Council-Manager Memo #84
Friday, November 5, 2010

CHARLOTTE.

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WEEK IN REVIEW:

Mon (Nov 8)	Tues (Nov 9)	Wed (Nov 10)	Thurs (Nov 11)	Friday (Nov 12)
3:30 PM Transportation and Planning Committee, Room 280 5:00 PM Council Business Meeting, Room 267		7:00 PM Council member Peacock Environment Town Hall Meeting, Meeting Chamber	3:30 PM Economic Development Committee, Room 280	

CALENDAR DETAILS:

Monday, November 8

3:30 pm Transportation and Planning Committee, Room 280
AGENDA: Transportation Action Plan accomplishments; Urban Street Design Guidelines

5:00 pm Council Business Meeting, Room 267

Wednesday, November 10

7:00 pm Council member Peacock Environment Town Hall Meeting, Meeting Chamber

Thursday, November 11

3:30 pm Economic Development Committee, Room 280
AGENDA: Grameen Bank; Changes to Business Advisory Committee structure & charge; CRVA barometer report (information only)

November and December calendars are attached. *(see left side table of contents for attached file)*

AGENDA NOTES:

Agenda Item #4A – Closed Session

Staff Resources: DeWitt F. McCarley, City Attorney, 704-336-4112, dmccarley@charlottenc.gov
Judith A. Starrett, City Attorney's Office, 704-336-5801, jstarrett@charlottenc.gov

The City Manager has added an item identified as 4A to the City Council's agenda on Monday, November 8, 2010, in order to discuss a claim in closed session. Enclosed in your packet today is a sealed envelope containing a Privileged and Confidential Memorandum that summarizes the matter. An RCA for insertion in your agenda packet is attached. *(see left side table of contents for attached file)*

Agenda Item #25 – Airport Deicing Trucks

Staff Resource: Lisa Schumacher, Budget & Evaluation, 704-336-5018, lschumacher@charlottenc.gov

During the editing process for the November 8 Business Agenda, the correct SBO statement was listed incorrectly for this item. The corrected item is attached below to substitute in the agenda document. *(see left side table of contents for attached file)*

Agenda Item #26 – Airport Terminal Elevated Roadway Design

Staff Resource: Lisa Schumacher, Budget & Evaluation, 704-336-5018, lschumacher@charlottenc.gov

During the editing process for the November 8 Business Agenda, the correct SBO statement was listed incorrectly for this item. The corrected item is attached below to substitute in the agenda document. *(see left side table of contents for attached file)*

PULLED: Agenda Item #34 – Consolidated E-911 System
Staff Resource: Rich Granger, CFD, 704-336-8802, rgranger@charlottenc.gov

Staff is pulling this item from Monday night's agenda. Contract negotiations with the recommended vendor are ongoing and a few unresolved issues remain. Staff's intent was to get all issues resolved and an agreement reached before the matter was taken to Council. However, it appears very unlikely that staff will be able to complete the work by Monday. This item will be removed from Monday night's agenda and placed on the November 22 Council agenda.

INFORMATION:

Charlotte-Mecklenburg Utilities Triennial Review
Staff Resource: Barry Gullet, Utilities, 704-391-5073, bgullet@charlottenc.gov

Today's article in *The Charlotte Observer* is in response to the Triennial Review, required by the federal Clean Water Act. As part of this process, state water quality officials compare stream, river and lake water quality guidelines issued by the EPA to state water quality standards. This ensures that delegated states, such as North Carolina, are following EPA standards and guidelines.

As a result of the Triennial Review, North Carolina is currently proposing changes to the water quality guidelines. The proposed guidelines would significantly lower the amounts of some types of pollutants, such as lead and cadmium, that the City's wastewater treatment plants could accept from industrial customers.

Under the current Industrial Pretreatment Program, 70 local industries have permits to send wastewater to CMUD's wastewater treatment plants. If the proposed changes are approved, 45 of the 70 industries would face either additional restrictions, or the cost to upgrade their existing systems to comply with the new standards. These standards would also require expanding the CMUD Industrial Pretreatment Program to include more companies that are not currently regulated at this level. However, the City could not recruit new industries or expand existing industries in this community that discharge the regulated pollutants. CMUD would incur significant cost increases for treatment, monitoring, analysis, and administration of the Pretreatment Program.

CMUD was one of many public agencies in North Carolina that responded to the NC Division of Natural Resources request for comments on the proposed regulations. Charlotte's initial estimates of the cost impacts are upwards of $500,000 in additional operating costs alone. The NC League of Municipalities, The NC Water Quality Association, and the NC Pretreatment

Consortium also made formal comments to the state regarding fiscal impacts to utilities and municipalities. CMUD will continue to work with the state staff as the regulations are considered for implementation.

FY2010 Year-End Small Business Enterprise Utilization Report
Staff Resource: Nancy Rosado, N&BS, 704-336-2116, nrosado@charlottenc.gov

Attached please find the FY2010 Year-End Small Business Enterprise (SBE) Utilization Report. The report highlights the City's efforts in meeting targeted performance measures for FY2010. While the City did not meet its 12% SBE Informal Utilization Goal (achieving 8.2%), it did increase its overall total spend with SBEs by nearly 20% over FY2009.

Report highlights:

- Informal and formal payments to SBEs totaled $18.5 million for Fiscal Year 2010, an increase of $3.3 million from the Fiscal Year 2009 total of $15.2 million
- Informal SBE payments totaled $7.27 million (8.2%) in FY 2010 compared to $7.8 million (8.3%) in FY 2009
- Subcontracting dollars committed to SBEs increased from $365,825 in FY 2009 to $858,664 in FY 2010
- In July 2010, the SBO Program was awarded the Good Corporate Steward Award by the Minority Women Business Enterprise (MWBE) Network in recognition of the SBO Program's commitment to the utilization of minority, women, and small business enterprises on the NASCAR Hall of Fame.

(see left side table of contents for attached file)

Charlotte Area Transit System's Criteria for Bus Stops, Amenities and Service Requests
Staff Resource: Larry Kopf, CATS, 704-432-0497, lkopf@charlottenc.gov

CATS recently presented information to the Transportation & Planning Committee pertaining to the process and criteria used to make decisions regarding service requests, bus stop requests and requests for amenities such as benches and shelters. The Committee asked that this information be shared with the full Council. The information is summarized below.

CATS has a rigorous process for tracking and handling requests. Requests are received via the postal service, e-mail, telephone, and in person. Requests are logged and sent to the appropriate manager for investigation. Subsequent to investigation, customers are contacted with a response and the response is logged.

The Metropolitan Transit Commission has adopted specific policies that guide CATS staff in their

response to requests. Various divisions of CATS, including Customer Service, Service Development, and Operations have representatives on the Service Change Committee. This committee reviews and develops responses to service requests. Various divisions of CATS, including Service Development, Facilities, Operations, and representatives from CMPD comprise the Bus Stop Committee. This committee develops and responds to requests involving bus stops, shelters, benches, etc. CATS also consults as needed with CDOT on customer issues.

Decisions regarding service requests are made using the following criteria:

- Budget considerations (How much does it cost to implement the request?)
- Effect on existing customers
- Ridership potential
- Market served (Individuals who do not have private transportation, and depend on public transportation, constitute the number one market.)
- Safety considerations
- Americans with Disabilities Act considerations

Decisions regarding bus stop and amenity requests are made using the criteria below:

- Location of utilities (Sometimes they prevent installation.)
- Policy dictating that a stop must have 25 boardings to be a candidate for a shelter
- Policies that dictate the spacing of bus stops
- Americans with Disabilities Act considerations
- Safety considerations
- Budget considerations

The criteria are designed to provide uniformity of response to citizen requests, and to ensure that requests are handled in a fair manner. A committee member typically makes initial contact with a customer within five business days after receiving a request.

ATTACHMENTS:

October 11 Transportation and Planning Committee Summary *(see left side table of contents for attached file)*

October 18 Community Safety Committee Summary *(see left side table of contents for attached file)*