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INFORMATION:

January 22 – Panthers Pride Rally Street Closures

Staff Resource: Joseph Yanicak, CDOT, 704-336-5531, jyanicak@charlottenc.gov

On Friday, January 22, a Panthers Pride Rally will be held at Romare Bearden Park from 12 p.m. until 1:30 p.m. This is a pep rally to celebrate the Panthers NFC Championship game Sunday, January 24, 2016 against the Arizona Cardinals.

Two lanes of Mint Street (from 3rd Street to MLK Blvd.), adjacent to the park, will close Thursday afternoon from 9:00 a.m. - 3:00 p.m. to enable the construction of a stage in the park. On Friday morning at 9:30 a.m., Mint Street (between MLK Blvd. and 3rd Street) will close for the event. 3rd Street (between Church Street and Mint Street), and MLK Blvd. (between Graham Street and Church Street) will close at 11:00 a.m. for the pep rally. Streets will be reopened a short time after the event ends.

The event is rain or shine. However, if dangerous conditions such as ice are anticipated, the event may be cancelled the day before.

Information regarding street closures and event details will be communicated to Uptown businesses and residents through the [Street Use Notice](#) (SUN).

January 26 – Rocky River Road West Design Presentation and Northeast Transportation Update

Staff Resource: Kristen Behlke, E&PM 704-336-8917, kbehlke@charlottenc.gov

A public meeting will be held from 6:00-8:00 p.m. Tuesday, January 26 at Newell Presbyterian Church, 1500 Rocky River Road West. Representatives from CATS, CDOT, E&PM, Mecklenburg County and NCDOT will provide an update on local and state transportation projects in the Newell area and northeast corridor. A presentation on district-wide projects will begin at 6:10 p.m. followed by the design alternative for the Rocky River Road West Project. An open house format will follow where attendees can speak one-on-one with project experts. A copy of the invitation is [attached](#) and was mailed to approximately 6,000 residents two weeks in advance of the meeting. To view a complete list of the projects to be discussed, visit <http://CharlotteFuture.com/NorthEast>.



NE Corridor Public
Meeting January 2016

January 29 – Mayor’s Mentoring Alliance Event

Staff Resource: Angie Caffee, NBS, 704-336-2928, acaffee@charlottenc.gov

The Mayor and Council are invited to attend the “Can you Imagine” Mentoring Alliance Awards on January 29 at ImaginOn’s McColl Family Theater. The Mayor’s Mentoring Alliance (MMA), in partnership with United Way of Central Carolinas, will celebrate National Mentoring Month with this event.

The ceremony will honor:

- an outstanding mentor who goes the extra mile for his/her mentee;
- a business partner who supports programs through mentoring;
- mentees who have made great strides since the beginning of their mentoring relationship;
- a large agency that upholds mentoring best practices.

This year’s ceremony also includes new categories for Educational Leadership, Best Practice Small Agency, and People’s Choice. The MMA connects Charlotte mentoring organizations for the purpose of promoting best practices through workshops and other resources. The alliance also hosts workshops for prospective mentors to ensure they have a strong understanding of a mentor’s responsibilities and impact in a young person’s life.

For further information or to RSVP, please contact Angie Caffee at acaffee@charlottenc.gov or 704-336-2928.

Realtors Care Day Home Repair Applications Being Accepted Through February 19

Staff Resource: Kim Barnes, NBS, 704-336-8408, kbarnes@charlottenc.gov

Neighborhood & Business Services Community Engagement Service Area liaisons are working with the Charlotte Regional Realtors Association (CRRA) and its charitable arm, the Housing Opportunity Foundation, to identify homeowners with property suitable to receive improvements during the annual Realtors Care Day.

Since 2009 CRRA has organized a day of service for its members in support of its commitment to sustaining affordable housing. On April 22, more than 500 local realtors will trade in their smart phones for tool boxes and paint brushes to help improve 25-30 homes for families in need across Mecklenburg and Iredell counties. Improvements will include exterior repairs such as new or repaired roofs, gutters, landscaping, and adaptive and safety modifications for the elderly and disabled. Since its inception, the program has assisted 174 families with an annual dollar impact exceeding \$200,000. Last year 19 homes in Charlotte and 25 homes throughout Mecklenburg and Iredell counties were improved.

Service Area Liaisons work with neighborhood groups to identify eligible individuals and help them with the application process. Homeowners also undergo a CRRA screening process that

includes verification of income (80% and below of median income), mortgage, insurance, and citizenship status.

Applications are due by February 19. The Mayor and City Council members may provide names of homeowners who may be eligible for the program to Kim Barnes at kbarnes@charlottenc.gov. Additional information about Realtors Care Day can be found online at www.carolinahome.com/realtorscare.

Gartner Consulting Land Development Study Update

Staff Resource: Ann Wall, City Manager's Office, 704-336-3187, awall@charlottenc.gov

Last year, the City and Mecklenburg County contracted with Gartner Consulting to assess current development planning, permitting, and inspection operations and help with improved customer satisfaction and higher-quality, more cost effective delivery of those services.

In March 2015, Gartner Consulting submitted its final report including seven recommendations regarding development planning, permitting, and inspection services. The seven Gartner recommendations and the initiatives that staff have developed in response are attached below.



Gartner
recommendations.pdf

The City and the Council subsequently hired Gartner for additional services including:

- i. Define and validate current state;
- ii. Define streamlining and efficiency measures; and
- iii. Derive and submit final service delivery model recommendations

The City Council will continue to receive updates on the progress. Staff expects Gartner's Phase II recommendation in the second quarter of calendar year 2016.



Public Meeting

- Rocky River Road West Design Presentation
- Northeast Area Transportation Update

Tuesday, January 26, 6-8 pm

6:10 p.m. - Update on District-wide projects
6:50 p.m. - Update on Rocky River Road West

**Newell Presbyterian Church
1500 Rocky River Road West**

<http://CharlotteFuture.com/NorthEast>



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**Newell Presbyterian Church
1500 Rocky River Road West**

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January 26 Public Meeting Details

Representatives from the following agencies will provide an **update on local and state transportation projects** in the Newell area and northeast corridor:

- Charlotte Area Transit System
- Charlotte Department of Transportation
- Engineering & Property Management
- Mecklenburg County
- North Carolina Department of Transportation

The selected design for **Rocky River Road West** will be presented for review and comment.

Visit <http://CharlotteFuture.com/NorthEast> for a complete list of projects underway in the northeast area.

We look forward to seeing you at the meeting!

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CHARLOTTE.

Engineering & Property
Management
600 East Fourth Street
Charlotte NC 28202-2861



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Recommendation 1: Create Unified Development Services Governance Structure to Enable Improvements

- a) **Governance:** City and County are conducting research and evaluating alternatives to establish a properly structured governance body tasked to foster lasting collaboration between the City and County and follow through on change initiatives.

Recommendation 2: Redesign Unified Customer Service Model and Tailor to Different Customer Segments

- a) **Business Permitting Wizard:** City and County staff selected the vendor for a business wizard that will assist customers in determining business location, site and building permit requirements, zoning issues, and fees. Presentation for Council approval is tentatively scheduled for 1st quarter, 2016.
- b) **Improved City-County Coordination:** City staff now reviews all plans submitted to the County through the County's EPM building permit system that have a City Engineering and/or Urban Forestry hold tagged to the project to determine if a review will be required by City staff. If the plan is already in review at the City, staff notes the County permit number on our Accela record so that the hold will be released upon plan approval. If the plans have already been approved by the City, staff removes the City Engineering and City Urban Forestry holds. If no review is required, staff removes the City Engineering and Urban Forestry hold. If it is determined that a review is required, staff contacts the submitter to direct them to submit plans to the City. City and County are establishing a "key words" list that will assist staff when directing customers to right contacts.
- c) **Holds.** Based on feedback managing "holds" is a time-consuming challenge for staff and customers. City and County staff, with input from our customers, have begun workshops to identify and address issues associated with the placement of the holds in the County's system, Posse.

Recommendation 3: Orchestrate Cultural Shift and Enhance Partnership with Industry

- a) **City-County Vision Statement:** City and County staff, in collaboration with the development industry, worked on the creation of a Unified Vision and Expectation statement. In November and December of 2015, the final versions of these statements were outlined to the development community. Presentation to staff is scheduled for February, 2016. Staff is working with both the City and County's Corporate Communication department for consistent branding and marketing opportunities.
 - 1. **The vision statement:** *Partnering with our customers to efficiently, effectively, and collaboratively build a safe and thriving community*
- b) **Develop Customer Personas:** The City and County collectively serve a group of customers that collaborate on projects. Understanding the customers' priorities needs and challenges will enable the County and City to deliver quality services. Customer Service Solutions, a Customer Service vendor, developed a template that identifies who customers are for the City, County and those customers that are serviced by both agencies.

Recommendation 4: Simplify, Educate, and Establish Accountability of Delivery of Development Services

- a) **City Fire and Charlotte Water Expanded Services:** City Fire and Charlotte Water are invited to all Pre-Submittal and Urban Conceptual meetings. Our customers welcome their participation especially in regards to site requirements.
- b) **City Unified Review:** Charlotte Water, Planning and Engineering are teaming to test the validity of having Charlotte Water's review as a part of the subdivision review process. Staff is currently working on the logistics for a pilot project to begin during fiscal year 2016.
- c) **Automated Rezoning Process:** Beginning July 1st, 2015, Planning's process to review administrative amendments to conditional rezonings is being managed on the City's development services database, Accela. Customers electronically submit the administrative amendment application and proposed amended plan through Accela Citizen Access and are able to track the status of the application through Accela.
- d) **Expedited Pre-Submittals:** Beginning July 1st, 2015, customers have the option to request an Expedited Commercial Pre-Submittal meeting if they do not wish to wait the typical 4 to 5 weeks for the free Pre-Submittal meeting. This optional fee funded request will allow a meeting to be scheduled, based on availability, typically within 2 weeks or less.
- e) **City Rezoning Teams:** Planning has established geographically based teams to evaluate rezoning proposals. Each team includes a rezoning staff member, long range planner, urban designer and subdivision representative.
- f) **City Rezoning Process:** City planning is working to streamline the rezoning process by reducing the time between application and approval and improving the partnership between staff, the development industry and the community for rezoning applications. Beginning design of utilizing the City's permitting database, Accela, for the rezoning process. Implementation 3rd quarter 2016.

Recommendation 5: Plan and Manage Technology Collaboratively to Address Gaps, Redundancy, and Inefficiency

- a) **City-County Web Portal:** Phase 1 of a unified web page with the County is under design.
- b) **Business Permitting Wizard** (please see details under Recommendation 2a)
- c) **Due Dates and Reviewer Names on Project Record:** Based on customer feedback, City staff worked with software vendor, Accela, to include due dates and reviewer names on each task for each submittal. Implemented October, 2015.
- d) **Seamless services with integrated technologies:** Upon completion of Governance and Gartner Phase II work, City and County will work together to establish a service delivery model offering streamlined and easy-to-understand services for our customers. City and County staff, with Gartner, have developed an evaluation framework matrix for a database evaluation.

Recommendation 6: Improve Consistency of Code Interpretation and Application

- a) **Automated Rezoning Process** (please see details under Recommendation 4c)
- b) **City Rezoning Process** (please see details under Recommendation 4f)

Recommendation 7: Enhance Measurement of Success to Align with Customers and Drive Desired Behaviors and Increase Predictability

- a) **Metrics Development:** All reviews currently being monitored with the City's database, Accela, will be charted for determination of time spent under review with the City and of time spent at the customer's design firm to give a clearer metric for total review times. Implementation 1st quarter, 2016.