



WHAT'S INSIDE:

Page

Information:

City Services During the Democratic National Convention..... 2-4

INFORMATION:

City Services During the Democratic National Convention

Staff Resource: Kim McMillan, Corporate Communication & Marketing, 704-336-2643, kmcmillan@charlottenc.gov

City staff has been working to minimize the impact on city services during the week of the Democratic National Convention. Staffing limitations and security restrictions will cause certain city services to be impacted. Here is a breakdown of service impacts and changes that will take place during the DNC. Citizens are being informed of these changes through local media outlets, email notifications and signage at impacted locations.

CharMeck 311

- CharMeck 311 will extend its operating hours beginning Friday, August 31 and running through Thursday, September 6. The extended hours will be 7 a.m. until 1 a.m.

Solid Waste Services

For the week of September 3-7, collection services will operate as follows:

- Residential garbage and recycling collection services will operate according to the regular schedule.
- Yard waste and bulky item collection services will be suspended.
- All garbage and recycling collections for locations inside the vehicle-restricted areas will occur on their regularly scheduled day, but between the hours of 12:01 a.m. and 6 a.m. (this includes locations serviced by the City and private haulers).

CMUD Bill Payments

- From September 4-6, payments will be accepted at the Charlotte-Mecklenburg Government Center (CMGC) and West Area Service Center during regular business hours.
- Payments will not be accepted at the Old City Hall drive-up payment stations because they are located within the security perimeter. Signage was posted at Old City Hall starting the week of August 13 notifying citizens of the temporary closure and informing them about alternative payment locations.
- Citizens are being urged to use alternate payment options like the West Area Service Center, Western Union kiosks in many grocery stores, and online/electronic bill pay.

CATS

- CATS will be operating on normal work schedules.
- The Charlotte Transportation Center (CTC) is being relocated for Monday, September 3 – Wednesday, September 5.
- September 3-5, the LYNX Blue Line will go from I-485/South Boulevard to Stonewall Station. Passengers needing bus connections to the temporary CTC will disembark at Carson Station.

- On Thursday, September 6, bus operations will resume at the CTC and the LYNX Blue Line will run to the 7th Street Station.

CATS Transit Center Temporary location

- CATS Transit Center will operate at the corners of S. Mint Street and 3rd Street from Monday, September 3 – Wednesday, September 5, 2012.
- The temporary transit center will open each day at 5:00 a.m. and close each night at 1:30 a.m.
- CATS will provide signage indicating where routes will stop to deboard and pick up customers.
- CATS Customer Service Hours at the temporary transit center are:
 - Passes and information:
 - Weekdays 5:30 a.m. to 9:30 p.m.
 - Transit ID and Lost and Found:
 - Weekdays 8:00 a.m. to 5:00 p.m.
- CATS Customer Service Call Center Hours (704-336-7433):
 - Weekdays 6:00 a.m. - 10:00 p.m.

Gold Rush Service

- Charlotte Area Transit System's (CATS) [Gold Rush Center City Circulator Service](#) will be in operation Tuesday, September 4 through Thursday, September 6 during the Democratic National Convention.
- The Gold Rush Orange Line will operate with a modified route from 6:30 a.m. to 6:30 p.m. on September 4 and from 6:30 a.m. to 6:00 p.m. on September 5.
- On Thursday, September 6, the Orange Line will operate with a modified route from 9:00 a.m. to 6:30 p.m.
- The Gold Rush Red Line will operate with a modified route September 4-6 from 6:30 a.m. to 6:30 p.m.
- All modified routes and times are listed at ridetransit.org.

City Humans Resources

- City HR offices in the old Criminal Courts building (700 E. 4th Street) will be open.
- Job applications will be accepted via the City website.
- No walk-in applications will be accepted from September 4-6.

CMPD

- CMPD headquarters will be closed to the public beginning Saturday, September 1. It will re-open to the public on Friday, September 7. On-line services will be available.

Neighborhood and Business Services & the Community Relations Committee Office

- Old City Hall will be closed to the public beginning Tuesday, September 4 and will re-open to the public Friday, September 7. Offices will be operational at an alternate location for regular business calls and services.

CMGC Parking Deck

- The Charlotte-Mecklenburg Government Center parking deck will be closed from Saturday, September 1 through Thursday, September 6 for both employees and customers during the week of the DNC. The parking deck will re-open for normal use on Friday, September 7.