Mayor and Council Communication
Memo Number: 31
Friday, April 30, 2010

CHARLOTTE.

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WEEK IN REVIEW:

Mon (May 3)	Tues (May 4)	Wed (May 5)	Thurs (May 6)	Friday (May 7)
7:45 AM Mecklenburg Delegation Breakfast, Room 267 **3:00 PM** Governmental Affairs Committee, Room 280 **4:00 PM** Budget Presentation, Meeting Chamber **5:00 PM** City Council Workshop, Room 267 **7:30 PM** Citizens' Forum, Room 267		**12:00 PM** Housing and Neighborhood Development Committee, Room 280	**4:00 PM** Ad Hoc City Council Ethics Policy Review Committee, Room 280	

CALENDAR DETAILS:

Monday, May 3

7:45 am Mecklenburg Delegation Breakfast, Room 267

3:00 pm Governmental Affairs Committee, Room 280
AGENDA: Debrief from Delegation Breakfast, Review of GAC Operating Guidelines for Short Session, Review of State Legislative Agendas (various organizations), Update on Federal Agenda

4:00 pm Budget Presentation, Meeting Chamber

5:00 pm City Council Workshop, Room 267

7:30 pm Citizens' Forum, Room 267

Wednesday, May 5

12:00 pm Housing and Neighborhood Development Committee, Room 280
AGENDA: Boarded-Up Structures Ordinance Review, Housing Locational Policy Review

Thursday, May 6

4:00 pm Ad Hoc City Council Ethics Policy Review Committee, Room 280

May and June calendars are attached. (view left-side menu, attached to this document)

INFORMATION:

April 28 Metropolitan Transit Commission Meeting Summary

Staff Resource: Carolyn Flowers, CATS, 704-336-3855, cflowers@charlottenc.gov

At the meeting on Wednesday, April 28, 2010, the MTC had one action item and one information item on the agenda:

FY2011 Transit Operating Program and FY2011-2015 Capital Improvement Plan (CIP)
MTC members approved the FY2011 Transit Operating Program and FY2011-2015 CIP in a 7-1 vote, with one member recusing himself from the vote. The FY2011 operating program includes a $0.25 fare increase for local routes beginning July 1 and reduced funding to the Department of Social Services (DSS) for its elderly general transportation program. CATS will work with DSS to find grants and transition riders to fixed route services through travel training and other

INFORMATION (continued):

programs. CATS plans to propose to eliminate funding for the DSS program in the FY2012 budget. The five-year CIP will continue to develop both the Blue Line Extension and North

Corridor Red Line, as well as funding bus and van purchases, planning the new STS facility at North Davidson and upgrading the Charlotte Transportation Center. CATS was awarded $3 million from a Transit Investments for Greenhouse Gas and Energy Reduction (TIGGER) stimulus grant. CATS will purchase up to six hybrid buses with the grant funds.

Customer Service

Staff described CATS' procedures to instill a strong customer service culture in bus drivers. CATS provides extensive customer service training for bus drivers at orientation, with regular refresher courses as part of their ongoing training. CATS tracks and categorizes customer service complaints received through phone calls, e-mails and regular mail. All customer complaints are acknowledged within two days and resolved within five days. In addition, CATS conducts Secret Shopper programs. Past market survey reports have shown that bus drivers receive a good-to-excellent rating for courteousness 84-87% of the time. Secret Shopper results in 2009 and 2010 reflected passenger relations as good-to-excellent 85% of the time.

CEO Report

Under the CEO's report, Carolyn Flowers discussed the following:

a. **Exterior Advertisement Pilot Program**:
   Ms. Flowers reported that CATS received no adverse reaction to the advertising wraps on LYNX trains to support the Bobcats' playoff campaign. The pilot program should generate about $14,400 in revenue.
b. **Legislative Efforts**:
   Ms. Flowers and John Muth, Deputy Director for Development, will make a presentation to the Transportation Oversight Committee in Raleigh on April 29 on Mecklenburg County's needs for funding to build out the system. Ms. Flowers made a presentation on April 28 at the Piedmont Triad Livability Conference. U.S. Secretary of Transportation Ray LaHood also attended the conference. Ms. Flowers invited Secretary LaHood to visit Charlotte to see our successful transportation program, and will follow up with a written invitation. Ms. Flowers has been working with Mayor Foxx on a possible federal program for a comprehensive study of the area's transportation network and needs. She is planning a trip to Washington, DC, with MTC Chair Roberts and mayors from north Mecklenburg to discuss North Corridor transit needs.
c. **May 2010 MTC Agenda**:
   The agenda for next month will include a presentation on sustainability efforts.

Other Business

CATS staff has met with members of CMS's Transportation Department to collaborate in meeting the transportation needs of students in magnet schools. The school system's budget for 2010-2011 proposes reductions in busing for magnet schools, with 13 shuttle stops replacing neighborhood bus stops. Under CMS's plan, parents would be responsible for transporting

INFORMATION (continued):

students to the shuttle stops. MTC members pledged support for CATS' efforts to collaborate with CMS to assist in meeting magnet students' transportation needs.

The next MTC meeting will be May 26, 2010 at 5:30 p.m.

May 6 - Independence Boulevard Area Plan
Staff Resource: Alysia Osborne, Planning, 704-336-3910, adosborne@charlottenc.gov

The Planning Department will hold a public drop-in session to receive input on the draft Independence Boulevard Area Plan Thursday, May 6, 2010 from 2 p.m. to 7 p.m. in Room 267 of the Charlotte-Mecklenburg Government Center with formal presentations at 4 p.m. and 6 p.m. The Independence Boulevard Area Plan consists of approximately 5,856 acres bounded by Briar Creek to the northwest and the City limits to the southeast. The Area Plan includes a large part of the Southeast Growth Corridor, as well as six proposed rapid transit station areas identified in the 2030 Transit Corridor System Plan.

The purpose of the Area Plan is to develop land use and accessibility strategies to help position the corridor for growth and reinforce existing neighborhoods for continued stability and livability. The focus of the Area Plan is not to reevaluate existing plans for rapid transit or highway improvements. The Plan is intended to build upon the work completed in the Independence Boulevard Land Use & Infrastructure Study (2007) and to be a policy guide, providing a framework for future development and guidance in making land use and capital investments decisions.

Additionally, as part of the official plan adoption process, the Charlotte-Mecklenburg Planning Commission will receive public comments on Tuesday, May 18 at 5 p.m. in the 8th Floor - Innovation Station of the Charlotte-Mecklenburg Government Center.

FY2010 Second Quarter Small Business Enterprise Utilization Report
Staff Resource: Nancy Rosado, 704-336-2116, Neighborhood & Business Services
nrosado@ci.charlotte.nc.us

Attached is the Small Business Enterprise (SBE) Utilization Report for the period October 1, 2009 through December 31, 2009. The City's FY2010 SBE Utilization Goal for informal purchases is 12%. Based on the Informal transactions analyzed for the referenced time period, City payments to SBEs totaled $2,032,786, or 8.0%.

Additional highlights for the second quarter of FY 2010 include:

- Payments to SBEs on Formal contracts totaled $3,044,741
- Payments to Minority or Women-owned firms totaled $14.7 million

INFORMATION (continued):

Fiscal Year to Date (July 1, 2009 – December 31, 2009) highlights includes:

- $3,305,623 Citywide Informal spending with SBEs

- $5,092,376 Citywide Formal spending with SBEs

Small Business Enterprise Utilization Report *(view left side, attached to this document)*

STIMULUS INFORMATION:

Neighborhood Energy Grant Programs Underway
Staff Resource: Tom Warshauer, Neighborhood & Business Services, 704-336-4522, twarshauer@charlottenc.gov

Neighborhood & Business Services (N&BS) is now accepting applications for three energy conservation grant programs: Neighborhood Energy Challenge and the Commercial Building and Apartment Retrofit Programs. These programs are made possible with recently approved Energy Efficiency & Conservation Block Grant funding and are designed for citizens and business owners to promote the responsible use of energy and resource management.

Following is an overview of the three programs with staff contact information:

Neighborhood Energy Challenge
Staff Contact: *Janaya Patton, 704-336-2237, jpatton@charlottenc.gov*
Eligible Applicants: *Any neighborhood association or homeowner association in Charlotte*
Application Due: *July 30, 2010*

This program encourages neighbors to come together and develop innovative and practical strategies for improving their neighborhood's energy use. Five neighborhoods will be selected from the entire City to participate, regardless of location or economic conditions. They will receive two separate pools of funding: (1) $20,000 to develop energy improvements that benefit the entire neighborhood; (2) $60,000 to focus on a limited scope of high impact energy efficiency improvements in households within the five selected neighborhoods. Interested residents must attend a pre-application workshop to learn more and apply.

INFORMATION (continued):

Commercial Building Retrofit Grant
Staff Contact: *Chris Hemans, 704-432-3025, chemans@charlottenc.gov*
Eligible Applicants: *Commercial building owners in business corridor revitalization areas*
Applications Due: *Applications accepted between April 17 – October 31, 2010*

Available to commercial building owners located in the City's Business Corridor Revitalization Geography. This grant focuses on lowering the energy consumption of existing buildings by paying a percentage of energy-efficiency retrofits including, but not limited to: energy audits, lighting, HVAC, and tankless water heaters. The City will reimburse the grantee after all work/construction is completed. The total funding for this grant is $600,000, and no individual grant award will exceed $99,000.

Apartment Retrofit Grant

Staff Contact: *John Short, 704-336-3862, jshort@charlottenc.gov*

Eligible Applicants: *Rental apartment complex owners in business corridor revitalization areas*

Application Due: *Applications accepted between April 17 – October 31, 2010*

This grant is designed to improve the energy efficiency of existing apartment complexes and multi-family housing units within the City's Business Corridor Revitalization Geography. Eligible expenses include HVAC, energy efficient doors and windows, recycling programs, and bicycle storage. The City will reimburse a percentage of the cost of eligible retrofits and allow direct billing from the contractor once work is complete. The total funding for this grant is $600,000, and no individual grant award will exceed $200,000.

N&BS is marketing these three federally funded grant energy programs through its informational website, http://nbs.charlottenc.gov, which gives program guidelines and applications. Staff will continue to keep Council advised of the progress of each program.

ATTACHMENTS:

Council Follow-Up Report
(view left side, attached to this document)

Content Includes:
-April 26 City Council Business Meeting

- Agenda Item #27 – Pavement Condition Analysis and Pedestrian Facility Inventory
- Agenda Item #34 – Resolution of Intent to Abandon a Portion of Seigle Point Drive
- Agenda Item #36 – Resolution of Intent to Abandon a Portion of McAlpine Station Drive
- Sidewalk Projects
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