Council-Manager Memo #5
Friday, January 21, 2011

CHARLOTTE.

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WEEK IN REVIEW:

Mon (Jan 24)	Tues (Jan 25)	Wed (Jan 26)	Thurs (Jan 27)	Friday (Jan 28)
11:00 AM Agenda Briefing, Room 270/271 3:00 PM Economic Development Committee, Room CH-14 3:45 PM Environment Committee, Room 280 5:00 PM Council Business Meeting, Room 267 6:30 PM Citizens' Forum, Meeting Chamber		12:00 PM Budget Committee, Room 280 5:30 PM Metropolitan Transit Commission, Room 267	12:00 PM Restructuring Government Committee, Room 280 2:00 PM Transportation and Planning Committee, Room 280	

CALENDAR DETAILS:

Monday, January 24

11:00 am Agenda Briefing, Room 270/271

3:00 pm Economic Development Committee, Room CH-14
AGENDA: FY12 ED Focus Area Plan; CRVA January Barometer report

3:45 pm Environment Committee, Room 280
AGENDA: Tree Canopy Goal and Investment Strategy; FY12 Focus Area Plan update

5:00 pm Council Business Meeting, Room 267

6:30 pm Citizens' Forum, Meeting Chamber

Wednesday, January 26

12:00 pm Budget Committee, Room 280
AGENDA: Financial partner review; May 23 potential conflict for budget public hearing; Future Budget Committee schedule and topics

5:30 pm Metropolitan Transit Commission, Room 267
AGENDA: TSAC report; CTAG report; Red Line Task Force update; Service policies; BLE Affordable Alternative concept; Financial policies; Budget overview

Thursday, January 27

12:00 pm Restructuring Government Committee, Room 280
AGENDA: Water and Sewer Rate Study

2:00 pm Transportation and Planning Committee, Room 280
AGENDA: FY12 Focus Area Plan; Transportation Action Plan 5-year update; I-77 HOT Lanes Resolution

January and February calendars are attached. ***(see attached file '01212011.pdf', left side table of contents)***

AGENDA NOTES:

Council Citizens' Forum – Glenlea Park Solid Waste Pickup

Staff Resource: Victoria Johnson, SWS, 704-336-3410, vojohnson@charlottenc.gov

Five residents of Glenlea Park are scheduled to speak at the Citizens' Forum on January 24 concerning solid waste pickup. Glenlea Park is a 208-unit multi-family zoned townhome community located at 5150 Glenlea Park Drive off Sunset Road. Glenlea Park receives private, rollout garbage collection service from K&S Sanitation Services, a local solid waste company. Glenlea Park has asked the City to provide rollout service.

The Glenlea Park development site plan, approved on December 29, 1998, was submitted with a text note that specified that Glenlea would receive collection service by a private garbage company paid for by the Glenlea Park Homeowners Association. Beginning in 2001, multifamily developments that opted for private rollout cart service are required to provide adequate space for future City-provided dumpster service. Large multi-family zoned communities, like Glenlea, that have thirty (30) or more residential units can receive service by the City under the City's outsourced Multi-family Collection Contract for service to dumpsters or compactors. Glenlea declined this service option during its site plan review process and did not allocate space for bulk containers. However, the City Code was amended by ordinance in April 2002 to allow multifamily communities that did not allocate space for recycling or garbage bulk containers to use a designated number of parking spaces to correct that situation.

Representatives of the Glenlea Park Homeowners Association have contacted Solid Waste Services staff on several occasions and requested information on options beyond the private garbage service. In response to inquiries in 2008 and 2009, staff conducted plan reviews and site visits and provided information to assist the Glenlea HOA with commonly asked questions about the City's multi-family garbage service. The information explained City policy regarding service to multi-family complexes and summarized the circumstances leading to Glenlea Park's current garbage collection situation. On September 27, 2010 staff was contacted requesting information about the City's collection services policy for multi-family developments. A written response was provided on October 1, 2010 to Glenlea resident Cynthia Smith.

On November 23, 2010, Mayor Pro Tem Patrick Cannon, Councilmember James Mitchell, Solid Waste Services Director Victoria Johnson and staff attended a Glenlea Park HOA meeting. The issue of providing City service was discussed in detail with residents. Council and staff expressed empathy for the concerns of Glenlea, and residents were told that due to the resources it would require to convert Glenlea Park and similar communities to City rollout service, it is cost prohibitive at this time.

Council has discussed the issue of townhome and condominium garbage collection service on other occasions. In 1996, Solid Waste Services established the current 30 unit guidelines for multi-family garbage collection. In 2001, the City Council adopted a resolution ratifying City policy to provide dumpster collection to all multi-family dwellings and planned multi-family developments containing 30 or more units as defined in the City of Charlotte Zoning Ordinance.

In 2005 the Restructuring Government Committee studied converting multi-family communities including Glenlea Park, which had no spaces for dumpsters or compactors, to City-provided curbside rollout service. This study was done in response to citizen requests. It was determined the cost to provide City rollout service to 3,493 added multi-family residential households (the number of households under consideration) would require an estimated $2.9 million in start-up costs and $1.3 million in annual recurring costs as reported in 2005 dollars. Subsequently, the Committee recommended that Council consider expansion of City rollout service to the designated households during the FY2007 budget deliberations. Due to the significant cost requirements, Council decided to not fund the expansion of service.

Council Citizens' Forum – Speakers on Animal Control Issues
Staff Resources: Deputy Chief Ruth Story, CMPD, 704-432-2427, rstory@cmpd.org
Major John Diggs, CMPD, 704-432-0377, jdiggs@cmpd.org

Lisa Easton and April Amos have signed up to speak at the January 24 Citizens' Forum. Ms. Easton and Ms. Amos represent Fix Charlotte, a grassroots organization that advocates ending the euthanasia of lost and homeless pets. The speakers are former volunteers who were relieved of their duties at Animal Care and Control. Staff anticipates that they will advocate for a no kill shelter and share their opinions on current practices and programs at Animal Care and Control. CMPD officials met with Ms. Easton and Ms. Amos on January 20. The meeting was productive, with both parties identifying common goals and potential ways of working together. Many of their suggestions are already being implemented by Animal Care and Control. Staff agrees there are ways to expand on some of the solutions including the use of social media to generate animal adoptions.

Converting to a no kill shelter would require a significant investment of financial and human resources that is not supported in the current budget. Animal Care and Control has been aggressive in creating programs and partnerships that promote responsible pet ownership, decrease the over-population of domestic pets through spay-neuter programs, and place adoptable animals in good homes. The ultimate goal of all of these programs is to reduce the euthanasia rate in Charlotte-Mecklenburg.

Programs implemented by Animal Care and Control include:

- High-volume, low-cost spay neuter clinics;
- Partnerships with animal rescue groups;
- Foster care programs;
- Comprehensive adoption programs at a variety of sites, advertised through a variety of media outlets;
- Adoption program participation at scheduled community events;
- Rabies free public clinics;
- Pet food bank program;
- Dog house program;

- 2nd Chance Medical Fund;
- Humane education;
- Emergency and disaster response and assistance;
- Volunteers.

In response to the recent incident at Animal Care and Control where employees inappropriated posed and photographed animals and posted the photographs on Facebook, CMPD has taken a number of steps to review their policies and procedures. The review showed that there have been eight wrongful euthanasia events since 2005.

CMPD initiated an internal investigation to identify policy violations and potential culture issues that would generate those violations. Three sergeants in CMPD's Internal Affairs Division conducted the investigation which included interviewing all Animal Care and Control employees and a number of their volunteers.

All euthanasia policies, procedures, and practices have been reviewed and a number of new controls have been put in place to further reduce the likelihood or opportunity for a wrongful euthanasia Staff is also reviewing best practices in other animal shelters.

Major John Diggs has been assigned to conduct a comprehensive review of all policies, procedures, and practices at the Animal Care and Control facility. Major Diggs is spending a considerable amount of his time at the facility and is being assisted in the review by an employee from the CMPD's Research, Planning, and Analysis Bureau.

A code of ethics and conduct is being developed for all Animal Care and Control employees.

CMPD is working with UNCC and the Humane Society of America to identify the support mechanisms and training that would help employees deal with the stress related to daily exposure to animal euthanasia. This is known as Compassion Fatigue and is commonly experienced by employees in animal welfare occupations. CMPD will take a more proactive approach in supporting the employees who do this work.

These are a few of the initiatives that have been put into place to ensure the professionalism of Animal Care and Control and to provide a more positive work environment for its employees. Staff will update Council as additional initiatives are developed and implemented.

INFORMATION:

Davis General Store (8940 Bob Beatty Road)

Staff Resource: Walter Abernethy, N&BS, 704-336-4213, wabernathy@charlottenc.gov

The following information is to update Council regarding the Code Enforcement case at 8940 Bob Beatty Road.

As noted in the January 12 Council-Manager Memo, Code Enforcement inspected the three buildings at 8940 Bob Beatty Road on October 29, 2010. One of the three buildings, the Davis General Store, is registered with the Historic Landmarks Commission. The violations identified at the store are relatively minor, focusing generally on electrical issues and a set of stairs added to the structure without proper permits. Code Enforcement has ordered the property owner to make repairs.

The two accessory buildings are in considerably worse condition, both having significant structural issues. These buildings were originally ordered demolished based on zero tax value and substantive repairs needed. Included here are building photos that illustrate areas of concern. Property owner Silas Davis, at his January 4, 2011 hearing indicated he wanted to repair the two accessory structures. Since the hearing, Mr. Davis has also secured the services of a structural engineer to assist and guide the repair process. Based on this information, Code Enforcement has issued Mr. Davis a new supplemental order to repair the accessory structures, with a compliance date of March 7, 2011.

Over the last several weeks, Mr. Davis has initiated a community campaign focusing on saving the Davis General Store from demolition. The campaign has implied that the City desires to demolish these structures. Code Enforcement's primary goal is to save structures and ensure

they are safe through a reasonable repair process. Code Enforcement's actions in this case are reflective of this goal. Code Enforcement staff will continue to work with Mr. Davis, his structural engineer, and the Historic Landmarks Commission staff to ensure repairs are made to the structures.

Six Month Recycling Collection Service Update

Staff Resource: Victoria Johnson, Solid Waste Services, 704-336-3410, vojohnson@charlottenc.gov

Inland Service Corporation (Inland), which began service on July 5, 2010 as the City's private contractor for recyclables collection, has completed its sixth month of operation. During this six month period, Solid Waste Services has closely monitored Inland's operations and practices to ensure the company complies with the terms of the contract agreement. As part of the new program, the City was divided into Green and Orange service weeks, with each service address being collected on alternating weeks.

The FY11 Environmental Focus Area Plan measure is to achieve a 20% increase in annual tonnage of recycled materials. From July thru December 2010, residents recycled approximately 22,273 tons of material. This represents a 25.89% increase in tonnage over the 17,692 tons collected over the same period in 2009.

The increased levels of recycling can be attributed to the following:

- Implementation of 96-gallon wheeled containers provides greater capacity and ease of collection;
- An expanded group of recyclable materials;
- An extensive public education campaign through a partnership of the City and Mecklenburg County;
- Increased environmental awareness by citizens including the City's partnership with the Coca-Cola Bottling Company and Mecklenburg County through the Recycle and Win Promotion. The partnership, which began in February, 2009 continues to yield positive results. Phase I of the promotion resulted in 357 Charlotte residents being awarded a $50 Harris Teeter gift card. Phase II of the promotion, Recycle and Win – Bigger and Better, began in October with a new sticker for the recycle container. The gift card award was also increased to $100. Printed notification forms from Coca-Cola Bottling Company did not arrive in homes until late November so only a small number of citizens have been identified through the promotion to date. Staff receives periodic updates from Coca-Cola Bottling Company and will update Council on the promotion's progress in the coming months;
- Solid Waste Services recently partnered with Coca-Cola Bottling Company on another project – Carolina Panthers' Tailgating. The program provided recycling receptacles for Panthers' tailgaters during home games, furthering the effort to divert recyclables from the garbage waste stream. This collaborative effort resulted in the collection of 22.12 tons, which represents 29.51% of all tailgate trash. Solid Waste Services received a

commendation award from Keep Mecklenburg Beautiful for efforts to enhance the Tailgate Recycling Program this season;

- Equipment upgrades at the Materials Recovery Facility (MRF) provided for increased capacity and ability to process the expanded group of materials.

Since single-stream service began, the Orange Week areas of South and Southeast Charlotte have had high participation levels and produced large tonnage of recyclable materials. The operational impact has been long service hours, particularly on the Tuesday and Wednesday collection days. This has led Inland to examine workloads and to propose possible adjustments to improve efficiency and complete service within prescribed hours. Solid Waste Services is currently reviewing these options.

There have been an increasing number of citizen requests for a second recycling container. As staff monitors and evaluates the ongoing progress in implementing single-stream recycling, the possibility of offering a second container for purchase by citizens is being considered. Staff will advise Council in the coming months as the City and Inland gain more experience in single-stream recycling.

Multi-Family Supplemental Waste Collection Service

Staff Resources: Victoria Johnson, Solid Waste Services, 704-336-3410, vojohnson@charlottenc.gov
Thomas E. Powers III, City Attorney's Office, 704-336-5887, tpowers@charlottenc.gov

Richard Vinroot on behalf of his client, the O'Leary Group (a solid waste collection company), sent a letter to the Mayor and Council on January 21, 2011, concerning the City's multi-family supplemental collection service. Attached is background and additional information regarding the City's policy for multi-family collection service. ***(see attached file 'Multi Family....pdf', left side table of contents)***

ATTACHMENTS:

January 4 Environment Committee Summary ***(see attached file 'ENV…pdf', left side table of contents)***