

Motion approved with changes. May 19, 2016 item 4 remove January 21, 2016

5. Public Comments – Limit 3 minutes each

No public comments

6. Community Updates

A. Community Safety – Chris Viverette spoke on behalf of Sgt. Michael Broadwell.

Information was provided concerning the Civic Liaison Program, Reporting of neighborhood concerns and expected response, and police call prioritization and response time.

Civic Liaison Program: Civic Liaison Program goes hand in hand with the Community or Neighborhood Watch programs. In the same fashion, neighborhood groups can contact Sgt. Mike Broadwell at 329-4339 and request their neighborhood be assigned a civic liaison from the Police Department. Sgt. Broadwell will then assign a supervisor or officer to make contact with the neighborhood representative and attend future neighborhood association meetings. The officer's responsibility is to listen to concerns, provide feedback and answer those concerns as well as provide information about the police department.

Reporting concerns and expected response: Citizens can contact the police department through several means. The department's non-emergency number is (252) 329-4302. If citizens have a police emergency which should be addressed by the Greenville Police Department it is often faster for the person to call the emergency number of the police department at 329-4300 rather than calling 911, to avoid telling specifics of the need twice. However, should their emergency require fire or EMS they could continue to utilize the 911 system. These numbers do not contact ECU police, the Pitt County Sheriff's Department or the NC Highway Patrol.

When they contact the police for non-emergency matters, they will be put in contact with the appropriate division within the department best suited to address their needs. At times, that may be an entity outside of the police department. In those cases, PD will facilitate their contact with the appropriate person to insure their needs are met.

When calling the police department requesting a police officer, your call will be prioritized based on the response required and other calls for service occurring within the city. Watch Commanders (Lieutenants) working along with Communication's staff prioritize calls to insure it is addressed in a timely manner. For instance, "Priority 1" calls are those calls which are in progress or require an immediate response to protect life and property. Calls for thefts which have occurred previously and no threat to life or safety exist will receive a lower priority rating. These calls will be handled as soon as possible but may require a delayed response.

B. Code Enforcement – Carlton Dawson

Carlton Dawson, Code Enforcement Coordinator introduced himself along with the

staff in Code Enforcement. Carlton expressed that the Code Division's purpose is to assist the public and acknowledged Councilmember Glover's genuine concern for her district. Code Officers work in assigned zones and are required to patrol neighborhoods, knock on doors within the community and talk with citizens in an effort to provide pro-active enforcement, and educate citizens about the Code Ordinance requirements. Code Officers also are required to attend neighborhood meetings and events to work with the neighborhood leaders. Code Enforcement Officers have hearings with property owners and sometimes prepare properties for City Council action. The Code Enforcement Division's Goal for 2016/2017 is to improve Code Enforcement Division perception. This will be accomplished by providing excellent customer service and working closer with the neighborhoods to foster a partnership for a good working relationship.

C. Greenville Utilities Commission (GUC) – Scott Mullis, Assistant Director of Customer Relations and Jonathan Sergeant

Scott Mullis discussed the following:

- 4% Electric Rate Reduction and Water and Sewer Rate Increases – The savings decrease in electric rates have been passed to GUC's customer due the sale of the Nuclear Power Plant. The GUC water supply comes from the Tar River. The water is highly treated before turned into drinking water. Water is tested every hour each day to assure it is sanitary. To assure that water quality meets the EPA (Environmental Protection Agency) guidelines, 50 additional locations are tested daily to make sure it's drinkable. Effective Monday, June 20th you may notice that the water smells a little different from normal. An annual practice for GUC is to flush the water line using chlorine. It may smell like a swimming pool. This process is safe and will last through August 1st.
- GUC new Billing System - The new software was designed with GUC customer's in mind. Customers will be able to set billing alerts and other features.
- Budget Billing - Budget Billing was designed for GUC customers that have had serve for twelve consecutive months. Budget billing customer's bill stays the same for 12 months for an entire year. At the end of the 12-month period, there will be a "true-up." This involves GUC calculating customer's actual usage and determining what their "real" bills should have been for the year. That amount will be compared to the amount you paid using the Budget Billing feature. Differences will be calculated and factored in the following year's bill.
- Discussed the Temporary Water Conversion back to Chlorine
- Discussed GUC's billing process and meter read process
- Took Questions from the Audience

D. Recreation and Parks – Shana Kriewall, Recreation Superintendents

Shana Kriewall's presentation consisted of the following announcements: the City of Greenville summer camps are now open, the Community Pool and Spray Park's openings, and the new playground being built at the Town Common. The City is hoping to secure additional sponsors for the unfunded elements, which range in cost from \$9,000 to \$36,000. Sponsor support will be acknowledged in signage at the site of the sponsored item, for the entire life of that item, and it is possible for multiple sponsors to share the cost of a single playground element. The construction on the

playground should be completed by September 30, 2016. Shana also mentioned that Recreation and Parks have two “senior” clubs that meet at Eppes Recreation Center named “Southside” and “Moyewood.”

Also it was asked when South Greenville Recreation Center would be completed. Shana stated that the latest information she had was the completion of the project would be October 2016. Everyone is invited to attend when they have their ribbon cutting ceremony. Date of the ceremony is still to be determined.

7. Old Business

A. Horizon’s Plan Update

No discussion.

8. ADJOURN

MOTION TO ADJOURN

Motion: Carolyn Glast

Second: Ann Maxwell

Motion Passed

Having no further business, the meeting adjourned at 7:48PM.

Respectfully submitted,

Tiana Keith, Neighborhood Liaison Ombudsman