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WEEK IN REVIEW:

Mon (Mar 21)	Tues (Mar 22)	Wed (Mar 23)	Thurs (Mar 24)	Fri (Mar 25)
12:00 PM Council Zoning Agenda Briefing (optional), Room 886 12:00 PM Intergovernmental Relations Committee Mtg., Room 280 1:30 PM Budget Committee Mtg., Room 280 5:00 PM Zoning Meeting, Room CH-14		12:00 PM ED & Global Competitiveness Committee Mtg., Room CH-14 5:30 PM Metropolitan Transit Commission, Room 267		CITY HOLIDAY

CALENDAR DETAILS:

Monday, March 21

12:00 PM Council Zoning Agenda Briefing (optional), Room 886

12:00 PM Intergovernmental Relations Committee Mtg. Room 280

AGENDA: Federal Update; State Update; April 18 Legislative Briefing; Trending Topics

1:30 PM Budget Committee Mtg., Room 280

AGENDA: Community Investment Plan; Solid Waste Services-Multi-Family Service options; Budget Committee Work Plan Update/Council Priorities/Base Budget Review; Charlotte Water FY2017 Budget; Aviation FY2017 Budget; April 7 Council Budget Workshop Agenda

5:00 PM Zoning Meeting, Room CH-14

Wednesday, March 23

12:00 PM Economic Development & Global Competiveness Committee Mtg., Room CH-14

AGENDA: Eastland Mall Redevelopment

5:30 PM Metropolitan Transit Commission, Room 267

AGENDA: Transit Capital & Debt Programs; Title VI-Fare Equity Analysis; Rail Trail Framework/Vision Plan; Silver Line Update

March and April calendars are attached.



March-April 2016.pdf

INFORMATION:

Distributed Antenna Systems Poles in Public Right-of-Way

Staff Resource: Mike Davis, CDOT, 704.336.3938, madavis@charlottenc.gov and Kruti Desai, CDOT 704.353.1795 kdesai@charlottenc.gov

Residents of the Piper Glen neighborhood recently reached out to Council members expressing their opposition to several telecommunications structures proposed to be installed in their neighborhood. This issue stems from a permit application that the Charlotte Department of Transportation (CDOT) received from Crown Castle to install four (4) poles in the Piper Glen neighborhood for a technology called Distributed Antenna Systems (DAS). This permit request is opposed by residents in Piper Glen, primarily because there are no other existing utility poles

inside the neighborhood.

DAS poles are installed by wireless telecommunication companies as a means to reach areas that are difficult to cover with large cellular towers. The technology requires an antenna to be mounted at approximately the height of a street light. Crown Castle's permit application proposes the antennas to be mounted on top of black poles similar to street light poles. Under the Federal Telecommunications Act, utility companies are allowed by right to install DAS facilities in public rights-of-way. Local governments are allowed to regulate the design and placement of such facilities but cannot regulate in a manner that would deny access to the right-of-way. CDOT regulates DAS in accordance with federal law and the locally adopted [Right-of-Way Utility Ordinance](#). Charlotte's regulations require that any utility company proposing new poles to be erected on local residential streets conduct outreach with the affected neighborhood and consider any design or location alternatives identified by the neighborhood.

CDOT staff have worked closely with the Piper Glen neighborhood on this permit application and will continue to work with residents and Crown Castle on design and location alternatives. The permit application does not require any action by City Council. By law, if the permit application meets the technical and procedural requirements, staff will approve the permit. The permit is not likely to be approved for several weeks or possibly several months depending upon how quickly Crown Castle addresses outstanding issues with the permit application.

Charlotte Business INclusion Community Stakeholder Survey

Staff Resource: Nancy Rosado, Management & Financial Services, 704-336-2116, nrosado@charlottenc.gov

The Charlotte Business INclusion (CBI) program has contracted The Jackson Group to facilitate the development of a community stakeholder survey. This is a benchmark survey that will ask key questions related to Minority, Women, and Small Business Enterprises (MWSBEs) certification, access to capital, bidding and contracting, education and development offerings, and overall satisfaction with the CBI program.

The initial survey invitation will be sent to more than 1,500 businesses that have either served as a vendor to the City in the past or are currently or have been previously certified with the CBI program.

The goals of this survey are to:

- Increase our knowledge of effectiveness of our certification process
- Gain insight on how we can foster an ongoing relationship with Certified MWSBEs in order to increase the likelihood of retention and new certifications
- Understand stakeholder thoughts of the City's contracting process and gain insight on their successes and challenges with the process

- Understand the scope of training and education stakeholders need and how they think the City can help towards that effort

The survey administration period will begin in March and conclude in April. The Jackson Group will provide a final report to CBI staff in May 2016.

Internal Audit Report – Office Depot Contract

Staff Resource: Greg McDowell, Internal Audit , 704-336-8085, gmcowell@charlottenc.gov

Internal Audit has completed an audit of the Office Depot Contract. Over the last several years, many U.S. municipalities have conducted audits and investigations of their contract(s) with Office Depot. Sometimes these efforts have resulted in significant payments to the federal, state or local governments initiating the reviews. The purpose of the audit was to determine if Citywide purchases from Office Depot complied with the existing contract and to verify the pricing accuracy of the office supplies purchased. The audit focused on the period July 2010 through December 2014.

The audit concluded: The City of Charlotte’s contract is significantly different than those of cities which have experienced pervasive pricing issues with Office Depot. While pricing errors can occur, the City’s exposure to a significant cost impact is low.

The Office Depot Contract Audit Report is attached.



Office Depot
Contract Audit Rpt. .p

Urban Land Institute National Advisory Panel – SouthPark

Staff Resource: Ron Kimble, City Manager’s Office, 704-336-4169, rkimble@charlottenc.gov

This week, the [Urban Land Institute \(ULI\)](#) provided an [Advisory Services Panel](#) focused on the SouthPark area of Charlotte. The ULI is a nonprofit education and research organization that fosters and encourages high standards of land use planning and development. The panel of experts, chosen and facilitated by ULI, focused on strategies to best envision the future of SouthPark as an evolving mixed use activity center, established goals and expectations for future public and private investment, and identified tools and next steps for implementation.

The panel of experts worked with the City, business and community stakeholders, neighborhood leadership, and other organizations to address the opportunities and challenges in the area. Throughout the week they analyzed the results of a public survey, met with area leaders, and interviewed over 70 stakeholders. They presented their findings today, March 18, in the Council Chambers. A video of the presentation will be made available online at: <http://charmec.org/city/charlotte/charlottefuture/pages/uli-national-advisory-panel.aspx>, and

the presentation is also attached below. A more detailed report with actionable recommendations will be prepared and published in late summer.



ULI Panel (Mar 2016)
- Presentation.pdf

ATTACHMENTS:

January 14 Community Safety Committee Summary



20160114 CSC
Summary Package.pdf

March

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
		1	2 12:00pm Housing & Neighborhood Development Committee Mtg., Room 280	3	4	5 NLC Congressional City Conference, Washington, DC
6	7	8	9	10	11	12
NLC Congressional City Conference Washington, DC						
13	14 8:00am – 12:00pm Out of School Time Summit, 3400 Beatties Ford Rd. 12:00pm Environment Committee Mtg., Room 280 2:00pm Transportation & Planning Committee Mtg., Room 280 5:00pm Council Business Mtg., Room 267	15	16 1:30pm Budget Workshop, Room 267	17 12:00pm Community Safety Committee Mtg., Room 280	18	19
20	21 12:00pm Council Agenda Briefing (optional), Room 886 12:00pm Intergovernmental Relations Committee Mtg., Room 280 1:30pm Budget Committee Mtg., Room 280 5:00pm Zoning Meeting, Room CH-14	22	23 12:00pm ED & Global Competitiveness Committee Mtg., Room CH-14 5:30pm MTC Meeting, Room 267	24	25 Good Friday	26
27	28 12:00pm Governance & Accountability Committee Mtg., Room 280 5:00pm Citizens' Forum/Council Business Mtg., Room 267	29	30	31	2016	

April

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
					1	2
3	4 12:00pm Environment Committee Mtg., Room 280 2:00pm City Manager's Update Mtg., Room CH-14 5:00pm Council Workshop/Citizens' Forum, Room 267	5	6 12:00pm Housing & Neighborhood Development Committee Mtg., Room 280 1:30pm Budget Workshop, Rom 267	7	8	9
10	11 12:00pm Budget Committee Mtg., Room 280 2:00pm Transportation & Planning Committee Mtg., Room 280 5:00pm Council Business Mtg., Room 267	12	13 12:00pm Community Safety Committee Mtg., Room 280	14 12:00pm ED & Global Competitiveness Committee Mtg., Room CH-14	15	16
17	18 8:00am 2016 Short Session Legislative Briefing, Room 267 12:00pm Council Agenda Briefing (optional), Room 886 12:00pm Intergovernmental Relations Committee Mtg., Room 280 5:00pm Zoning Meeting, Room CH-14	19	20 1:30pm Budget Workshop (optional), Room 267	21 6:30pm – 8:00pm District 6 Town Hall Mtg., Sharon United Methodist Church – 4411 Sharon Rd.	22	23
24 2:00 – 4:00pm CM Fallon's Town Hall Meeting, TBD	25 12:00pm Governance & Accountability Committee Mtg., Room 280 5:00pm Citizens' Forum/Council Business Mtg., Room 267	26 <div style="border: 1px solid black; padding: 5px; text-align: center;"> Mayor and Council to Raleigh </div>	27 5:30pm MTC Meeting, Room 267	28 12:00pm ED & Global Competitiveness Committee Mtg., Room CH-14	29	30

2016

**Audit Report
Office Depot Contract
March 17, 2016**

City of Charlotte
City Auditor's Office
Gregory L. McDowell, CPA, CIA

Purpose and Scope

Over the last several years, many U.S. municipalities have conducted audits and investigations of their contract(s) with Office Depot. Sometimes these efforts have resulted in significant payments to the federal, state or local governments initiating the reviews.

The purpose of the audit was to determine if Citywide purchases from Office Depot complied with the existing contract and to verify the pricing accuracy of the office supplies purchased. The audit focused on the period July 2010 through December 2014.

This report is intended for the use of the City Manager's Office, City Council and all City Departments.

Conclusion

The City of Charlotte's contract is significantly different than those of cities which have experienced pervasive pricing issues with Office Depot. While pricing errors can occur, the City's exposure to a significant cost impact is low.

Summary of Findings and Audit Response

Additional monitoring should be conducted by departments, under Management and Financial Services Finance Office – Procurement Management’s (Procurement Management’s) direction, to provide assurance that past errors in the following areas do not become significant:

1. Pricing inaccuracies
2. Delivery fees outside contract terms
3. Timely and accurate receipt of rebates

Each of these is addressed in the Audit Results section; pp. 10–12, with overall recommendations and responses following.

- ▶ **Note:** Procurement Management’s actions appear appropriate and adequate to address the identified risks.

Audit Approach (page 1 of 2)

- ▶ During the audit period, Office Depot submitted invoices totaling \$2.7 million. Auditors tested \$864,499, or about 32% of the amount invoiced.
- ▶ For a sample of invoices, auditors determined whether:
 - the unit prices the City paid matched the contract prices
 - delivery fees were billed in accordance with the contract
 - the total rebates paid to the City were accurate.

Audit Approach (page 2 of 2)

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

Background (page 1 of 2)

- ▶ The Office Depot contract was approved by Council on June 28, 2010. The contract covered three years, beginning July 1, 2010, and authorized the City Manager to extend the contract for two additional one-year terms. The estimated annual expenditures were \$700,000 and allowed for possible price adjustments.
- ▶ During the contract term, there were six amendments, and both extensions for 2013 and 2014 were exercised.
- ▶ The contract amendment on February 16, 2011, established a quarterly rebate equal to 2.5% of the “Net Spend.”

Background (page 2 of 2)

- ▶ The Office Depot contract expired June 30, 2015. An Invitation to Bid was advertised by M&FS – Procurement (Procurement) and Office Depot was the recommended vendor. City Council approved the new contract on June 22, 2015.
- ▶ The initial term of the contract is three years, with the option of two, one-year extensions. The total contract value over five years is \$6.25M, based on estimated annual expenditures of \$1.25M.

Audit Results

Areas of Contract Monitoring (page 1 of 3)

□ 1. Pricing Inaccuracies

- Auditors tested pricing accuracy for 23,030 items totaling \$864,499 (audit software facilitated large scale electronic price comparisons).
- Office Depot applied the incorrect percentage discount or charged the incorrect unit price to some City purchases, causing a net undercharge to the City of \$21,361.
- This error persisted after the City and Office Depot became aware of the issue, resulting in an additional City undercharge of \$13,567. Office Depot did not request that the City return the funds since it was their error.

Areas of Contract Monitoring (page 2 of 3)

- 2. Delivery fees outside contract terms
 - The contracted delivery fee increased from \$24.99 to amounts ranging from \$29.99 to \$69.99.
 - During the contract, Office Depot began calculating the delivery fee based on the dollar amount purchased instead of a flat fee (which was not contractually allowed). Office Depot did not notify the City of the new fee structure.
 - While errors noted were immaterial, Departments' unfamiliarity with the delivery fee structure increased the risk that the City could overpay the vendor.

Areas of Contract Monitoring (page 3 of 3)

- 3. Timely and accurate receipt of rebates
 - Six instances were noted in which a rebate check was not received within 45 days of the quarter-end, per contract terms.
 - Auditors' recalculation of the total rebate paid noted that Office Depot overpaid the City \$309.
 - Three rebate checks totaling \$21,634 mailed to the attention of Procurement Management were deposited by others in the City, without being delivered to Procurement. Inconsistent handling of rebate checks has inhibited Procurement Management's ability to monitor the deposits.

Contract Monitoring Recommendations

- Procurement Management should establish contract monitoring guidelines for itself and departments.
- Contracts should be monitored in enough detail to allow recognition of billing errors and fee changes.
- Procurement Management should establish a simplified approach to manage the receipt of rebate checks and monitor rebate activity to ensure that payments are received timely, per contract terms.

Management Actions Taken & Response

- ▶ In August 2015, Procurement Management met with departments, discussed the new contract changes and instructed approvers to review their department's orders.
- ▶ In November 2015, Procurement Management began reviewing the quarterly reports from Office Depot for contract compliance. Additional resources would allow closer scrutiny.
- ▶ **Management and Financial Services Response:** We have implemented more stringent reporting guidelines and deadlines for Office Depot and will continue to work with departments on compliance efforts. Where possible, we will implement electronic receipt of rebates and work with Finance–Treasury to provided more monitoring of expected rebates.



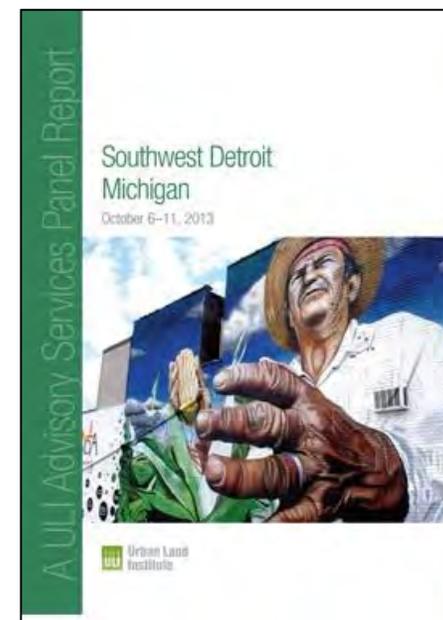
**Urban Land
Institute**

Advisory Services Program

SouthPark, Charlotte, NC, March 13-18, 2016

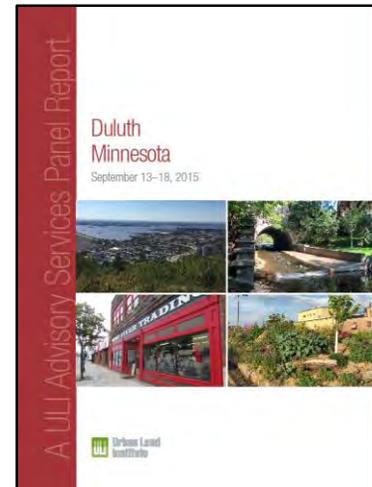
About the Urban Land Institute

- The mission of the Urban Land Institute is to provide leadership in the responsible use of land and in creating and sustaining thriving communities worldwide.
- ULI is a membership organization with nearly 37,000 members, worldwide representing the spectrum of real estate development, land use planning and financial disciplines, working in private enterprise and public service.
- What the Urban Land Institute does:
 - Conducts Research
 - Provides a forum for sharing of best practices
 - Writes, edits and publishes books and magazines
 - Organizes and conducts meetings
 - Directs outreach programs
 - Conducts Advisory Services Panels



The Advisory Services Program

- Since 1947
- 15 - 20 panels a year on a variety of land use subjects
- Provides independent, objective candid advice on important land use and real estate issues
- Process
 - Review background materials
 - Receive a sponsor presentation & tour
 - Conduct stakeholder interviews
 - Consider data, frame issues and write recommendations
 - Make presentation
 - Produce a final report



Thank You to Our Sponsors



The City of Charlotte, Mecklenburg County, Lincoln Harris, Synco Properties, Childress Klein, Coca Cola Bottling Co. Consolidated, National Gypsum, Nucor, Pappas Properties, Piedmont Natural Gas, Renaissance Charlotte SouthPark Hotel, Liberty Healthcare Management

Panelists

- Ed McMahon, Urban Land Institute – Washington, D.C.
- Alia Anderson, Toole Design Group – Silver Spring, MD
- Jonathan Bartlett, Jacobs – Atlanta, GA
- Jordan Block, RNL Design – Denver, CO
- Peter Cavaluzzi, Perkins Eastman – New York, NY
- Michelle Delk, Snohetta – New York, NY
- Mary Konsoulis, Consulting for Creative Community – Alexandria, VA
- Laurence Lewis, Kittelson and Associates, Inc. – Oakland, CA
- John D. Macomber, Harvard Business School – Boston, MA
- Kim Morque, Spinnaker Real Estate Partners – Norwalk, CT

Introduction and Overview

Market Potential

Identity and Amenity

Connectivity and Access

Organization and Implementation

Conclusion

The Challenge

SouthPark - Charlotte, NC
March 13-18, 2016

- **Envision the future of SouthPark as an evolving & thriving mixed used activity center.**
- **Identify goals and objectives for public and private investment moving forward.**
- **Establish goals for how to move forward and create actionable next steps for implementation.**

SouthPark is a Special Place

SouthPark - Charlotte, NC
March 13-18, 2016





What is Changing?

- National and global economy
- Demographics
- Technology
- Consumer attitudes & market trends
- Health care
- Energy sources
- Transportation options & choices
- The weather

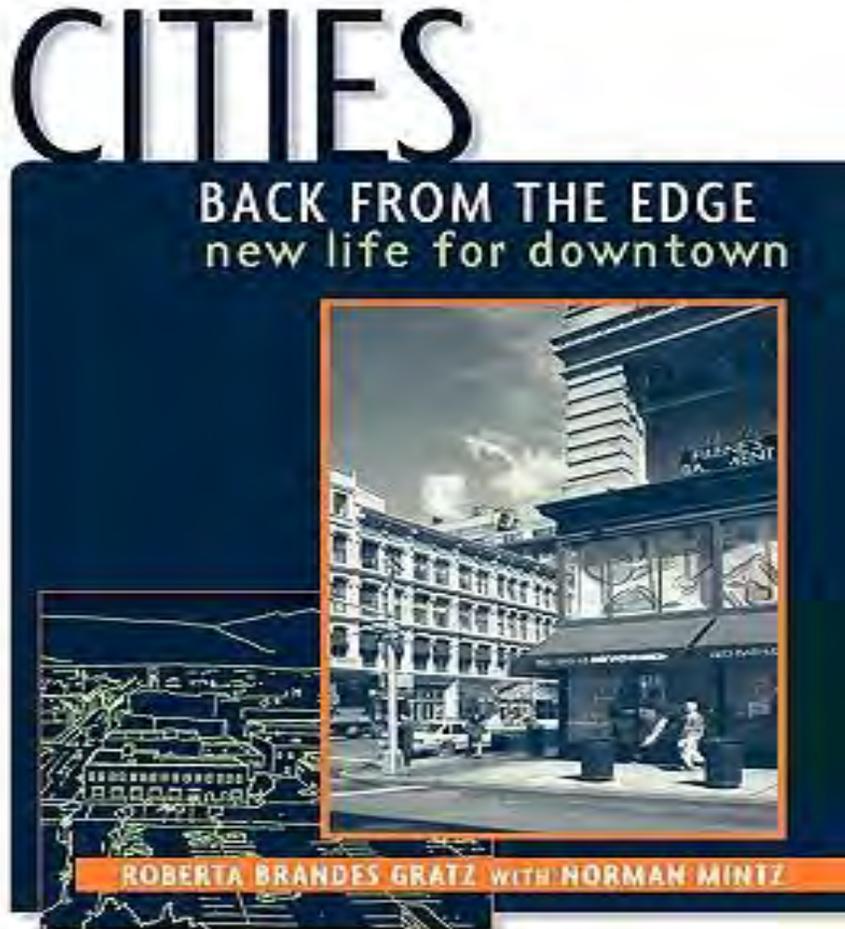
SouthPark Needs A Shared Vision for the Future



“Best Way to Predict the Future is to Create it Yourself”
-Abraham Lincoln

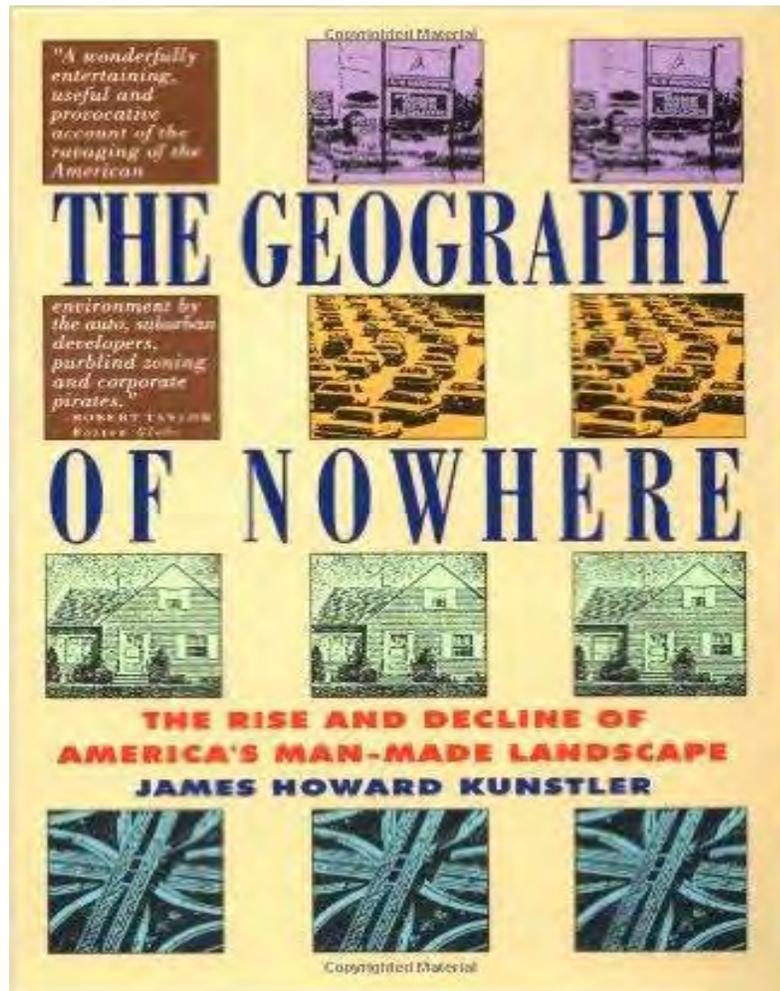


Small Steps/Big Changes



“ Successful cities and towns think small in a big way.”

Roberta Brandes Gratz, author



SouthPark needs a stronger identity.

SouthPark Needs Greater Connectivity



SouthPark Needs Places for People





Your choice:
More Cars?

Or:
More People?



Private/Public Partnership

SouthPark - Charlotte, NC
March 13-18, 2016



Raise the Bar

SouthPark · Charlotte, NC
March 13-18, 2016





Introduction and Overview
Market Potential
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A Constantly Evolving Mixed-Use District

World-class shopping
Great restaurants
National and local
Mall sales **\$1 Billion**



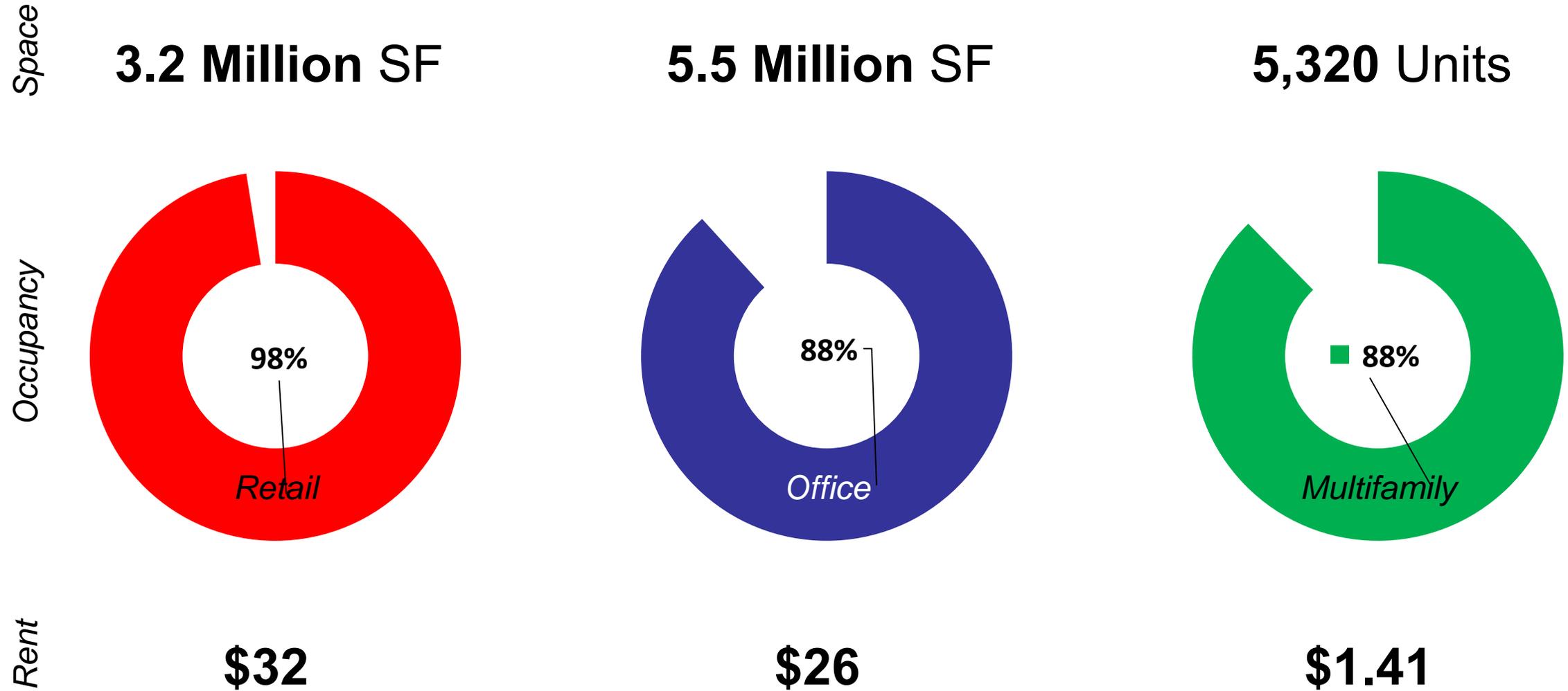
Prestigious office market
Finance, Prof service
Close to home, Uptown



Strong neighborhoods
YMCA, Library
New, high-end multifamily



14 Million Square Feet (Existing)



The Challenge

- SouthPark is doing well
- “Rolling Retrofit” underway
- **Vulnerabilities:**
 - Invasion of the Pod People
 - Congestion
 - Competition
 - Identity
 - Public Realm
 - Diversity
 - Uncertainty - **“What are the rules??”**

- *City, developers, drivers, pedestrians*



Charlotte News & Observer

The Challenge

- SouthPark must:
 - **Address** these vulnerabilities
 - Continue to **evolve**
 - **Plan** for its future

“South Park is an **upscale, high-quality, mixed-use** district for small- to mid-sized office **employers**, anchored by world class **shopping** and rooted in the **neighborhoods** of South Charlotte.”

Retail Highlights and Outlook

- The mall is a regional economic driver
- Simon investing, reinventing, competing
- **City:** do not take its success for granted

- Mandatory ground floor retail is **not the answer***
 - *Retail likes to **cluster***
 - *Retail needs a **great public realm***
 - *Retail needs **customers and variety***

**sometimes it is*



Office Highlights and Outlook

- Established and healthy office market
- 10,000 to 15,000 square foot tenants
- Finance, law, accounting, professional services, HQ
- Like retail, needs to evolve
- Design, **interiors** – not just for tech companies
- **Amenities** in and around the building
- Restaurants, **open space**, child care



Nixon Peabody, Washington DC

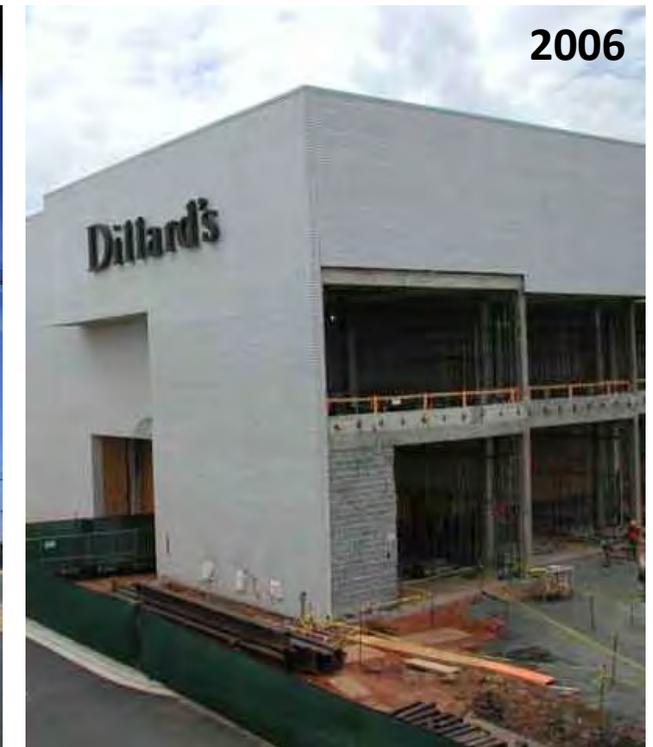
Multifamily Highlights and Outlook

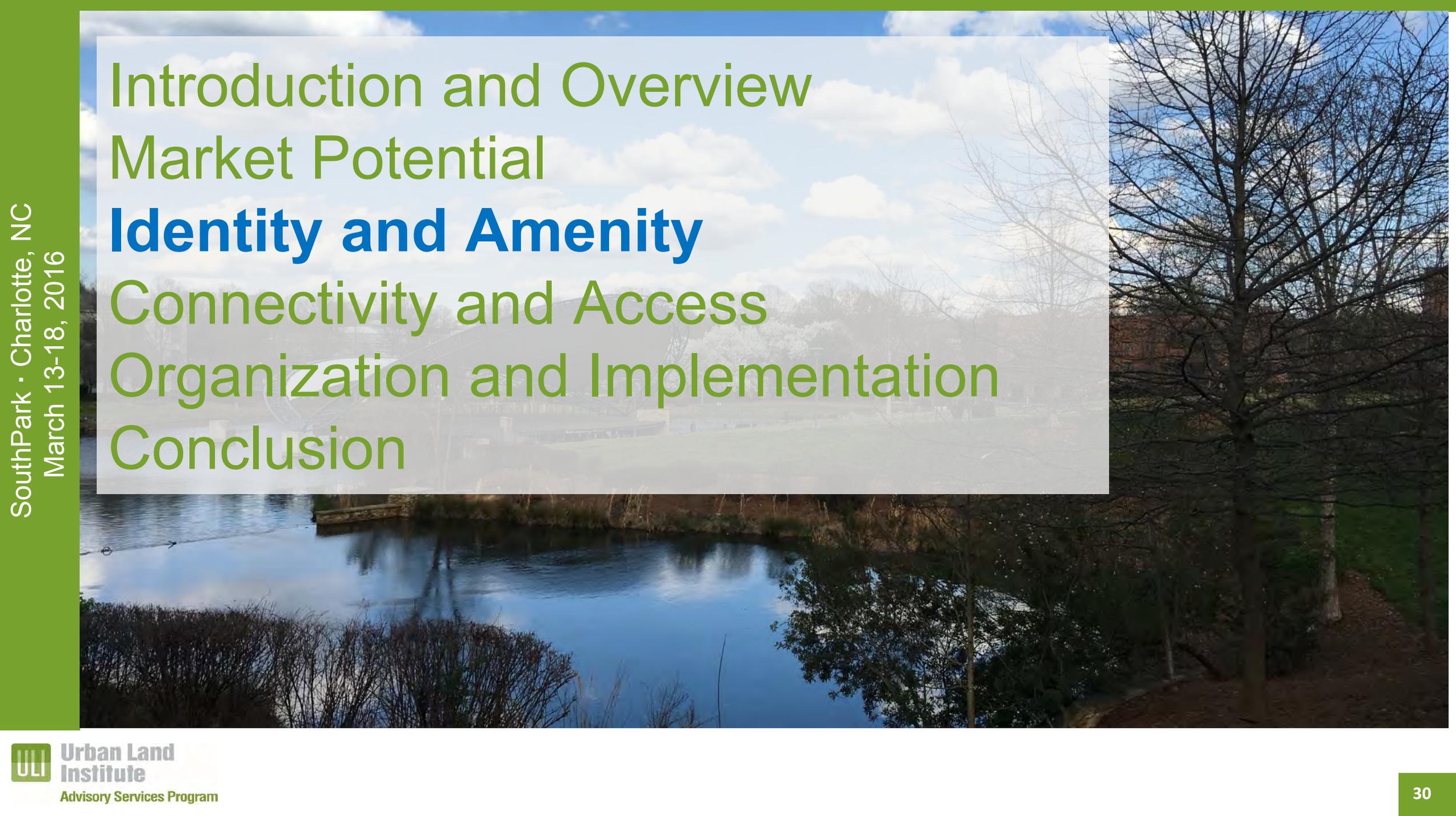
- Jobs/Households out of balance
 - 5,000 retail jobs
 - 25,000 office jobs
 - 13,000 HH
- Housing diversity, affordability →
Supports restaurants, retail →
Helps w/ traffic →
Improved quality of life
- Is there a millennial play here?
There'd better be...



Looking Ahead

- SouthPark is doing well
- Several million square feet supportable (20yrs)
- What is the limit?
 - Market, community should decide
 - *But remember your niche*
- Experience must be protected
 - **Thousands of jobs**, significant tax revenue
- **If you don't fix the problems, SouthPark is vulnerable**





Introduction and Overview
Market Potential
Identity and Amenity
Connectivity and Access
Organization and Implementation
Conclusion

What is the Identity of SouthPark Today?

SouthPark has two identities



Suburban Residential Neighborhood



Business & Commercial Center

with the potential to be the best of both worlds

What are the Strengths of SouthPark?

Homegrown

Prosperous & Successful

Convenient

Local and Regional
Destination

Source of Pride



SouthPark circa 1960's

What are the Challenges of SouthPark?

SouthPark - Charlotte, NC
March 13-18, 2016



Disconnected Developments



Lacking Attractive Identity

How Can SouthPark Evolve?

Learn from history

Recognize that SouthPark is mature, sophisticated & valuable

Add development in a purposeful & planned way

Enhance SouthPark's contributions to the economy, culture, history, and fabric of Charlotte

Retain a unique position and identity



SouthPark Should Become a Better Place for People

A place where people live

Transition from car-dominated to pedestrian-oriented

Build social equity & places for everyone

Develop complementary relationships (between residential & commercial areas)

Leave a positive impression



Symphony Park - SouthPark

Create an Inviting and Valuable Public Realm

Buildings are a means to create good public space

Create value through careful additions and public space

Develop high quality buildings and spaces to create value for all

SouthPark - Charlotte, NC
March 13-18, 2016



Existing Street Relationship



Proposed Street Relationship

The Future SouthPark Identity

Nature & Neighborhood

The Fabric of Streets

The Great Space



Nature & Neighborhoods

Connect neighborhoods to nature & recreation

Make it convenient

Be a safe place

Create destinations - places to be

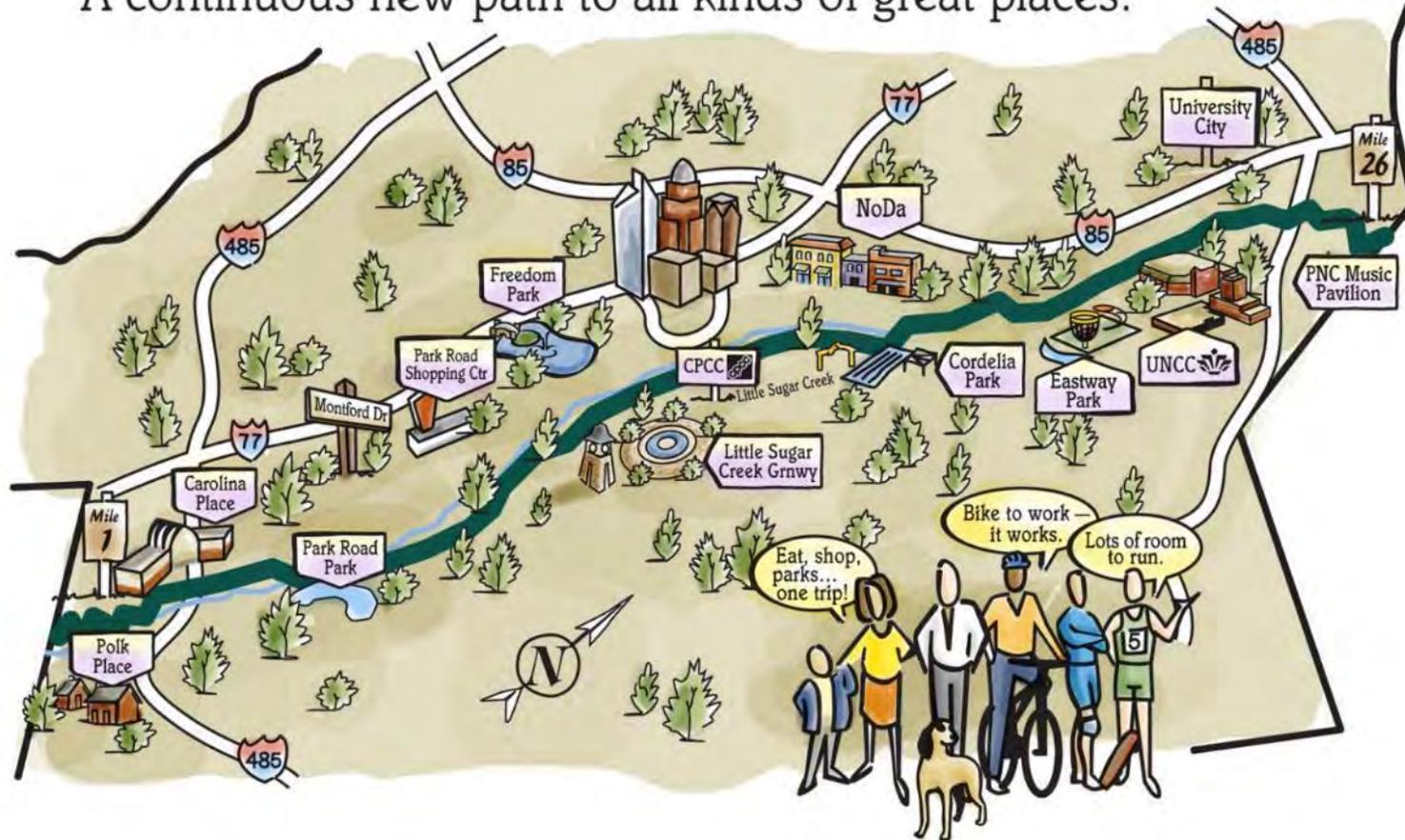
Enhance & Preserve tree canopy



Nature & Neighborhoods: Utilize Regional Connections

CROSS CHARLOTTE TRAIL

A continuous new path to all kinds of great places.



Nature & Neighborhoods: Create Trails as Places

SouthPark - Charlotte, NC
March 13-18, 2016



Red Ribbon Park - China

Nature & Neighborhoods: Clear Signage & Wayfinding

SouthPark - Charlotte, NC
March 13-18, 2016



The Beltline – Atlanta, GA

Nature & Neighborhoods: Destination Play Areas

SouthPark - Charlotte, NC
March 13-18, 2016



Nature & Neighborhoods: Connect to Cultural & Educational Institutions

SouthPark - Charlotte, NC
March 13-18, 2016



Stapleton Recreation Center – Denver, CO

The Fabric of Streets

A place that is welcoming, open & accessible

Build community & reflect culture

Strong physical qualities

Social places for people

Streets for autos, bikes & pedestrians

Unify through materiality & activity



The Fabric of Streets: Connect Places

SouthPark - Charlotte, NC
March 13-18, 2016



Piedmont Town Center - SouthPark

The Fabric of Streets: Promote Active Streets

SouthPark - Charlotte, NC
March 13-18, 2016



Stapleton Town Center – Denver, CO

The Great Space

Something for Everyone

Cultural and Social amenities

Reflects the culture and history to invite people to have a sense of belonging

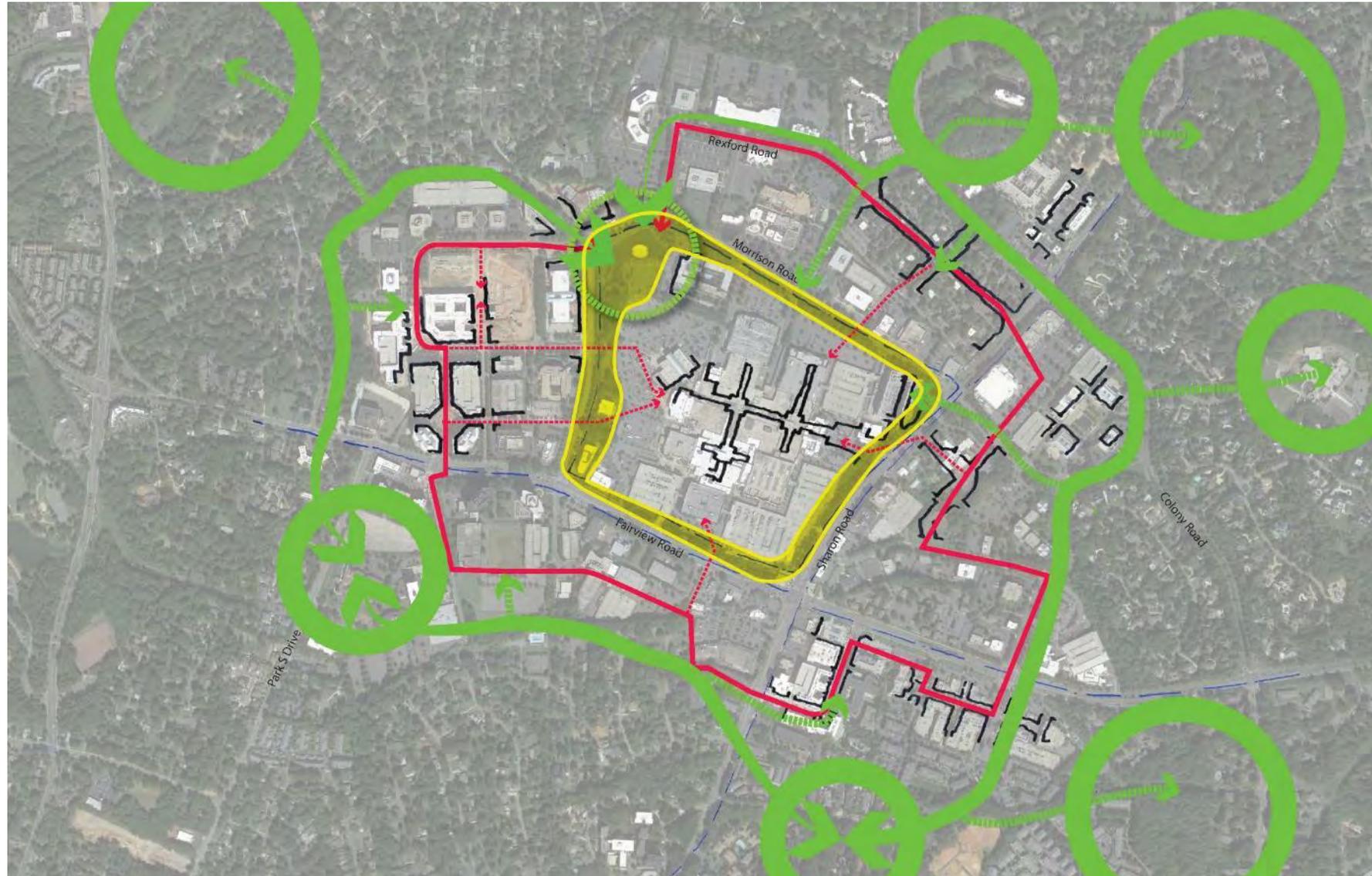
A Neighborhood Gathering Place

Actively Programmed

The Heart of SouthPark - An Address

Very defined / articulated

Symbiotic with development



The Great Space: Flexible and Active Places

SouthPark - Charlotte, NC
March 13-18, 2016



Yerba Buena Park – San Francisco, CA

The Great Space: Streets as Places

SouthPark - Charlotte, NC
March 13-18, 2016



Indianapolis Cultural Trail

The Great Space: Outdoor Dining

SouthPark - Charlotte, NC
March 13-18, 2016



Belmar Town Center – Lakewood, CO

Implementation 1: Public Realm Framework Plan

Create a detailed plan to define the character of the public realm

Include input from all community stakeholders

Accommodate all people



Implementation 2: Shared Use of Open Space

- Create public-private partnerships
- Integrate a variety of sizes & types
- Make Symphony Park permanent



Implementation 3: Create a Lively Mix of Programming

Include immediate & temporary activation of spaces

Consider on-going programming opportunities

Build cultural facilities connected to public spaces

Better utilize Symphony Park



In Summary

Take advantage of current success

Develop a highly thoughtful public realm

Assume a position as one of Charlotte's great neighborhoods



Belmar Town Center – Lakewood, CO

Introduction and Overview
Market Potential
Identity and Amenity
Connectivity and Access
Organization and Implementation
Conclusion

Connectivity and Access

Yay! Yay! Yay! Some things are being done well:

- Fairview Road not widened
- New local streets planned
- Mixed use development
- Adding walkable nodes
- Planned trail connections

Connectivity and Access

But still a problem getting here from there:

- Automobile is default mode
- Other modes confusing or dangerous
- No convenient alternative to automobiles

Connectivity and Access

Problem: Within and Between



Connectivity and Access

Problem: Within and Between



Connectivity and Access

Problem: Beyond



Connectivity and Access

Problems can be fixed with a vision:

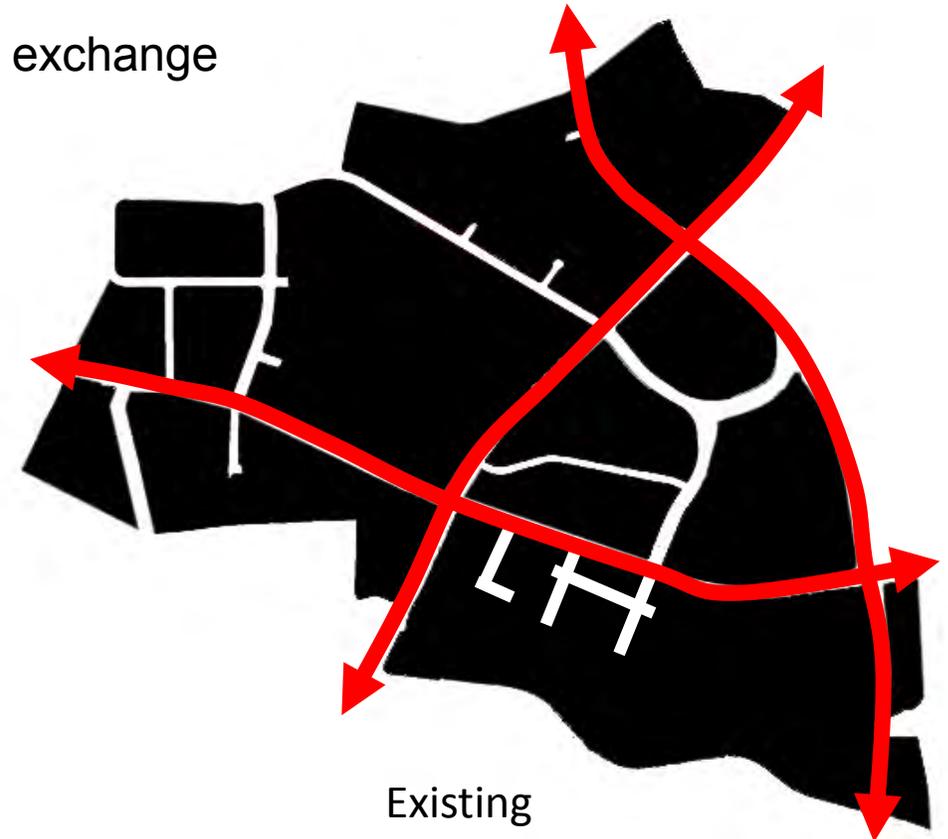
Use transportation and streets to unify people and places!

Connectivity and Access

1. **Close Gaps in the Street Network**
2. **Design Pleasant, Inviting Local Streets**
3. **Make it Easier to Get to and From SouthPark**
4. **Tame Fairview, Colony and Sharon Roads**
5. **Improve the Mix of Land Uses**
6. **Promote Shared Parking**
7. **Improve the Transit Environment**

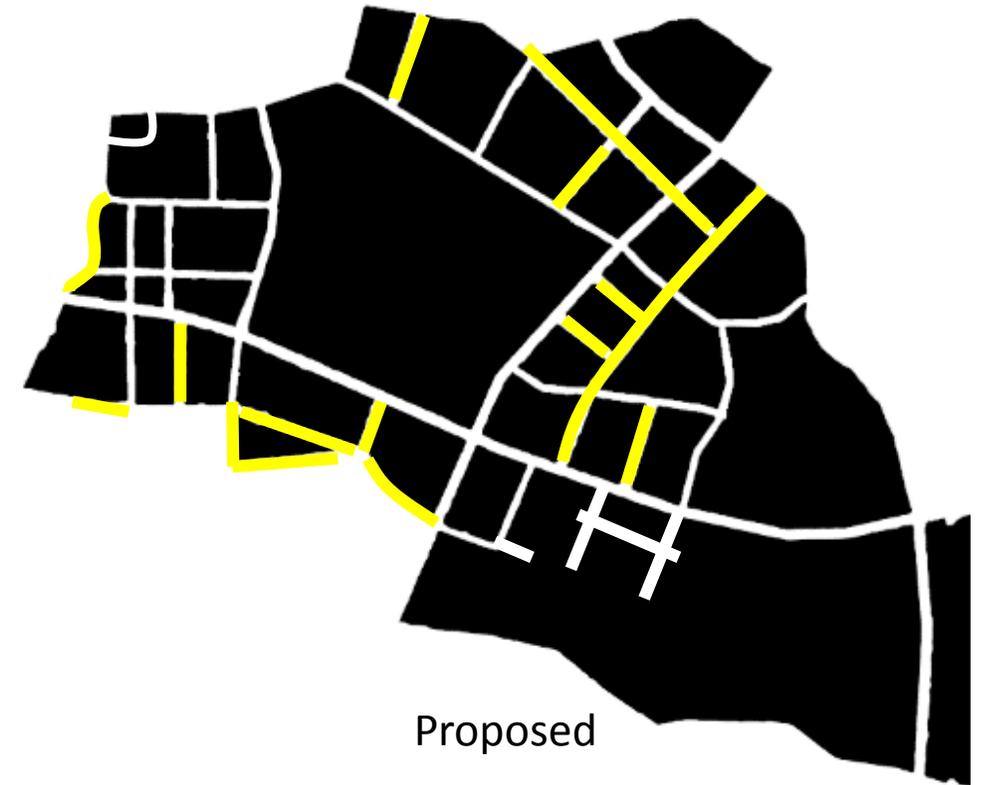
1. Close the Gaps in the Street Network

- Disperse car trips
- Break up superblocks
- Add value: Walkable districts support social and economic exchange



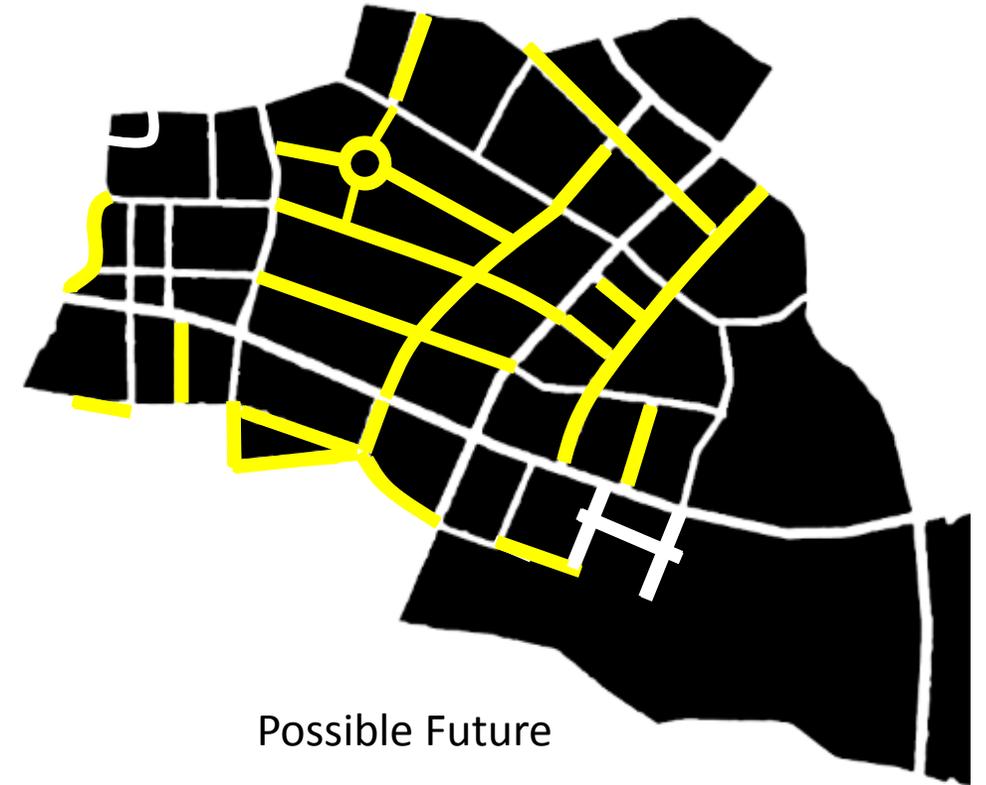
1. Close the Gaps in the Street Network

- Build new street connections
- Align new streets with existing ones
- Create shorter blocks (300-400 feet is ideal)



1. Close the Gaps in the Street Network

- Build new street connections
- Align new streets with existing ones
- Create shorter blocks (300-400 feet is ideal)



Possible Future

South Park

◆ = 375'



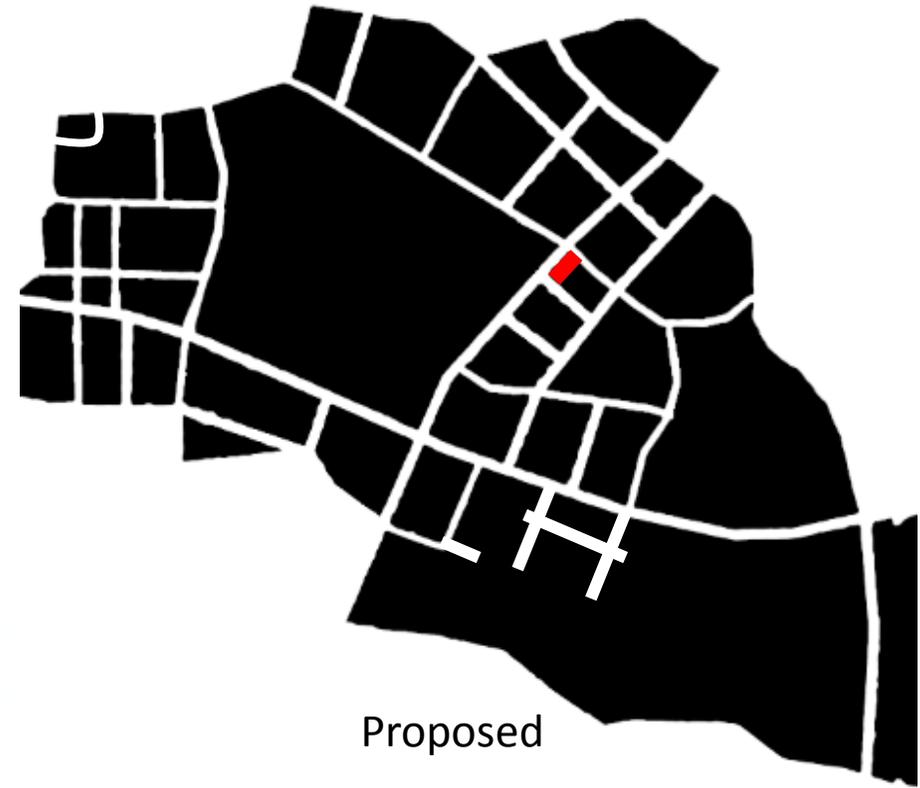
Existing

South Park

◆ = 375'



Existing



Proposed

White Flint: North Bethesda, Maryland

◆ = 375'



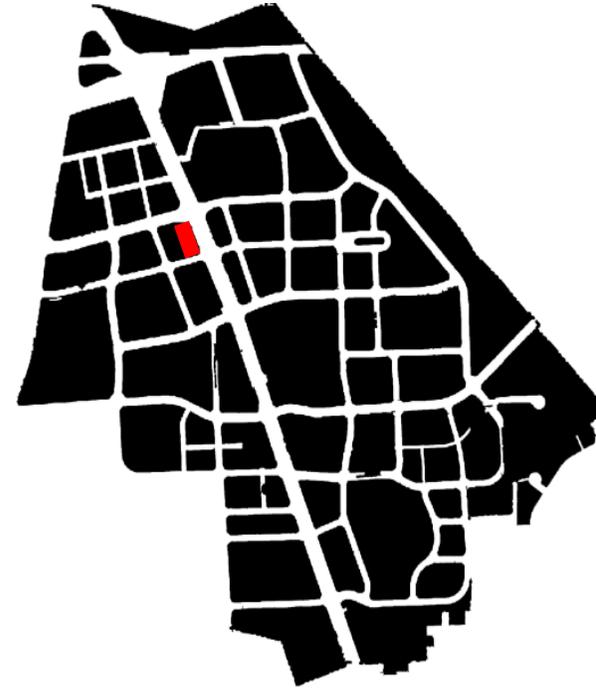
Existing

White Flint: North Bethesda, Maryland

◆ = 375'



Existing



Proposed

White Flint: North Bethesda, Maryland

◆ = 375'



Existing

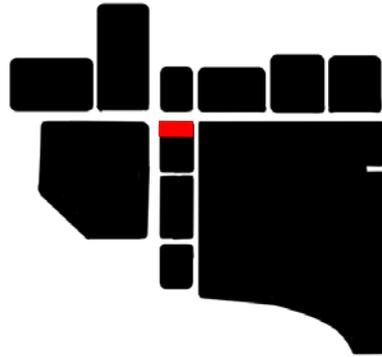


Proposed



Belmar: Lakewood, CO

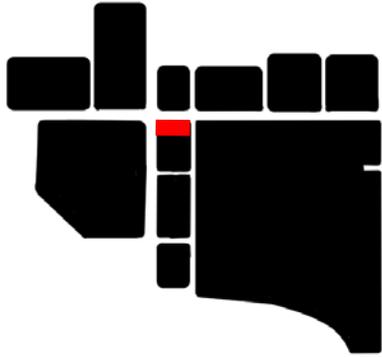
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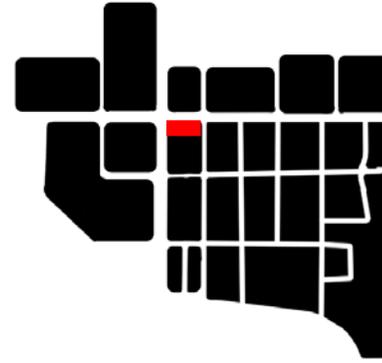
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Belmar: Lakewood, CO

◆ = 375'



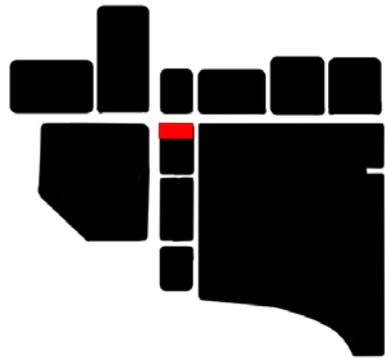
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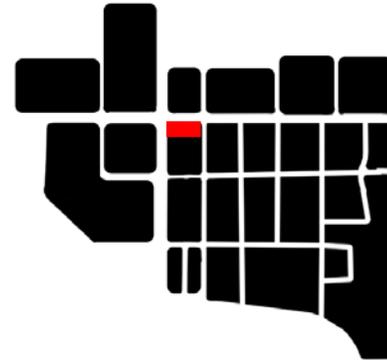
Proposed

Belmar: Lakewood, CO

◆ = 375'



Existing

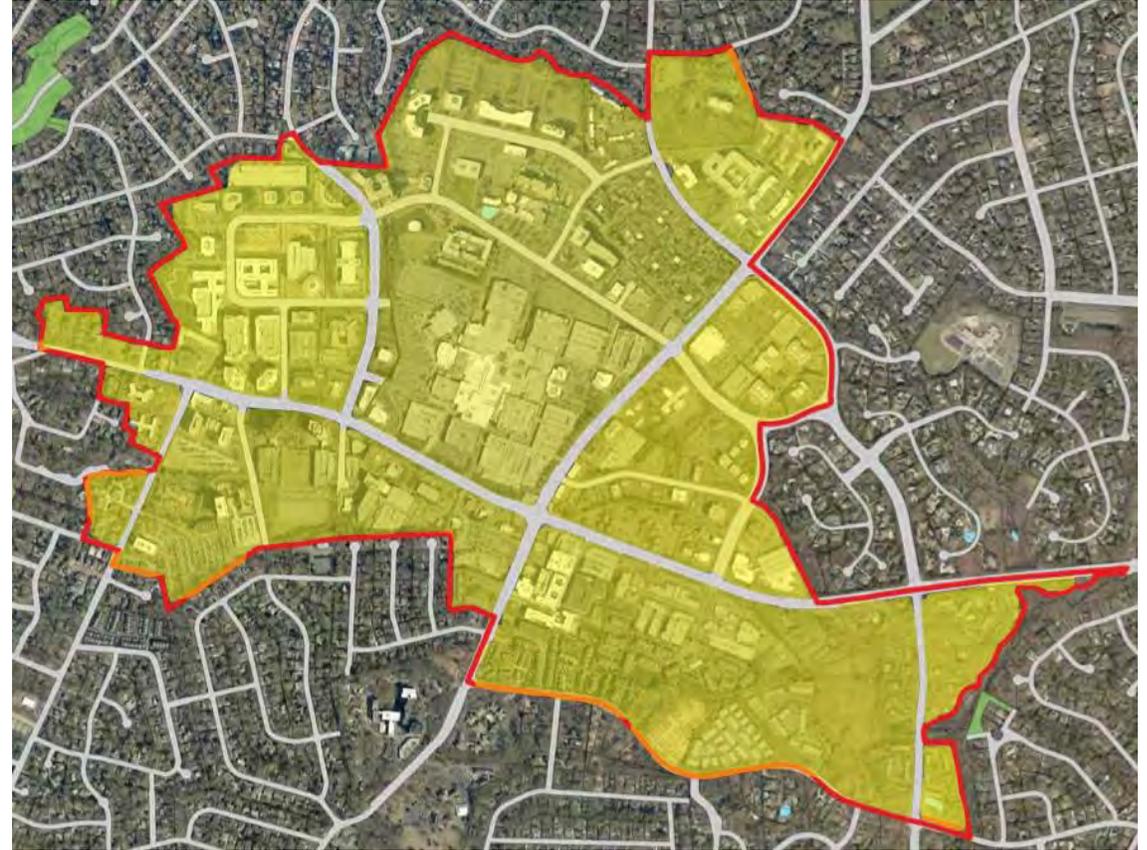


Proposed



2. Design Pleasant, Inviting Local Streets

- Put pedestrians first
 - Near term: Review development proposals for walkability
 - 8-15' sidewalks with café seating and other amenities
 - Ground floor retail isn't the only way to create a human scale and engaging facade
 - Ensure each new building provides a short and direct path to the sidewalk for pedestrians



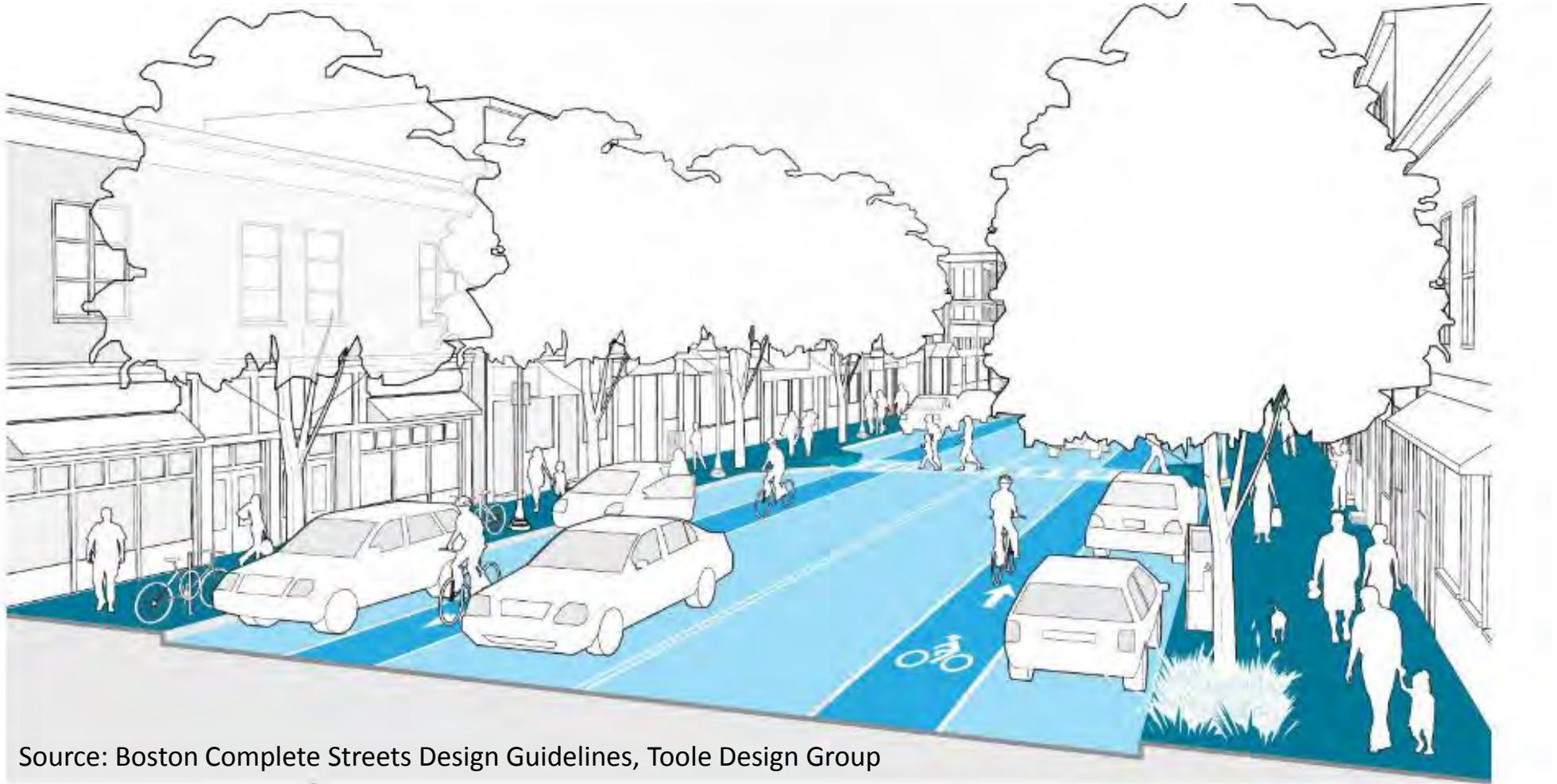
2. Design Pleasant, Inviting Local Streets

- All local streets should be comfortable for a novice bicycle rider



2. Design Pleasant, Inviting Local Streets

- All local streets should be comfortable for a novice bicycle rider



Source: Boston Complete Streets Design Guidelines, Toole Design Group

2. Design Pleasant, Inviting Local Streets

- All local streets should be comfortable for a novice bicycle rider



Source: Boston Complete Streets Design Guidelines, Toole Design Group

2. Design Pleasant, Inviting Local Streets

- On street parking supports retail access, pedestrian comfort and safe vehicle speeds
- Locate parking behind or within buildings – no more surface lots on the front of sites



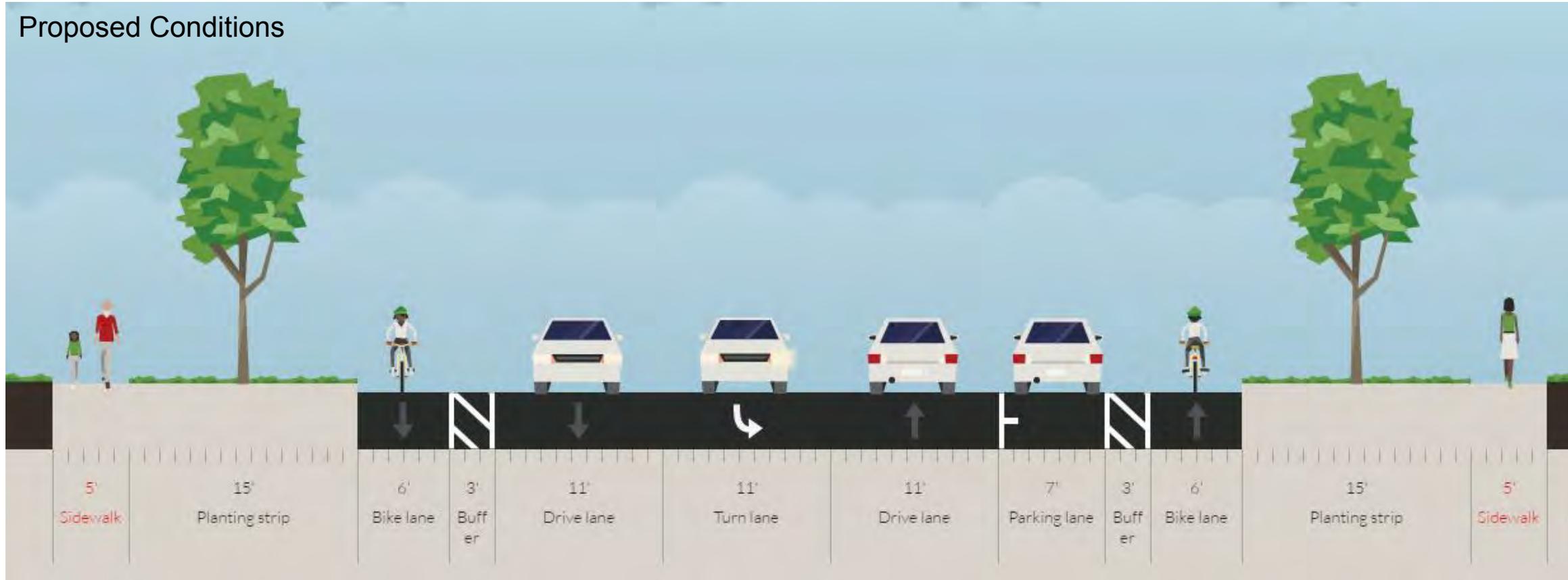
2. Design Pleasant, Inviting Local Streets

- Road Diet on Barclay Downs Drive



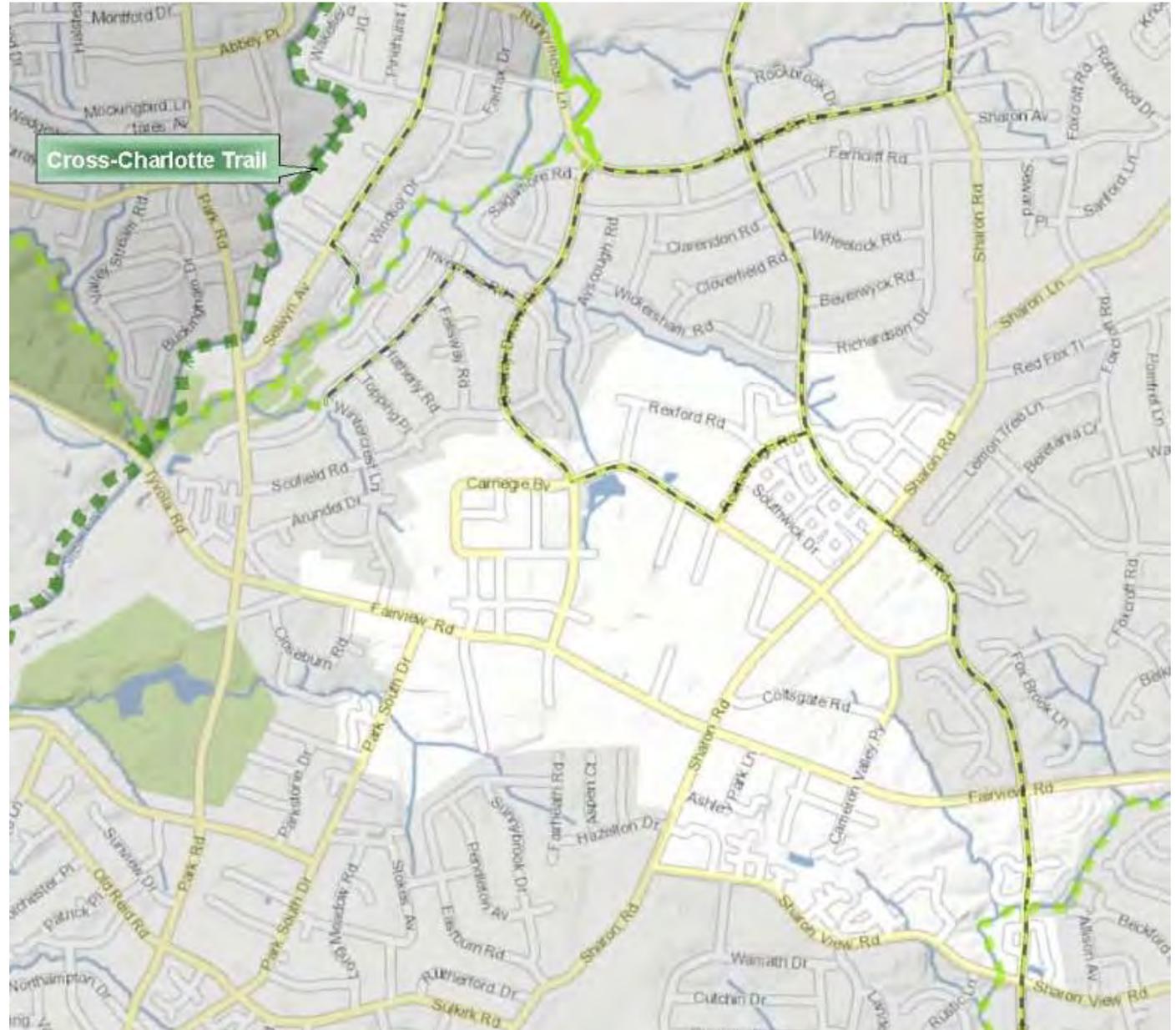
2. Design Pleasant, Inviting Local Streets

- Explore Road Diets (Example: Barclay Downs Drive)



3. Make it Easier to Get To and From South Park

- Near term: Implement planned link to the Cross Charlotte Trail
- New connections in and out, **remaining sensitive to spillover traffic** in neighborhoods
 - Consider pedestrian/bike only connections



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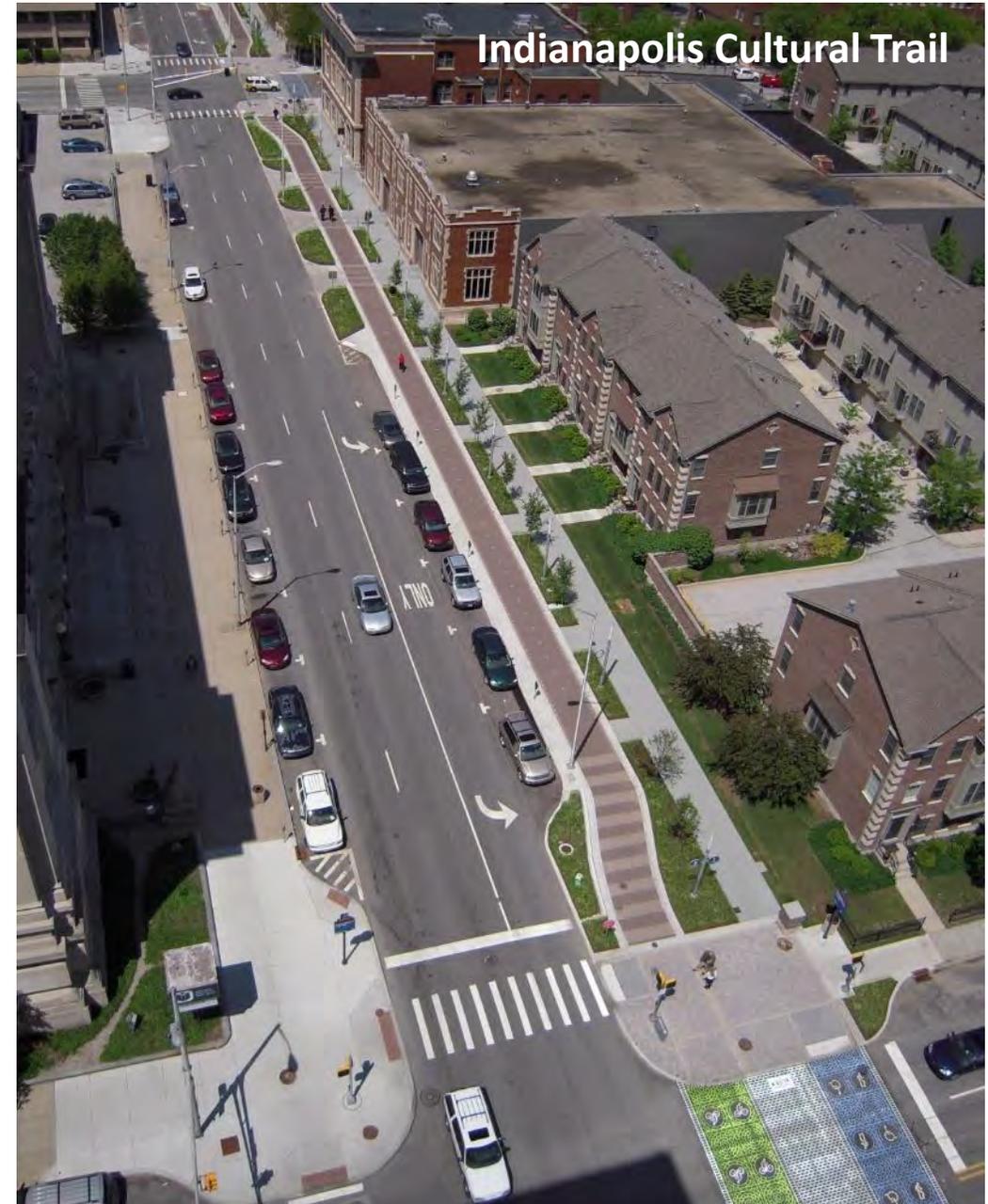
4. Tame Fairview, Colony and Sharon Roads

- Near term: Address urban design and pedestrian safety at intersections
- Near term: Study system-wide roadway access management level
- Use design, enforcement and operational improvements to bring actual speeds closer to posted speeds
- Build a trail parallel to the roadway in the setback



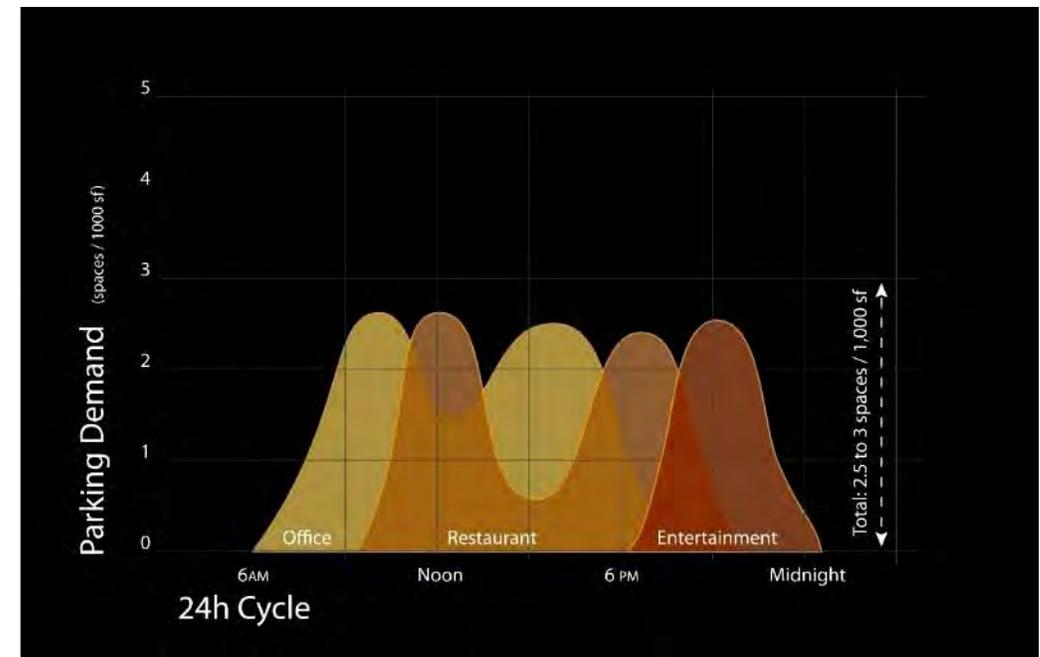
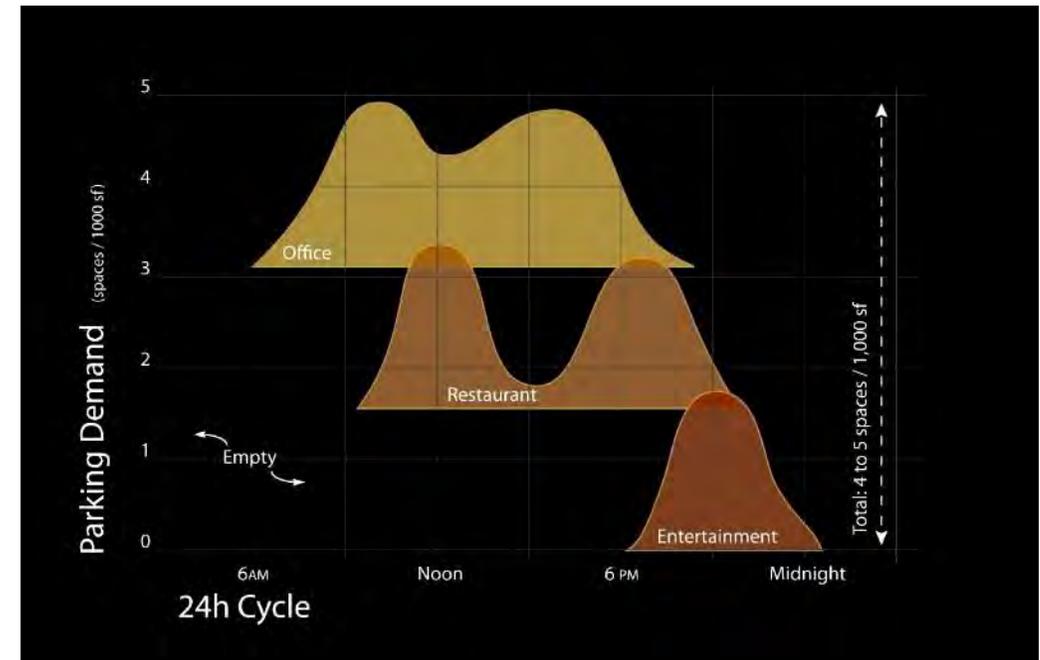
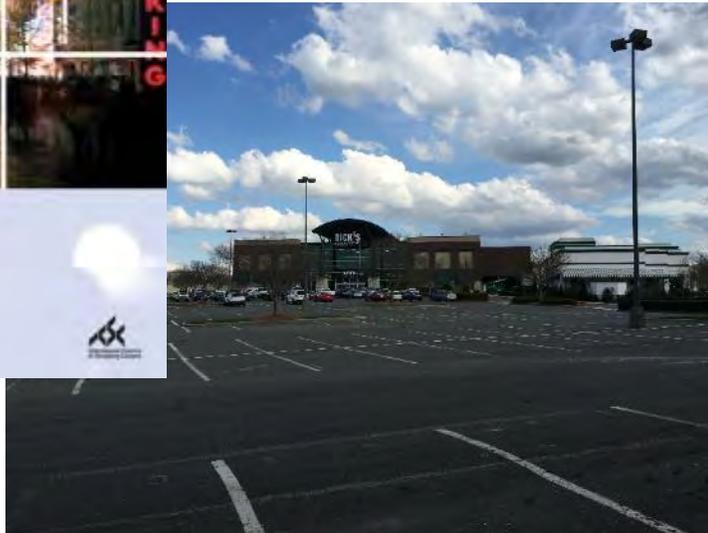
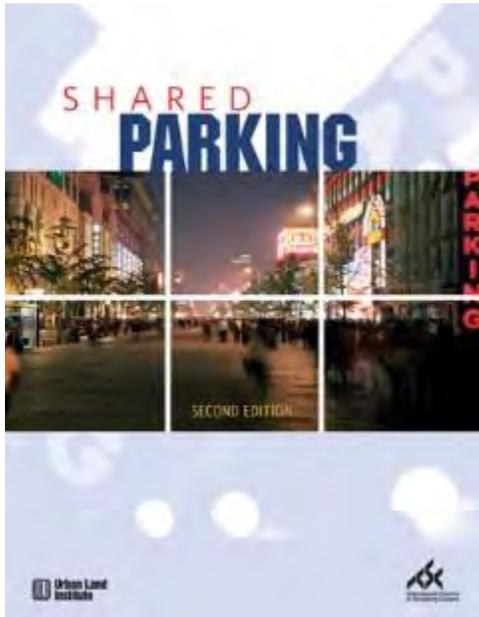
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6. Promote Shared Parking

- Better use of existing parking
- Reduce overall parking supply
- Increase available space for public areas and new development



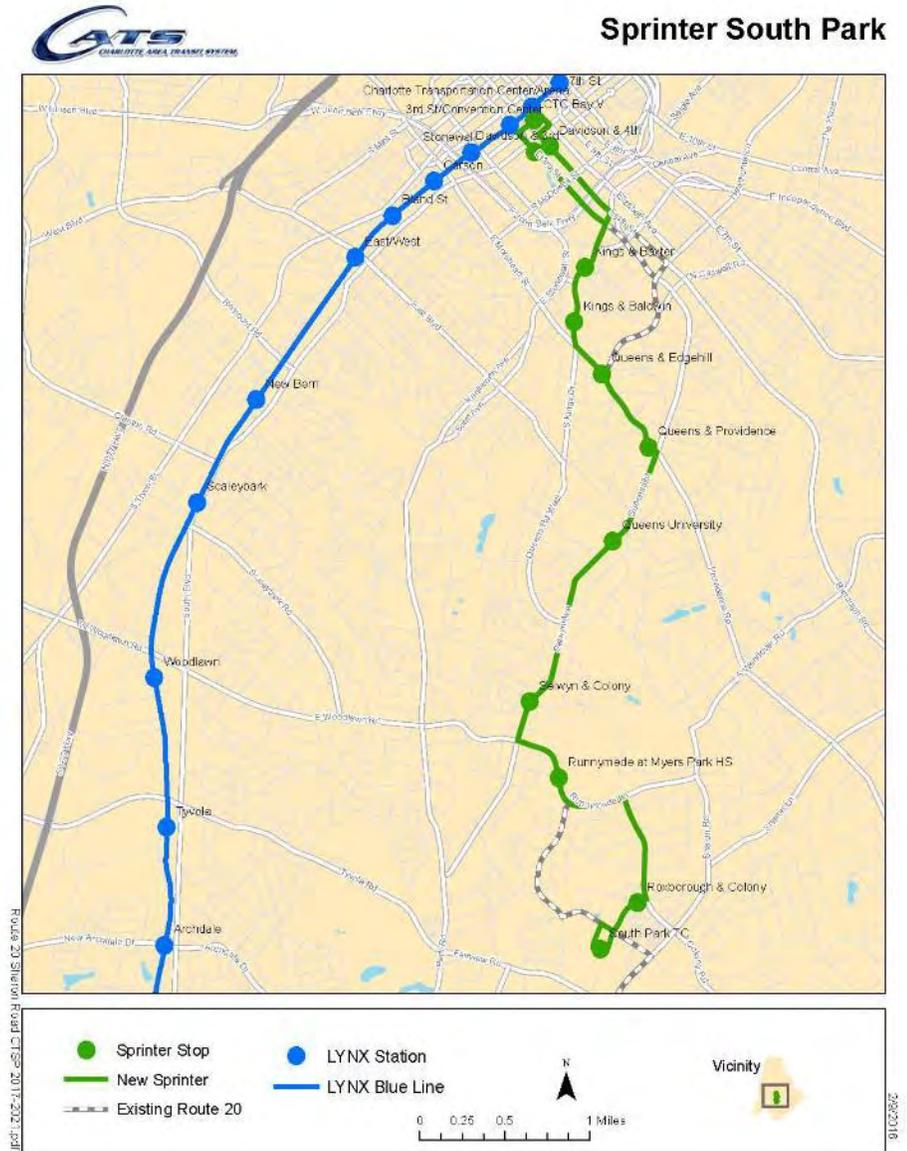
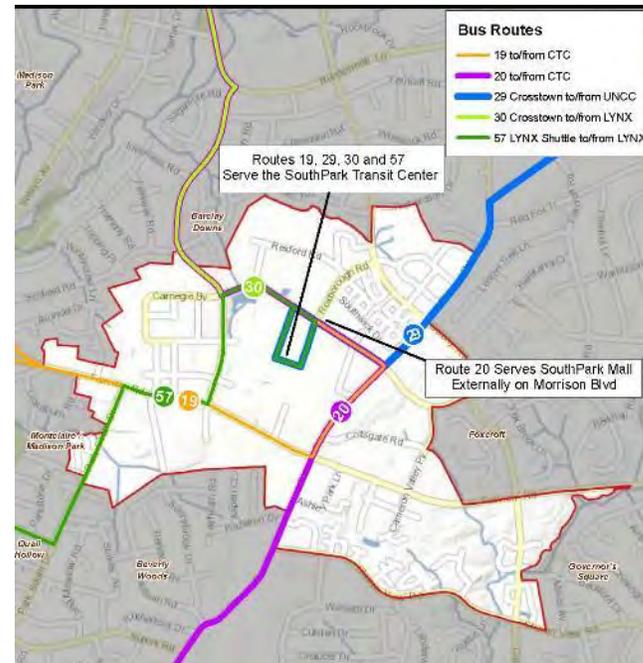
7. Embrace Transit within Public Spaces

- Near term: Make transit stops better
- Move transit stops closer to walkable areas
- Integrate bus transfer facility with new public space



7. Regional Transit

- Connect SouthPark to Uptown and LYNX Tyvola station
- Near term: Start with express bus service – build upon CATS plans



7. Neighborhood Circulator (Near term)

- Multiple users
 - Employee lunchtime trips
 - Mobility for seniors
 - Business travelers
- Example: F.R.E.D. (Norfolk, VA)
 - Free Ride Every Day
 - Funded by downtown business district



F.R.E.D. downtown circulator

Introduction and Overview
Market Potential
Identity and Amenity
Connectivity and Access
Organization and Implementation
Conclusion

Convening → Coordination → Implementation

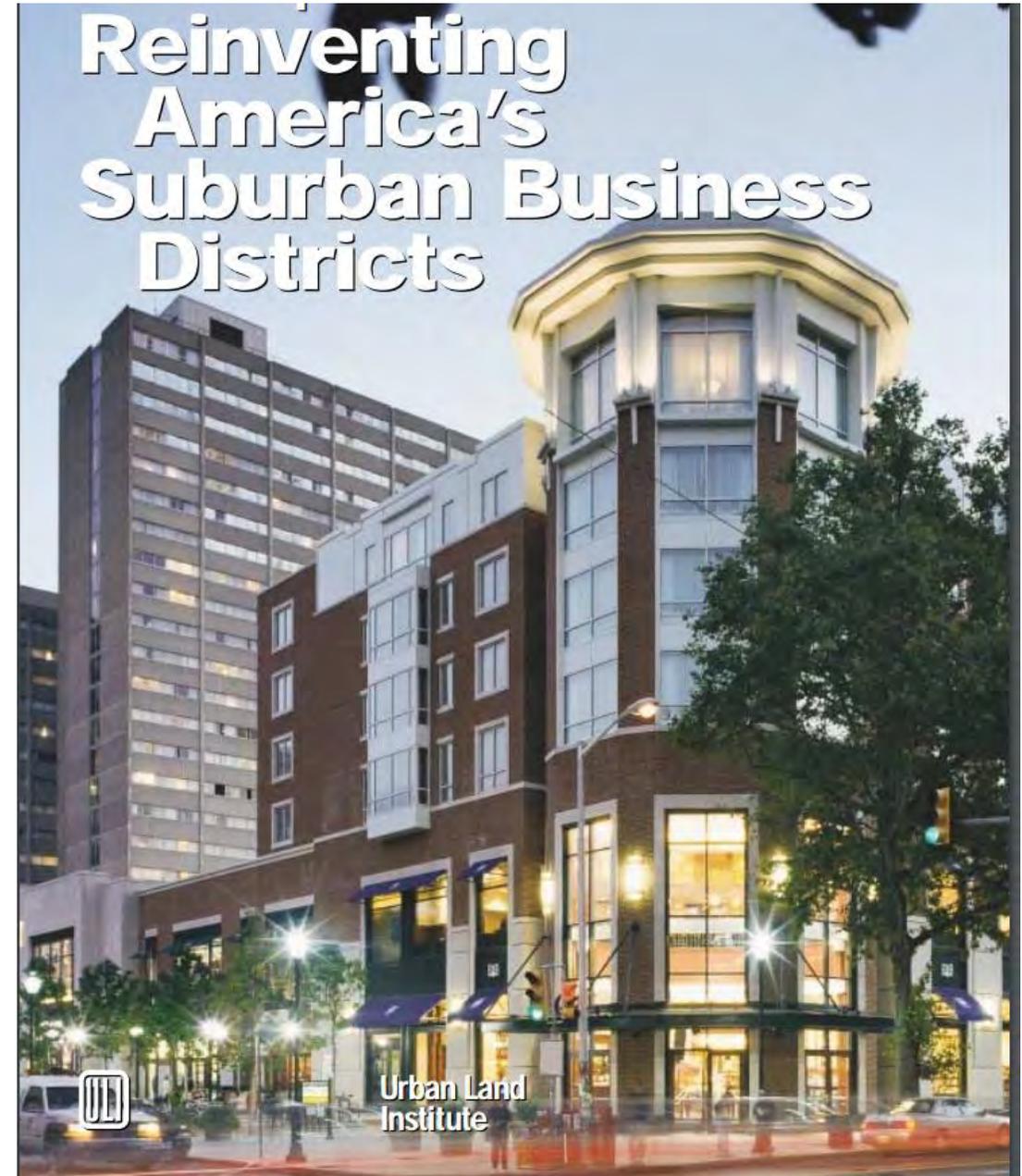
- Concerns
- Building on ideas
- Prior work
- Contrasting points of view
- Benefits
- Comments
- Challenges
- Objectives
- Dispersed to compact
- A district strategy
- Capital gap; capital toolkit
- Leadership



Attributes of Existing Business District Types

Attributes	Dispersed Suburban Business District	Fragmented Suburban Business District	Compact Suburban Business District	Central Business District
Development density	Very low	Low	Medium	High
Floor/area ratio	Up to 0.5	0.5 to 2.5	2.5 to 4.0	3.0 and above
Building coverage	Now: Dispersed Suburban Business District	10 to 50 percent of lot area	Goal: Compact Suburban Business District	50 percent or more of lot area
Lot area		Greater than one acre		Less than one acre
Street layout	Superblock	Superblock	Grid	Grid
Land value	Low	Medium	High	Very High
Spatial separation between buildings		High		Low
Buildings dominate space?	Buildings set back from road; often low height in campus setting	Buildings set back from road and separated by surface parking lots	<i>Buildings become a means to create public realm</i>	Buildings to street frontage
Parking cost	Free	Free	Subject to charge	Subject to charge
Dominant parking type		Surface parking (restricted access)	Garages	Garages (restricted access)
Quality of transit service		Local, infrequent		Local, frequent
Pedestrian orientation and quality of public domain	Weak pedestrian orientation; developments far apart and not within walking distance	Weak, often no pedestrian linkages; encourages patrons to drive to adjoining developments	<i>Strong pedestrian orientation encourages walking activity</i>	Strong, encourages pedestrian activity
Dependence on cars for access	Very high	High	Moderate	Low
Choice in mode of transit			<i>Good choices in mode of transit</i>	Good
Examples	Overland Park, Kansas City, Kansas	Gloucester Corner, Fairfax County, Virginia	Armington County, Virginia	Washington, D.C. Manassas City, VA

From Projects to Places; From Dispersed to Compact



A District Strategy

BID Functions and Services (Business Improvement District)

- Services in addition to basic city services:
 - Focus on creating, clean, safe, and attractive urban centers.
 - Often look at beautification to streets, parks, and buildings
- Speak with one voice
 - Advocacy for public investment
 - Promotion and special events
 - Coordinate vision for public spending
- Funded by an additional assessment
- Not intended for capital improvement projects



Examples:

- Local examples
 - 50 MSD (Municipal Services Districts) throughout NC
 - Charlotte Center City Partners
 - University City Partners (UNC Charlotte)
- Other examples
 - Stamford, CT
 - NYC, Grand Central Partners, 34th Street.



Existing:	Full Name	Sources of Funds	Uses of Funds	Key Considerations
CIP	Community Investment Projects	City of Charlotte capital budget - raised from bond issues (SouthPark is a donor community)	Building	<ul style="list-style-type: none"> Simplest: City issues bonds, invests in projects SouthPark does not advocate well to be part of this budget <i>We believe the City of Charlotte does not invest enough in South Park infrastructure</i>
Project TIF	Tax Increment Financing	City, advance funded to be repaid from future tax receipts	Infra outside	<ul style="list-style-type: none"> Uncommon in Charlotte and N.C., used elsewhere. Local Government Commission
Project TIG	Tax Increment Grant	Private developer, to be repaid from future tax receipts	Infra outside of project boundaries	<ul style="list-style-type: none"> Common in Charlotte "Earned" repayment: shifts risk to private sector Project based, so not coordinated with the overall plan
Proposed:				
District TIF/TIG	District Tax Increment (Financing)	One or more private developers or businesses, to be repaid from future tax receipts	Coordinated, district wide Infrastructure and other amenities outside of project boundaries (could be bridges, rail, streets, paths, cultural)	<ul style="list-style-type: none"> Well considered with "one voice" Well advocated with "one voice" Go from <i>"ad hoc"</i> to <i>"cumulative benefit"</i> of projects Smaller could be TIG, larger TIF

SouthPark feels it is a "donor" community where taxes > reinvestment

The City of Charlotte does not invest enough in SouthPark infrastructure

Move from "ad hoc" to "cumulative benefit" of projects

Who will lead?

We believe this needs to be a public private partnership.

- There is no visible “face of SouthPark.”
- Who is driving the bus now? Need leadership – maybe by committee or MSD
- Convene public and private stakeholders.
- This group must include surrounding neighbors, government, property owners, tenants, employees.

Convene

Coordinate

Implement



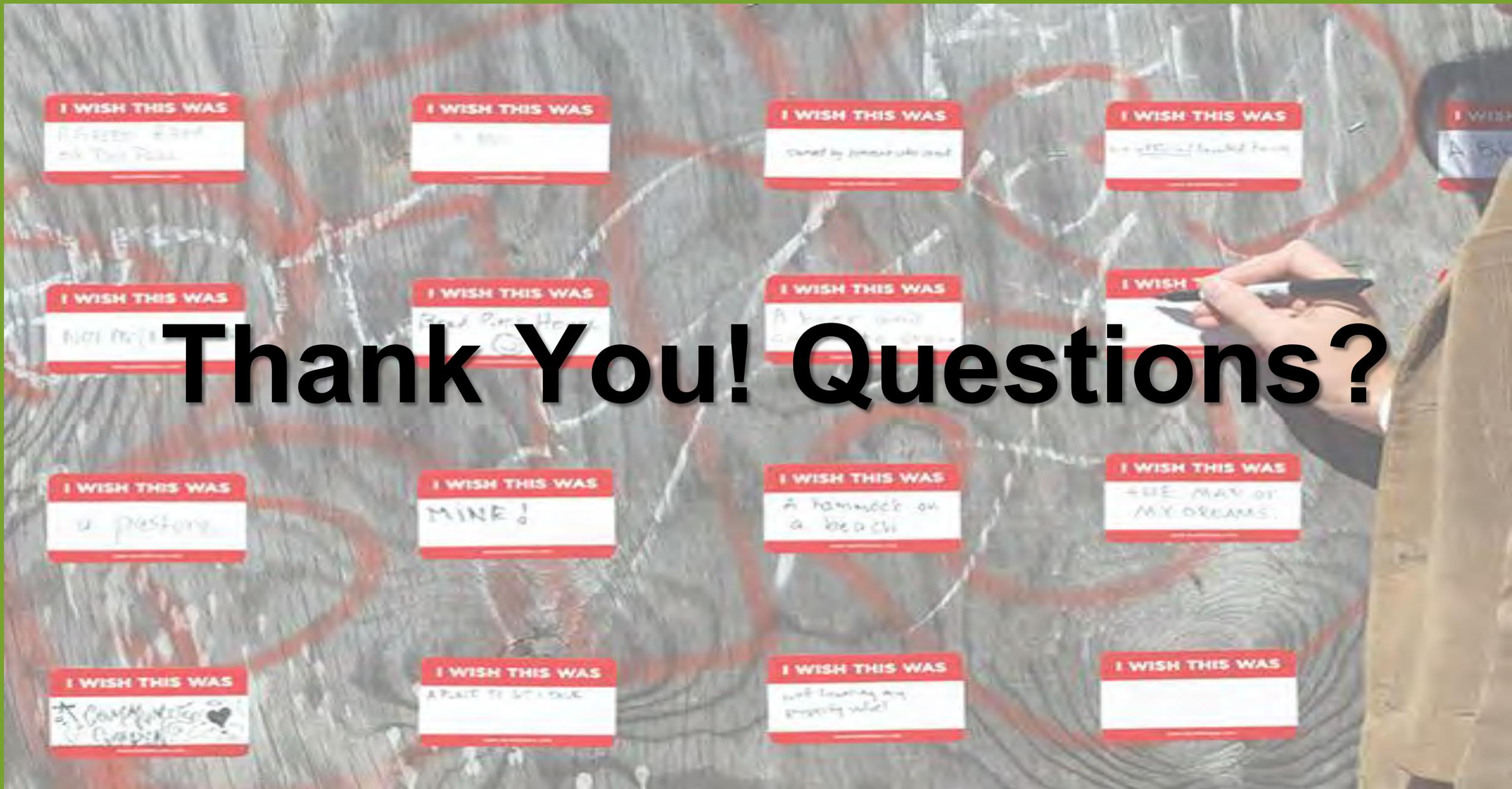
“The best way to predict the future is to create it yourselves.”

Summary

- Create a Shared Vision
- Speak with One Voice
- Small Steps/Big Changes
- Design for People not Cars
- Connect/Connect/Connect – People & Places
- Create a South Park Organization
- Public Funding not just Private
- Raise the Bar/Expect Better
- Housing for Everyone

Thanks to all stakeholders who participated on interview day!

Chris Thomas | Julie Eiselt | Rob Phocas | Jordan Moore | Compie Newman | Ned Curran | Mike Kennerly | Ron Carlee | Tim Hose | Tony Perez | Fulton Meachem | David Howard | Will Purvis | Bob Morgan | Phillip Hobbs | Kenny Smith | Dan Cottingham | Kent Main | Scott Curry | Mike Davis | Peggy Hey | Todd Stewart | Eric Davis | James Mitchell | John Bass | Jamie Harris | Kelly Rogers | Jeff Brown | Colin Brown | Michael Smith | Joe Padilla | Tom Griffin | Sadler Barnhart | David Erdman | Tracy Dodson | Johnny Harris | Peter Zeller | Barry Gullett | Ed McKinney | James Garges | Priscilla Walters | Anne Mofatt | Elizabeth McGregor | Honorable Mayor Jennifer Roberts | Pam Wideman | Gene Bodycott | Dowell Finch | William Bissett | George Beckwith | Peter Pappas | Paul Herndon | Fred Hines | Sam Daniels | Jennifer Duru | John Short | John Muth | Larry Kopf | Joe Price | Frank Blair | Patrick Peterman | Johnno Harris | Rebecca Fant | John Cacchione | Karin Lukas-Fox | Ken Szymanski | Carley Levitt | Todd Delong | Bridget Dixon | Alysia Osborne | Vi Lyles | Danny Pleasant | Chad Hagler | Ryan Bradley Morgan | James East | Leslie Johnson | Kean Diorio | Matthew Ridenhour | Trevor Fuller |



Thank You! Questions?



Charlotte City Council
**COMMUNITY SAFETY
COMMITTEE**

Meeting Summary for January 14, 2016

COMMITTEE AGENDA TOPICS

- I. Subject:** **Passenger Vehicle for Hire Ordinance**
Action: None
- II. Subject:** **Towing and Booting Ordinance**
Action: None
- III. Subject:** **2016 Committee Meeting Schedule**
Action: Unanimously approved 2016 meeting schedule.

COMMITTEE INFORMATION

Present: Julie Eiselt, Al Austin, Greg Phipps, Kenny Smith
Guests: Mayor Roberts, Patsy Kinsey
Time: 12:05 pm – 1:15 pm

ATTACHMENTS

1. Agenda Package
2. Presentations

DISCUSSION HIGHLIGHTS

Chairwoman Eiselt called the meeting to order and asked everyone in the room to introduce themselves. She then turned it over to Assistant City Manager Ann Wall.

I. Passenger Vehicle for Hire Ordinance

Ms. Wall said the Committee will receive a briefing about the Passenger Vehicle for Hire (PVH) ordinance (at the request of the PVH Board). The City Manager referred a review of our ordinance in response to recent changes in the industry. Ms. Wall introduced Assistant City Attorney Thomas Powers and PVH Manager Kirk Young. Mr. Powers reviewed the PVH

Community Safety Committee

Meeting Summary for January 14, 2016

Page 2 of 5

Ordinance presentation (copy attached). Mr. Powers discussed the background of this referral, current regulations under the existing PVH ordinance, described Transportation Network Companies (TNCs) and session law 2015-237 which prohibits the City from regulating TNCs. Mr. Powers reviewed the changes affecting the PVH industry such as, rates and surge pricing, mobile app dispatching, competition for customers, different standards for TNCs vs. the traditional industry, and the enforcement. The PVH Board requested this Committee to look at these concerns and issues. Mr. Young discussed the PVH office and their responsibilities including the number of operating certificates and permits in the City. Mr. Powers went on to review the anticipated timeline of staff's review and indicated they hope to have recommendations on changes by the summer of 2016.

Q&A

Smith: Can a traditional taxi company also operate as a TNC?

Powers: Yes. If the taxi is operating traditionally, then PVH regulates them. If the same taxi is picking up a customer using TNC, then we have no authority and the state regulates them.

Eiselt: The TNC has a \$5,000 annual fee?

Powers: Yes.

Eiselt: And higher insurance requirements than the traditional industry?

Powers: They have different insurance requirements. We get concerned with the insurance and regulation because some TNCs pick up customers from the app, and when the customer gets in the car, they discontinue the app and the driver discontinues the app, but the drive still continues.

Eiselt: Under the local ordinance?

Powers: This causes gaps in coverage.

Phipps: Are background checks done only when they apply or are they done periodically?

Young: When the driver first comes in they have it done then and its checked again upon every renewal or when they transfer companies.

Eiselt: Could we get a chart comparing our ordinance to the state requirements, showing fees, renewals, background check, etc.?

Wall: Yes, we can do that.

Austin: When you are looking at this ordinance I would like to consider leveling the playing field in the industry. I still don't think it is fair.

Wall: We plan to look at everything.

Community Safety Committee

Meeting Summary for January 14, 2016

Page 3 of 5

Phipps: Can two people get a ride in the same car at the same time using the two different methods?

Wall: That would be something we need to explore.

Austin: How do TNCs operate at the Airport?

Wall: We are scheduling a presentation for next month to talk about ground transportation at the airport.

Austin: I sure hope Uber is not sitting there waiting.

Eiselt: Thank you for the information, we will move on to the next item.

II. Towing and Booting Businesses Ordinance

Ms. Wall stated this is a follow-up item for the Committee on towing and booting. This past fall, the Council adopted changes to the Towing and Booting ordinance based on a Supreme Court decision that eliminated the City's ability to regulate the cost of non-consensual tows. This past fall, Committee members and some industry members raised some concerns and the Committee asked staff to go back and review them. Mr. Perlungher and Captain Austin updated the Committee. Mr. Perlungher reviewed the changes to the 2011 amendment of the ordinance, he discussed the King v. Town of Chapel Hill ruling which forced the City to amend their ordinance, he stated that the revised ordinance requires signs to have posted the amount of fees the company will charge and states that they are required to allow credit and debit cards be used for payment. The revised ordinance also increased the maximum fine amount for violating the ordinance from \$50 to \$500, it added a definition of booting service and required that the employee have identification including on their vehicle. Mr. Perlungher read through the industry concerns and how the revised ordinance addressed two of their concerns. Staff did not recommend making changes to address their remaining concerns. He reminded the Committee that the revised ordinance goes into effect on January 22, 2016 and they would like to update the Committee after the ordinance has been in effect for one year.

Q&A

Austin: How are we getting the general public's concern about the towing industry? I know we met with the towing industry to hear their concerns, but what about the public?

Perlungher: These changes are based on documented complaints from customers about the industry. The most concerns revolved around the tow company not letting them pay with credit cards and only accepting cash.

Austin: Regarding the photograph comment on slide 13, we cannot require them to take a digital photograph?

Perlungher: Some do, but we cannot require it legally.

Community Safety Committee

Meeting Summary for January 14, 2016

Page 4 of 5

Austin: The general public does not know that this is about to go to no cap for a tow.

Wall: That was the point for the requirement that the tow company must list the maximum amount they would charge for a tow on the sign. It is going to be a complicated sign. We could work to create some notice to the public about this revision and we can work with communications staff to get the word out.

Kinsey: When this initially started a long time ago this was because of all the complaints we were getting from the public on trespass towing. We have done a good job of getting trespass tows under better control.

Phipps: Do you have a picture of what the sign would look like?

Wall: We can get you a picture of the one from Chapel Hill. They amended their ordinance in a similar fashion.

Austin: We should give the companies a template to follow.

Eiselt: Who pays for the signs?

Wall: That is between the property owner and the tow company they hire, but I believe most of the tow companies have to pay for the signs.

Eiselt: I agree we should give the tow companies a template to follow.

Wall: We can work with CMPD to provide a draft sign that they will need to follow.

Perlungher: The ordinance does a great job listing what the sign should have on it; almost like a check list.

Austin: Okay, let's give them samples not an actual template.

Wall: We will do that.

Austin: What I've seen is when we have heighten events downtown, tow companies are towing them to public streets and dropping them and then going back and getting more. Then they will ultimately take them to their lots. Is there language in the ordinance that states once the industry has towed a car it must go directly to their lot?

Perlungher: No, it does not state directly.

Austin: That is an issue. It happened during a major event. They brought all these cars to Wesley Heights and parked them in front of houses, waited, got more cars, then took everything to the lot.

Wall: We will need to look at that and research it.

Community Safety Committee

Meeting Summary for January 14, 2016

Page 5 of 5

Austin: It was last November.

Eiselt: Okay great, let's move to the last item.

III. 2016 Committee Meeting Schedule

A motion was made by Council member Smith and seconded by Council member Phipps to approve the proposed 2016 meeting schedule (copy attached). *Motion passed unanimously.*

Meeting adjourned at 1:15 p.m.

Community Safety Committee
Thursday, January 14; 12:00 – 2:00 p.m.
Room 280

Committee Members: Julie Eiselt, Chair
Al Austin, Vice Chair
Claire Fallon
Greg Phipps
Kenny Smith

Staff Resource: Ann Wall, Assistant City Manager

AGENDA

I. Passenger Vehicle for Hire Ordinance Review

Staff Resource: Thomas Powers, Assistant City Attorney

The Committee will receive background information related to the City's Passenger Vehicle for Hire (PVH) Ordinance (Chapter 22), changes to the PVH industry, and the process for review and update of the ordinance.

Action: None, for information only.

II. Towing and Booting Ordinance

Staff Resources: Captain Rich Austin, CMPD

Rusty Perlungher, CMPD Attorney

The Committee will receive information on recent changes (effective January 22, 2016) to the Towing & Booting Businesses Ordinance (Chapter 6, Article 11) and outstanding concerns of Council and the towing industry.

Action: None, for information only.

III. 2016 Committee Meeting Schedule

Staff Resource: Ann Wall, City Manager's Office

The Committee is requested to review and approve the attached draft meeting schedule for 2016.

Action: Approve schedule.

Attachment: 1. 2016 Proposed Meeting Schedule

Next Meeting: TBD

2016 Proposed Meeting Schedule for City Council Community Safety Committee

3rd Thursday of each month at 12:00 – 2:00 pm
Room 280
unless other noted

February 18

March 17

***Wed, April 13**

(Calendar conflict with April 21, suggest meeting the week before)

May 19

June 16

September 15

October 20

***Wed, November 9**

(Nov. 17 conflicts with NLC, suggest meeting the week before)

December 15

Notes:

No July or August meetings due to Council's summer schedule



Passenger Vehicle For Hire
("PVH") Ordinance

Community Safety Committee
January 14, 2016



Presentation Outline

- Background on Council Referral
 - Existing PVH Ordinance
 - Transportation Network Companies (TNCs)
 - Changes Affecting PVH Industry
- Passenger Vehicle For Hire (PVH) Office
- Passenger Vehicle For Hire Certificates & Permits
- Passenger Vehicle For Hire Board
- Tentative 2016 Timeline



Background on Council Referral

- Existing Passenger Vehicle For Hire Ordinance
 - City authorized by N.C. Gen. Stat. § 160A-304 to regulate passenger vehicle for hire system
 - Chapter 22 of the City Code sets forth the regulations
 - Subdivided into ten divisions
 - Regulates Drivers, Vehicles, and Companies
 - Requirements: background checks, drug testing, driving training class, equipment requirements, taxi cab rates, inspections, and operational standards.
 - Airport authorized to create regulations that only apply to Airport property



Background on Council Referral . . .cont.

- Transportation Network Companies (TNCs)
 - Any person that uses an online-enabled application or platform to connect passengers with TNC drivers who provide prearranged transportation services
 - Uber, Lyft, and other similar entities
- Session Law 2015-237
 - N.C. Division of Motor Vehicles regulates TNCs
 - Background checks through commercial vendor
 - \$5,000 annual permit fee
 - Minimum auto insurance requirements
 - Vehicle inspections
- Session Law prohibits City from regulating TNCs permitted by the N.C. DMV



Background on Council Referral . . .cont.

- Changes Affecting Passenger Vehicle For Hire Industry
 - Rates and surge pricing
 - Mobile app dispatching
 - Competition for customers
 - Different standards for TNCs vs. traditional industry
 - Enforcement

- PVH Board sent letter dated October 6, 2015
 - Requested Council review various issues including rate ambiguity, vehicle standards, public safety, and impact of TNC legislation



Passenger Vehicle For Hire Office

- Passenger Vehicle For Hire Office
 - Run by a manager and four inspectors
 - Applies Passenger Vehicle For Hire ordinance upon companies, taxicabs, executive cars (limos), other special vehicles, and drivers
 - Issues/Suspends/Revokes
 - Company Operating Certificates
 - Vehicle Operating Permits
 - Driver's Permit



PVH Office. . . cont.

- Background Checks Prior to Issuance
 - Criminal background checks for Company Operating Certificates, Vehicle Operating Permits, and Driver's Permits
 - Drug testing for Driver's Permits.
- Enforcement After Issuance
 - Charlotte-Mecklenburg Police, Passenger Vehicle For Hire inspectors, and Airport Ground Transportation officials issue citations
 - If citation is not paid in a timely manner (typically 60 days), then certificate/permit is revoked or not renewed



Number of Certificates & Permits As of December 31, 2015

- Company Operating Certificates
 - Taxi Cabs: Valid from July 1, 2015, – July 31, 2016
 - Executive Cars: Valid from August 1, 2015, – August 31, 2016
 - Renewed annually
 - Company Numbers: Taxi – 10, Executive – 72, Others – 27.
- Vehicle Operating Permits: 1232
 - Valid for one year from Manufacture Date; Renewed Annually
 - Taxi Cabs: 612
 - Executive Car: 379
 - Other: 241
- Driver's Permits: 1417
 - Some drivers operate taxi cabs and executive cars
 - Taxi Cabs: 747
 - Executive Car: 457



PVH Board

- Eleven (11) member board
 - Mayor appoints three (3)
 - Council appoints five (5)
 - City manager appoints three (3)
- Board consists of drivers, company owners, and users
- Responsibilities
 - Conducts appeal hearings
 - Sets taxi cab rates, charges, and fare zones (if any)
 - Reviews whether a cap should be placed on company operating certificates, vehicle operating permits, and driver's permits
 - Makes recommendations to Council



Tentative 2016 Timeline

- January
 - Meet with CSC and PVH Board
- Spring 2016
 - Review the language of Passenger Vehicle For Hire Ordinance
 - Meet with stakeholders (PVH Board and PVH Industry) to hear concerns and ideas
 - Research best practices
 - Draft revised language
- Summer 2016
 - Provide recommendations for changes to PVH Ordinance



CHARLOTTE.
Community Safety
Committee
January 14, 2016



Towing and Booting Businesses Ordinance



Charlotte Towing & Booting Ordinance

- Amendment adopted February 2011; effective April 2011
- Community Concerns
- Public Safety Concerns

2



2011 Amendment

- Signage requirements
- Fees
- Method of payment
- Violation of ordinance is a crime

3



King v. Town of Chapel Hill

- Challenge to Chapel Hill's ordinance regulating nonconsensual towing from private parking lots
- Struck down
 - fee schedule for towing services
 - prohibition against passing the costs of accepting credit cards on to citizens

4



Charlotte Ordinance

- In light of the Court's decision, fee provisions were unenforceable
- CSC asked for proposals to strengthen Ordinance

5



Revised Ordinance

- Signs must include the amount of fees charged for:
 - booting or immobilizing a vehicle;
 - securing a vehicle to a tow truck;
 - completed trespass tow; and,
 - storage.

6



Revised Ordinance

- Posted signs must also include:
 - statement that credit and debit cards may be used for payment, and
 - amount or percent of additional fees and charges.

7



Revised Ordinance

- Increase the maximum amount of fine for a violation of the Ordinance from \$50 to \$500
- Add definition of “booting service”
- Require employee identification and motor vehicle marking for booting services

8



Industry Outreach

- September 30, 2015 meeting
- Communication with registered vendors and other towing, booting, parking service companies

9



Industry Concerns

- 2011 amendment
 - signage requirement for all private parking lots
 - personal safety during early morning hour returns of motor vehicles / inconvenience
 - 24/7 on call requirement
 - acknowledgement of requests to retrieve vehicles within fifteen minutes of inquiry
 - vehicles available within forty five minutes of request

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Industry Concerns

- Revised Ordinance
 - Cost associated with changing signs, aesthetics;
 - Ability to collect past due charges for parking violations; and,
 - Booting service identification requirement including last name of employee.

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Addressing Industry Concerns

- Revised Ordinance
 - Retained language from 2011 Ordinance on ability to collect past due charges for parking violations; and,
 - Removed last name requirement for employee identification.
- No additional recommendations based on industry concerns

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Additional Questions

- Additional sign requirements
 - Signs visible from parking spots
- Photographs of towed vehicles

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1409 East Blvd.



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Revised Ordinance

- Effective date: January 22, 2016
- No additional recommendations at this time
- Update Committee after Ordinance has been in effect for a year

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Towing & Booting Ordinance

- Questions??

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