

1 - Work Session Agenda

Documents:

[1 - WORK SESSION AGENDA.PDF](#)

2 - Budget Workshop #1

Documents:

[2 - BUDGET WORKSHOP 1.PDF](#)

3 - Woodruff Parallel Area Draft Plan

Documents:

[3 - WOODRUFF PARALLEL AREA DRAFT PLAN.PDF](#)



CITY COUNCIL OF THE CITY OF GREENVILLE WORK SESSION MEETING

Monday, April 11, 2022 - 2:00 p.m.

Greenville City Hall, Council Chambers, 206 S. Main Street

Citizens may access the meeting at the following web address:

<https://www.greenvillesc.gov/1694/Online-Meetings>

CITY COUNCIL: Mayor Knox White; Councilmember Wil Brasington; Councilmember John DeWorken, Councilmember Dorothy Dowe, Councilmember Lillian Flemming; Councilmember Ken Gibson; Councilmember Russell Stall

CITY STAFF: City Manager John McDonough, Interim City Attorney Leigh Paoletti; City Clerk Camilla G. Pitman

AGENDA

- | | | |
|-----------|---|------------------|
| 1. | Call to Order | 2:00 p.m. |
| 2. | Budget Workshop #1
<i>(Presented by City Staff)</i> | 2:00 p.m. |
| 3. | Woodruff Parallel Area Draft Plan
<i>(Presented by Assistant City Manager Shannon Lavrin)</i> | 4:00 p.m. |
| 4. | Annexation Update
<i>(Presented by Assistant City Manager Shannon Lavrin)</i> | 4:15 p.m. |
| 5. | Executive Session:
<i>NOTE: City Council will leave the Work Session to conduct an Executive Session which is not open to the public. The Work Session meeting will adjourn following the completion of the Executive Session. No action will be taken prior to adjourning the meeting.</i> | 4:45 p.m. |
| a. | Legal Briefing
<i>(Presented by Interim City Attorney Leigh Paoletti)</i> | 4:45 p.m. |
| b. | Boards and Commissions
<i>(Presented by City Clerk Camilla Pitman)</i> | 5:00 p.m. |
| 6. | Adjourn | 5:15 p.m. |

FY23 Budget Workshop #1

April 11, 2022



FY23 Budget Process – Conceptual Framework

- **Build on FY22 Successes**
 - Imminent opening of Unity Park, the City's largest construction project in history
 - Pivot from construction phase to operating a world-class amenity
- **Deliver on Infrastructure Investments**
 - Neighborhood Infrastructure Bond (NIB), Special Emphasis Neighborhood Sidewalks, Public Safety Campus – all large and historically significant investments
- **Make targeted investments in additional personnel and resources to support Council Priorities, work plan and maintenance needs**
- **Continuing to provide excellent day-to-day service to our community**

FY23 City Council Priorities



Purpose of Meeting

- **To receive feedback and direction from City Council as we develop the FY23 Budget**
- **Review FY23 planning assumptions**
- **Understand priority Service Enhancements and Capital Improvement Program (CIP) projects**

Budget Process

- Calendar set and published early, begins with validation of priorities by Council at Annual Council Retreat
- Priorities may be adjusted during the Annual Retreat
- OMB produces five-year financial forecast in January
- City Manager holds Budget Hearings in March with Department heads to review current year budget projections and requested enhancements
- All requests and budgeted items must be tied to Council's adopted priorities
- Identify assumptions and validate them early in budget process

Annual Operating Budget

Fiscal Year 2021-2022



Prepared by the City of Greenville Office of Management and Budget

Operating Departments



Greenville Police Department

City Council Priority Area:

- *Public Safety & Engagement*





Public Safety – Police – Quality of Life

Mission: Collaborate with our community to prevent crime, promote safety and enhance quality of life.

Accountability, Transparency, Community Engagement

Neighborhood Engagement Officers

Hiring and Retention, School Resource Officer Grant

Traffic Response Vehicle

Project Safe Neighborhood



Public Safety – Police Accomplishments

Strategic Focus Area - Prevent Crime, Promote Safety, Enhance Quality of Life

<u>Goal</u>	<u>Accomplishments</u>
False Alarm Reduction – New Ordinance enacted September 2021	• 17 locations on Suspended Response List • There was a 6% reduction in 2021 alarms • New permits issued for 476 previously un-registered locations • \$68,157 earned in Revenue
Property Crime Reduction	• Shoplifting decreased -13.5% • Theft from Motor Vehicles increased +1.5% • Auto Theft increased +17% (unlocked and/or running)
Traffic	• Collisions on roadways increased +16% • Traffic Citations reduced by -24% • Warning Citations increased by +31% • Coordination with Traffic Engineering and Consultants: Augusta Rd



Public Safety – Police Accomplishments

Reduce Officer Response Time to 9-1-1 Calls (2.6% reduction for emergency calls)

Average Response by Priority 01/01/20 to 12/31/2020

Priority	Call Count	Call To Keystroke Time	Call Handling Time	Call Dispatch Queue Time	Dispatch Delay	Enroute Delay	Travel Time	Response Time	On Scene Time	Service Time	Call To Close
Emergency	5113	0.16	1.41	1.69	3.10	0.27	5.45	8.55	49.69	54.87	58.23
Immediate	4433	0.21	2.02	4.43	6.45	0.23	6.72	13.17	44.01	50.50	57.18
Routine	24868	0.24	2.33	8.92	11.25	0.30	7.51	18.76	33.96	41.16	52.72

Average Response by Priority 01/01/21 to 12/31/2021

Priority	Call Count	Call To Keystroke Time	Call Handling Time	Call Dispatch Queue Time	Dispatch Delay	Enroute Delay	Travel Time	Response Time	On Scene Time	Service Time	Call To Close
Emergency	5863	0.14	1.40	1.45	2.85	0.28	5.55	8.41	50.57	55.84	58.98
Immediate	5146	0.22	2.07	4.14	6.20	0.29	7.09	13.29	40.13	46.89	53.43
Routine	27386	0.24	2.44	9.08	11.52	0.39	8.07	19.59	33.83	41.53	53.42



Public Safety – Police Accomplishments

Three-year Crime Comparison

Use the National Incident Based Reporting System

NIBRS			
Part I Crime - Violent & Property Crime Breakdown (2019 - 2021)			
Violent Crime			
Crime Category	2019	2020	2021
Murder/Non-Negligent Manslaughter	4	8	7
Negligent Manslaughter	0	1	4
Rape	39	40	35
Robbery	83	87	70
Aggravated Assault	158	229	237
Aggravated Assault (Domestic Violence)	61	65	67
Violent Crime Subtotal	345	430	420
Property Crime			
Crime Category	2019	2020	2021
Burglary/Breaking & Entering	353	335	294
Motor Vehicle Theft	209	236	273
Shoplifting	881	740	637
Theft from Motor Vehicle	594	743	752
All Other Larceny	796	953	877
Arson	1	8	5
Property Crime Subtotal	2,834	3,015	2,838
Total	3,179	3,445	3,258

Address problems proactively

- Neighborhood Engagement
 - Education Campaigns
 - Community Meetings
-
- Negligent Manslaughter associated with DUIs/Traffic

Public Safety – Population Density

Rank	City	Population - 2020	Square Miles	Population Density
1	Charlotte-Mecklenburg	958,358	297.7	3,219
2	Greenville	72,014	29.9	2,407
3	Rock Hill	74,372	39.1	1,900
4	Spartanburg	37,469	19.9	1,885
5	North Charleston	117,503	81.1	1,450
6	Columbia	131,777	139.6	944
7	Charleston	139,582	156.6	891

- Above is a table showing the population density for each of the cities in the analysis.
- Even though Greenville has the second lowest population, it has the second highest population density. This population density consists of Greenville city residents and does not consider the daytime population which swells to well above the listed population.
- According to a 2020 demographics report, Greenville's daytime population is 135,685, which would put Greenville well above Charlotte-Mecklenburg in the population density category.
- Even with such a high population density, Greenville has some of the lowest crime rates among the comparison cities.

Public Safety – Police

Neighborhood Engagement Team (NET)



Mission Statement:

Build relationships and trust between the Greenville Police Department and the community while leveraging best practices in community outreach, community policing and neighborhood engagement.

NET will work within the police department to ensure that community relations efforts are consistent and directly support patrol operations with the goal of building long-lasting relationships with all communities.

Public Safety – Police

Neighborhood Engagement Team (NET)



Call Areas & Neighborhood Assignments:

- Area 1 – Colonel Elias Earle, Stratham, Viola Park
- **Area 2** – Southernside, Hampton-Pinckney
- Area 3 – West Greenville, West End
- Area 4 – Green Ave, Logan Park, Haynie-Sirriner
- **Area 5** – Pleasant Valley, Shemwood
- **Area 6** – Nicholtown (2 officers)

* Bold areas are currently assigned



Public Safety – Police Accomplishments

ALPR - Expanded to 25 Units

June to December 2021

Total Arrestees	113
Stolen Vehicles Recovered	87
Minimum Total Value	\$174,000
Stolen Plates Recovered	37
Firearms Recovered	6
Warrants Served	26
Found Missing Person	3
Vehicles with Drugs Recovered	50



Public Safety – Traffic Response Vehicle



In service August 2021

- Disabled vehicles moved from roadway – 20
- Tire changes – 19
- Fuel provided or battery jumped – 17
- Signboard or other equipment used for traffic control – 11
- Responded to collisions



Public Safety – Police

School Resource Officer Grant Program

- State-Funded School Resource Officer Program
 - Partner w/Greenville County School District
 - Addition of three (3) SROs to Personnel Allotment
 - 100% of Salary, benefits, vehicles, uniforms, and accessories covered by grant
- Sullivan Center
- West Greenville School
- Sterling School



Public Safety – Police

Technology Partnership with Greenville County Department of Public Safety



Federal Grant for equipment

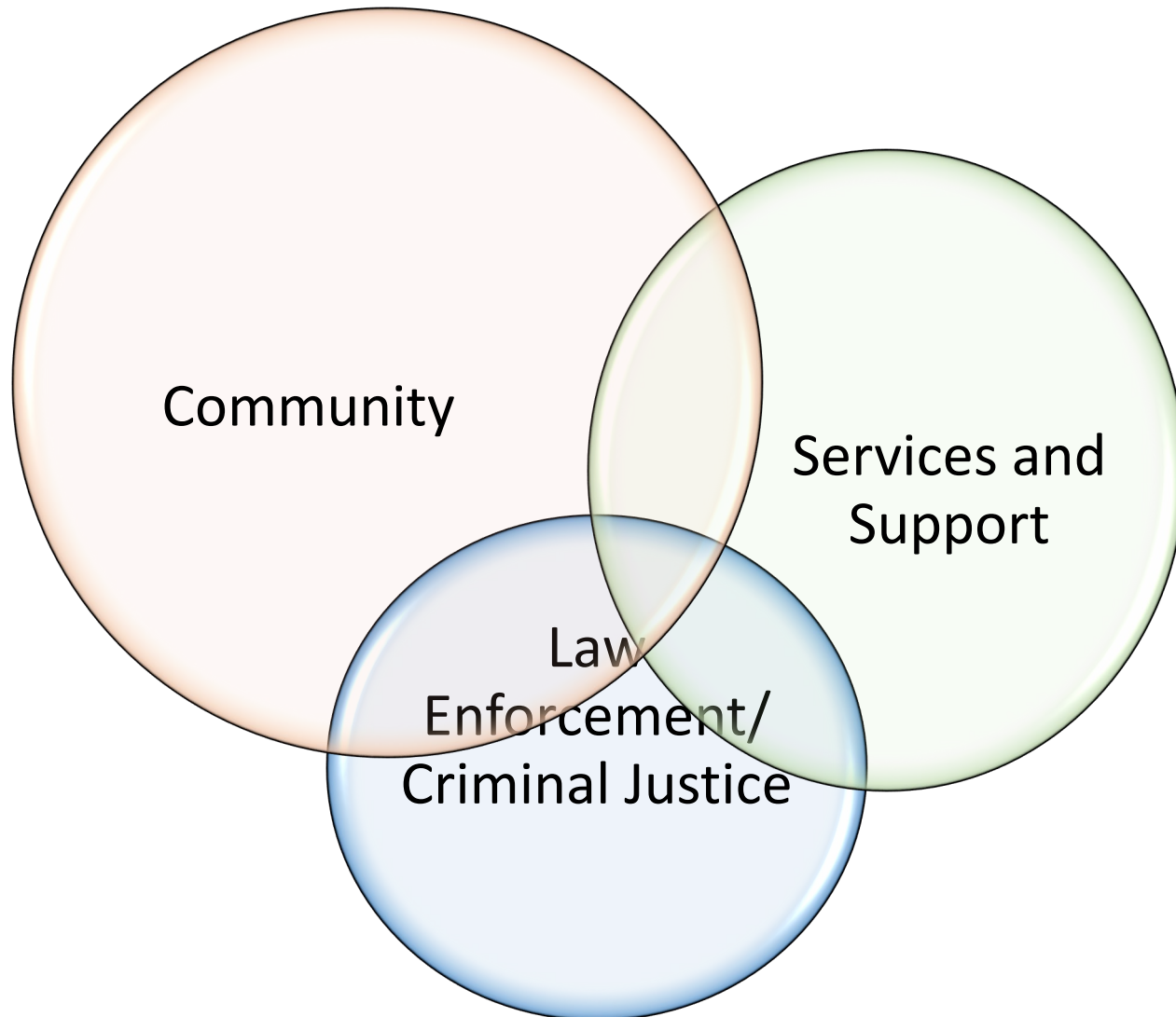
- National Integrated Ballistic Information Network

- Investigate crime involving firearms

Supports Project Safe Neighborhood and reducing gun violence

Public Safety – Police

Project Safe Neighborhood



Grant:

- Build trust and partnership – community and law enforcement
- Reduce violent crime
- Divert from Criminal Justice track
- Improve opportunities for children (GRAVITY)
- Coordinate resources

Public Safety – Recruiting

- Updated GPD recruiting photos and used those in social media campaigns
- Updated recruiting slogan to “See Yourself Here” and branded recruiting and advertising campaigns with this slogan
- Bought ad space at the Haywood Mall
- Distributed yard signs advertising application opening dates





Public Safety - Recruiting

- 2021 Hiring workshop
 - Recruitment presentation/Networking
 - Candidates allowed to practice the PAT
 - 36 total attendees
 - 18 applications received
 - 8 W/M; 1 W/F; 1 B/M; 2 B/F; 4 H/M, 1 H/F, 1A/M



Public Safety Career Fair
Greenville Convention Center
4-18-2022 1pm-5pm



Public Safety – FY 23 Work plan

<u>Goal</u>	
Online Incident Reporting	Several Businesses using the App, expanding the program
Recruiting	Build upon accomplishments of prior year
Project Safe Neighborhood	Integrated strategy to develop partnerships with Communities, Non-profits, and Law Enforcement
	Improves quality of life, addresses recidivism, addresses violent crime. Addresses children becoming involved in violent crime
	Leverages the GRAVITY (Gang Reduction And Violence Intervention Targeting Youth) and Neighborhood Engagement
	Kickoff meeting planned June or July

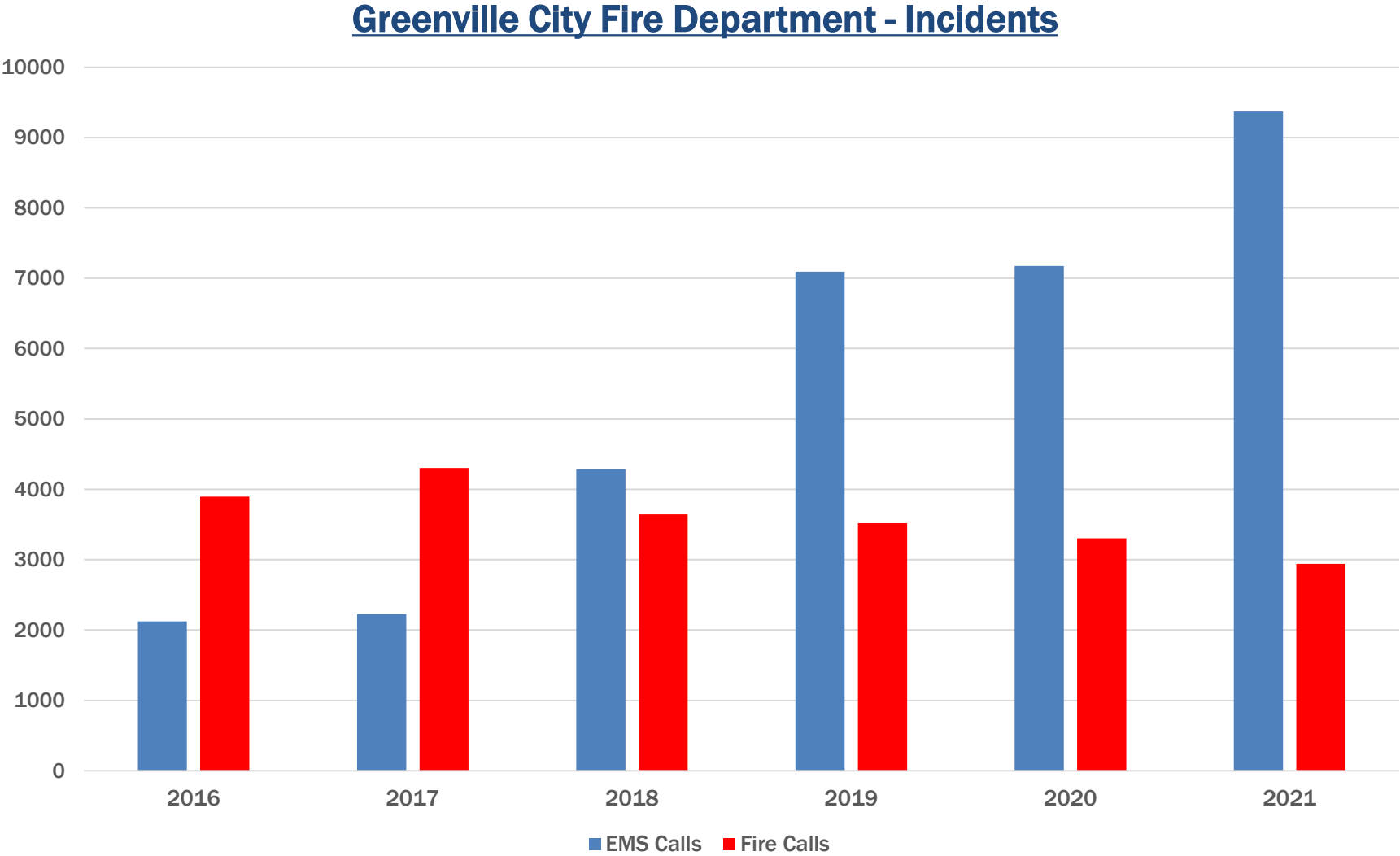
Greenville City Fire Department

City Council Priority Area:

- *Public Safety & Engagement*

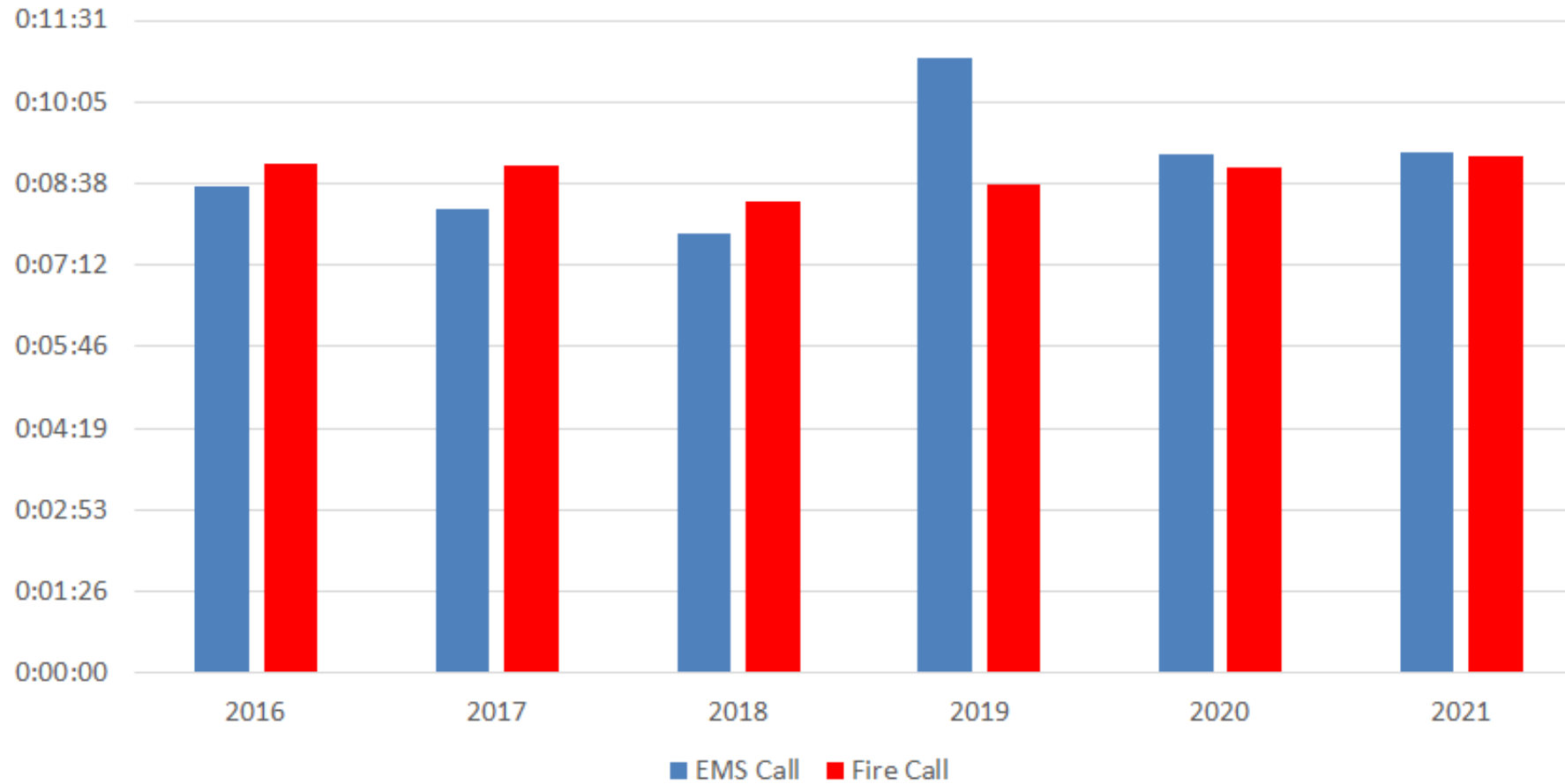


EMS and Fire Calls



EMS and Fire Response Times

Greenville City Fire Department – Total Response Times



EMS and Fire Response Times

2021 Calendar Year				
GCFD Response Times (Medical Incidents)				
	Call Processing	Turnout	Travel	Total
Emergency	02:11	01:44	05:51	09:12
GCFD Response Times (Fire/HAZMAT/Service/Technical Rescue)				
	Call Processing	Turnout	Travel	Total
Non-Emergency	01:43	01:48	07:38	10:06
Emergency	01:14	01:40	06:53	09:08
All Response Times are 90th Percentile				



Fire Department FY23 Priorities

Strategic Focus Areas

Ensure the department's emergency service delivery system meets or exceeds recognized national standards

Acquire and maintain facilities and equipment necessary for effective emergency response

Expand our involvement in our Career Center Fire Programs and expand our Explore programs to enhance recruitment at the local level

Prepare the Department for the future while meeting the needs of the citizens of Greenville through community driven strategic planning

Fire Department FY23 Goals

- Implement automatic mutual aid response based on closest apparatus to enhance deployment objectives and reduce response times
- Implement MARVLIS deployment monitoring program for intelligent apparatus demand/risk coverage
- Develop Aircraft Rescue and Firefighting (ARFF) training outline with Downtown Airport
- Acquire property for Stone Avenue Fire Station replacement
- Explore options for replacement of burn building and drill tower
- Work with all City departments to produce City-wide Continuity of Operations Plan (COOP) and conduct annual exercise
- Advance our level of services by creating a Special Operations ALS Program (Tox-medics; USAR; Special Events).
- Training additional personnel to the Paramedic Level

Multi-Jurisdictional Special Operations Participation

Within the Greenville Fire Department, highly-trained special operations members of the GCFD participate in the following regional and/or state-wide technical response programs:

<u>Active Members</u>	<u>Team Name</u>
36	Upstate Regional HAZMAT Team (GCERT)
21	Upstate Urban Search & Rescue (SC-TF6)
1	Upstate Incident Management Team
10	South Carolina Urban Search & Rescue (SC-TF1)
1	South Carolina Palmetto Incident Support Team (SC-IST)



Strategic Considerations

- **Short Range (1-3 years)**
 - Complete replacement and relocation of Stone Avenue Fire Station
 - Purchase property for Southeastern Fire Station (Relocation of Pleasantburg Fire Station)
 - Plan for SCBA replacement
 - Enhanced Community Risk Reduction Programs
 - Automatic Aid with neighboring fire departments
 - ISO re-inspection process
 - Drill Tower upgrades and replacement of burn building
 - Special Operations ALS Program
 - Secure funding to engage a third party vendor to develop a citywide Continuity of Operations Plan (COOP)
 - Work with other City Departments to implement a preemption system for traffic lights to assist Public Safety response

Strategic Considerations

- **Mid Range (3-5 years)**
 - Construction of Southeastern Fire Station to replace and relocate Pleasantburg Fire Station
 - Become an ALS non-transport agency
 - Reaccreditation with CFAI as an agency
 - Compliance Engine (Inspection Reports Online)
 - Upgrade or replace current record management system
- **Long Range (5-10 years)**
 - Plan for renovation/replacement of West End Fire Station
 - Plan for replacement of Eastside Pelham Rd. Fire Station
 - Work with other Fire Departments to create a County Wide Recruit (firefighter) Training Program
 - Continue and update our Personal Protective Gear replacement plans

Public Works

City Council Priority Areas:

- *Neighborhoods & Affordable Housing*
- *Recreation, Open Space & Environmental Sustainability*
- *Mobility*



FY22 Accomplishments

- **Major Capital Improvement Projects:**

- **Completed Projects**

- Fairforest Way Phase II Improvement Project
 - Haywood Sidewalk Project
 - Village of West Greenville Phase VII
 - **Augusta Street traffic safety analysis and Phase 1 Road Diet**
 - S. Main Street Bridge Rehabilitation
 - NSTEP Rounds 13 and 14
 - Completed GLDTC FY 21 Resurfacing Contract and \$1.6m in City-managed resurfacing
 - Completed \$1.6M in street resurfacing
 - Completed Pavement Preservation Contract
 - Unity Park Phase 1, Phase 1B, Phase 2A - completed

- **Projects in Progress**

- **SRT Pedestrian Bridges – construction underway**
 - NSTEP Round 15; Round 16 in right-of-way acquisition
 - GLDTC FY 22 Resurfacing Contract is underway (includes \$3M in matching funds for SCDOT-owned roadways)

- **Traffic Management**

- Completed transition to online platform for Traffic Calming Program
 - Traffic calming plans
 - 7 neighborhoods completed
 - 4 neighborhoods in process
 - 16 neighborhoods in petition phase
 - Traffic Calming Installation - Installed 15 speed humps; 11 humps scheduled
 - Deployed 5 advanced radar speed limit signs
 - Continued coordination with SCDOT to install fiber optic network; 89 signals are currently online
 - ITS Master Plan – underway
 - Downtown Transportation Master Plan Phase 2 - underway
 - South Downtown Traffic & Infrastructure Assessment – completed
 - **City-Wide Pedestrian Safety Study - underway**
 - Completed restriping on 9 city streets
 - 15 internally illuminated street name signs (4 intersections) are scheduled to be installed

FY22 Accomplishments

- **Permitting & Development**

- Processed **825** Encroachment permits and performed inspections on **156** site permits
- Performed project management for major development agreements including Grand Bohemian, District 356, and United Community Bank

- **Stormwater Projects**

- **Completed stream stabilization projects at 6 different locations, including the mitigation for the construction of Parallel Parkway**
- Completed boring under Academy and upsize of downstream system for Rhett Street

- **Wastewater Projects**

- Established a Capacity, Management, Operations, and Maintenance (CMOM) program
- Established a rehabilitation plan for ReWa's Wet Weather Program

- **Parking Services**

- **Implemented a mobile payment option (ParkMobile) is the West Washington and West End Park and Ride lots**
- Implemented a mobile License Plate Recognition enforcement solution
- Implemented a new Accounts Receivable system to allow the customer to manage their own parking account
- Installed energy efficient LED lighting in the exteriors and stairwells of all the parking garages

- **Facilities**

- Completed a major overhaul of Heritage Green Fountain to include a total refurbishment and a new colored variable lighting installation

FY22 Accomplishments

- **Right of Way & Beautification**
 - **I-385 beautification: Removed bushes from the medians, installed mulch on terrace planters, pruned and trimmed all trees in medians, litter collection, and spraying for weed control**
 - **Sweeping routes modified and added I-385**
- **Street Operations**
 - **Neighborhood blitz project in the Greenline-Spartanburg area**
 - **Enhanced litter crew to ensure coverage throughout the city 7 days a week to include a new litter route map**
 - **Downtown cleaning and repair blitz to include pressure washing, statue cleaning, painting, installing rubberized mulch, and repairing trip hazards**
- **Stormwater Operations**
 - **South Main Street Parking lot - completed**
 - **Unity Park Meadow St. Parking Lot – completed**
- **Solid Waste & Recycling**
 - **More than 10 million pounds of leaves collected during fall leaf season**
 - **Successfully renegotiated the City's recycling contract**
 - **Awarded \$22,500 in SCDHEC grants for SW programs**
 - **Hosted (2) Electronic Waste and Paper Shredding events**
 - **Worked with HR to implement a "Seasonal Supplemental Pay Increase Program" for leaf season and an "Equipment Operator in Training Program"**
- **Fleet**
 - **Ranked #1 Mid-Size Fleet by Government Fleet and APWA's 50 Leading Fleets for the 2nd time in 5 years, and ranked in the top 20 of the 100 Best Fleets of the Americas for the 5th straight year**
 - **Renewed as ASE Blue Seal shop for the 5th year**
 - **Reduced waste oil, coolant and filters through fluid sampling program**

FY23 Goals

- **Improve roadway safety and conditions and maximize the capacity and efficiency of the City's transportation system through robust traffic calming, traffic management, pavement management, bridge maintenance, guardrail and striping programs using appropriate technologies**
- **Enhance pedestrian mobility and safety through sidewalk and trail multi-use path projects**
- **Execute and enhance the City's infrastructure maintenance, repair and improvement programs**
- **Improve Parking Customer Experience by:**
 - **Expanding ParkMobile into all City parking garages**
 - **Implementing Parking Guidance System in the RiverPlace garage**
 - **Implementing a vehicle counting system to provide real time occupancy data to the general public**
- **Utilizing Stormwater 2.0, complete stormwater inventory/asset management data collection of City's storm drain system and enhance maintenance on stormwater system and natural resources**

FY23 Goals

- **Install 40 new speed humps and 10 new radar signs for neighborhood traffic calming**
- **Enhance the standard of facility maintenance by implementing a parts management system with a local vendor and a customer satisfaction survey through Cityworks**
- **Partner with technical schools to implement an apprenticeship program**
- **Develop a robust recycling education program for City facilities and employees, and reduce recycling material contamination rate by 5%**
- **Obtain SCDHEC Composting Permit for "leaf diversion activities" to save "leaf season" transportation costs**

FY23 Priorities

- **Continue public safety enhancement programs – City-Wide Pedestrian Study, Stone Avenue road safety audit, roadway striping/signage, emergency response technologies**
- **Complete Intelligent Transportation Systems Master Plan, development of the Traffic Management Center and continue coordination with SCDOT for fiber optic installation for signal communications**
- **Implementation of road, sidewalk and traffic management projects approved in the Neighborhood Infrastructure Bond & Capital Improvement Program**
- **Complete Downtown Transportation System Master Plan Phase 2 to prioritize transportation projects in CBD**
- **Complete design and right of way acquisition for South Downtown Roadway Improvements**

FY23 Priorities

- Improve efficiency of Street Sweeping Program through route improvements via Cityworks and GPS tracking
- Continue bi-monthly targeted community appearance improvement program
- **Continue to execute and enhance the litter program to address increased demands of the city**
- Participate in the planning process for additional parking opportunities in order to support Economic Development
- Address solid waste collection issues with the CBD
- **Plan for and begin transition of city vehicles to alternate fuels, deploy first fully electric vehicles**
- Implementation of sanitary sewer manhole rehabilitation project, sewer evaluation and system cleaning as identified in ReWa Wet Weather Program

Parks, Recreation, and Tourism (PRT)

City Council Priority Areas:

- *Recreation, Open Space & Environmental Sustainability*
- *Mobility*



FY23 Priorities – Parks

- Continue to inventory trees in ROW and Parks and identify planting spaces for small, medium and large trees.
- Increase use of Cityworks as an analytical tool to define our most costly maintenance issues and areas of most concern.
- Implement defined projects from the Cleveland Park Master Plan in conjunction with the SRT extension.
- Continue to develop plans to give away trees at dedicated events in order to get more trees on private property. Look for areas on City property to plant and enhance our canopy coverage.
- Complete construction and open the new Swamp Rabbit Trail Green Line.
- Complete all beds along Main Street with new material.
- Complete renovations to Spring Garden bridge and study at Pedrick's Garden bridge.
- Develop a comprehensive signage plan for the redesign and replacement of City parks and SRT wayfinding signage.
- Start Falls Park sign replacement plan and continue prepping for 20-year anniversary.

FY23 Priorities – Recreation

- **Present results from the FY22 Feasibility Study of the West Greenville and Nicholtown Community Centers. Determine next steps for future design and programming.**
- **Increase data collection and analysis to better understand our current and potential customer base, service gaps and programmatic needs.**
- **Establish year-round marketing plans to include channels and content that are relevant to a diverse audience.**
- **Engage with new and established partners to enhance program and service delivery.**
- **Provide programs that are focused on healthy lifestyle choices for individuals at a variety of income levels.**
- **Evaluate and redesign recreational signage in all City parks.**
- **Streamline process for contract groups using city facilities for programming.**

FY23 Priorities – Tourism

- Work with local businesses and neighborhood associations to build relationships and help maximize positive impact from the opening of Unity Park.
- Work with Downtown Merchant Association to grow the Window Wonderland and Trick-or-Treat events.
- Continue to grow Downtown Merchant Association contact list and improve road closure notification system to make sure downtown merchants are aware.
- Continue to review options for diversity at all events, including Downtown Alive, Main Street Fridays, Fall for Greenville and the Saturday Market.
- Continue to work with Greenville Police, Greenville Fire, and Public Works to improve communications about security needs, road closure security and event weekend protocols.
- Establish a rotating art schedule for the Unity Park Welcome Center that highlights local and diverse artists.
- Finalize public art mural program that will encourage the placement of high-quality public art murals and contribute to citywide creative placemaking efforts and promote vibrant public spaces.
- Launch inaugural City of Greenville Poet Laureate program.

FY23 Priorities – Greenville Zoo

- Create a sloth experience that engages the public.
- Construct a new giraffe feeding platform to be funded by the Greenville Zoo Foundation and develop public feeding experience.
- Source more recyclable and compostable products where possible and financially feasible.
- Explore options for making improvements to the food and retail operations.
- Increase exposure and marketing for events at the Zoo to drive increased attendance and revenue.
- In collaboration with the Greenville Zoo Foundation, start plans for a new Capital Campaign.
- Continue to grow our guest amenities and customer service initiatives.
- Grow our conservation programs, including internal Zoo initiatives.

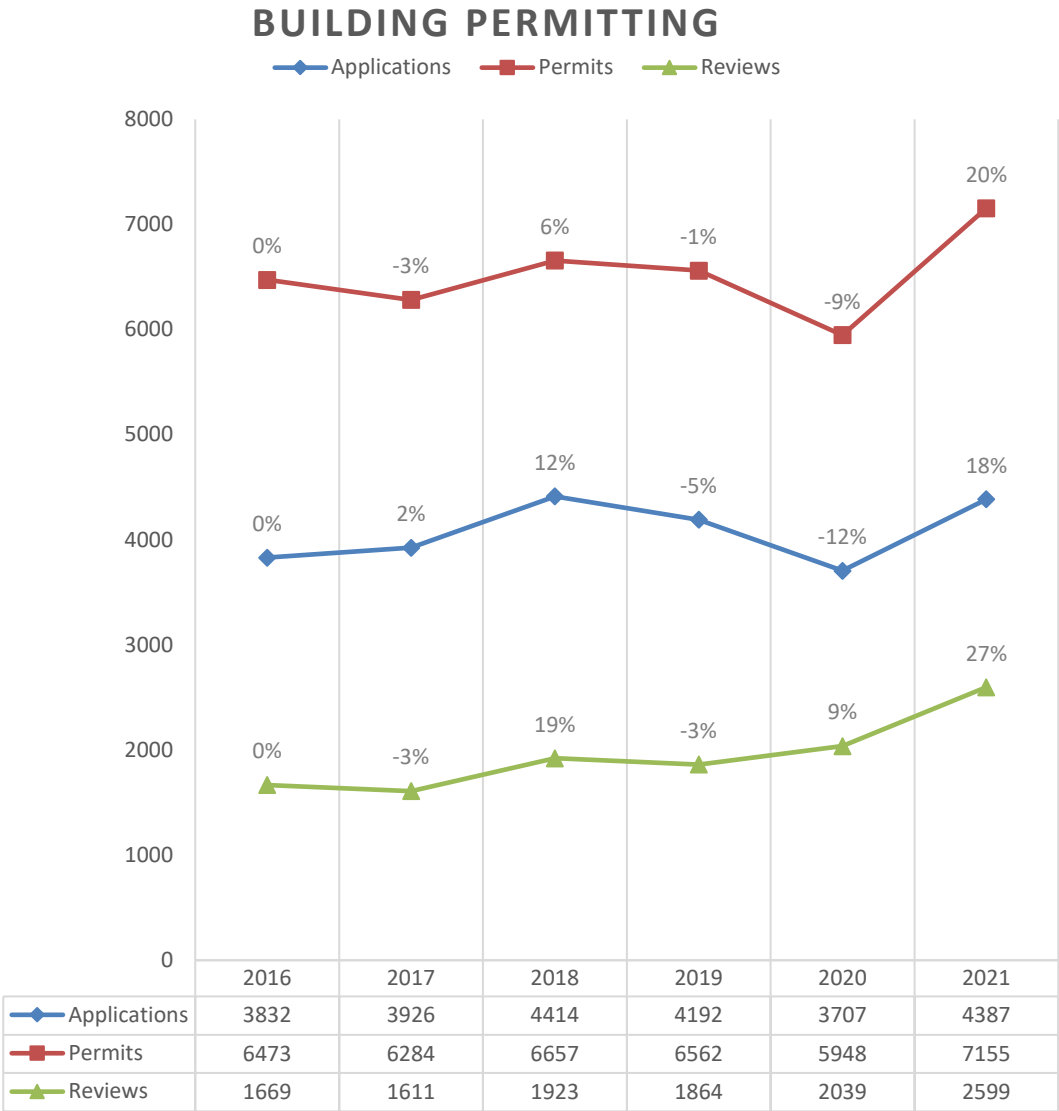
Planning and Development Services

City Council Priority Areas:

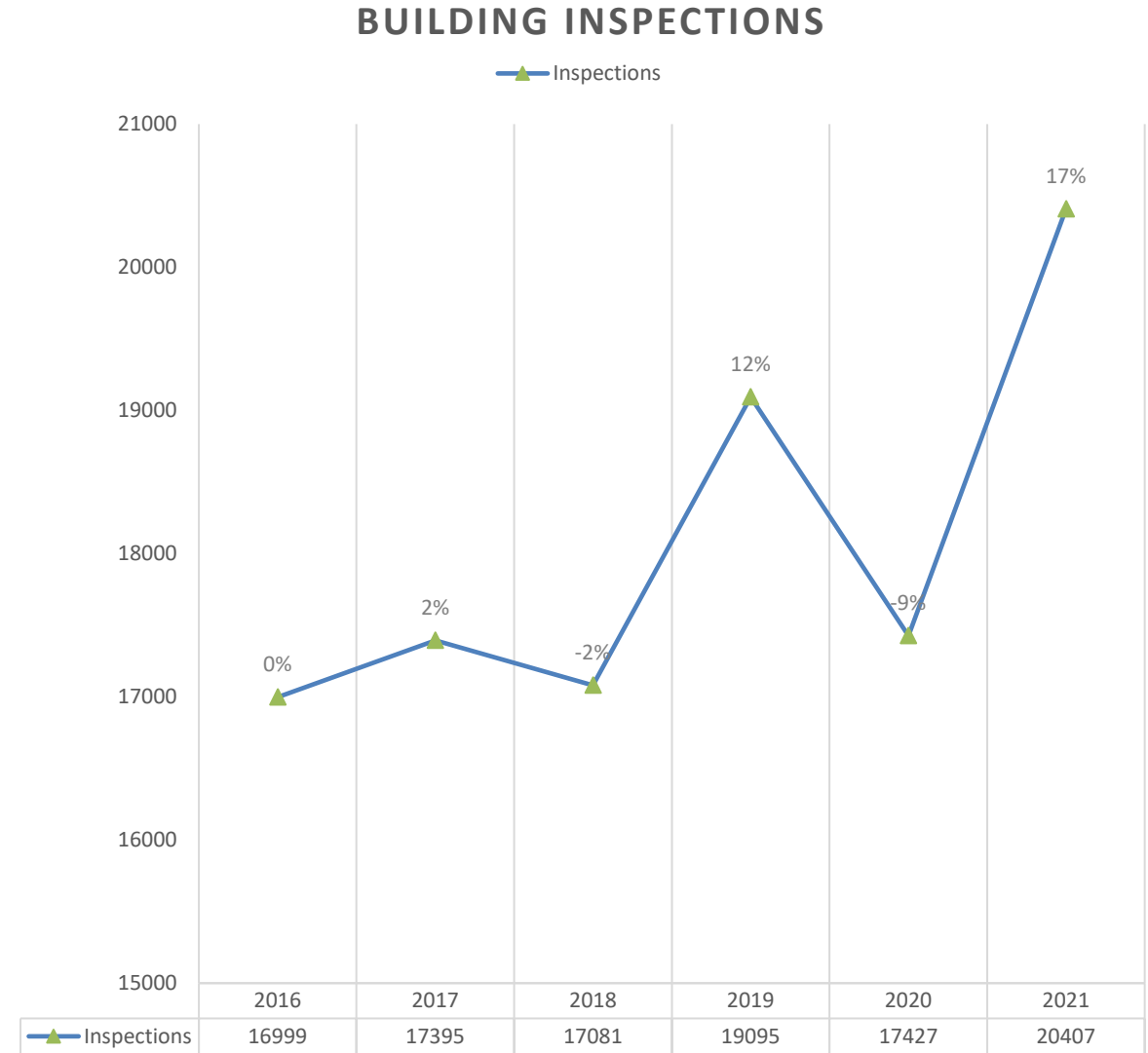
- *Neighborhoods & Affordable Housing*
- *Economic Development*
- *Recreation, Open Space & Environmental Sustainability*
- *Mobility*



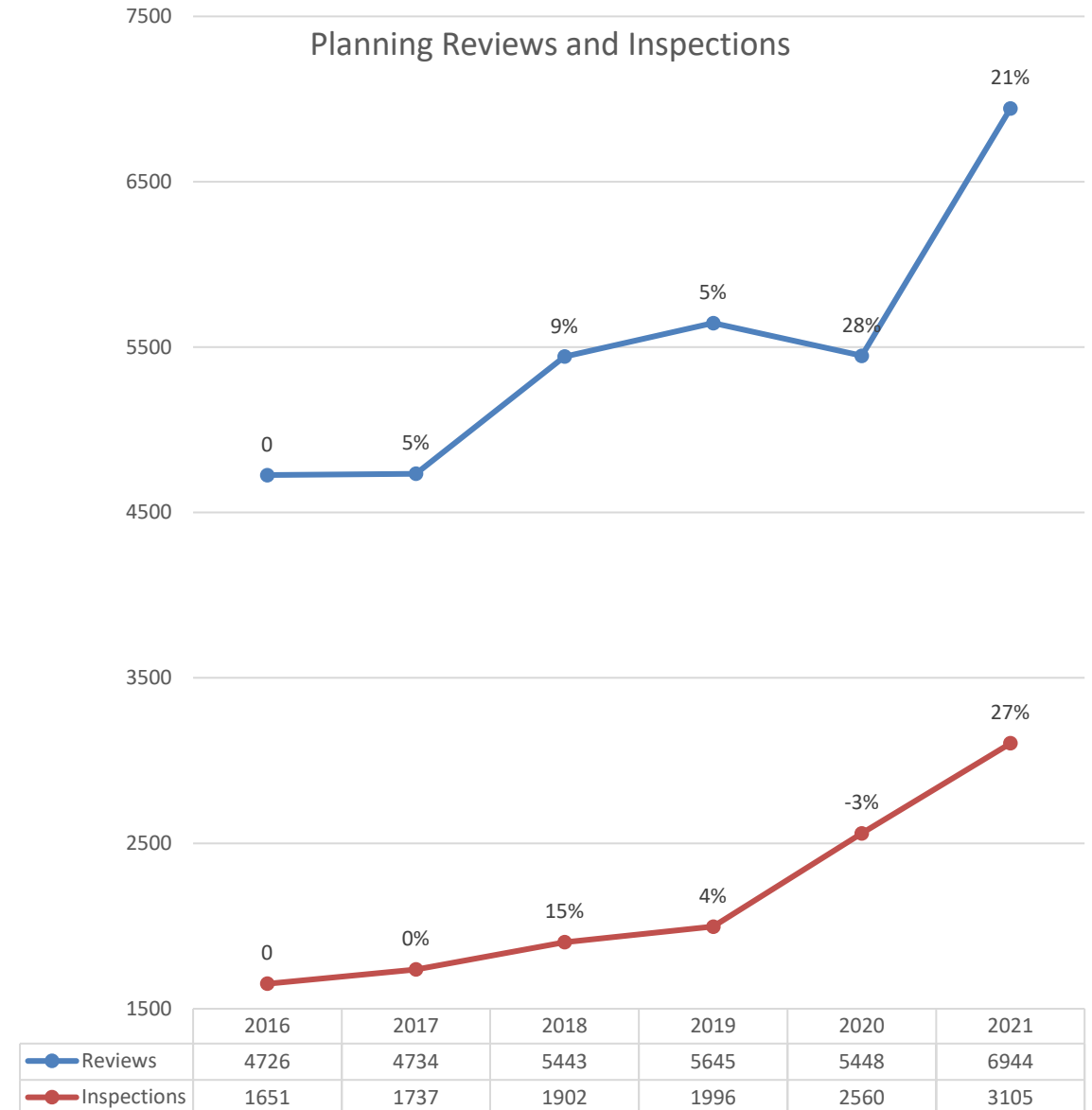
- This chart represents the total applications, permits and plan reviews processed by the building division
- City added permitting staff in 2020 to help with the applications and permits
- Building Plan Reviews have increased incrementally but at a slighter higher rate



- As applications, permits and plan reviews increase in number, so does the number of inspections required to complete the construction.
- From 2018 to 2021, we have seen a net increase of 20% in inspections.



- **Zoning Plan Reviews have increased almost 50% from 2016 to 2021 and Zoning Inspections by nearly 90%.**
- **This is compared to an increase of 10% in Permits issued in the same period.**
- **Addition of Planning Staff and department capacity has allowed more thorough reviews/ inspections, more initial meetings on design and construction; and, ultimately, more compliant construction.**



Planning and Development Services

FY22 Highlights

- Created the Urban Design Division and hired two additional staff members to focus on architecture, landscape architecture, and urban design principles. This division works directly with the design community to ensure that projects meet the codified design standards as well as the principles of the design guidelines for the downtown and historic preservation districts. This division works with the DRB and PC to assist in architectural review.
- Prepared an updated signage manual to facilitate applicant interaction with the sign ordinance. Simplification of process and improvement of results.
- One full year of implementation of the recently passed tree ordinance has yielded tree fund results.
- Completed the West End Small Area Plan, Village of West Greenville Micro-Plan, multiple text amendments.

Planning and Development Services

FY22 Highlights

- Continued to assist the public in navigating the permit process to ensure timely development, while ensuring adherence to codified design standards and the spirit of design guidelines and overlay districts.
- Ensured competent staff remains in place by advancing their involvement and responsibilities when appropriate.
- Initiated the Land Management Ordinance (Development Code) comprehensive rewrite process in accordance with the GVL2040 Plan and in coordination with project consultant team.
- Implemented Land Management Ordinance text amendments addressing conflicts between MF and Commercial development adjacent to existing neighborhoods.
- Refocused staff for annexation planning and increased annexation efforts, with successful results.

Planning and Development Services

FY23 Goals and Priorities

- **Complete the Land Management Ordinance Rewrite (aka Greenville Development Code) with successful adoption of the Code.**
- **In conjunction with Greenville County and City of Mauldin, create a design overlay for the future Woodruff Road Parallel Parkway.**
- **Implement a new technology option for property maintenance.**
- **Create a system/matrix for identifying undeveloped lands and determining their value as potential open space, per the GVL 2040 recommendation to acquire 30% of undeveloped land for open space.**
- **Work with the Greenville Downtown Airport on small area plan.**
- **Advance process improvements relative to the Greenville Development Code rewrite.**
- **Expand annexation efforts, focusing on water covenant boundary and donut holes.**
- **Expand corridor planning, property maintenance, and corridor design, collaborating with Economic Development on corridor funds/planning.**
- **Expand neighborhood planning and staff engagement.**

Communications and Neighborhood Relations

City Council Priority Areas:

- *Neighborhoods & Affordable Housing*
- *Public Safety & Engagement*



COMMUNICATIONS AND NEIGHBORHOOD RELATIONS



PROMOTING
COUNCIL PRIORITIES



TELLING OUR OWN
STORY



SERVING CITY
DEPARTMENTS

PERFORMANCE MEASURES



Media Coverage of Council Priorities



Content Produced on Council Priorities



Social Media Engagement



Website Engagement



Services for City Departments

TRADITIONAL MEDIA COVERAGE OF COUNCIL PRIORITIES

* # OF STORIES CALCULATED BY MONITORING SOFTWARE *

NEIGHBORHOODS
374

AFFORDABLE
HOUSING
150

ECONOMIC
DEVELOPMENT
173

RECREATION
143

OPEN SPACES
156

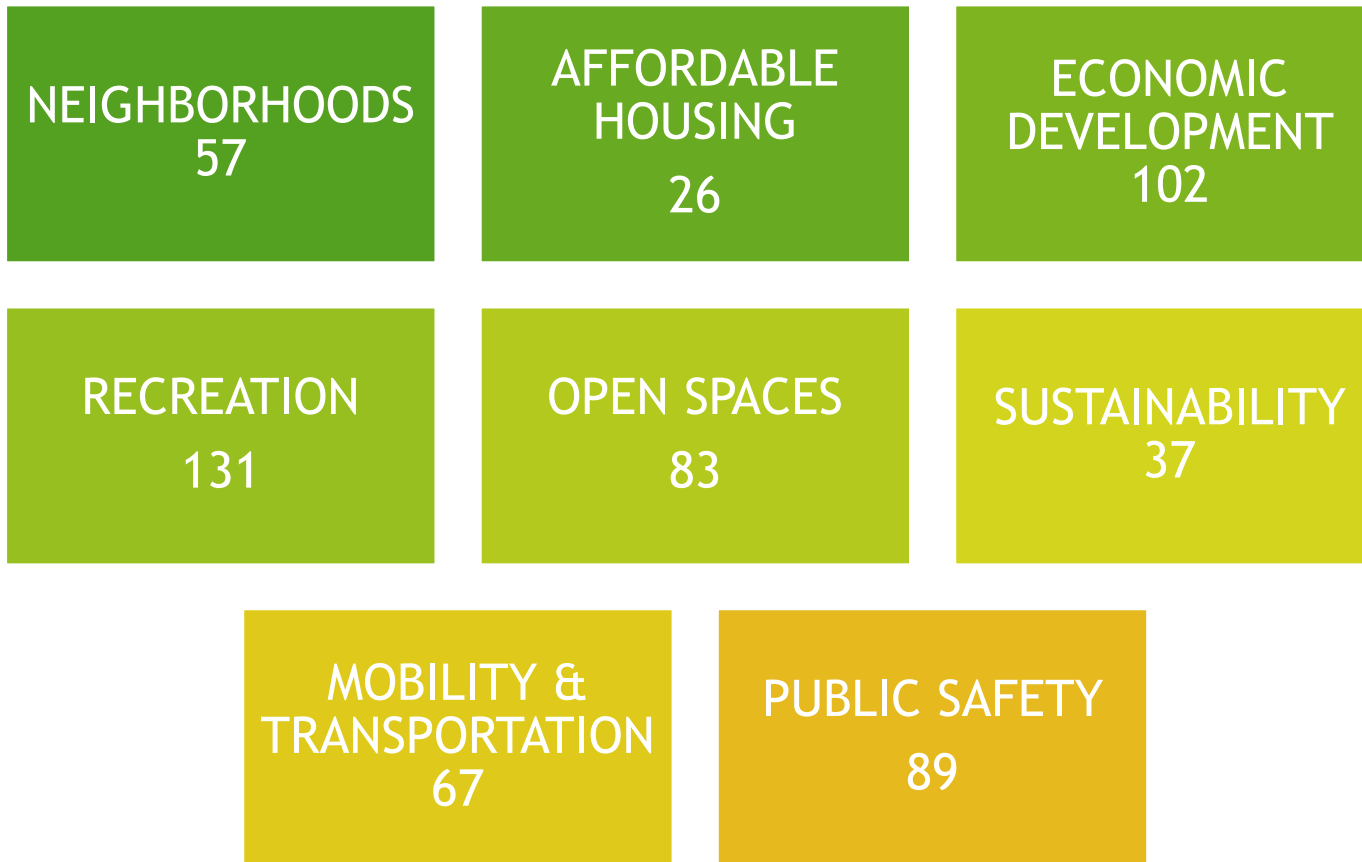
SUSTAINABILITY
48

MOBILITY &
TRANSPORTATION
207

PUBLIC SAFETY
189

CITY PRODUCED CONTENT ON COUNCIL PRIORITIES

* STORIES CALCULATED BY WEEK IN REVIEW COVERAGE *



SOCIAL MEDIA ENGAGEMENT

Facebook

FOLLOWERS 68,000 AND CLIMBING

* 55,000 IN FY21

VIDEO VIEWS 1.54 MILLION

LINK CLICKS 24,700+

* 10,000 IN FY20, 136% GROWTH

SOCIAL MEDIA ENGAGEMENT

LinkedIn

VIDEO VIEWS 137,000

* 32,000 IN FY21

LINK CLICKS 52,200

* 857 IN FY20

SOCIAL MEDIA ENGAGEMENT

Instagram

FOLLOWERS 51,000 AND CLIMBING

*** 34,000 IN FY 20**

VIDEO VIEWS 354,000

*** 60,400 IN FY 20**

SOCIAL MEDIA ENGAGEMENT

Twitter

TWEET REPLIES
TRIPLED

VIDEO VIEWS
33,400

LINK CLICKS
DOUBLED

WEBSITE ENGAGEMENT

UNIQUE PAGE VIEWS 4.6 MILLION

PROJECTED 5.5 MILLION BY 6/30

NEW USERS 1.7 MILLION

PROJECTED 2.1 MILLION BY 6/30

MAJOR PROJECTS COMPLETED FOR CITY DEPARTMENTS

SINCE 7/1/21

PARKS, REC, TOURISM 60

PUBLIC WORKS 35

ECONOMIC DEVELOPMENT 33

GREENLINK 24

PLANNING 24

POLICE 20

MAJOR PROJECTS COMPLETED FOR CITY DEPARTMENTS

SINCE 7/1/21

FIRE 20

ZOO 17

MAYOR 8

OMB 8

LEGAL 7

CITYWIDE (OTHER) 36

ACCOMPLISHMENTS IN Q1-Q3

- ▶ ADDED WEEK IN REVIEW NEWSLETTER IN ENGLISH AND SPANISH
- ▶ LAUNCHED "FROM HERE YOU CAN CHANGE THE WORLD", GROWING SOCIAL MEDIA, REBUILDING THE WEBSITE AND CREATING A JOBS BOARD
- ▶ HOSTED TWO "IN PERSON" NEIGHBORHOOD PRESIDENT LUNCHESES
- ▶ 2021 COMMUNICATIONS AWARD FROM MUNICIPAL ASSOCIATION OF SC

DEPARTMENT FY23 GOALS



Data Driven Public Engagement



Targeted Social Media Growth



Neighborhood Texting Expansion



Website Upgrades



Economic Development Marketing

GOAL 1: DATA DRIVEN PUBLIC ENGAGEMENT

- ▶ **PILOT USE OF ZENCITY CIVIC LISTENING TOOL**
- ▶ On track for Spring/Summer 2022 launch
- ▶ The tool uses public-facing web forums and social media accounts to track online commentary on the topics of choice.
- ▶ Communications will use the information to “hear” citizen concerns prior to escalation.
- ▶ Allows more personal and proactive approach to provide explanatory information on city projects and issues.

GOAL 2: TARGETTED SOCIAL MEDIA GROWTH

400 NEW FOLLOWERS PER MONTH ON LINKEDIN (30%)

- ▶ Track growth by industry to engage users who align with City priorities.
- ▶ LinkedIn is the only platform with data on reach by industry and job function. This allows us to curate content to match goals.
- ▶ LinkedIn is the largest social media driver to the City's website after FB.

INCREASE INSTAGRAM REACH BY 25%

- ▶ In FY21 City's IG reached 323,075 users. Projected FY22 reach is 447,785 users. 25% growth = 550,000 users.
- ▶ Despite reaching 7x more Facebook users than Instagram users in FY22 our IG following grew at double the rate of Facebook.
- ▶ 11 of the top 15 most engaging posts were on Instagram.
- ▶ Nearly 2/3 of the City IG audience is age 44 or younger. (Young professionals, growing families)

GOAL 3: NEIGHBORHOOD TEXTING EXPANSION

- ▶ Establish neighborhood texting service in all 45 city neighborhoods
- ▶ Allow residents to opt in to receive mobile messages from their neighborhood association as well as the city.
- ▶ More direct, specific, timely content.
- ▶ Improve engagement of younger neighbors and those without internet access.
- ▶ Currently the city has 13 neighborhoods participating in the service.

GOAL 4: WEBSITE UPGRADES

- ▶ Current module has been in use for 10 years and has not kept pace with improvements in tech and functionality.
- ▶ The city website is growing exponentially. It is THE hub of “tell our own story.”
- ▶ New provider would improve efficiency by allowing more access to content editors citywide.
- ▶ Greater transparency with more accessible agenda center
- ▶ More versatile design and ability to embed video
- ▶ Technology would improve speed, customer service and user friendly features.

GOAL 5: ECONOMIC DEVELOPMENT MARKETING

- ▶ Produce 24 entrepreneur videos with a focus on Biotech, AI, FinTech, Automotive Innovations, Advanced Materials, etc.
- ▶ Expand photo, written and video content creation to regularly include co-working spaces, partners and support programs.
- ▶ 50% Social Media growth on “**YOU CAN**” LinkedIn and Instagram profiles.
- ▶ 12 earned National media mentions
- ▶ Two significant ad buys in *ENTREPRENEUR*, *FORBES*, *FAST COMPANY*
- ▶ Host two events to bring entrepreneurs and support organizations together to create excitement and generate earned media.
- ▶ Partner with NEXT, Furman Innovation, Flywheel and others to expand #STARTUPGVL week

Summary



Summary and Next Steps

- Identify work plan priorities that can move forward without additional funding
- Identify resources to support key budget assumptions (GVL2040/Greenville Development Code, Infrastructure, High Quality Services)
- Budget workshop #2 will include additional revenue projections
- On an ongoing basis, State and Federal resources (ARPA, Infrastructure Law) will be sought to provide additional resources outside of annual budget process

FY23 Budget Calendar

Date	Item
February –April	Department Budget meetings / OMB Review
April 11	Budget Workshop #1
April 25	Budget Workshop #2
May 23	Budget Public Hearing, 1 st Reading of Ordinance
June 13	Adoption of Annual Operating Budget

End of Public Presentation



Economic Development

City Council Priority Area:

- *Economic Development*



Economic Development

FY22 Accomplishments – Recruitment/Retention

- **8 Mission Trips: Arizona, Detroit, Hartford, Indiana, Raleigh, Atlanta, Chicago**
- **70+ Existing Industry Visits**
- **8+ Networking Events Monthly**
- **57 Requests For Information completed (RFI's)**
- **9 Company announcements in 2021 totaling 450+ jobs, 295K sf, and \$35+M in new investment**
- **Met virtually or hosted multiple business delegations highlighted by Mexico, Hungary, Poland, and Belgium**

Economic Development

FY22 Accomplishments - Retail

- **Recruited A Polished Man & L'Optique; brought JK Designs Jewelry from Charleston to Camperdown pop-up (pop-ups good way to test market, make permanent).**
- **Hired The Retail Coach to address retail recruitment issues.**
- **Shop Downtown Gift Card Program launched during holiday shopping season (and continuing)**
- **Shop Local Campaign launched**
- **Progress made on new storefront facades for City Tavern and 125 N. Main St.**
- **Purchased Placer.Ai data and sent to prospects and brokers**

Economic Development

FY22 Accomplishments – Innovation & Entrepreneurship

- Targeted marketing – From Here You Can campaign (economic development, organization interactions, local and international event hosting)
- Supporting & founding partners of GVL Starts, NEXT and Village Launch
- Created marketing for new Job Development Grant targeting site location consultants, existing and new businesses
- Started Economic Development Strategic Action Plan process
- Announced Main Street Labs and Kiyatec relocation (\$5 million new capital and 91 new jobs) to Main Street

Economic Development FY23 Goals and Priorities

- **Encourage economic development consistent with the GVL2040 and the Economic Development Strategic Action Plan.**
- **Implement and develop a matrix for a comprehensive business retention, recruitment and entrepreneurial development strategy to help grow the City of Greenville economy.**
- **Provide an implementation strategy for the Commercial Corridor and Downtown Façade Improvement Programs and begin to execute.**
- **Increase participation in local and state economic development programs.**
- **Focus on redevelopment opportunities through public/private partnerships.**
- **Continue partnerships with economic development allies, and other groups to ensure a coordinated economic development approach.**

Public Transportation

City Council Priority Area:

- *Mobility*



Public Transportation FY22 Highlights

- **Weekday Later Hour (until 11:30 PM Monday-Friday)**
- **CDL Program, 11 candidates**
- **Three New Buses, maintained a State of Good Repair**
- **Significant completion of Design of New Facility, Hired Project Manager, and Construction Manager**
- **15 bus stop infrastructure upgrades completed**

Public Transportation:

FY23 Proposed GTA Capital Budget

- **Federally Funded (at 80%)**
 - **Support Vehicle Replacement ~\$105,000**
 - **ITS Upgrade ~\$250,000**
 - **Shop Tools/Equipment ~\$52,500**
- **Cost \$407,500 – Local Cost \$81,500 (City \$32,600)**
- **Fuel Contingency \$150,000 (City \$30,000)**
- **City Funded**
 - **Bus Stop Program ~\$200,000**

Total Cost: ~\$757,500

Local Proportion: \$356,500 (City \$262,600)

Public Transportation FY23 - Requests

- The budget includes a Service Enhancement to hire a Paratransit Information Specialist to assist with scheduling rides and to improve customer service/
 - \$53,165 (City \$4,253/County \$6,380)
- This budget includes a Shift Differential for Operators, Mechanics, and Supervisors of \$1.00/hour for any time worked after 6:30PM M-F and Weekends
- This budget includes a Service Enhancement of up to a \$1.00/hour raise for all CDL positions. This has happened each Summer in the past but this captures it in the early budget.
- Not in the budgeted number, but GTA is requesting full time police presence.
 - Call for Service: 2019: 133 Calls; 2020: 164 Calls; 2021: 186 Calls

Public Transportation:

FY23 Proposed GTA Capital Budget

- Locally Funded (at 100%)
 - Benches (~40) - ~\$200,000** (City Funded)
- Total Capital Budget **\$1,193,021**
 - Capital-Operating Portion \$435,521
 - True Capital \$757,500 (including benches)
- Total Federal Portion **\$706,217**
- Total City Portion **\$314,722****
 - Impact to FY23 Budget **\$282,122**
- Total County Portion **\$172,083**
 - Impact to FY-22 Budget

Public Transportation:

FY23 Proposed GTA Capital Budget

City

Operating	\$1,047,729
Capital	\$314,722
Trolley	<u>\$369,981</u>

Total	\$1,732,431
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Cash on Hand	\$194,475
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FY-23 Impact	\$1,537,957
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County

Operating	\$1,571,593
Capital	<u>\$172,083</u>

Total	\$1,743,676
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Cash on Hand	\$242,812
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FY-23 Impact	\$1,500,863
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City Attorney

City Council Priority Area:

- *Public Safety & Engagement*



City Attorney FY22 Highlights

- **OFFICE METRICS through 12-30-21:**
 - 119 Ordinances and Resolutions
 - 200+ Contracts
 - 7 Development-related agreements
 - 86 Real Estate Transactions
 - 1,084 FOIA Responses
 - 5 Annexations
 - Resolution of inverse condemnation/imminent domain litigation
 - Management of municipal court docket without the benefit of jury trial terms for the second consecutive year

City Attorney FY22 Highlights

90+ SPECIAL PROJECTS including:

- Ongoing COVID-19 issues (mask and vaccine mandates, post-infection and exposure return-to-work protocol)
- Commercial property negotiations/acquisitions (City Hall, Bowater, and Halton Road)
- Initial redistricting planning
- Picketing and noise issues
- Open Carry law implementation and signage
- Unity Park property acquisitions
- Small Cell Deployments
- Affordable Housing
- Support of GPD on various legal issues
- Secured indigent defense counsel for Municipal Court

City Attorney FY23 Goals and Priorities

- Concentrate the time and resources of the CAO on advancing Council's priorities, such as NIB projects, annexation, CIP and the development code rewrite.
- Integrate CAO team members into these priority projects to create partnerships with department members and context for requests for legal services related to the project.
- Support GPD with proactive and advanced training on legal issues.
- Continue evaluation of existing processes to better deliver services to all city departments.

City Clerk

City Council Priority Area:

- *Public Safety & Engagement*



City Clerk FY22 Highlights and FY23 Goals

Council Priority N/A

FY 2022 Highlights *(Numbers based on 2021 calendar year)*

Legislative and Administrative

- 2021 Council Meeting Agenda Packets – organization of material; administration of Docusign; posting of agenda and supporting documentation on City’s website and TEAMS; execution, cataloging and archiving of Council packets, action items, and minutes; organizing, microfilming, and SCDAA reporting of agenda packets, Ordinances, Resolutions, and Minutes, as required by state law.
- Code of Ordinances - published Supplements 13; processing for publication Supplement 14; assisted departments and codifier with repeals, amendments and additions; assisted codifier with publishing 16 Ordinances involving amendments to Chapter 19.
- Annexations/Abandonments Notices – notified utilities and government agencies of 2021 Council actions for 5 annexations and 1 abandonment, as required by state law.
- Meeting Relocation – from May 2021 to current, worked monthly with Greenville Convention Center in relocating municipal meetings from City Hall and confirming meeting space.
- Organizational Training – provided training and administrative support to city staff on (1) Agenda and document preparation and (2) Boards and Commissions liaison updates and procedures.
- Councilmember Lillian Flemming 40th Anniversary recognition – organized reception and researched archival documents for anniversary presentation.
- Oaths of Office – Administered and catalogued Oaths of Office for all municipal officers and Planning, DRB, and BZA appointed members, as required by state law.
- Customer Service – provided public access to records, as required by law, and quick and accurate service to both internal and external customer requests.
- Employees – hired Deputy City Clerk Latoria Mayes; former Deputy City Clerk Lori Sondov accepted City Clerk position with City of Travelers Rest.
- Professional Training – Deputy Clerk completed State Elections Commission training and began first session of three-year certification training with the Municipal Clerks and Treasurers Institute; City Clerk and Deputy Clerk attended 2021 MFOCTA Annual Academy; City Clerk achieved recertification of Professional Legal Secretary designation.
- Legislative and Administrative Report for 2021:

Formal Meetings:	24
Formal Meeting Agenda Packet Items:	426 items
Work Sessions / Executive Sessions:	25 / 21
Work Session Agenda Packet Items:	127 items
Ordinances approved:	81
Resolutions approved:	38
Boards and Commissions / Miscellaneous Public Meetings - Agendas Posted:	229
Boards and Commissions Appointments:	58
Litigation accepted (Agent of Service):	3

City Clerk FY22 Highlights and FY23 Goals

Council Priority N/A

FY 2022 Highlights *(Numbers based on 2021 calendar year)*

Elections 2021

- Municipal Election Commission – served as staff liaison; convened meetings and prepared minutes for MEC affirming ballots and polling locations and certifying voting results.
- Prepared and supervised approval of 2021 schedule and candidates filing process with Greenville County Elections; obtained certification letters from parties.
- Precincts - worked with County in relocating polling locations prior to the general election; participated in polling location visits and responding to public requests involving election.
- Swearing In Ceremony and Reception – organized and hosted event; conducted Oaths of Office.

Boards and Commissions

- Appointment Process - implemented and completed initial 2021 Spring Cycle and Fall Cycle appointment process; received and verified 93 applications; scheduled and hosted 28 interviews; notified and affirmed 58 appointments.
- Term Expirations - contacted 135 board and commission members informing them of newly implemented appointment process and term amendments connected to new appointment process (expirations: October 31 and April 30); developed Council report providing 2022 expiring terms.
- Scheduled Meetings – posted 229 meeting agendas for boards and commissions and other similarly called meetings; collected, catalogued and archived minutes for meetings; collected and reviewed monthly attendance records and policy.

Archives, Records and Retention

- Research – performed for internal and external customers approximately 118 research requests using current and archival records, including approximately 12 requests from other municipalities/counties.
- FOIA Requests – performed research and prepared responses for approximately 15 FOIA requests.
- KoFile Preservation – Preserved and digitized Town of West Greenville Minutes (1914-1926) and City of Greenville Formal Minutes (1881-1896); catalogued 1,117 pages (272/845 pages) in archive program.
- Economic Development Department – transferred 1,401 historical municipal photographs from slides to jpgs for archival retention; digitized approximately 643 newspaper clippings from 1972-1974 re: Housing and Urban Development and Rehabilitation grants.
- Planning Department - digitized, catalogued, and archived the following minutes: Board of Zoning Appeals (1992-1994, 2004-2006, 2012-2016), Design Review Board (1999-2001, 2013-2016), and Planning Commission (1984, 1987-1989, 2013-2016).
- SCDAAH Schedules – submitted and received approval of Specific Schedule #18313 involving retention of meeting recordings for Planning, DRB, and BZA; developed and implemented Memorandum of Understanding with Occupational Health Clinic to digitize records requiring a 5-year state retention/30-year federal retention; prepared and discussed with Purchasing staff proposed Specific Schedule involving contracts.
- SCDAAH Record Reports - submitted 22 SCDAAH Forms ARM-11 and ARM-13 for destruction and digitizing of records; approved destruction for 2021 retentions or earlier years.
- Records and Retention Management Program (Digital) – implemented Sharefile program developed by IT Department for maintaining manual and digital department retention records in a digital format; audited Excel format with digital program to confirm transfer of information.

City Clerk FY22 Highlights and FY23 Goals

FY2022 Highlights

Legislative and Administrative

- Provided management and support for: organizing and publishing agendas and document packets; posting of municipal meeting agendas; collecting and cataloging municipal meeting minutes; managing and supplementing Code of Ordinances; issuing annexations and abandonments notices; managing municipal meeting locations; conducting staff training for agenda preparation and board and commission liaisons; completing additional processes and procedures as requested and as required by state law.
- Professional Training – initiated MCTI three-year certification training for Deputy Clerk; continued participation in municipal clerk training on state and national levels.
- Succession Planning – continued to amend department training manual to bring information current.

Elections 2021

- 2021 Municipal Elections – served as Election Officer and provided liaison assistance to the Municipal Election Commission in performing the following: completing election process, conducting elections, certifying voting results, and conducting Swearing In Ceremony, as required by municipal and state law.

Boards and Commissions

- Appointment Process – provided management on behalf of Council in receiving and approving applications, creating application packets and interview questions, scheduling and conducting application review and interviews, organizing and confirming appointment recommendations, referring with liaisons through the process, and preparing correspondence for all tasks; completed initial full year of Spring and Fall cycles; 93 applications; 28 interviews; 58 appointments; amended terms of all board and commission members in connection with the new process.
- Agendas - posted meeting agendas for 229 boards and commissions and other such meetings.

Archives, Records and Retention

- Research – performed records and archival research for internal and external customers in connection with 118 general requests and 15 FOIA requests.
- KoFile Preservation – preserved and digitized Town of West Greenville Minutes (1914-1926) and City of Greenville Formal Minutes (1881-1896); archived total of 1,117 pages.
- Economic Development – transferred 1,407 historical municipal slides to jpgs; digitized approximately 643 newspaper clippings from 1972-1974.
- Planning – digitized, catalogued, and archived BZA, DRB, and Planning minutes from 1984-2016.
- SCDAAH – served as municipal contact with state agency and provided support to departments; completed required reports for destruction and digitizing records; obtained approval for Planning Retention Specific Schedule #18313, prepared and executed OHC Memorandum of Understanding for medical records; drafted Specific Schedule for OMB Contracts.
- Records and Retention Management Program – implemented Sharefile program developed by IT for maintaining retention records in a digital format.

FY2023 Goals and Priorities

Legislative and Administrative

- Continue to provide the same services and training as presented in the FY2022 highlights.
- Code of Ordinances – continue to assist departments and codifier with repeals, amendments, and additions; anticipate chapter repeal of Chapter 19, Land Management, and implementation of a Greenville Development Code.
- Succession Planning – continue to review and update current department training manual.
- Education/Training – continue Deputy Clerk certification training with Municipal Clerks and Treasurers Institute.
- Employee – receive approval to hire administrative assistant to provide support in performing tasks as listed in FY2022 Highlights, and other such duties.

Elections 2023

- Begin preparation for conducting 2023 Municipal Elections and complete necessary steps, as required by municipal and state law.

Boards and Commissions

- Appointment Process - complete second full year of Spring and Fall cycles of interviews and appointments as described in FY2022 Highlights.
- Agendas – continue to post manually and on the City's website for boards and commissions and other such meetings.
- Meeting Relocation – solidify new location for all boards and commissions.
- City Manager Annual Meeting - schedule and host annual meeting with board and commission chairs.
- Service Appreciation – organize event for boards and commission members.

Archives, Records and Retention

- Research – continue to perform general research support for internal and external customers and respond to FOIA requests, as required by state law.
- Preservation – submit to KoFile archived records book for preservation.
- Policies and Procedures – review and revise current policies prior to developing training session.
- Liaisons and Training – affirm department liaisons; develop and conduct annual training session for records management and retention; continue to provide management support to the departments.
- Economic Development – catalogue and archive 1,401 photographs transferred to jpgs in FY2021.
- SCDAAH - continue to serve as City's contact with state agency and manage submission of required reports.
- Planning Department – encourage digital preparation of department records for permanent retention (records currently not catalogue or stored in retention room).
- Records and Retention Management Program – begin entering older manual SCDAAH reporting into the management program.

Municipal Court

City Council Priority Area:

- *Public Safety & Engagement*



Municipal Court FY22 Highlights

- **COVID restrictions and the Sewage Flood drastically affected our operations for approximately six months of the '21-'22' Fiscal Year. This included loss of a Courtroom for a makeshift administrative space, loss of file access for records and data reviews and inquiries and strain on the entire staff and security officers.**
- **Increasing Caseload and adding Officers by Greenville Police Department placing more needs/demands on Court Services and Ministerial Recorders**
- **Acquisition of Public Safety Campus building on Halton Road to handle long-term operational needs for Municipal Court**
- **Returned to normal Court Operations in March 15, 2022**

Municipal Court FY23 Goals and Priorities

- **Mitigate high-risk liability area of Records Information Management by allocating additional resources to ensure accurate, complete and reviewed information**
- **Return our response time to Records Requests back to within 48 hours versus 7 – 10 business days**
- **Allocate additional resources to Detention Center coverage and provide additional support for vacations, training, etc. without impacting operations at 426 N Main Street**
- **Assist with design and construction phase of new Municipal Court facility at Public Safety Campus**

Office of Management and Budget (OMB)



OMB FY22 Highlights

- Unmodified (clean) audit opinions for City and GTA
- GFOA Distinguished Budget Presentation Award (29th award), GFOA Award for Excellence in Financial Reporting (33nd award), GFOA Award for City's First Popular Annual Financial Report (PAFR)
- Completed comprehensive rewrite of Business License Ordinance and creation of new Economic Development incentives
- Completed sale of \$7,600,000 Wastewater Revenue Bond (1.95% for 15 years)
- Risk Management handled several high-profile property claims and coordinated multiple FEMA grant processes
- Implementation of new DebtBook software for more efficient tracking and management of debt and lease documents
- Supported efforts to purchase Public Safety Campus building, plan NIB projects

OMB FY23 Goals and Priorities

- Provide excellent internal and external customer service, improve processes and efficiency, provide sound financial management and multi-year planning
- Increase utilization of online payment and renewal options (Hospitality Tax, Accommodations Fee, etc.)
- Continue to increase procurement efficiency through implementation of P-Card program
- Implement Risk Management Information System (RMIS) to track insurance certificates, incidents and compliance issues
- Complete debt issuance process for NIB, Public Safety Campus purchase, Section 108 Infrastructure Loan
- Identify and pursue State and Federal funding opportunities to support priority CIP projects

Information Technology (IT) and Geographic Information Systems (GIS)



Information Technology FY22 Highlights

- Began utilizing new tools like Power Automate, Power BI, Webhooks, and others to provide automation and integration between software applications
- Assisted Revenue Division with new payment portal, set up over 1,400+ classifications, and programming of fee calculations
- Average helpdesk survey score 4.97/5.00
 - Closed 13,746 support tickets
- Moved backup architecture to new platform
- Expanded cybersecurity training to include a broader scope of threats
 - Moved to quarterly refresher training
 - Remediation training for those who fail phishing emails
 - Failure rate down to 4.9%

Information Technology FY22 Highlights

- Brought new sites online:
 - Planning
 - Municipal Court (cleanup/renovation)
- Began planning for Bowater move and then pivoted to Fluor public safety building
 - Circuits, datacenter, wiring, door control, cameras, etc...planning underway
- Unity Park technology and AV installation/configuration
- Scope creation for new GTA facility
- Worked with outside vendor to reduce telecommunications budget by over \$120,000 annually
- Network uptime – 99.96%
- Server uptime – 99.94%

GIS FY22 Highlights

- Continued to maintain over 230 GIS data layers
- Stormwater bill calculated and processed
- Support and develop new mapping capabilities for numerous City initiatives.
- Continue to provide advanced GIS and data analysis and support for a wide variety of topics and departments utilizing new technologies available
- Provided data management and business process support to other divisions when turnover left gaps in knowledge base. Will continue to fulfill this role until key positions in other divisions are stable.
- Process LIDAR delivery to create DEM and 1ft contour (elevation) lines
- Coordinated contracting 2022 Orthophotography; process and distribute imagery for use by City.

GIS FY22 Highlights

- Provided “Migration from ArcMap to ArcGIS Pro” training to City users
- Support for redistricting council districts.
- Continued support for Stormwater 2.0 efforts by assisting with QA/QC of stormwater infrastructure data delivery
- Research and determine effects on capturing sewer laterals and cleanouts if rulings are enacted requiring the City to maintain the laterals.
- Assisted with new annexation procedures and built new mapping capabilities for Planning.
- Support and analysis for E911 response to Conestee Park
- Working with Esri to begin streamlining our GIS server infrastructure

IT FY23 Goals and Priorities

- Reassess public safety camera system and begin planning for next technological phase
- Continue to use tools, including automation, to leverage Cityworks to more departments
- Continue to evolve cybersecurity training to keep up with current threats
- Assess and procure new helpdesk software
- Major/minor tasks around Fluor move including circuit deployment, door access control, camera deployment, wiring upgrades, equipment installation and relocation of the City Hall datacenter
- Scope of end-of-support network hardware for next fiscal year project
- Leverage several Microsoft-led project to continue security posture around 0365
- Scope wiring options at the Zoo for better connectivity and wireless

GIS FY23 Goals and Priorities

- Redesign GIS Web presence to utilize modern GIS Hub software designed for smart city strategies and to provide citizen user-friendly options to view city information.
- Upgrade GIS Software, Geocortex Essentials, python scripts, etc. on Servers to current version;
Complete migration to new SQL Server
- Continue process of redesigning/streamlining the GIS server architecture to reduce GIS overload and increase ease-of-use for users throughout the City
- Manage incoming data from Environmental Engineering's Stormwater infrastructure survey and potentially, sewer lateral data.
- Empower users outside of GIS to capture and maintain their asset data in a simple and efficient manner
- Enable Planning with GIS capabilities

Human Resources



Human Resources FY22 Highlights

- Conducted and implemented annual Fire and Police Pay Study resulting in new step plan design effective January 1, 2022.
- Implemented COLA (4%) effective January 1, 2022.
- Submitted error free ACA annual reporting to the IRS.
- Successful benefit renewal for CY22 resulting in a 3% increase in medical premiums, well below the national average of 9%.
- Successfully developed and implemented CDL Equipment Operator in Training program to address recruitment challenges.
- Prepared and submitted the Greenlink triennial EEO and drug and alcohol report.
- Continued to provide policy guidance and employee support for those impacted by Covid-19.
- Ensured continuity of Employee Health Center services (e.g., conducted annual and pre-placement physicals, drug testing, and injury care, etc.) in a COVID environment.

Human Resources FY23 Goals and Priorities

- Conduct customized market study of civilian positions to ensure pay competitiveness.
- Contract with consultant to conduct a comprehensive compensation review and market study.
- Maintain competitive employee benefits package.
- Continue to work with departments to address recruitment and retention challenges and areas of underutilization to create a more diverse work force.
- Expand employee health and wellness programming.
- Continue to provide seamless and responsive health care services.
- Continue to update Human Resources policies and provide guidance.
- Complete updating of all City job descriptions.

End of Presentation

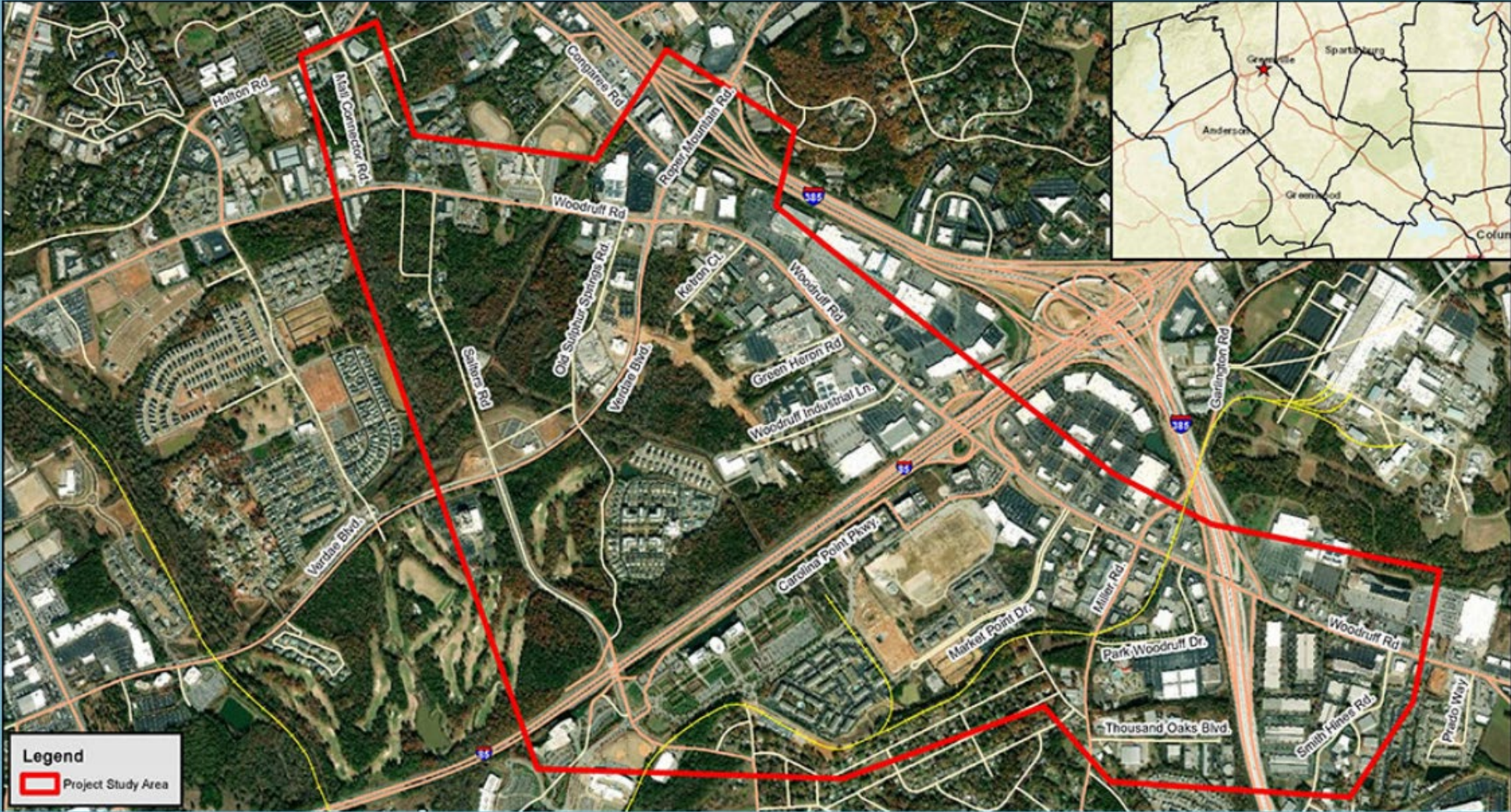


Woodruff Road Congestion Relief Project Update

April 11, 2022



Project Study Area



AERIAL VIEW

Specific Key Points for City of Greenville

- The City of Greenville is looking into Access Management regulations that can promote shared access points.
- Property owners and developers for foreseen large developments will be consulted soon to establish limited access points that will serve both their needs and the needs of the Parallel.
- Ownership of the Parallel Road will be decided on as soon as possible, with the jurisdiction(s) who will be owning and maintaining the road and corridor wishing to have input on the final design standards.

Greenville County and City of Mauldin Partnership

- Establishing a focused planning effort for the area surrounding and concerning the future Woodruff Road Congestion Relief Project's parallel road.
- Together, planning for the proposed project right-of-way by remaining informed and distributing relevant information to their departments, developers, businesses and residents as appropriate.
- We are proposing to establish a common Woodruff Parallel Area Plan overlay to holistically address the needs of the corridor.
- Once the Woodruff Parallel Area Plan is adopted, each jurisdiction will seek to implement the standards and regulations set forth in the Area Plan.

Timeline and Next Steps

- Public Comments must be submitted to SCDOT by APRIL 28, 2022. Please visit fixwoodruffrd.com
- Memorandum of Understanding to form partnership with Greenville County and City of Mauldin on planning efforts will be presented at the April 25th City Council Meeting.
- Comments from staff will be submitted to Keith Brockington, GPATS, by the 28th for submittal to SCDOT.