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**WEEK IN REVIEW:**

Mon (Oct 27)	Tues (Oct 28)	Wed (Oct 29)	Thurs (Oct 30)	Fri (Oct 31)
12:00PM Governance & Accountability Committee Mtg. Room 280  1:30PM Budget Committee Mtg. Room 280  5:00PM Council Business Mtg. Room 267  6:30PM Citizens' Forum Meeting Chamber		3:30PM Housing & Neighborhood Development Committee Mtg. Room CH-14		

## CALENDAR DETAILS:

### **Monday, October 27**

- 12:00PM Governance & Accountability Mtg., Room 280  
**AGENDA:** City Manager and City Attorney evaluation process; Internal audit update – cash collections audit
- 1:30PM Budget Committee Mtg., Room 280  
**AGENDA:** Discuss feedback from last year’s budget development process; Discuss budget calendar options for FY2016 & FY2017 budget process
- 5:00PM Council Business Mtg., Room 267
- 6:30pm Citizens’ Forum, Meeting Chamber

### **Wednesday, October 29**

- 3:30PM Housing & Neighborhood Development Committee Mtg., Room CH-14  
**AGENDA:** Gentrification referral

**ATTACHED:** [October and November calendars](#)

## AGENDA NOTES:

### **Agenda Item #17 - On-street Parking Program Management Services Request for Proposal Process**

*Staff Resource: Phil Reiger, CDOT, 704-336-4896, [preiger@charlottenc.gov](mailto:preiger@charlottenc.gov)*

Staff pulled from the September 22<sup>nd</sup> Business Meeting agenda the On-street Parking Management Services contract. The agenda item was pulled to ensure all parties affected had more time to prepare for a seamless transition and to provide staff additional time to finalize the contract terms with the recommended vendor. Staff is returning the item to the October 27, 2014 business meeting agenda with the recommendation to award the contract to Republic Parking System, Inc.

SP+ Corporation (SP+), the City’s incumbent contractor, recently contacted some City Council members voicing concerns about the procurement process. Upon review, the City’s Procurement Office found the process was consistent with statutory requirements and City of Charlotte policies and procedures. The following briefly addresses and clarifies the concerns raised.

1. SP+ claims that the recommended vendor’s proposal should have been rejected because the vendor failed to submit a complete proposal.

*Staff Finding:* The City issued a Request for Proposal (RFP) for on-street parking management services. Unlike an Invitation to Bid, which is common for the purchase of commodities, RFP processes offer the city flexibility to negotiate with proposing service providers to ensure the City receives “best value” services. During this recent RFP process a number of vendors submitted proposals with minor omissions or defects. No proposal was rejected. It is very common for the City to waive minor omissions or defects within proposals, and to ask clarifying questions about omissions and defects, if needed.

2. In general, SP+ also claims that their proposal was better than that of the recommended vendor. They did so by suggesting they proposed a strong project manager and were willing to deploy new pay stations and license plate recognition technology.

*Staff Finding:* The proposals were evaluated by a multi-disciplined staff team. The team evaluated each proposal based on 1) the vendor’s over-all qualifications and experience performing on-street parking management services, 2) the proposed solution that best matched the City’s vision for growing revenue and improving the quality of enforcement efforts, 3) the vendor’s willingness to agree to the City’s contractual terms, 4) price or best value for the services provided, and 5) the strength of the vendor’s references. All of these criteria were weighed. The evaluation team positively noted SP+’s strong project manager and technology components. However, the City would have had to incur an additional cost to deploy SP+’s proposed technology. While there were positive aspects to all the proposals submitted, the evaluation team unanimously recommended Republic Parking System, Inc. as the vendor best meeting the needs of the City.

3. Finally, SP+ claimed that the recommended vendor’s budget was not reflective of the actual cost to deliver the required services.

*Staff Response:* After a detailed review, staff is confident that the proposed budget is sufficient to deliver the required services within the City’s annual budget for the on-street parking program.

**PULLED Agenda Item #30 - Airport Business Valet Parking Deck Contract Amendment**

*Staff Resource:* Jack Christine, Aviation Department, 704-359-4932, [jlchristine@cltairport.com](mailto:jlchristine@cltairport.com)

The Aviation Department requests to withdraw Council Action Item #30, Airport Business Valet Parking Deck Contract Amendment, from the 10/27/2014 meeting agenda.

During negotiations of the terms and conditions of this contract amendment with Professional Services Inc., the Aviation Department was unable to establish their commitment to meeting the Charlotte Business INclusion goals.

The Aviation Department will continue negotiations with Professional Services Inc. and will bring this item to a later council meeting.

## **INFORMATION:**

### **Update on Permitting and Inspection Review**

*Staff Resource: Ann Wall, City Manager's Office, 704-336-3187, [awall@charlottenc.gov](mailto:awall@charlottenc.gov)*

Since early spring, City of Charlotte and Mecklenburg County staff have been working to identify issues and solutions to improve the development review, permitting and inspections process. Here is the update on recent activities.

#### **A. An independent assessment of the development review, approval and inspection processes by an outside firm, Gartner Inc., to identify issues, concerns and opportunities for improvement.**

- Gartner initiated the project in early August.
- Gartner completed the "current state" assessment.
- Next steps include: defining the "future state" and developing an implementation road map.
- Expected completion by December 2014.

Gartner's preliminary findings include a lack of coordinated governance of the system/process, misalignment with customer expectations, complicated process/service requirements, non-integrated technology systems, and inconsistency of plan review/inspections. A more formalized list along with the "future state" assessment will be completed by December.

#### **B. Analysis of our respective systems to streamline, improve efficiency and create seamless customer navigation.**

- City/county task team are working together to understand the customer perspective and identify measures to improve the process. City/county staff collaborated with Gartner on the review as well as with Customer Service Solutions (CSS) on their customer feedback process.

#### **C. Collection of baseline data and identification of best practices in other communities.**

- Customer Service Solutions has completed both the city and county customer satisfaction surveys. CSS is partnering with Gartner to develop recommendations.
- Gartner has identified best practices in other communities and shared this information with staff. This benchmark data will be used to formulate recommendations.

**D. Working with key stakeholders to convene small groups to hear customer concerns and experiences.**

- Customer Service Solutions conducted 23 focus groups in two waves.
- Preliminary findings have been shared with Gartner and incorporated in the “current state” assessment.
- Customer Service Solutions is partnering with Gartner to develop recommendations.

**E. Identify common goals with development partners and standards for customer focused services.**

- Work on common goals and expectations will be begin after the completion of the Gartner report.
- Project Timeline: Spring 2015

**F. Development of a system to monitor the development review process and make continuous improvements to meet changing customer needs and demands.**

- City task team will be charged with developing a system to monitor the development review process and make necessary changes. Work will begin after completion of Gartner report.
- Project Timeline: Spring 2015

**Sale of Airport Refunding Bonds**

*Staff Resources: Scott Greer, Finance, 704-336-5883, [sgreer@charlottenc.gov](mailto:sgreer@charlottenc.gov)*

*Brent Cagle, Aviation, 704-359-4035, [bdcaagle@cltairport.com](mailto:bdcaagle@cltairport.com)*

On September 22, City Council approved the issuance of up to \$135 million of Airport Revenue Refunding Bonds to refund existing debt at a lower interest rate. Since that time, these bonds have been sold.

The bonds were rated by Moody’s **Aa3**, by Standard and Poor’s **A+**, and by Fitch **A+**. Each of these ratings affirmed prior existing Airport bond ratings.

The City received excellent pricing on the refunding bonds. The interest rate on the refunding averages 2.99% over 20 years. The result of the refunding is a total net present value savings of \$23.9 million to the Airport.

**County Limits Tobacco Use in Parks and Government Property**

*Staff Resource: Kim Bayha, Mecklenburg County Health Department, 204-336-4660,*

*[Kimberly.Bayha@mecklenburgcountync.gov](mailto:Kimberly.Bayha@mecklenburgcountync.gov)*

The Mecklenburg Board of County Commissioners approved on Tuesday, October 21st, both a Board of Health Rule for Smoke-Free Government Grounds and a County Ordinance for Tobacco-Free Parks for County-owned parks.

The Board of Health Rule prohibits smoking in all County-owned buildings in Mecklenburg County, the City of Charlotte, and surrounding Mecklenburg County towns, as well as any City, County or Town vehicles, grounds, parks, greenways, or parklands. A separate County ordinance passed makes Mecklenburg County parks and buildings on Park property tobacco-free, with the exception of 18 regional parks and County-owned/run golf courses. The tobacco-free designation includes e-cigarettes, smokeless tobaccos, water pipes, etc., as well as cigarettes.

The Board of Health Rule and County Ordinance will go into effect March 18, 2015. Until then, the Health Department will work with Mecklenburg County Park and Recreation, County Human Resources, the City of Charlotte, and the surrounding six townships to share specifics on the new policies, identify the number and type of necessary signs, and find resources to help current users quit.

To read the complete Board of Health Rule and County Ordinance, and find links to the NC Quitline, please check out the Tobacco Free Mecklenburg webpage:

<http://charmeck.org/mecklenburg/county/HealthDepartment/CommunityHealthServices/TobaccoUse/Pages/TobaccoFreeMeck.aspx>