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WEEK IN REVIEW:

Mon (April 27)	Tues (April 28)	Wed (April 29)	Thurs (April 30)	Fri (May 1)
12:00 PM Governance & Accountability Committee, Room 280				
4:00 PM Council Business Meeting, Room 267				
6:30 PM Citizens' Forum, Meeting Chamber				

CALENDAR DETAILS:

Monday, April 27

- 12:00 PM Governance & Accountability Committee, Room 280
AGENDA: Boards and commissions – attendance and orientation; Ethics review – boards and commissions; FY14 draft audit plan; Audit reports; Quarterly update on employee hotline
- 4:00 PM Council Business Meeting, Room 267
- 6:30 PM Citizens’ Forum, Meeting Chamber

April and May calendars are attached.



April-May 2015.pdf

AGENDA NOTES:

April 27 Council Business Meeting Start Time Change

The start time for Monday’s meeting has been changed. Monday’s meeting will begin at 4:00 p.m. in Room 267 with a closed session to discuss personnel issues

INFORMATION:

Body Worn Cameras Update

Staff Resource: Steve Willis, CMPD, 704-619-3407, swillis@cmpd.org

CMPD is on schedule and ready to deploy Body Worn Cameras in the first two divisions. All the necessary equipment needed to deploy Body Worn Cameras has been received and installed in the Metro (Council Districts 1, 2 & 3) and Providence (Council Districts 1, 5 & 6) Divisions.

Training will be conducted with supervisors and officers at various shift times in the Metro Division on April 28 with officers beginning to use the cameras on the morning shift of April 29. The Providence Division will receive training on April 30 and will begin using the cameras on the morning shift of May 1.

Installation and deployment of Body Worn Cameras to the remaining CMPD patrol divisions is currently on schedule with an expected completion date in September/October of 2015. A press conference to announce this noteworthy update to the public is scheduled for Tuesday, April 28, 9:30 a.m. at the Metro Division, 1118 Beatties Ford Road.

Internal Audit Report – CATS Blue Line Extension (BLE) Contractor Review

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

This report relates to the review of the STV/Ralph Whitehead Associates invoices related to Direct Labor, Overhead and Fees, for the contractor’s fiscal year ended September 30, 2014. The audit addressed \$4.8 million in billings of this type, and included the annual reconciliation of provisional overhead rates to actual overhead rates.

The full report is attached below.



CATS BLE- STV-RWA
DL OH and Fees 2014

State Seeks to Change Ozone Air Quality Status for Charlotte Area

Staff Resource: Eldewins Haynes, CDOT, 704-336-7621, ehaynes@charlottenc.gov

Earlier this month, the N.C. Division of Air Quality submitted a formal request to the U.S. Environmental Protection Agency to change the air quality status of the Charlotte region from “nonattainment” to “attainment” for the 2008 8-hour ozone air quality standard. The “nonattainment” region, commonly referred to as “Metrolina,” includes the North Carolina counties of Mecklenburg, Union, Cabarrus, Rowan, southern Iredell, Lincoln, and Gaston. Formal approval by EPA could take 12-18 months.

The change in status will have no effect on transportation planning activities or funding. The Air Quality Conformity requirements for transportation planning will not change, and will continue into the future.

The 2008 8-hour ozone standard became effective on July 20, 2012. The Charlotte area met that standard in 2014, a year earlier than expected. Levels of ozone in the Charlotte area have decreased steadily since 2000. The decrease in ground-level ozone values is primarily due to increased use of newer lower-polluting vehicles, and control strategies put in place by North Carolina, Mecklenburg County and the EPA to regulate industrial emissions.

2015 State Legislative Report #11

Staff Resource: Dana Fenton, City Manager’s Office, 704-336-2009, dfenton@charlottenc.gov

Attached is the latest State Legislative Report. The pressure will be on the Senate and House to move legislation out of its house of origin prior to the upcoming April 30 crossover date. The April 30 crossover date is applicable to policy initiatives only and not to taxation and budgetary initiatives including the State budget, tax reform measures, and other sources of revenue.



2015 week 11 report
final.pdf

ATTACHMENTS:

February 23 Governance and Accountability Committee Summary



GAC Summary Final
022315.pdf

April

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
			1	2 2:30pm ED & Global Competitiveness Committee Mtg., Room CH-14	3 <div style="border: 1px solid black; background-color: #cccccc; padding: 5px; text-align: center;">Good Friday</div>	4
5	6 12:00pm Environment Committee Mtg., Room 280 2:00pm City Manager's Update Meeting, Room CH-14 4:00pm Intergovernmental Relations Committee Mtg., Room 280 5:00pm Focus Area Plan Retreat, Room 267	7	8 12:00pm Housing & Neighborhood Dev. Committee Mtg., Room 280 2:00pm Budget Workshop, Room 267	9 12:00pm Community Safety Committee Mtg., Room 280	10	11 10:00am CFD HQ Grand Opening , 500 Dalton Ave.
12	13 5:00pm Council Business Meeting, Room 267	14 <div style="border: 1px solid black; background-color: #cccccc; padding: 5px; text-align: center;">Optional Council trip to Raleigh</div>	15	16 6:30pm District 6 Town Hall Meeting, Sharon United Methodist Church – 4411 Sharon Rd.	17 1:30pm Budget Workshop, Room CH-14	18
19	20 5:00pm Zoning Meeting, Room CH-14	21	22 5:30pm MTC Meeting, Room 267	23 12:00pm Transportation & Planning Committee Mtg., Room 280	24	25
26	27 12:00pm Governance & Accountability Committee Mtg., Room 280 4:00pm Council Business Meeting/Citizens' Forum, Room 267	28	29	30		
					<div style="border: 3px double black; padding: 10px; display: inline-block;">2015</div>	

May

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
					1	2
3	<p>3:00pm Intergovernmental Relations Committee Mtg., Room 280</p> <p>5:00pm Council Workshop/Citizens' Forum, Room 267</p> <p>7:00pm Budget Presentation, Meeting Chamber</p>	5	<p>11:00am Grand Opening/Ribbon Cutting for NoDa Lofts, 3327 N. Davidson St.</p> <p>Time TBD Budget Workshop</p>	7	8	9
		Optional Council trip to Raleigh				
10	<p>3:00pm Transportation & Planning Committee Mtg., Room 280</p> <p>5:00pm Council Business Meeting, Room 267</p> <p>5:30pm Budget Public Hearing, Meeting Chamber</p>	12	<p>12:00pm Housing & Neighborhood Dev. Committee Mtg., Room 280</p> <p>2:00pm Budget Adjustments, Room 267</p>	14	15	16
17	<p>12:00pm Environment Committee Mtg., ESF – 4222 Westmont Drive</p> <p>Time TBD Budget Workshop</p> <p>5:00pm Zoning Meeting, Room CH-14</p>	19	20	21	22	23
				<p>12:00pm ED & Global Competitiveness Committee Mtg., Room CH-14</p>		
24	Memorial Day	<p>12:00pm Governance & Accountability Committee Mtg., Room 280</p> <p>3:00pm TENTATIVE Budget Adjustments/Straw Votes, Room 267</p>	<p>5:30pm MTC Meeting, Room 267</p>	28	29	30
31					2015	



CHARLOTTESM

INTERNAL AUDIT

**Report of Internal Audit
CATS Northeast Corridor Light Rail Transit Project
STV/RWA, Incorporated – Direct Labor, Overhead, and Fees
Fiscal Year Ended September 30, 2014
April 22, 2015**

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

Report of Internal Audit
CATS Northeast Corridor Light Rail Transit Project
STV/RWA, Incorporated – Direct Labor, Overhead, and Fees
Fiscal Year Ended September 30, 2014
April 22, 2015

Audit Approach and Scope

This audit focused on invoices submitted by STV/Ralph Whitehead Associates, Inc. (STV/RWA), contractor for the Northeast Corridor Light Rail Transit Project. For the fiscal year ended September 30, 2014, STV/RWA submitted invoices totaling about \$6.9 million. The audit addressed the direct labor, overhead, and fees billed for that period of about \$4.8 million.

Internal Audit conducted this review to ensure that contractor invoices comply with federal guidelines and to identify unallowable charges. Auditors examined the invoices for accuracy, authorization, and compliance with the guidelines specified in the Federal Acquisition Regulations (FAR). Our evaluation included interviews with appropriate City personnel and the review of state and federal funding guidelines.

We conducted this performance audit in accordance with generally accepted government auditing standards (GAGAS). 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.

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

Conclusion

Other than the need to reconcile overhead rates, there were no additional audit findings. These results indicate a high level of compliance with Federal contracting guidelines by the contractor, along with effective administrative efforts by CATS staff.

Summary Results

For the period audited, STV/RWA submitted 12 project-related invoices to CATS totaling \$6,913,069. Auditors reviewed direct labor charges of \$1,740,114 and overhead and fees of \$3,065,013. (The audit did not include a review of other direct costs which totaled \$2,126,674.)

Auditors addressed and resolved a number of issues related to STV/RWA's direct labor charges. During the audit, STV/RWA supplied timely responses and documentation. As a result, there are no findings related to direct labor for the audit period.

As is typical in contracts involving federal funding, the contractor used a provisional overhead billing rate, which is adjusted to the actual rate following completion of a financial audit. Our review of overhead rates found that a reconciliation payment totaling \$104,905 is owed to CATS, to reflect audited results from the fiscal year ended September 30, 2014.

Background

In 2008, the Charlotte Area Transit System (CATS), in conjunction with NCDOT and the Federal Transit Administration, initiated the preliminary engineering and design portion of the Northeast Corridor Light Rail Transit Project (NECLRP)/Lynx Blue Line Extension project (BLE). BLE was the second of the corridor systems planned for implementation following the first project (South Corridor Light Rail Transit System) which became operational in November 2007. The Federal Government and State of North Carolina's partial funding of the project imposes several requirements on CATS, including the need to ensure that payments comply with the provisions of FAR. These requirements apply to contracts in excess of \$100,000.

As stipulated in the contract which was revised effective May 1, 2008, the City has withheld 5% (\$18,731.42) of the fixed fees until STV/RWA provides all documentation and completes deliverables, including all claim releases, required by the contract. Beginning with August of this fiscal year, CATS is no longer withholding retainage per the BLE Project Director.

Finding and Recommendation

STV should remit \$104,905 to reconcile actual to provisional overhead rates.

Overhead and fees totaled \$3,065,013, or 44% of the \$6.9 million billed. Prior to the completion of annual audits, contractors submit invoices based upon "provisional" overhead rates, that is, their estimated overhead rates which have been accepted as reasonable. Overhead is paid based upon actual rates, with overhead calculated following each year.

STV/RWA has provided audited overhead rate schedules for FY2014. Using the audited rates provided, we determined that CATS was over billed \$104,905. This consisted of \$95,368 in overhead charges and \$9,537 in fees. The billed rates and audited rates submitted by STV/RWA are detailed below.

STV/RWA Overhead Rates								
	Audited Financials				Invoiced			
	STV Overhead	STV Field Overhead	RWA Overhead	RWA Field Overhead	STV Overhead	STV Field Overhead	RWA Overhead	RWA Field Overhead
2014	146.22%	124.68%	146.22%	124.68%	142.50%	0.00%	158.50%	134.50%

Recommendation

STV should remit payment of \$104,905 to CATS to reconcile the provisional payments made properly using provisional rates to the actual audited results.

CATS Response

CATS will submit a letter to STV/RWA invoicing the \$104,905 owed to the City of Charlotte for overhead charges. Once the letter is issued, STV will have 30 days to reimburse the money owed to the City of Charlotte.



**CITY MANAGER'S OFFICE
M E M O R A N D U M**

April 24, 2015

TO: Ron Carlee, City Manager
Ron Kimble, Deputy City Manager

FROM: Dana Fenton, Intergovernmental Relations Manager

SUBJECT: 2015 State Legislative Report #11

Zoning/Design and Aesthetic Controls ([HB 36 – Dollar, Brawley, Jordan and Glazier](#) / [SB 25 – Gunn, Apodaca and Tarte](#)) is identical to legislation from the 2013 session ([2013 HB 150 Edition 4](#)). HB 36/SB 25 would specify when local governments could apply design and aesthetic controls to structures subject to regulation under the NC Residential Code for One- and Two-Family Dwellings. The bills also specify six exemptions from the legislation for structures located in local historic districts, or historic districts on the National Register of Historic Places, local, State or national historic landmarks, and requirements to meet life safety codes, manufactured housing regulations, and conditions of participation in the national flood insurance program. HB 36 was referred to House Local Government. SB 25 was reported out of Senate Commerce and Job Development and will be debated on the Senate floor on Monday, April 27.

Body and Dash Cam Recordings / Public Access ([HB 713 - Faircloth, Daughtry, Boles and Hurley](#)) states that body worn camera recordings are records of a criminal investigation and specifies the process for persons to access those recordings. HB 713 was reported out of Judiciary I and passed the House. HB 713 is intended to be serve as statewide law for the upcoming year while a study committee looks at all of the issues surrounding including the balance between public right to know and privacy. The study bill ([HB 811 – Floyd, Faircloth, Brockman and McNeill](#)) which will be heard in House Judiciary I on Monday, April 27.

Regulate Transportation Network Companies ([HB 680 – Brawley, Bradford, Saine and Hanes](#) / [SB 541 – Rabon](#)) provides for a Statewide regulatory regimen of transportation network companies and drivers administered by the Department of Motor Vehicles and addresses liability insurance requirements and background checks for drivers. HB 680 referred to Commerce & Job Development and SB 541 to Transportation.

Regulatory Reform Act of 2015 ([HB 760 – Millis, J. Bell and Riddell](#)) would make various changes including one that would preclude the Environmental Management Commission from

approving local stormwater programs that do not meet the State model stormwater management program. The City's stormwater program "exceeds" the State model program because the City is operating under federal mandates to clean up the water. Furthermore, the coastal, piedmont and mountain regions have vastly different surface water challenges that the State model program is not intended to address. There are significant urban/rural differences as well that necessitate locally tailored ordinances that ultimately reduce mandated restoration costs. If allowed to be enacted into law, this could set in motion a series of events that could eventually lead to losing local authority to regulate. HB 760 will be heard in House Regulatory Reform on Monday, April 27.

Repeal Business License Fees ([HB 739 – Brawley](#)) would remove the authority for cities to charge a regulatory fee to businesses that are located in cities, which was intended by some cities as a replacement for the privilege license tax. HB 739 was reported out of House Local Government and rereferred to House Finance. Due to the concern that HB 739, if enacted, would repeal local authority to charge any regulatory fee, Representative Brawley has agreed to work with the NC League of Municipalities and City of Charlotte on language that precludes that possibility.

Subdivision Ordinance / Land Development Changes ([HB 721 – Bryan, Stam, Bishop and Bradford](#)) would reform performance guarantee practices. HB 721 passed the House. Due to the concern that some of the language would restrict the ability of cities to use performance guarantees for repair work, Representative Bryan has agreed to work with the City of Charlotte in examining this issue.

County Tax Flexibility / Municipal Revenue Options ([HB 903 – Saine](#)) is intended to replace the Business Privilege License Tax by providing authority for cities to levy a ¼ cent sales tax, by resolution, with the proceeds being remitted back to the City. Referred to Local Government and if favorable, Finance.

Omnibus Economic Development Improvements ([HB 920 – Saine, Hamilton, R. Moore and Jeter](#)) is a bi-partisan initiative to, among other things enact state level new market tax credits program, reenact historic rehabilitation tax credits, amend the film grant fund and low-income housing tax credit programs, and raise the cap on the Job Development Investment Grant program.

Rental Registration ([HB 530 – Brawley](#) / [SB 442 – Gunn, Ford and Wade](#)) is very similar to the legislation introduced in the last session in that it prohibits mandatory registration of all rental properties in favor of registration of only those units that meet certain disorder thresholds. HB 530 was reported out of House Local Government and next goes to Regulatory Reform Committee. Representative Brawley has agreed to work with the NC League of Municipalities to see whether a compromise bill can be crafted.

Outdoor Advertising ([HB 304 – Hager, Collins, J. Bell and Hanes](#) / [SB 320 – Brown, Rabon and Tarte](#)) legislation would preempt local authority by proposing statewide standards for the relocation, alteration, height and size of outdoor advertising, and conversion of static signs to changeable message signs. The legislation appears to open the door to relocating outdoor

advertising from industrially zoned areas to commercially zoned areas, notwithstanding local ordinances prohibiting existing outdoor advertising from being relocated to commercially zoned areas. HB 304 was referred to House Commerce and Job Development and SB 320 was referred to Senate Commerce.

Exempt Builder's Inventory ([HB 168 – Hager, Millis, Brody and Collins](#) / [SB 321 – Brown, Tucker and Gunn](#)) excludes from property taxes any increase to the value of improvements made to real property held for sale by a builder for up to five years. The bills broaden the definition of a “builder” by removing the requirement that they be licensed as a general contractor under G.S. 87-1. Based upon updated guidance received from the Mecklenburg County Assessor, the bills will cause a 1.5% decline in tax value resulting in an estimate of revenue loss for the City in FY 2016 of \$5.8 million growing to \$6 million in FY 2017.

Job Creation and Tax Relief Act ([SB 526 – Rucho, Rabon and Tillman](#)) continues 2013 tax reform efforts by reducing personal and corporate income and franchise taxes, phasing in single sales factor apportionment for computing corporate income tax liability, and targeting more of the Job Development Investment Grants (JDIG) program resources to lower income communities and transformative industries. According to the sponsors, SB 526 could result in State General Fund tax relief of approximately \$1 billion. With respect to the JDIG program, SB 526 limits the percentage of JDIG funds awarded for projects in a major market community (Durham, Mecklenburg and Wake counties) to no more than twice the county's share of population to the entire State. In the case of Mecklenburg County where the population is 10% of the State total, grants would be capped at 20% of all the grants that can be awarded statewide in any single calendar year. This proposal is in reaction to data showing that more than 80% of JDIG grants over the last two years were directed to projects in Durham, Mecklenburg and Wake Counties. New language has been added to allow the grant cap to be exceeded when a “high yield” project requires at least \$1 billion in private investment and creates 2,500 eligible positions (i.e. automotive or aerospace manufacturer) locating in a major market community. SB 526 was referred to Senate Finance

The amendments proposed for the JDIG program in SB 526 appear to be identical to those proposed for SB 338, **Economic Development / Tax Modifications ([SB 338 – Berger, Brown and Tillman](#))**. SB 338 was introduced by Senate Republicans and would reduce corporate income taxes, in addition to making the aforementioned changes to the Job Development Investment Grant program. SB 338 was referred to Senate Commerce.

NC Competes Act ([HB 117 – S. Martin, Jeter, Collins and Steinburg](#)) is the House Republican economic development incentives bill that proposes to continue the existing fuel sales tax cap for passenger air carriers by extending the sunset date from the end of 2015 to January 1, 2020, and make modifications to the Job Development Incentives Grant (JDIG), One NC, and Site Infrastructure Fund programs. The “major market community” limitations proposed for SB 526 and SB 338 are not proposed for HB 117. HB 117 passed the House and was sent to the Senate where it has been referred to the Finance Committee.

New Historic Preservation Tax Credit ([HB 152 – Ross, Hardister, Lewis and Glazier](#) / [SB 287 – Hartsell](#)) would implement the Governor's recommendation for reforming the historic

preservation tax credit program that was allowed to lapse at the end of 2014. HB 152 passed the House on a 98-15 vote and was referred to Senate Ways & Means.

Sales Tax Fairness Act ([SB 369 – Brown](#)) and Simple and Fair Formula for Sales Tax Distribution ([SB 608 – Rucho](#)) propose to convert local sales tax revenues to a state source of revenue that will be shared with local governments through State General Fund appropriations. The bills target the 1% Article 39, ½% Article 40 and ½% Article 42 sales taxes totaling 2%.

SB 369 will reportedly be amended to correct the inadvertent repeal of current laws regarding the Article 44 Medicaid hold harmless and sharing of revenues between counties and cities. SB 369 phases in sales and use tax changes starting in FY 2016 with full implementation scheduled for FY 2019. SB 369 calls for distributing sales and use tax revenues to counties on a per capita basis. The adjustment factors in effect for each county would be phased out starting in FY 2016.

SB 608 sets a base allocation using FY 2014 sales and use tax collections and distributes the growth in sales tax revenues above the base on a per capita basis. Each county and city would be held harmless at FY 2014 sales and use tax levels. The adjustment factors are repealed and it allows counties to distribute the revenues within their respective counties using either of the existing ad valorem or per capita methods.

Zoning Changes / Citizen Input ([HB 201 – Stam, Goodman, Jackson and Fraley](#)) requires simple majority vote for zoning decisions and implements affirmative requirement for written communications regarding the zoning case to be submitted to governing body. A floor amendment to maintain the protest petition by raising the threshold to certify petitions from 15% to 66% of neighboring property owners, and lowering the required majority of governing body members to approve rezonings with certified petitions from three-fourths to two-thirds failed to advance on 48-63 vote. HB 201 passed House and referred to Senate Rules.

Zoning Changes / Majority Rule ([SB 300 – Wells, Lee and Smith](#)) requires a simple majority vote on all zoning decisions but without the enhanced requirements for submitting citizen comments to the governing body found in HB 201. SB 300 referred to Senate Rules.

City Requested Legislation

Charlotte Firefighters' Retirement System ([HB 70 – Bishop, Bradford, Alexander, Bryan, Jeter and R. Moore](#) / [SB 137 – Tarte, Ford, Jackson and Waddell](#)) amends the City's firefighters' retirement system legislation in accordance with the direction provided the System by the Internal Revenue Service. SB 137 is in Senate Pensions & Retirement and Aging Committee. HB 70 passed House and sent to Senate.

Civil Service Board ([HB 143 – Bishop, Cunningham, Cotham, Bradford, Alexander, Carney, Earle, Jeter and R. Moore](#)) amends the City Charter provisions for the Civil Service Board consistent with the City's legislative request. Passed House and sent to Senate Rules.

Street Gang Nuisance Abatement ([Part XIII of 173 – Stam, Faircloth, Glazier and Turner](#) / [SB 391 – Tarte](#)) would make requested amendments to the NC Street Gang Nuisance Abatement

Act to authorize the Courts to extend temporary injunctions for good cause shown against criminal street gang activity. Needed changes are in Part XIII of HB 173, the Omnibus Crime Control Bill, and a standalone measure SB 391 sponsored by Senator Tarte. Both bills are supported by the City of Charlotte, NC League of Municipalities and NC Metropolitan Police Chiefs Association. HB 173 passed House and sent to Senate Rules. SB 391 passed the Senate.

Stormwater Management ([HB 141 – Jeter, Cotham, Cunningham, Bradford, Bryan, Carney, Earle and R. Moore](#)) adds statutory authority for Mecklenburg County municipalities to utilize the County’s statutory authority to implement flood reduction techniques that result in improvements to private property. HB 141 was reported out of House Environment and will be heard in House Local Government on Monday, April 27. This schedule should provide enough time for passage prior to the April 30 crossover date.

Metropolitan Transit Commission Requested Legislation

Special Assessments for Critical Infrastructure Needs Act ([SB 284 – Hartsell](#)) repeals the sunset date of the Special Assessments for Critical Infrastructure Needs Act. SB 284 is supported by the Metropolitan Transit Commission and the Towns of Apex and Mooresville. The Act allows counties and cities to form districts to finance the construction of public transportation, streets and sidewalks, parking facilities, stormwater facilities, renewable energy and many other types of infrastructure. SB 284 was reported out of Senate Finance and passed the Senate.

**CHARLOTTE****2015-2016 BILL MONITORING LIST**

April 24, 2015

Bill #	Bill Description	Primary Sponsors
FISCAL & ADMINISTRATIVE		
Appropriations:		
HB 940	2015 Governor's Budget	Dollar, L. Johnson, McGrady & Lambeth
Economic Development:		
HB 17	Startups Act / New Market Tax Credit	R. Brown & Bryan
HB 89	Omnibus Economic Development Improvements	Hamilton, R. Moore & Hanes
HB 117	NC Competes Act	S. Martin, Jeter, Collins & Steinburg
HB 152 SB 287	New Historic Preservation Tax Credit	Ross, Hardister, Lewis & Glazier / Hartsell
HB 171 SB 193	Modify Film Grant Fund	Davis, Lewis, Saine & Iler / Lee & Rabon
HB 454 SB 447	Energy Investment Act	Jeter, Saine, Setzer & Goodman / B. Jackson, Hartsell & Tarte
HB 575	Reenact Qualified Business Investment Credit	B. Brown, Saine, Jeter & S. Martin
HB 848	Modify Utility Account	Hanes, Jeter & R. Moore
HB 890	Attract National Headquarters to North Carolina	Hanes, Jeter & R. Moore
HB 907	Strengthen Military in North Carolina / Mitigate BRAC Risk	Whitmire
HB 920	Omnibus Economic Development Improvements	Saine, Hamilton, R. Moore & Jeter
SB 187	Air Carrier Fuel Tax Exemption	Rabon
SB 202	Reenact Preservation Rehab Tax Credits	Lowe
SB 204	Reenact Film Credit	Lowe
SB 326	Increase JDIG Program Funding	Gunn, Meredith & Apodaca
SB 338	Economic Development / Tax Modifications	Berger, Brown & Tillman
SB 340	Economic Development / Job Catalyst Fund	Lowe
SB 342	Economic Development / JDIG Extension	Lowe
SB 372	Renewable Energy Safe Harbor	Rucho, Tillman & Rabon
SB 472	Local Incentives for Historic Rehabilitation	Rucho & Brock
Elections:		
HB 402	Study Municipal Elections in Even Years	Ford
HB 621	Public Financing of Municipal Campaigns	Insko & Fisher
SB 650	Elections Transparency	Rabin, Tarte & Sanderson

Bill #	Bill Description	Primary Sponsors
HB 710	Allow Special Elections in Odd-Numbered Years	G. Martin & Jackson
Eminent Domain:		
HB 3 SB 74	Eminent Domain	McGrady / B. Jackson
HB 127 SB 425	NC Department of Transportation Condemnation Changes	Stam, Jackson & Bryan / Wells, Krawiec & Daniel
HB 875	Restrict Municipal Eminent Domain	Jordan, McGrady & Hunter
Employee Relations:		
HB 70 SB 137	Charlotte Firefighters' Retirement System	Bishop, Bradford, Alexander, Bryan, Jeter & R. Moore / Tarte, Ford, Jackson & Waddell
HB 143	Civil Service Board	Bishop, Cunningham, Cotham, Bradford, Alexander, Carney, Earle, Jeter & R. Moore
HB 274	Retirement Technical Corrections Act of 2015	Gill, Bell, Elmore & Waddell
HB 277	Retirement Administrative Changes Act of 2015	Ross, Gill, Goodman & McNeil
HB 419	Protect Officers from Retaliation	Conrad, Avila, Dollar & Cotham
HB 443 SB 612	Nondiscrimination in Public Employment	Luebke, Cotham, Glazier & Willingham / Van Duyn & Smith-Ingram
HB 605	Reduce Unfair Barriers to Public Employment	R. Johnson
HB 612	Ban the Box	Pierce, G. Graham, Willingham & Floyd
HB 616	Local Government Employees Retirement Cost of Living Adjustment	McNeill
HB 646	Insurance Coverage for Autism Treatment	McGrady, Hager, Jeter & Jackson
HB 759	Retirement System Cost of Living Allowances	L. Bell
HB 862 SB 3	State Employees / No Payroll Deductions	Lewis / Hise
SB 99	Definition of Firefighter	Meredith, Daniel & Newton
Ethics:		
HB 252	Conflict of Interests / Certain Relationships	Glazier, Faircloth, G. Martin & Daughtry
HB 617	Lobbyist Expenditure Reports – Transparency	Cotham & Lewis
HB 677	State Ethics Commission Revisions	Glazier, Faircloth, Daughtry & Carney
HB 749	Voters' Right to Know	Cotham

Bill #	Bill Description	Primary Sponsors
SB 664	Study Local Government Contract Lobbyists	Apodaca
Finance:		
HB 41 SL 2015-6 / SB 19	Revenue Laws Technical Changes	Howard, Brawley, Lewis & Setzer / Rabon, Rucho & Tillman
HB 128	Referendum for Certain Local Debt	Speciale
HB 168 SB 321	Exempt Builders' Inventory	Hager, Millis, Brody & Collins / Brown, Tucker & Gunn
HB 362	Cities / Business Registration	Faircloth & Brockman
HB 518	County Sales Tax Flexibility	Hunter, Saine, Hanes & Setzer
HB 739	Repeal Business License Fees	Brawley
HB 903	County Tax Flexibility / Municipal Revenue Options	Saine
HB 911	Various Changes to the Revenues Laws	Brawley & Saine
HB 922	Video Sweepstakes Regulation & Taxation	Malone, Fraley, Baskerville & Jeter
HB 929	Taxpayers' Bill of Rights	Blust, Riddell, Jones & Holloway
HB 934	Tax Relief Act of 2015	Saine, Brawley & Szoka
HB 938	Comprehensive Gaming Reform	Warren, Waddell, Hardister & Lambeth
SB 20 SL 2015-2	Internal Revenue Code Update / Motor Fuels Tax Changes	Rabon, Rucho & Tillman
SB 246	Increase Options for Local Option Sales Tax	Smith
SB 369	Sales Tax Fairness Act	Brown
SB 526	Job Creation and Tax Relief Act	Rucho, Rabon & Tillman
SB 566	Disposition of Minimal Tax Refunds	Tarte
SB 608	Simple and Fair Formula for Sales Tax Distribution	Rucho
SB 700	Limit Sales Tax Refunds to Nonprofits	Wells & Rucho
Legal:		
HB 156 SB 129	Legal Notices / Require Internet Publication	Avila, Malone, Davis & Harrison / Sanderson, Apodaca & Hise
HB 348 SB 550	NC Religious Freedom Restoration Act	Schaffer & Bishop / Daniel, Newton & Soucek
HB 405 SB 433	Property Protection Act	Szoka, Whitmire, Jordan & R. Moore / Rucho, Tucker & B. Jackson
HB 483	Land Use Regulatory Changes	Jordan
HB 702 SB 394	Preemption Affirmation Act	Speciale / Tarte
Procurement:		

Bill #	Bill Description	Primary Sponsors
HB 318	Protect NC Workers Act	Cleveland, Millis, Whitmire & Conrad
HB 783	Define Locally Sourced / Public Contracts	L. Hall
SB 397	Open & Fair Competition / Water & Wastewater	Sanderson & Rabin
Public Records:		
HB 477 SB 516	Law Enforcement Officer Privacy Protection	Malone, Saine, Faircloth & McNeill / Tucker
HB 508	Alarm Registration Information Not a Public Record	S. Martin & Farmer-Butterfield
HB 797	Alarm Registration Information Not a Public Record	S. Martin, Farmer-Butterfield, Stam & Jones
SB 441	Public Records – E-Mail Disclosure	Clark
SB 485	Law Enforcement Privacy Public Web Sites	Woodard & McKissick
SB 553	Public Records / Access for NC Residents Only	Daniel
SB 633	State & Local Government Transparency Act	Brock
SB 699	Protect Law Enforcement Officer Home Address & Other Information	McKissick
Regulatory Reform:		
HB 760	Regulatory Reform Act of 2015	Millis, J. Bell & Riddell
HB 763	Task Force on Regulatory Reform	Millis, J. Bell & Riddell
HB 836	Local Government Regulatory Reform	Robinson, Bishop & Fraley
SB 453	Regulatory Reform Act of 2015	Wade, Brock & B. Jackson
SB 617	Local Government Regulatory Reform	Wade, Brock & B. Jackson
Risk Management:		
HB 482	Employee Fair Classification Act	Pendleton, Blust, Szoka & Bishop
HB 666	Worker’s Compensation / Firefighters’ Presumptive Cancer	Saine, Hardister, Boles & Faircloth
HB 674 SB 576	Fair Competition and Employee Classification Act	Glazier, G. Martin, Harrison & L. Hall / Tucker & Stein
HB 688	Workers Compensation / Limit Benefits of High Earners	Brawley & Hager
HB 854	Workers Compensation / Amend “Employment” and “Employer” Definitions	Wray
SB 15	Unemployment Insurance Law Changes	Rucho
SB 16	Unemployment Insurance Law Changes	Rucho
SB 694	Employee Misclassification Reform	Newton, Lee & Daniel
SB 697	Industrial Commission / Establish Prescription Drug Fee Schedule	Hise & Pate
ENVIRONMENTAL & PLANNING		
Annexation / Extraterritorial Jurisdiction:		
HB 51	Justice for Rural Citizens Act	Pittman, Speciale & Ford
HB 491	Charlotte / Annexations	Jeter

Bill #	Bill Description	Primary Sponsors
Building Codes:		
HB 255 SB 324	Building Code Regulatory Reform	Brody, Riddell, Cotham & Watford / Brock, McInnis & Clark
HB 635	Property – List Subterranean Pipes / Plat & As-Built	Adams
Environmental:		
HB 44 SB 53	Cities/Overgrown Vegetation Notice	Conrad / Krawiec
HB 61	Land Application of Biosolids	Pittman, Ford & Speciale
HB 141	Stormwater Management	Jeter, Cotham, Cunningham, Bradford, Bryan, Carney, Earle & R. Moore
HB 157 SL 2015-1	Amend Environmental Laws	McElraft & Catlin
HB 304 SB 320	Revisions to Outdoor Advertising Laws	Hager, Collins, J. Bell & Hanes / Brown, Rabon & Tarte
HB 440 SB 363	Expand Outdoor Food Service at Public Events	Setzer / Hartsell
HB 576	Amend Environmental Laws – 1	McElraft
HB 593	Amend Environmental Laws – 2	McElraft
HB 613	Clarify Political Sign Ordinance Authority	Brawley
HB 634	Stormwater / Built Upon Area Clarification	Torbett
HB 638	Capitalize on Wetland Mitigation	Millis, J. Bell & Pendleton
HB 639	Risk Based Remediation Amendments	Millis & Adams
HB 656	Amend Coal Ash Management Act of 2014	Harrison, Reives, Ager & Meyer
HB 708	Preservation of Historic / Heritage Trees	Hamilton & Torbett
HB 732	No Recovery for Coal Ash Costs	Ager
HB 765	Environmental Technical Corrections	McElraft
HB 795	State Environment Policy Act Reform	Torbett, Hager & Millis
SB 14 SL 2015-7	Academic Standards / Rules Review / Coal Ash / Funds	Brown, Harrington & B. Jackson
SB 66	Amend Environmental Laws	Brock, Cook & Wade
SB 552	Sedimentation Control / Civil Penalty Reforms	Daniel
Planning & Zoning:		
HB 36 SB 25	Zoning / Design & Aesthetic Controls	Dollar, Brawley, Jordan & Glazier / Gunn, Apodaca & Tarte
HB 201	Zoning Changes / Citizen Input	Stam, Goodman, Jackson & Fraley
HB 548	Zoning / Modernize & Reorganize	Bishop, Stam, Bryan & Hamilton

Bill #	Bill Description	Primary Sponsors
HB 721	Subdivision Ordinance / Land Development Changes	Bryan, Stam, Bishop & Bradford
HB 799	Zoning / Changes to Historic Preservation Procedures	Brody & Ager
SB 285	Zoning / Protest Petition Changes	Woodard, Foushee & McKissick
SB 300	Zoning Changes / Majority Rule	Wells, Lee & Smith
INFRASTRUCTURE		
General:		
HB 268	Amend Transportation Laws	Iler, Torbett, Shepard & Tine
HB 551	DOT Sales of Unused Property	Brawley, Iler, Adams & Bishop
Finance:		
HB 203	Phaseout of Fuel Tax	Jeter, Dobson, B. Brown & Szoka
HB 874	Cities / Availability Charge / Improved Property	Jordan, Ross, Setzer & Watford
HB 927	Reestablish North Carolina as the "Good Roads" State	Torbett, Iler, Shepherd & Tine
SB 188	Adjust Cap on Turnpike Projects	Rabon, Meredith & Ford
SB 284	Special Assessments for Critical Infrastructure Needs Act	Hartsell
SB 500	NC Infrastructure Development Act	Stein
SB 639	Transportation Funding Bill	Tarte
Planning:		
HB 74	Study Metropolitan Planning Organization and Rural Planning Organization Oversight	Floyd
HB 183	Repeal Map Act	R. Brown, Conrad, Lambeth & Watford
HB 645	Study / No Emission Testing for Hybrid Vehicles	Floyd, C. Graham, G. Graham & R. Johnson
HB 672	Strategic Transportation Investments and Ferry Tolling Revisions	Tine, Shepard, Mills & Torbett
HB 718	DENR Study of Interbasin Transfer Laws	Bradford
SB 364	Map Act Revisions	Rabon, Meredith & Ford
SB 373	Repeal Map Act	Krawiec, Daniel & Wells
SB 396	Limit Number of Studies by Metropolitan Planning Organizations and Rural Planning Organizations	Tarte
SB 689	Public Infrastructure Oversight Commission	Hartsell
PUBLIC SAFETY		
General:		
HB 7	Autocycle Definition and Regulation	Torbett
HB 148	Insurance Required for Mopeds	Shepherd, R. Brown, Waddell & Adams

Bill #	Bill Description	Primary Sponsors
HB 193 SB 613	Prohibit Discriminatory Profiling	R. Moore, Brockman, Farmer-Butterfield & Meyer / McKissick & Bryant
HB 328	Highway Safety / Citizens Protection Act	Warren, B. Brown, Collins & Jordan
HB 530 SB 442	Local Government / Inspections of Buildings and Structures (aka Rental Registration)	Brawley / Gunn, Ford & Wade
HB 664	Safer Communities	Brawley, McNeill & Saine
HB 827	Alcohol Consumption & Overcrowding / Clubs	Faircloth, Blust, Brockman & R. Johnson
Animal Control:		
HB 159	Regulate Commercial Dog Breeders	Saine, McGrady, Catlin, & Harrison
HB 271	Amend Dangerous Dog Law	R. Moore, Alexander, Lucas & Tine
HB 460	Reporting of Animal Incidents	Warren
HB 553	Ordinances Regulating Animals	McGrady, Whitmire, Langdon & Dixon
HB 554	Protect Public from Dangerous Wild Animals	McGrady, Hurley, Hardister & Saine
HB 751	No Breed Specific Dog Laws	Wray
SB 314	Reform Abandoned Livestock Procedures	Woodard & McKissick
Criminal Law:		
HB 173 SB 391	Street Gang Nuisance Abatement (language in HB 173 is in Part XIII)	Stam, Faircloth, Glazier & Turner / Tarte
HB 449	Strengthen Law Enforcement Access/Domestic Violence Crimes	R. Moore, Fisher & Alexander
HB 479	Auto Salvage Dealer Protection Act	Pittman, Speciale, Ford & Saine
SB 520	Amend Indecent Exposure Law	B. Jackson
HB 552	Graffiti Vandalism	McGrady, Glazier, B. Brown & J. Bell
HB 565	Threaten Law Enforcement Officer or Correctional Officer	Faircloth, McNeill, Hurley & G. Graham
SB 310	Domestic Violence / Bail & Aggravating Factor	Daniel & Stein
SB 391	Enjoin Street Gang / Expires in Three Years	Tarte
SB 432	Electronic Pawn and Metals Database	Randleman
Firearms:		
HB 562	Amend Firearms Laws	Schaffer, Burr, Cleveland & Faircloth
HB 563	Strengthen Firearms Background Checks	Schaffer, Faircloth, Burr & Cleveland
HB 699	Gun Rights & Privacy Act	Pittman & Speciale

Bill #	Bill Description	Primary Sponsors
HB 725	Gun Safety Act	Luebke, Harrison, Insko & R. Moore
HB 798	Concealed Handgun Permit / Other Weapons	Cleveland, Whitmire & Faircloth
HB 886	Second Amendment Preservation Act	Setzer & Adams
HB 891	Handgun Permit Standardization	Adams, Cleveland, Szoka & Pendleton
SB 78 SL 2015-5	Off-Duty Correctional Officers / Concealed and Carry	Randleman, Daniel & Newton
SB 212	Handgun Standards for Retired Sworn Law Enforcement Officers	Tillman
SB 708	Homeland Security Patriot Act	Tarte & Rabin
Technology:		
HB 4	Clarify Unmanned Aircraft System Law	Torbett
HB 395	Body and Dashboard Cameras / Law Enforcement	Alexander, Brockman, Floyd & Hanes
HB 506	911 Fund Distribution	Boles
HB 512	Amend/Clarify Back-up PSAP Requirements	S. Martin, Steinburg, Saine & B. Brown
HB 537	Protect Law Enforcement and Community Relationships	Hanes, Alexander, Jeter & Saine
HB 680 SB 541	Regulate Transportation Network Companies	Brawley, Bradford, Saine & Hanes / Rabon
HB 713	Body and Dash Cam Recordings / Public Access	Faircloth, Daughtry, Boles & Hurley
HB 730	County Provided 911 Services	Saine
HB 804	Kelsey Smith Act	Hurley, Glazier, Schaffer & Lambeth
HB 811	Study / Law Enforcement Body-Worn Camera	Floyd, Faircloth, Brockman & McNeill
HB 829	Automatic License Plate Readers	B. Turner, Speciale, Hardister & Glazier
HB 876	Cell Phone Location Tracking	Jordan, Glazier, Jeter & Brockman
SB 182	Automatic License Plate Readers	McKissick, Barefoot & Daniel
SB 414	Regulate Transportation Network Services	McKissick, Meredith & Rabon
SB 567	Regulate Transportation Network Companies	Tarte
SB 571	Expand Uses of 911 Fee	Bryant, J. Davis & Foushee
SB 622	Unmanned Aircraft Systems / No Law Enforcement Officer Surveillance of Private Property	Krawiec



Charlotte City Council

Governance & Accountability Committee

Meeting Summary for February 23, 2015

COMMITTEE AGENDA TOPICS

- I. **Ethics Review**
 - a. **Plan Review Process (Attachment)**
Staff Resource: Ann Wall
 - b. **Boards and Commissions**
Staff Resource: Bob Hagemann

- II. **Employee Expense Reimbursements Audit**
Staff Resource: Greg McDowell

- III. **Emergency Communications Process**
Staff Resource: Sandy D'Elosua, Stacie Neale

- IV. **Next Meeting**
Monday, March 23, 2015

COMMITTEE INFORMATION

Present: Council Members David Howard, LaWana Mayfield, John Autry, Patsy Kinsey and Greg Phipps
Other (Speakers): Staff Resources Noted
Time: 12:00 p.m. to 1:27 p.m.



Charlotte City Council

Governance & Accountability Committee

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ATTACHMENTS

1. Meeting Minutes Summary
2. Memo from Gartner Consulting
3. Audit Report Summary –Employee Expense Reimbursements FY2013
4. Emergency and Non-Emergency Communications Update Presentation

Governance & Accountability Committee

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DISCUSSION HIGHLIGHTS

Committee Chair Councilman David Howard called the meeting to order and asked those in attendance to introduce themselves.

Ethics Review

Staff Resources: Ann Wall / Bob Hagemann

A. Plan Review Process

Howard: So we start off today talking about an issue we've been talking about for I guess the past 11 months and that has to do with the review of our Ethics Policy. If the committee remembers we spent a lot of time lately on actual policies for Council but prior to that we actually had interest from Council to look at a couple of other issues one being the Hotline. The other one was a review of our Planning review as it deals with rezoning. And the way we dealt with that was by doing an independent review. At the time we already started conversations with the County regarding streamlining the process for permitting and to some extent rezoning. That review is being done by the Transportation and Planning Committee and Ann Wall is a support for that committee and she has joined us today. She is going to review something that was sent out in our package which is part of what the consultant did. (Attached)

Wall: As Council member Howard mentioned there is a two page memo from Gartner Consulting regarding a review of inspections and permitting. What we've asked Gartner to do was to look at our process and assess whether there were any inappropriate influences in the development review process and also to identify some checks and balances that can be put in place going forward that would prevent such inappropriate influence. During the discovery phase of their engagement with the City and County, Gartner assessed governance, organizational, process and technology aspects of development services and code enforcement. As part of this effort, the Gartner team attempted to determine whether there were any systemic issues or other evidence of inappropriate influences on development services and code enforcement decisions or results. As a result Gartner did not find any evidence of this during their study. However going forward Gartner did make some suggestions on ways that we can strengthen that process more to really work to make sure that we weren't seeing any inappropriate influences.

Howard: One of the things I wanted to say is that this report from Gartner is a lot longer than this and it will come to full Council in its entirety but it was really about streamlining the system as much as anything. So the full Council will get this later on but this is just a piece that's dealing with transportation.

Wall: That's correct. Gartner made twenty nine very broad recommendations as it relates to inspections and permitting on what we could do to our process. Today in this two page memo we will really speak to those issues about influence.

Phipps: Will Gartner actually describe what they did to come to the conclusion and find that there was no undue influence? Were there any steps to determine the conclusion?

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Wall: The way that Gartner received most of their recommendations was in a couple of ways. The first way was they spent a lot of time interviewing employees both City and County that are included in this process and they asked them about that. They also did work with the focus groups to assess how the process was working in terms of focus groups. So the way they gathered the conclusions was really from first hand contact with employees in the development community who have participated in this space.

Phipps: I think for now that is appropriate

Walls: So in the end the last task we gave Gartner was, what we can do to make sure our process stands out and Gartner really talked about two areas. One is about transparency and the other is about consistency of the process. They outlined five recommendations that will contribute to make sure it is appropriate. They talked about 1) Establishing Unified Development 2) Establishing Customer-Centric Service Model 3) Providing Improved Access to Development Services Information and Educational Tools. 4) Integrating or Consolidating City and County Permitting Systems and Plan Review Systems and 5) Communicating Building Code Interpretation and City Zoning Ordinance Application/Changes. Going forward it will go before Transportation and Planning. Staff has been organized in a series of programmed groups to tackle some of the very large programs and in turn leave specific recommendations so that we can do two things: 1) Continue to ensure this process is free of influence and 2) Ensure we are providing the best customer service and we are working to streamline that process for our development.

*COUNCILWOMAN LAWANA MAYFIELD ENTERED THE MEETING

Howard: Let's remember that we are trying our best to make sure we cover ourselves as much as we can and I think what I heard Ms. Wall say is that if we include the process of transparency, then the transparency alone should help with the process.

Autry: So do we have a timeline on when a solution might be identified because we are about to start budget discussions on Wednesday?

Wall: There are twenty nine recommendations made in seven major groups. There are some recommendations that require some immediate attention related to customer service and expectations in culture. Those are the recommendations that we are working on first. We are going to have conversations with Gartner and engage Gartner in some of this work. Some of the larger projects will move more quickly than the specific one on technology.

Autry: Ok thank you.

Howard: Any other questions? (No response) Thank you Ann. Let's move on. We are going to discuss Boards and Commissions and Bob (Hagemann) will lead us in that conversation.

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B. Boards And Commissions

Hagemann: Mr. Chairman as the committee obviously knows we have been working on your Ethics policy and we will have your recommendations before the Council tonight on the agenda. As you work through that, there was also some discussion on whether or not we should look at making some revisions to what your expectations are to the City Boards and Commissions. So the three big things that are in your policy (depending on what happens tonight) that would not be in the code for Boards and Commissions because it's aspirational only, are 1) Code does not have a clear gift policy like its proposed for the full Council tonight 2) Code does not say anything about complaints and investigations and 3) There is no annual disclosure of economic interest requirements for members of Boards and Commissions. So the question for the Committee is whether you want to pursue something more for the Boards and Commissions in regards to gifts, complaints and investigations and disclosures and whether or not there may be a differentiation based on the function of your Boards and Commission.

Howard: Today we are talking about this conversation to make sure that we can put some framework around it so that staff knows what to do with it. So is it still a concern? Should we do this?

Phipps: I think we should maybe consider something on a higher level of disclosure for entities that have that type of authority, to strengthen some rules around that.

Mayfield: I would like for staff to present a recommendation on what Boards and Commissions that they see that may be a challenge and bring it back to the committee. I don't see any specific boards but it would be a good opportunity while we are having this discussion to bring that to the committee if there are any particular boards especially if they have final authority and depending on what their authorities are, let staff bring that back to the committee and we can look at it from there and let's see what Boards and Commissions are out there, where this may actually apply.

Autry: If you are identifying Boards and Commissions that could be tempted by influence and we were to accept a policy that would address those Boards and Commissions wouldn't that policy apply to all Boards and Commissions?

Mayfield: Well that's the purpose of the recommendation coming back to staff.

Howard: I think he's asking should we do a blanket for everyone?

Mayfield: I am not a fan of doing a blanket

Howard: So we will come back in a future agenda item and we will share with Council tonight just to make sure they have no problem with us going forward. So Bob I think I heard that we should look at the whole list and out of that maybe determine with the help of your office where we can go from there. Stephanie (Kelly) do you have any concerns on this?

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Kelly: The only concern I would have is whether you would have the same requirements for one of the committees that doesn't have the (inaudible) affiliate with them and also whether or not it would make it more difficult to recruit candidates.

Howard: We probably should think about this in more than financial ways.

Hagemann: Mr. Chairman if I could I think I understand the request of the committee and we will work with the Clerk's office and we will review the list of Boards and come back with a recommendation of which ones we think it makes sense to consider applying perhaps some additional disclosure requirements, maybe something in the area of gifts.

Kinsey: If we go this route would it just apply to members of the City or to the Boards that have City and County membership?

Hagemann: Generally the approach we take is if it is a City Board or Commissions, then these kinds of rules apply to all members.

Howard: Alright so we look forward to future conversations on this. Thank you.

Employee Expense Reimbursement Audit

Staff Resource: Greg McDowell

McDowell: I have a one page summary. (Attached) The whole report is seven pages but I just want to focus on just this one which capsulizes most of it and then you can certainly answer questions.

Howard: The City Manager is here and I just want to check to see if he wants to say anything about this.

Carlee: The only thing I want to say is an introductory comment to the audience and to remind them that this is a part of a longer term strategy to provide for a greater transparency in systems and structures and to ensure accountability within the City's organization. There are a number of audits we've had previously and a bunch of audits coming up and in each instance we look at our policies and structures to see if there are any changes we need to make. Part of what we are trying to do is create an environment, not a gotcha environment, but one where we trust people and verify. I just want to put this in a much larger picture as our Internal Auditor goes through what he did in this instance, what he learned and what we did about it.

Howard: OK. Thank you for sharing that.

McDowell: I should tell you this was on my back burner and then after meeting with the City Manager about a year and a half ago I moved it to the front burner because he specifically asked that we do this. So his charge was to look at himself, the City Manager's office and all the

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executives in the City and we counted up twenty seven executives including department heads and we added to that the ten employees in the city who had been reimbursed the most. And we decided to attack it this way with a one hundred percent testing of those individuals rather than doing a sample throughout the City because this type of audit is really designed to determine whether or not we have the right policies and whether people understand them and not necessarily aimed at recovering money because as you can see we didn't recover a lot of money and that was not our intent. We focused on fiscal year 2013 but for a few individuals we broadened that and looked into fiscal year 2014 and also a couple of years earlier than that. The audit for the most part focused on fiscal year 2013. The conclusion is supposed to be a summary of all the recommendations which says the policies need to be updated, consistently enforced and they need to be regularly audited. Policies for reimbursable employee expenses vary widely among both public and private organizations. By nature of our position as public servants and the perception of these expenses as discretionary, City employees need to exercise the highest level of judgment when interpreting City policies related to reimbursable expenses.

Howard: When you say regularly audited are you saying it should be internally audited or are you saying the City should do a kind of an ongoing check-in of documents every time? That kind of audit? Or a more frequent audit from your department overall?

McDowell: I intend annual audits of this and it may be different employees and it may be different sample sizes and different depths but we are also expecting each department to be doing a better job and we expect the finance division to do a more intense job.

Howard: That is not clear in what you just said so I hope that is implied because to me it's both. It's not either/or.

Carlee: Mr. Chairman, I certainly agree. In fact I'm expecting a much higher level of checking as expenses come through the process with the goal of strengthening things at that level so that when the Internal Auditor comes and does his checks he doesn't find anything.

Howard: That's right and that's what I'm asking

Carlee: That's the goal

Howard: And that's education all the way through the organization with as much one on one checks and balances to make sure it is getting audited.

Carlee: And empowering the finance office to send things back and not approve them.

Howard: Alright. OK, just making sure.

McDowell: We summarized here that the reimbursements we looked at, and that's travel, training and other, that the employee expense reimbursements totaled about \$1.4 million and that's a fairly small amount of the City's budget but the cost requires and deserves careful

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scrutiny and so we made the following recommendations which have all been addressed. The first one there is that we need a new policy which took effect January 1, 2015. We also found the responsible division for employee travel policies should be Finance. The third finding talks about some specific issues that we found. For the thirty seven employees we selected we looked at over \$123k worth of expenses and we found errors for three employees (2 former, 1 current) and those aggregated \$3400 or so and as soon as it was brought to their attention they wrote checks back to the City. The new policy clarifies the responsibilities of individual departments and we received commitment from everybody that they will pay a lot closer attention and I can tell already that is already happening. Randy Harrington can speak more to the City Manager's response to the report.

Howard: Could you?

Harrington: I don't have anything to add other than we will be doing some additional training within the departments as well as ramping up training clarifying the policies.

Phipps: Prior to the policy being updated, how old was it?

Harrington: 1989

Phipps: Did you find this audit to be acceptable and were you satisfied with this audit? When I look at the conclusion it would not jump out at me that this was something of concern to me. So would you look at this audit as an acceptable way to handle expenses? Does it reach out to us in a way that we recognize that was an issue or a problem?

Carlee: I didn't know if it was a problem or not but I do know from past experience that travel reimbursements are an area of risk for organizations. So I'm not expecting to find big problems whenever we do these audits in fact my expectations and hope would be that we don't find any problems whatsoever. But we go into the audit to learn what we can and to see if the systems are working. So this initiative was not launched by identified problems. It was part of a menu of audits that I think are important to what organizations do on a routine basis.

Howard: So this was more about process than it is was about dealing with gotcha, so more than anything and it achieved that.

Carlee: Yes sir.

Howard: OK thank you. We are ready to move to the next item.

Emergency Communications Process

Staff Resources: Sandy D'Elosua, Stacie Neale

Howard: Mr. Manager I am going to let you set this one up.

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Carlee: Sandy D'Elosua is giving you a very deep report on communication as it relates to emergency communications to everybody so you can see what we do and how we do it. (Attached) Both from the standpoint of the Corporate Communications role and how they work and collaborate with communication staff in each of our agencies. We have Stacie Neale from the office of Emergency Management to talk with you about CharMeck alerts.

Howard: OK so why don't we get to the presentation

D'Elosua: Our communications goal is to be a well-informed community with access to timely, accurate information through multiple communication vehicles that enable audiences to make informed decisions in a non-emergency or emergency situation. Events may be considered non-emergency if it poses no injury or loss of life.

Mayfield: I think we are doing a really good job in getting the message out but one of the challenges I see is our ADA compliance. So we need to figure out whether it is coming from the Manager's Office or coming from departments but we need to ensure that we have the proper people in place for sign language and other forms to make sure we are reaching everyone and following the same ADA compliance rules that we have instituted for others in the community.

D'Elosua: Totally noted.

Mayfield: So for clarification with the Joint Information Center, we only create that when it is needed and it is not a standing?

D'Elosua? Right it is one of our tools in our arsenal.

Carlee: Just to clarify what is actually in the Joint Information Center (JIC) are communicators from the different agencies that have a role in the events taking place so that way we can connect the dots to make sure we aren't putting out any contradictory or confusing information. It is actually highly effective.

Howard: So the situation where they set up downstairs do we have a backup power in case the systems go down?

Carlee: Yes we do have multiple places where we can set up.

Howard: Have we ever looked at redundancy?

Neale: We actually have looked at redundancy. We have two T1 lines provided by TWC so we have multiple providers giving us redundancy within the EOC.

D'Elosua: We have hard lines in this building too so we are not just relying on cellular technology.

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Howard: That is what I was asking.

D'Elosua: We talk about keeping Council in the loop more often than in a typical situation every 2-3 hours receiving updates if not more. The idea would be is to get you guys information would that be via email, text message, voice message or wherever you want to receive that information it would be up to you how you dictate that piece.

Howard: That is a good point Ron. It may be worth it to going through the process with asking each Councilmember giving us the tools and saying this is the way we want to do it.

Carlee: So right now you have the ability to get alerts through the registration that Stacie was describing but what I will be setting up is a more narrowly focused communication to Council that I or others in the Sr. Executive positions can launch just to Council and I will do that based on the preferred form of communication that each Council member selects.

Howard: I know you can set up alerts for road closures and things like that but you can't do that by districts right now. If you could do that by district that would probably be pretty cool.

Carlee: Ok let's think about that.

Howard: Alright

D'Elosua: We treated last week's event by every six to eight hours you were receiving updates. It was really in line with the departmental updates and phone calls that were taking place. We wanted to get you the timely information with the latest news happening at those times.

Howard: Well I'm not sure that I knew there was a rotation. I just knew that they popped up every now and then. This is the type of things that I thought Council would know to expect.

D'Elosua: So maybe in the future we can communicate that this is a level two and that means you will be getting updates every six to eight hours from me or from a designated person on staff.

Howard: We should tell Council now and then I also think in every new employee orientation that this information should go out and every new council member should hear this too. OK, this was great information and with that our next meeting is the 23rd of March. Thank you all.

Next Meeting:

Monday, March 23, 2015

Meeting adjourned at 1:27 p.m. ~jcs



19 February 2015

Dear Mrs. Wall,

At the onset of the Development Planning, Permitting and Inspection Process Review we conducted for the City of Charlotte and Mecklenburg County, you asked our team to assess whether there were any inappropriate influences in the development review process. This memo addresses your inquiry, and elaborates on recommendations that will help provide additional regarding checks and balances in the development process going forward.

During the discovery phase of our engagement with the City and County, Gartner assessed governance, organizational, process and technology aspects of development services and code enforcement. As part of this effort, the Gartner team attempted to determine whether there were any systemic issues or other evidence of inappropriate influences on development services and code enforcement decisions or results; we did not find any evidence of this during our study.

That said, a number of our recommendations, once implemented, will help protect against any future issues of this ilk through increased transparency and consistency of process. For instance, published end-to-end process information – and the overall service model for delivering services to industry and other customers – will ensure that all stakeholders are aware of each step required to achieve an outcome, whether that is a Certificate of Occupancy, trade permit, zoning variance, or other result. In addition, improved tracking of procedural steps and supporting data via technology improvements will “shine the light” on all results, decisions, and process steps and provide much-needed transparency into development services and code enforcement processes. Finally, and most importantly, an improved governance model will ensure appropriate decision-making, escalation and appeal processes.

Of the 29 Gartner sub-recommendations provided to the City and the County, the following subset directly addresses increasing transparency and promoting process consistency:

Recommendation 1—1

Establish Unified Development Services Committee

There is currently no entity empowered by both the City and County to implement cross-City/County improvement initiatives and manage overall execution of development services. Establishment of this governance structure is key to effectively implementing the majority of the other Gartner recommendations.

Recommendation 4—2

Establish Customer-Centric Unified Service Delivery Models

Effectively documenting and communicating process requirements for delivery of development and code enforcement services across both the City and County will take some of the ‘mystery’ out of the current operation and allow for more process consistency, predictability and transparency.

Paul Denvir
Managing Partner
Gartner Consulting
Telephone: 908-249-8007
paul.denvir@gartner.com
gartner.com



Recommendation 4—4

Provide Improved Access to Development Services Information and Educational Tools

Once the customer-centric service model and process steps are fully documented, the City and County can provide training and other educational opportunities to internal and stakeholders to ensure that all parties understand the procedural steps to achieve a development services or code enforcement outcome, as well as the roles and responsibilities.

Recommendation 5—4

Integrate or Consolidate City and County Permitting Systems and Plan Review Systems

Effectively establishing a single, or fully integrated, permitting and plan review solution will enable all to track progress and milestones for all development and code enforcement services provided by the City and the County. The increased transparency into process, augmented by supporting data track comments, results decisions and other key information will provide a much improved historical record for any given project.

Recommendation 6—2

Communicate Building Code Interpretation and City Zoning Ordinance Application/Changes

To effectively address the natural evolution of processes and requirements in response to changing ordinances and other business conditions, this recommendation provides increased access to up-to-date decisions, policies and other developments that impact the delivery of development and code enforcement services provided by the City and the County.

We feel that these recommendations, in addition to the others proposed by Gartner, will help the City and County collectively achieve its development services and code enforcement process and business improvement goals, as well as aid with economic development objectives. Please feel free to contact me if you have further questions regarding this matter.

Sincerely,

Denvir, Paul
Managing Partner, Gartner Consulting

Audit Report Summary

Employee Expense Reimbursements – Fiscal Year 2013

Purpose and Scope

The intent of this audit was to determine whether the City's employee expense reimbursement policies were adequate and if employees' reimbursements were in compliance with City policies. For FY13, we reviewed 100% of expense reimbursement transactions for 27 executives and the 10 non-executive employees who were reimbursed the most. We also reviewed corporate card transactions from two selected months and a sample of FY14 reimbursements, as we expanded testing to review employees with the most reimbursement activity.

Conclusion

Expense reimbursement policies need to be updated, consistently enforced and regularly audited. Policies for reimbursable employee expenses vary widely among both public and private organizations. By nature of our position as public servants and the perception of these expenses as discretionary, City employees need to exercise the highest level of judgment when interpreting City policies related to reimbursable expenses.

Summary Recommendations and Actions

During fiscal year 2013, employee expense reimbursements (travel, training and other) totaled about \$1.4 million, making up less than two-tenths of one percent (< 0.2%) of the City's total operating expenditures for the year (\$781.2 million). Although this is only a small portion of the City's expenditures, the cost of travel and meals for employees while conducting City business rightfully require careful scrutiny. Therefore, our review has resulted in the following recommendations, along with management's corrective actions, which are detailed further below:

1. The Employee Travel Policy should be updated. A meal per diem should be adopted and guidelines related to non-travel meals should be established.
 - The City's Travel Policy has been appropriately updated to address our concerns. The Policy became effective January 1, 2015.
2. The designated Division responsible for employee travel policies should be shifted from Budget & Evaluation to Finance.
 - Management has shifted responsibility for the Citywide policy, and Finance is taking steps to improve the effectiveness of its reviews.
3. Departments should more closely review and enforce compliance with travel policies before submitting employee reimbursement requests to Finance.
 - For the 37 employees selected, \$123,581 in reimbursed employee expenses for fiscal year 2013 was examined. Errors were identified which resulted in three (now former and current) employees reimbursing the City an aggregate \$3,432.89.
 - The new policy clarifies the responsibilities of individual departments. Specific findings from the audit have been reviewed with the appropriate department heads and each has committed to providing stronger internal reviews.



CHARLOTTE

**CORPORATE COMMUNICATIONS
& MARKETING**

Emergency and Non-Emergency Communications Update

Sandy D'Elosua

Director, Corporate Communications & Marketing

Stacie Neal

Emergency Management Planner, CFD

Feb. 23, 2015

Our Communications Goal

A well-informed community with access to timely, accurate information through multiple communication vehicles that enable audiences to make informed decisions in a non-emergency or emergency situation



Non-Emergency Communications

Events may be considered non-emergency if it poses no injury or loss of life.

This method still requires communication from the City to ensure the public and internal audiences are aware of events affecting neighborhoods, work sites or normal flow of business.



Non-Emergency Communications

Goal

Ensure that residents, community stakeholders, and employees receive news and information about issues, events, programs and services that are of a non-emergency nature.

Strategy

Collaborating with city departments, stakeholders and residents, we use all communication tools available to engage and inform audiences.

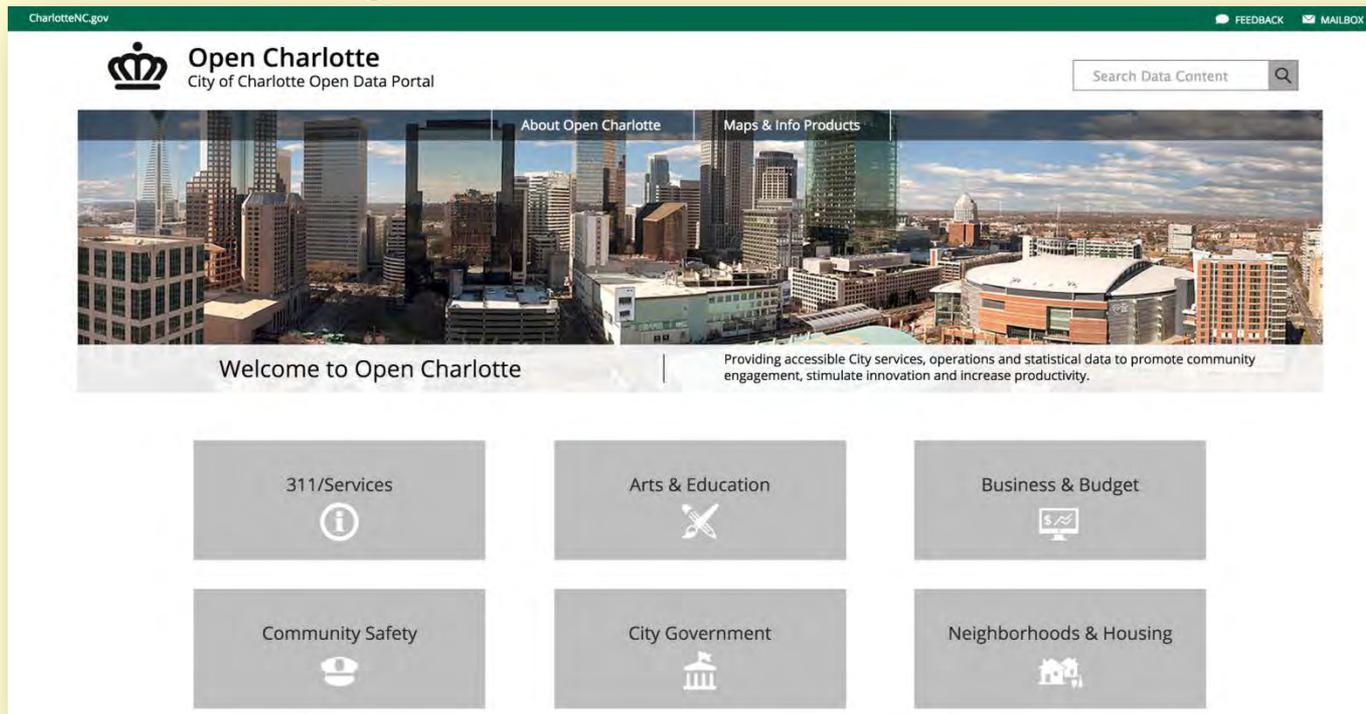
Non-Emergency Examples

- Community meetings
- Conventions
- Festivals
- Town hall meetings
- Sporting events
- Parades

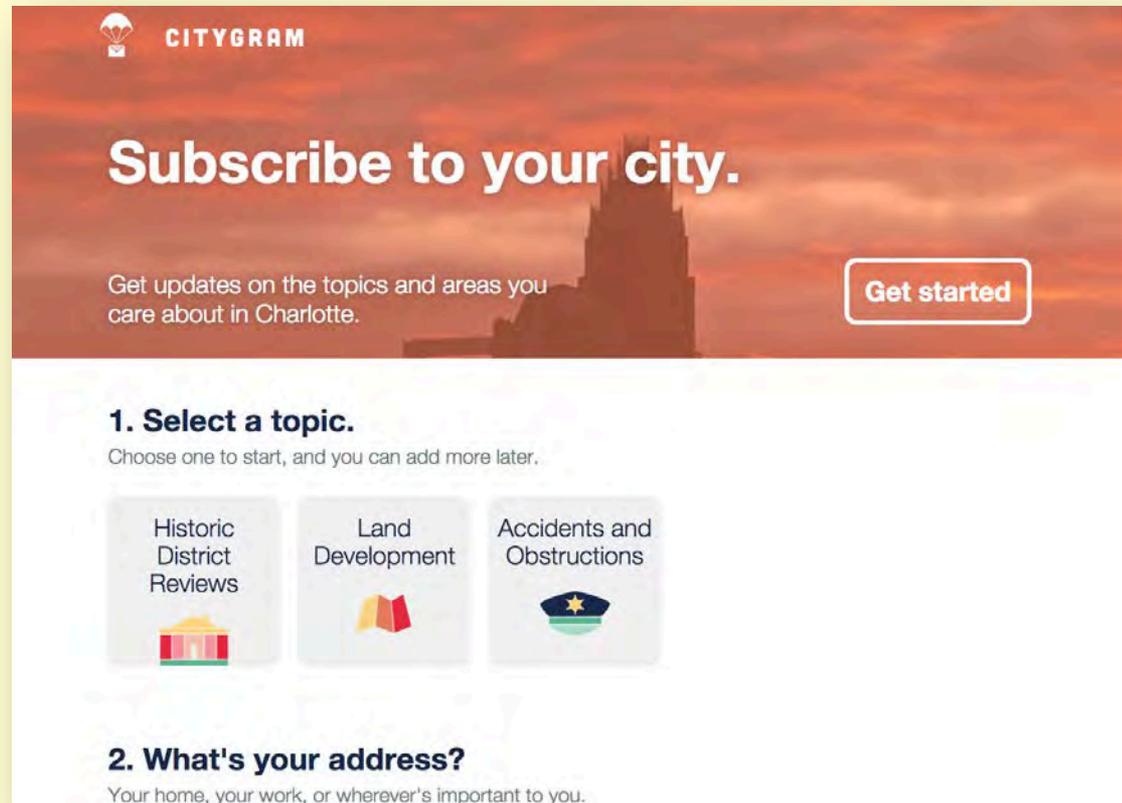


Non-Emergency Communication Tools

- **CharMeck 311**: access to City/County services online (24/7) or during business hours
- **GovDelivery**: Email notification system
- **Open Data Portal**: Site that transmits data
- **NextDoor**: Neighborhood social tool



- **CityGram:** App in pilot phase – Managed by CLT Brigade – text message updates
- **Media Relations:** Promote citizen awareness
- **CharMeck.org:** Promotes messaging to citizens, media and community partners



- **GOV Channel**
- **Crown Newsletter**
- **Social media channels:** 
- **My Charlotte:** App that provides access to municipal services
- **CharMeck Alerts:** Notification system managed by CFD/Emergency Management for employees and the public

- **Cnet:** Intranet site for employees to communicate information affecting city business and services.



An event may be considered an emergency if it is serious in nature, unexpected and often dangerous requiring immediate action.

It poses an immediate risk to health, life, property or the environment.

Goal

To communicate with external and internal audiences regarding their safety and security while providing informational needs in a pro-active, responsive, timely and accurate manner.

Strategy

- Use existing communication tools during the four phases of an emergency – preparedness, mitigation, recovery, response.
- Collaborate with multi-agency partners and community stakeholders ensuring that all messaging reaches the appropriate audiences.

Emergency Examples

- Fires
- Natural disasters
- Riots
- Environmental spills
- Water main breaks



Emergency Communications Tools



- **911:** Emergency response managed by CMPD
- **CharMeck 311:** During emergencies, citizens can report flooding and street conditions.



Emergency Communications Tools

- **JIC:** The Charlotte-Mecklenburg Joint Information Center (JIC) is responsible for public information operations during emergency responses and pre-planned events requiring multi-agency collaboration. (Ex. winter storm, Speed Street, DNC, etc.)
- **Emergency.charmeck.org:** Designated page to provide information regarding an incident or to prepare residents for an oncoming event such as extreme weather.
<https://www.charmeckem.net> emergency information before, during and after incident is kept on the EM website for emergency situations.
- **CharMeck Alerts:** Emergency Notification System



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A Deeper Dive

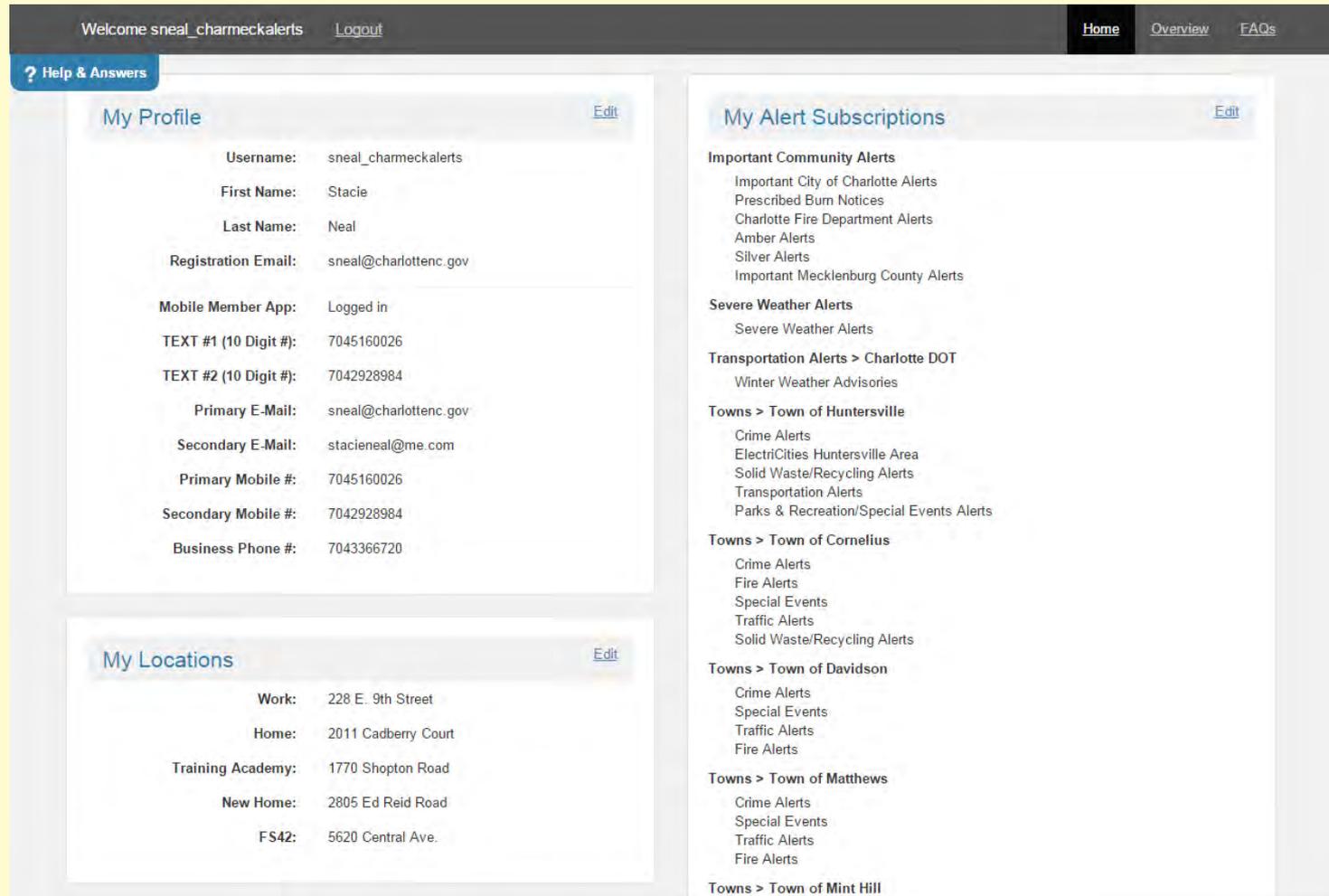


- Upgrade an antiquated system
- A hosted solution
- Redundancy and reliability
- Multiple device notification
- Self-registration portal
- Communicate with employees and citizens
- Send emergency and non-emergency notifications
- Consistent branding across the entire county



- Implemented in 2013
- City, county and town employee database
- Citizen self-registration
- Location-based alerts
- Text, email, mobile app, phone messages
- Used daily as well as during disasters
- Integrated Public Alert and Warning System (IPAWS) capability

Web portal, <http://www.charmeckalerts.org>



The screenshot shows a user interface for a citizen self-registration portal. At the top, there is a navigation bar with the text "Welcome sneal_charmeckalerts" and a "Logout" link. On the right side of the navigation bar are links for "Home", "Overview", and "FAQs". Below the navigation bar is a "Help & Answers" button. The main content area is divided into three sections: "My Profile", "My Alert Subscriptions", and "My Locations". Each section has an "Edit" link in the top right corner.

My Profile

- Username: sneal_charmeckalerts
- First Name: Stacie
- Last Name: Neal
- Registration Email: sneal@charlottenc.gov
- Mobile Member App: Logged in
- TEXT #1 (10 Digit #): 7045160026
- TEXT #2 (10 Digit #): 7042928984
- Primary E-Mail: sneal@charlottenc.gov
- Secondary E-Mail: stacieneal@me.com
- Primary Mobile #: 7045160026
- Secondary Mobile #: 7042928984
- Business Phone #: 7043366720

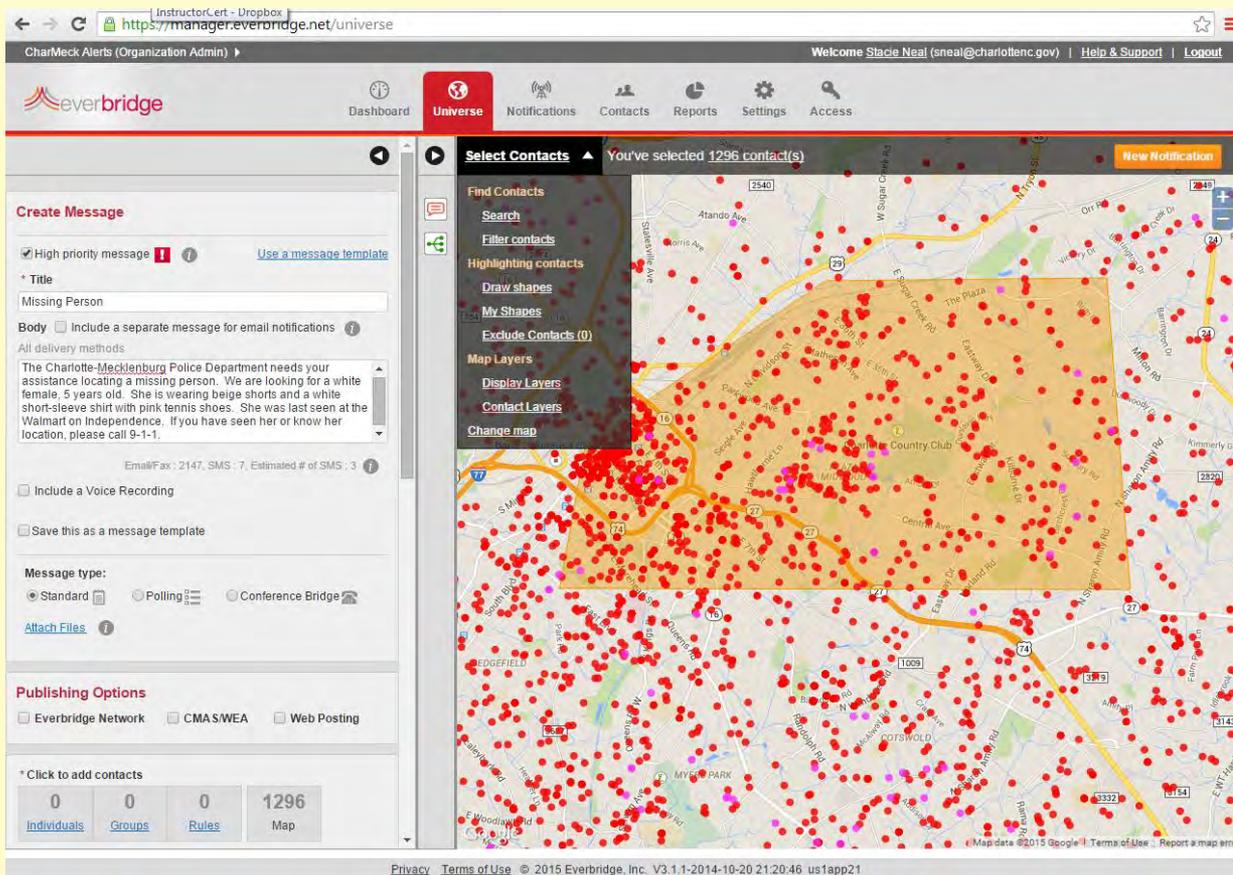
My Alert Subscriptions

- Important Community Alerts**
 - Important City of Charlotte Alerts
 - Prescribed Burn Notices
 - Charlotte Fire Department Alerts
 - Amber Alerts
 - Silver Alerts
 - Important Mecklenburg County Alerts
- Severe Weather Alerts**
 - Severe Weather Alerts
- Transportation Alerts > Charlotte DOT**
 - Winter Weather Advisories
- Towns > Town of Huntersville**
 - Crime Alerts
 - ElectriCities Huntersville Area
 - Solid Waste/Recycling Alerts
 - Transportation Alerts
 - Parks & Recreation/Special Events Alerts
- Towns > Town of Cornelius**
 - Crime Alerts
 - Fire Alerts
 - Special Events
 - Traffic Alerts
 - Solid Waste/Recycling Alerts
- Towns > Town of Davidson**
 - Crime Alerts
 - Special Events
 - Traffic Alerts
 - Fire Alerts
- Towns > Town of Matthews**
 - Crime Alerts
 - Special Events
 - Traffic Alerts
 - Fire Alerts
- Towns > Town of Mint Hill**

My Locations

- Work:** 228 E. 9th Street
- Home:** 2011 Cadberry Court
- Training Academy:** 1770 Shopton Road
- New Home:** 2805 Ed Reid Road
- FS42:** 5620 Central Ave.

Sending Notifications

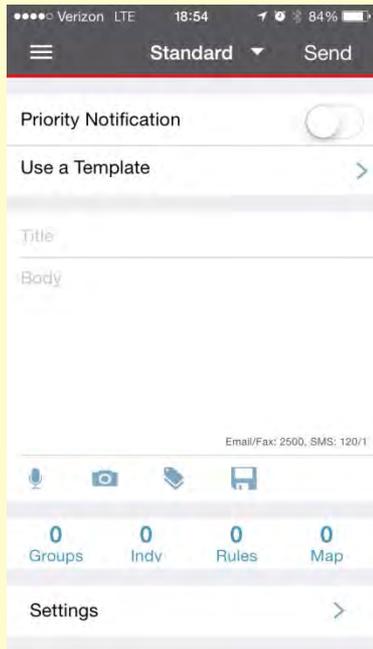


The screenshot displays the Everbridge management console. On the left, the 'Create Message' section is active, showing a message body: 'The Charlotte-Mecklenburg Police Department needs your assistance locating a missing person. We are looking for a white female, 5 years old. She is wearing beige shorts and a white short-sleeve shirt with pink tennis shoes. She was last seen at the Walmart on Independence. If you have seen her or know her location, please call 9-1-1.' Below this, there are checkboxes for 'Include a Voice Recording' and 'Save this as a message template'. The 'Message type' is set to 'Standard'. Under 'Publishing Options', 'Everbridge Network', 'CMASWEA', and 'Web Posting' are all unchecked. At the bottom left, a summary shows 0 individuals, 0 groups, 0 rules, and 1296 contacts on the map.

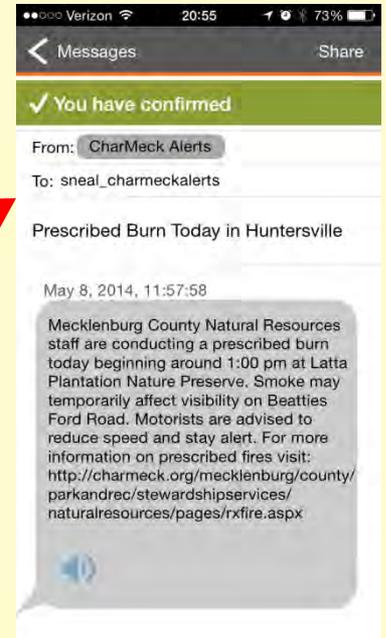
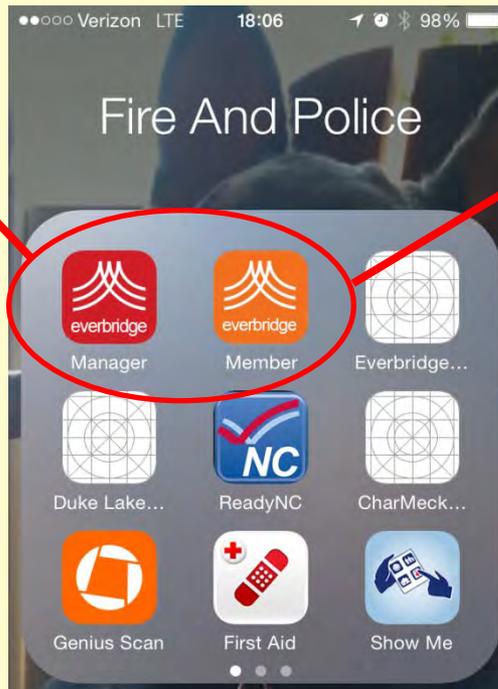
The central map area is titled 'Select Contacts' and shows a large geographic area with numerous red contact markers. A 'Find Contacts' menu is overlaid on the map, listing options: Search, Filter contacts, Highlighting contacts, Draw shapes, My Shapes, Exclude Contacts (0), Map Layers, Display Layers, Contact Layers, and Change map.

- Map-Based
- Targeted Alerts
- Simple to Send
- Multiple Methods
- Special Needs

- Deaf or Hard of Hearing
- Dialysis
- Mentally Impaired
- Oxygen Tank
- Power Dependent
- Refrigerated Medications
- Speech Impaired
- Transportation Assistance Needed
- Wheelchair/Mobility



- Send from mobile



- Receive to mobile



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**CORPORATE COMMUNICATIONS
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Does CharMeck Alert You?

Charlotte-Mecklenburg Emergency Management Office

Disaster Declaration Process

Local Emergency Declaration

Mayor of Charlotte

Chairman of County
Commissioners

State Emergency Declaration

Governor

Federal Emergency Declaration

U.S. President



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Level	Examples	EOC/JIC	Communication w/ Mayor & Council
1	National Special Security Events such as the Democratic National Convention, major tornado or hurricane, and major hazardous materials spill or large technological disasters	Sustained Response	Communications every 2-3 hours -CharMeck Alerts -text message -phone call -Email
2	Tornadoes, large snow storms, large flooding/hurricane events, and regional incidents	Immediate or Sustained Response	Communications every 6-8 hours -CharMeck Alerts -text message -phone call -Email
3	Train derailment, medium Hazmat incident, local flooding event, medium snow event, or a planned event in a public venue such as the CIAA or Speed Street	Increased Readiness; Command Center may be opened	Communications daily -CharMeck Alerts -text message -phone call -Email
4	House fires, minor hazardous materials spills, criminal investigations, isolated flooding, and minor snow events	Monitoring Only	Communications as necessary -CharMeck Alerts -text message -phone call -Email



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Questions?

Thank you.