Council-Manager Memo #33
Wednesday, May 11, 2011

CHARLOTTE.

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INFORMATION:

Special Transportation Service Nearing Capacity

Staff Resource: Pete Wallace, CATS, 704-336-3860, pwallace@charlottenc.gov

Charlotte Area Transit System (CATS) Special Transportation Service (STS) has reached record ridership levels and is nearing its capacity of available service. A high volume of applications are being received at STS due to changes and resource constraints at local human service agencies and providers. Each potential new consumer must fill out a STS application, participate in an in-person interview and undergo a functional assessment if necessary. Many former transportation clients of the local human services agencies are now certified as eligible to ride STS.

The Americans with Disabilities Act (ADA) mandates that STS provide door-to-door transit services within three-quarters of a mile of all local fixed-route bus routes for individuals with disabilities certified as eligible according to the ADA. The ADA also requires that STS operate on the same days and during the same hours as normal CATS local bus service. As capacity allows, STS also offers service beyond ADA requirements throughout Charlotte's city limits, as well as the towns of Matthews and Pineville.

STS II service provides supplemental door-to-door transit service in Cornelius, Davidson, Huntersville, Mint Hill and the unincorporated areas of Mecklenburg County. Since STS II is not required under the ADA, it operates as capacity allows with limited hours and has a higher fare than regular STS service.

Currently, STS schedules approximately 1,150 daily rides. Ninety-three percent of these rides now fall within the federal ADA mandate. Since this number of riders has risen dramatically, STS customers who live outside of the ADA mandated service may not be able to schedule rides as often as before. This may lead to frustration by some customers living in Charlotte, Matthews, Pineville and in the STS II areas.

STS strives to provide outstanding customer service and transportation each day, and must do so while meeting federal requirements.

Solid Waste Services Annexation Communication

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

Prior to annexation, Solid Waste Services sends information to customers in the annexation areas on collection services, item preparation guidelines and new collection day.

This year the communication will begin on May 18 when a pre-recorded message from Deputy Director Michelle Moore will be sent to all annexation residents via the Charlotte-Mecklenburg's GeoNotification system. The message will welcome annexation residents to Charlotte and provide important dates to remember:

- **Monday, May 23** – Welcome packets will be sent to residents' homes. The packets will include new collection day and item preparation information.
- **Monday, June 6** – The cart vendor will begin delivering garbage and recycling rollout carts. Additional collection service information will be attached to the rollout carts.
- **Monday, July 4 –** Collection services begin for annexation residents.

Other pieces of the communication process include:

- **Print and online advertisements –** Print and web ads will include information on when annexation residents can expect delivery of their new carts, who to call if carts don't arrive as scheduled and what services Solid Waste offers.
- **Pre-annexation community meetings –** Staff will attend community meetings within the annexation areas to provide residents with additional information regarding annexation and services provided by Solid Waste.
- **Annexation website** – Residents can go to http://curbit.charlottenc.gov and click the Getting Annexed link to get more information on annexation. The annexation site also includes a link to the GeoPortal system, which will provide customers with their new collection day.

***City Source* Tells Stories of Citizen Service**

Staff Resource: Sherry Bauer, Corporate Communications & Marketing, 704-336-2459, sbauer@charlottenc.gov

City Source is the City of Charlotte's unique 30-minute program for citizens to learn about the City's services as well as how its employees serve the community. The program airs the first and third Thursday of each month at 7 p.m. on Cable 16 (Time Warner Cable), AT&T U-verse and is streamed LIVE online at www.charlottenc.gov.

The May 19 edition looks at a partnership between CFD and CMS to help high school students learn what it takes to be a Charlotte fire fighter. Citizens will also see how underground cameras are used in the Charlotte-Mecklenburg Utilities Department, information on The Center for Employment Services, how City government is working to safeguard the environment, and more! A promotional flyer advertising the episode is attached below.

This information is also promoted in CMail, the City's electronic newsletter emailed to more than 1,100 subscribers and distributed by City departments whose services, programs and employees are featured in an upcoming episode.

Included in Council packets are several other promotional items advertising *City Source* **(SEE TABLE OF CONTENTS ON LEFT).**

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April 25 Environment Committee Summary