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WEEK IN REVIEW:

Mon (June 16)	Tues (June 17)	Wed (June 18)	Thurs (June 19)	Fri (June 20)
3:00 PM Environment Committee, Room 280 5:00 PM Council Zoning Meeting, Room CH-14			2014 Chamber Inter City Visit Minneapolis, MN	

CALENDAR DETAILS:

Monday, June 16

- 3:00 PM Environment Committee, Room 280
AGENDA: Catawba-Wateree basin water supply master plan
- 5:00 PM Council Zoning Meeting, Room CH-14

Wednesday, June 18 – Friday, June 20

2014 Chamber Inter City Visit, Minneapolis MN

ATTACHED: [June and July calendars](#)

INFORMATION:

June 16 – 36th Street Extended Closure due to LYNX Blue Line Extension Construction

Staff Resource: Carolyn Flowers, CATS, 704-336-3855, cflowers@charlottenc.gov or
Danny Rogers, CATS, 704-432-3033, drogers@charlottenc.gov.

On Monday, June 16, East 36th Street in the NoDa neighborhood is scheduled to close for construction of the LYNX Blue Line Extension light rail project. This closure will be in place for approximately two years. The construction of East 36th Street at the railroad tracks is a lengthy process because of the necessary sequencing of construction. Crews will start by lowering a portion the existing roadway. Two bridges will be built in this location. The first is for Norfolk Southern tracks. The second bridge is for the Blue Line Extension. After the Norfolk Southern bridge and track work are completed, the remainder of East 36th Street will then be lowered. Then the Blue Line bridge will be built and the light rail tracks installed. When work at 36th Street is complete, vehicles will travel under the railroad and light rail track. During the duration of this closure, commuters can use the detour route of Davidson Street, Jordan Place, Matheson Avenue and North Tryon Street. A rendering of the project is linked below.

Local access will be maintained to businesses and parking facilities. Cullman Avenue, Benard Avenue and Ritch Avenue will be accessible from North Tryon Street. Pedestrians and vehicles will not be able to cross the tracks at East 36th Street. CATS bus services will not be affected.

To stay informed on the latest construction updates on the LYNX Blue Line Extension, please go to www.charlottefuture.com or follow on Twitter @BLEUpdates and Facebook CATS Blue Line Construction Updates.

ATTACHED: [36th Street bridge rendering](#)

311 Citizen Relationship Management and Mobile Application Update

Staff Resource: Janice Quintana, CharMeck 311, 704-432-4001, jquintana@charlottenc.gov

CharMeck 311 was established in 2005 and has since received over 14 million calls for service. Citizen service requests are tracked in multiple applications, including Emerald. However Emerald is a limited, antiquated, 15-year-old system that was not initially designed for 311 and currently cannot efficiently manage high call volume or operate using advanced analytics, mobile solutions or other social media communications tools.

In September 2013, after a competitive procurement process, LAGAN was selected as the Citizen Relationship Management System (CRM) to replace Emerald. LAGAN is a state-of-the-art comprehensive system that is specifically designed for government call centers and is used by over 250 municipalities worldwide. The City plans to launch LAGAN in Spring 2015.

Staff is also exploring mobile app options so CharMeck 311 can support and serve the community through multi-channels such as phone, web, mobile devices and social media. Staff has reviewed other vendors such as Public Stuff and will continue to review other mobile solutions.

The Citizen Relationship Management (CRM) system is the first phase in a multi-phased plan to allow the City to build more comprehensive capabilities for citizen and community engagement. Integration of phone, web, mobile and social media channels for engagement is the long-term goal, with the CRM serving as an initial cornerstone for 311 request and data management.

May 28 Metropolitan Transit Commission Meeting Summary

Staff Resource: Carolyn Flowers, CATS, 704-336-3855, cflowers@charlottenc.gov

At its meeting on Wednesday, May 28, 2014, MTC considered two action items and heard one information item:

Transit Funding Working Group (TFWG) Update

TFWG's Advocacy Subcommittee has developed an Action Plan of legislative advocacy with short, medium and long term goals to meet the challenge of building the entire transit system. The community needs infrastructure; the challenge is finding the revenue to pay for it. Many of the subcommittee's recommendations for legislative action will benefit other infrastructure such as water, sewer and schools in addition to transit and transportation. Legislative Recommendations from the Action Plan are to seek authority to enter into all Public Private Partnership (P3) methods available, allow tax increment financing and special assessment district revenue to be eligible for both capital and operating costs of transit, enter transit loan agreements for Transportation Infrastructure and Finance Innovation Act (TIFIA) and Railroad Rehabilitation and Improvement Financing (RRIF) with the US Department of Transportation (DOT) and to extend or abolish the sunset date for special assessment districts. The Action Plan recommends building a statewide coalition with the transit community as well as identifying coalition partnership opportunities with other types of infrastructure and working with the

private sector.

MTC Representative to the Charlotte Regional Transportation Planning Organization (CRTPO)

MTC members unanimously authorized CATS Legal to draft a letter requesting a change in CRTPO's bylaws to allow MTC to appoint someone other than an elected official to serve as the MTC representative to CRTPO.

Summer Meeting Schedule

MTC members unanimously approved cancellation of the July MTC meeting. If the August action item on DBE goals can be handled by online vote and there are no other action items on the August agenda, MTC members agreed that the August meeting may also be cancelled.

Annual Route Performance Report

CATS' Route Performance Monitoring system helps CATS manage resources, evaluate bus route productivity and efficiency, track service trends over time, communicate service adjustments to the public and fulfill MTC-adopted financial and service policies. Routes are grouped by type for comparisons. High scoring routes' needs are addressed by adding trips or improving frequency where possible. Low scoring routes are examined to see if improvements can be made to increase ridership. The Gold Rush is the highest scoring route in the system, followed by Route 15 Randolph Road and Route 6 Kings Drive. Staff will examine low scoring routes such as Route 97 Huntersville/CPCC and Route 51 Pineville-Matthews to see if improvements can be made to increase ridership.

The Bus Operations Team of Professionals program uses small teams to encourage and coach Bus Operators in customer service. Service reliability is monitored by the On Time Performance Committee with members drawn from Bus Operations, Scheduling, Systems and Research. Bus interiors are cleaned nightly; bus exteriors are normally cleaned three times a week.

CATS CEO Report

Under the CEO's report, Carolyn Flowers discussed:

a. Budget Update:

City Council approved the transit budget last night, which will now go through the overall City budget process. CATS and the Airport are collaborating on service coordination for the Airport's South and North park and ride lots to address summer peak parking congestion relief. Staff is working on a deal that should be budget neutral.

b. Speed Street Update:

Speed Street light rail ridership was over 27,000. There was special service to the Speedway during Speed Week. There were no incidents at the Transit Center during Speed Street.

c. Construction Update:

Staff is working on construction mitigation efforts near the Transit Center and on North Tryon Street and is working with the City on the CityLYNX Gold Line Phase I. MTC members will receive an invitation for the June 26 ground breaking for the LYNX Blue Line Capacity Expansion (BLCE), a TIGER III grant project. At FTA's request, CATS will have a formal groundbreaking ceremony, scheduled near the time of the FTA Quarterly meeting.

d. Red Line Update:

The White Paper on the Red Line is nearing completion. A draft should be ready for MTC members' review by the end of this week, prior to final publication.

e. Cabarrus County Transportation Summit:

Ms. Flowers will give a presentation on public transit at the Cabarrus Regional Chamber of Commerce's Transportation Summit on June 3.

f. Procurement Policy Update:

In the past, Procurement policies have been brought to MTC for approval. However, those policies are guided by Federal regulations and thus do not need MTC approval. In addition, MTC does not approve procurements. An action item will be on MTC's agenda to remove the requirement after staff has worked with Legal to review and amend the policy.

The next MTC meeting will be June 25, 2014 at 5:30 p.m.

June 13 State Legislative Update

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

Attached is the Week 5 State Legislative Report for the 2014 General Assembly. The overarching local issue addressed in Week 5 was the Charlotte Airport Commission Clarifications legislation (HB 133), which passed the Senate and then was calendared by the House for action on Tuesday, June 17. At the statewide level, the House passed its version of the budget (SB 744) and sent it back to the Senate. This action tees up the committee of conference process to resolve differences in the House and Senate budgets. It is widely expected that a budget will be ready to be sent to the Governor by this time next week. Also, Senate leadership filed an Adjournment Resolution (SJ 881) that sets an adjournment date for the 2013 Regular Session of Friday, June 27. Around the legislative complex, June 27 is widely considered to be the earliest possible date for adjournment.

ATTACHED: [Week 5 Legislative Update](#)

[ATTACHMENTS:](#)

[April 17 Economic Development & Global Competitiveness Summary](#)

[May 15 Economic Development & Global Competitiveness Committee Summary](#)