventeen on Saturday, and twenty on Sunday. There were only six other tickets issued, all of which were issued on Tuesday (four) and Wednesday (two). The majority of these tickets were issued between the hours of 10pm and 3am (49). There were two tickets issued in the nighttime hours before or after these hours and three tickets issued in the midday hours.

"Partnering to fight crime for a safer Greensboro"
One Governmental Plaza, PO Box 3136, Greensboro, NC 27402-3136 (336) 373-CITY (2489)
Citizen Calls for Service Regarding Noise
Noise calls for service were compared by week for the first 35 weeks of 2011 and 2012. In 2012, noise calls fluctuated between 69 and 141 each week, with Week 16 (April 15-21) having the highest number of calls (141). That compares with Week 17 of 2011, which saw 152 noise calls. Below is a chart which depicts the number of noise calls for service by week, citywide for both CY 2011 and CY 2012.

The chart below shows the number of noise related calls for service that were received by the Greensboro Police Department from June 15, 2012 through August 31, 2012, (77 days) and the preceding 77 days.

“Partnering to fight crime for a safer Greensboro”
One Governmental Plaza, PO Box 3136, Greensboro, NC 27402-3136  (336) 373-CITY (2489)
Feedback
Captain James has coordinated the training and implementation of this ordinance for the GPD. In preparing this report, he inquired into concerns that may have been voiced in any of the divisions, internally or by members of our community.

Internally, the process for determining violations is straightforward and simple. We have established a centralized process to manage the review associated with repeat calls for service, which may trigger the assessment of a fee. The issuance of a violation notice is simple for officers, enables them to continue to address noise from vehicles and we have experienced no problems managing the ordinance.

Within our community, we have heard no complaints regarding the ordinance. The manager of Greene Street nightclub indicated that the lower decibel levels and restrictions on amplified voice have not affected his patronage or business and he is happy with the implementation. A female resident of a condominium near N.Elm Street and Friendly Avenue reported that she still hears some loud noise on Sundays, but that Thursdays and Fridays have not been a problem.

Conclusion
It appears that the structure of the noise ordinance is having some positive impact in our community, particularly in the downtown area. It appears to have had no detrimental impact to the entertainment venues in place and operational. Our processes for measurement, notice of violation and fee assessment appear to be working smoothly. It will take some time for us to tell whether enforcement of the ordinance will reduce the overall workload associated with noise complaints, and whether it will reduce the number of repeat call locations. Currently, there appears to be a slight improvement in workload reduction. My recommendation is to retain the ordinance in its current form and again assess the impact in early July of 2013.

KSM

“Partnering to fight crime for a safer Greensboro”
One Governmental Plaza, PO Box 3136, Greensboro, NC 27402-3136  (336) 373-CITY (2489)
September 27, 2012

TO: Denise Turner Roth, City Manager  
Mujeeb Shah-Khan, City Attorney

FROM: Mike Kirkman, AICP, CZO, Zoning Administrator

SUBJECT: Amending City Ordinances for Mobile Food Vendors

Mobile food vendors are defined by the City as “a person or persons that prepare or serve food and/or beverages to the general public on a recurring basis” either from a mobile piece of equipment (pushcart) or from a motor vehicle or trailer (motorized). The City currently allows both types of vendors in the Commercial-Medium (C-M), Commercial-High (C-H), Light Industrial (L-I) and Heavy Industrial (H-I) zoning districts. These zoning districts are typically found along the City’s major transportation corridors and industrial areas. Pushcart vendors only are allowed in the Central Business (C-B) zoning district, which covers the majority of downtown Greensboro. Both types of Mobile food vendors can be located in any zoning district if they are connected to a temporary event or located on an active construction site.

Under the Land Development Ordinance (LDO), mobile food vendors are limited to one vendor per lot and may not encroach on a public sidewalk, any portion of a clearly defined pedestrian walkway between the sidewalk and the principal use of a property or any portion of access to and from the lot. Vendors must get a permit from the City to operate which includes further prohibitions on areas where they may be located (such as public streets) and spacing requirements from other vendors and various site features. Vendors must also meet applicable requirements from the Guilford County Health Department.

The only variation to these requirements are for mobile food vendors operating in the Downtown Business District, which encompasses properties roughly within the boundary of Smith Street, Church Street, Washington Street, Davie Street, Lee Street, Eugene Street and Spring Street. Within this Downtown Business District, more than one vendor is allowed on a single lot and vendors may encroach on public sidewalks so long as they do not interfere with the ability to travel along these sidewalks. Properties within this Downtown Business District are generally zoned Central Business (C-B).

To remove the current zoning restrictions for motorized mobile food vendors, the City must amend Chapter 30 of the City Code, commonly known as the LDO. City Council may waive the typical process for approving text amendments to the LDO (Planning Board Hearing, recommendation, then Council hearing and decision) under Section 30-4-4.6, Waiver of
Procedure. However, this requires City Council to call a public hearing at one meeting and then hold the meeting on a subsequent date in order to meet required public notifications of this public hearing. To allow motorized food vendors to operate in a similar manner as pushcart vendors in the Downtown Business District the City must also amend Chapter 26 of the City Code, which can be done as a Business Item with no additional advertising requirements. Any change to allow mobile food vendors to operate on public streets or other public spaces would also require an amendment to Chapter 26. However, staff would recommend all proposed ordinance changes related to mobile food vendors occur on the same Council date so all changes can be considered as part of the public hearing process.

As per the Manager’s instructions, staff has been evaluating necessary changes to the current city codes; working from the previously agreed upon timeline of setting the date for the required public hearing at the October 16, 2012 Council meeting and having the public hearing at the November 7, 2012 Council meeting. Please let me know if you have any questions or require additional information.

MK
September 28, 2012

TO: Denise Turner Roth, City Manager
FROM: Reggie Delahanty, Small Business Coordinator

SUBJECT: October Schedule for Commerce Place Food Truck Pilot Program

Eleven mobile food unit operators submitted applications for inclusion in the Food Truck Pilot Program on Commerce Place during the month of October. Selection is now complete for the first four full weeks running October 1st through October 26th. The schedule is available online at www.greensboro-nc.gov/foodtrucks and on Twitter using the #GSOFoodTruck hashtag.

All eleven qualified applicants indicated a preference to be included for lunches, which will occur each weekday during the month from 10am-3pm. Interest in participating during dinner sessions was significantly less, so staff has only assigned out Friday dinner sessions. These sessions will occur from 5-10pm. All other weekday dinner sessions will be open to that day’s lunch participants to decide if they would like to stay in their location at no extra fee. That option is not available on Fridays.

Staff will reevaluate how November is scheduled based on the number of total applicants by the next deadline and their indicated preferences. The deadline for November consideration remains October 18th at 5pm. We continue to receive inquiries and stated interest for inclusion in the next portion of the pilot program and will start a waiting list for any new eligible applicant who is interested in taking an October session should one become available.

RD
Attachment
<table>
<thead>
<tr>
<th>Monday Lunch</th>
<th>Tuesday Lunch</th>
<th>Wednesday Lunch</th>
<th>Thursday Lunch</th>
<th>Friday Lunch</th>
<th>Friday Dinner</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>Hickory Tree BBQ</td>
</tr>
<tr>
<td>My Dream Cakes</td>
<td>Taste of Creole</td>
<td>1618 Mobile Kitchen</td>
<td>Captain Panchos</td>
<td>1618 Mobile Kitchen</td>
<td>Hickory Tree BBQ</td>
</tr>
<tr>
<td>Hickory Tree BBQ</td>
<td>The Ice Queen</td>
<td>The Ice Queen</td>
<td>The Great Escape</td>
<td>Baguettaboutit</td>
<td>Baguettaboutit</td>
</tr>
<tr>
<td>Baguettaboutit</td>
<td>Captain Panchos</td>
<td>Taste of Creole</td>
<td>Big City Sandwiches</td>
<td>The Great Escape</td>
<td>Captain Panchos</td>
</tr>
<tr>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>Hickory Tree BBQ</td>
</tr>
<tr>
<td>The Great Escape</td>
<td>Taste of Creole</td>
<td>1618 Mobile Kitchen</td>
<td>My Dream Cakes</td>
<td>My Dream Cakes</td>
<td>Baguettaboutit</td>
</tr>
<tr>
<td>Taqueria El Azteca</td>
<td>My Dream Cakes</td>
<td>Big City Sandwiches</td>
<td>Big City Sandwiches</td>
<td>Big City Sandwiches</td>
<td>Baguettaboutit</td>
</tr>
<tr>
<td>Captain Panchos</td>
<td>Captain Panchos</td>
<td>Captain Panchos</td>
<td>Captain Panchos</td>
<td>Captain Panchos</td>
<td>Captain Panchos</td>
</tr>
</tbody>
</table>
September 21, 2012

TO: Denise Turner Roth, City Manager

FROM: Virginia Spillman, P.E., Floodplain Administrator
       Kenney McDowell, P.E., Deputy Director

SUBJECT: Progress Report for Floodplain Management/Hazard Mitigation

The National Flood Insurance Program's (NFIP) Community Rating System (CRS) is a voluntary incentive program that encourages community floodplain management activities that exceed the minimum NFIP requirements. As a result of these efforts, citizen flood insurance premium rates are discounted to reflect the reduced flood risk resulting from the community actions meeting the three goals of the CRS. These three goals of the CRS are to reduce flood losses, to facilitate accurate insurance rating, and to promote the awareness of flood insurance.

Greensboro has continued participation in the CRS program requires an annual recertification. The recertification requires the Floodplain Administrator to certify that the City continues implementation of credited activities as well as appropriate documentation that proves credited activities have taken place in our community. One activity requires the City to submit an annual progress report of the Floodplain Management/Hazard Mitigation Plan (HMP).

The broad purpose of the HMP is to protect life, safety, and property by reducing the potential for future damages and economic losses that result from natural hazards. The City of Greensboro was included in Guilford County's Multi-Jurisdictional Hazard Mitigation Plan. The plan was adopted by Guilford County on September 16, 2010, and adopted by City Council on September 21, 2010. The attached document contains the HMP Mitigation Action List for the City of Greensboro and serves as the required progress report. Completion of the action items are the responsibility of multiple City and County Departments. City staff continues to work with Guilford County on the ongoing efforts of the Multi-jurisdictional Flood Hazard Mitigation Plan and any recommendations or questions are welcome.

VS

cc: Steven D. Drew, Water Resources Director
    Michael Borchers, Water Resources Engineering Manager
    David Phlegar, Stormwater Manager
ACTION #7
As new Repetitive Loss Properties are identified within the City of Greensboro, contact all owners and inform them of the assistance available through the Federal Flood Assistance (FMA) programs, in addition to other flood protection measures.
Status: Ongoing

ACTION #8
Augment enforcement of the State Building Code and related City ordinances by encouraging wind-resistant design techniques for new residential construction during the permit process
Status: Ongoing

3. Implementation: n/a

4. Recommendations: The Multi-jurisdictional HMP was adopted by Guilford County on September 16, 2010 and by the City of Greensboro on September 21, 2010 after receiving approval from NCEM and FEMA on the revised plan. The HMP will be used primarily to protect life, safety and property by reducing the potential for future damages and economic losses that result from natural hazards.

5. Dissemination: Guilford County and the City of Greensboro, will disseminate the final document to key stakeholders and participating communities.
MEMORANDUM

TO: DENISE TURNER ROTH
FROM: SARAH HEALY
SUBJECT: GREENSBORO PERFORMING ARTS CENTER TASK FORCE
DATE: 9/27/2012
CC: ROSS HARRIS

UPDATE ON GPAC TASK FORCE

Building Committee: The Building Committee met on Monday, September 24 in the MMOB, Development Services Room. The members of the Design Team that will run the charrette process have been selected – H3 Architects (New York, NY), Theatre Consultants Collaborative (Chapel Hill, NC), Akustiks (South Norwalk, CT), and venue cost consultants (Tampa, FL). Importantly, this team is not designing the PAC at this point, only running the charrette process. The design team is working on a tight schedule and has already begun working with Butch Simmons, co-chair of the building committee. Butch gave them the CAD designs and other additional data on all three sites. H3 has made a point to have the cost consultants active in the process from the beginning. The first site visit by members of H3 took place on Tuesday, September 25th in which they were given a tour all of the three potential sites. H3 also met with coliseum staff (Matt Brown and Scott Johnson).

The next Building committee is scheduled during the Charrette process which will take place October 16-18th. The Building Committee will meet again on Wednesday, November 7th from 12-2pm in the Development Services Office, MMOB.

Operating Model Committee: The committee met on Monday, September 24th, and Michele Walter reviewed the homework assignment feedback from members. Members were asked their opinions regarding GPAC in five areas - activity model, financial subsidy, leadership and civic engagement, community engagement, and defining success. Members were also given five different operating models as case studies to examine. Members discussed pro/con of each model.

The next meeting of the Operating Model Committee will take place on Thursday, November 8th from 12-2pm, CFGG

Financing Options Committee: The Financing Options committee met on Tuesday, September 25th. The committee had a wide ranging discussion on how to finance a potential PAC. Rick Lusk discussed various financing/capital sources and sources of debt repayment. Committee members plan to invite county commissioners to join the Task Force. Steven Wolff to discuss New Market Tax Credit program and how it could be beneficial for a potential PAC.
- The next meeting of the Financing Options Committee will be held on Tuesday, November 7th from 4-6PM, CFGG

**Development Committee:** The committee continues to raise private funds.

**Outreach, Communications and Marketing Committee:** This committee continues to work on materials that will be used to increase public awareness of the charrette taking place October 16-18th.

- The Outreach subcommittee will meet on Monday, October 1st, 4:30PM, CFGG

**Advisory Committee:** The Advisory Committee will hold an in-person committee meeting on Monday, October 1st, 8AM, CFGG

**Task Force:** The full Task Force will meet on October 4, 8-10AM, Holy Trinity Episcopal Church.
Public Affairs
Contact Center Weekly Report
Week of 9/17/12 – 9/23/12

Contact Center
4314 calls answered this week

Top 5 calls by area

<table>
<thead>
<tr>
<th>Water Resources</th>
<th>Field Operations</th>
<th>All others</th>
</tr>
</thead>
<tbody>
<tr>
<td>IVR/Pay by Phone – 160</td>
<td>No Service/Garbage – 69</td>
<td>Privilege License – 55</td>
</tr>
<tr>
<td>General Info – 146</td>
<td>Repair Can/Garbage – 64</td>
<td>Courts/Sheriff - 51</td>
</tr>
<tr>
<td>New Sign up – 143</td>
<td>HH/W/Transfer – 51</td>
<td>Overgrown Lots - 45</td>
</tr>
<tr>
<td>Cutoff Requests – 134</td>
<td>E-Waste Pick up - 45</td>
<td>Employment - 31</td>
</tr>
</tbody>
</table>

Comments

We received a total of 9 comments this week:

Field Operations – 2 comments:

- Compliment to Solid Waste. An employee brought her a brochure and she wanted to say what a great job they did in explaining the procedures in a clear, concise, and polite manner.

- Caller wanted to thank the City for returning to get her yard waste after she missed the truck.

Public Affairs – 1 comment:

- I would not even need to call the Contact Center if email addresses and staff phone numbers were on the city website.

Transportation – 2 comments:

- I have a suggestion to make. It would be nice to have a live visualization system on each of the routes such as the one on http://live.transioc.com. This would help a lot.

- Caller wanted to say thank you for quick action on cleaning signal box.

Water Resources – 4 comments:

- Customer expressed that $1.95 should not be charged to pay online. Other utilities do not charge and we should offer service for free. Customer will begin using his bank’s bill pay to avoid $1.95 convenience fee.

- Have been a customer for many, many, years, and I thank the Water Resources customer service staff for their patience and respect for their customers. A lot of places don’t always take the time and stay patient with people. I appreciate the service I’ve received. You do a good job.

- Believes the rule of one adjustment per two years is unfair and should be changed immediately. Sometimes things happen and people need more than one adjustment for the same problem.
- Called this morning to make sure that you do not cash a check. Staff made sure that even if it returns "NSF" from the Bank of America bill payment plan, because my account has a credit balance, it will not cause me an overdraft fee. Thank you very much and I do appreciate the help from the staff. Obviously very knowledgeable people there.

**Overall**

Calls about the new pay by phone system for water bills increased last week. Calls about employment also increased. Call volume was busy through the end of the week.