



CHARLOTTE™

City Council Follow-Up Report

May 9, 2014

March 24, 2014 – Council Business Meeting

Nominations to Boards and Commissions

Staff Resource: Stephanie Kelly, City Clerk, 704-336-4515, sckelly@charlottenc.gov

During the meeting, City Council raised questions regarding the number of resignations from boards and commissions. City Council requested that the City Clerk's office consider recommendations for follow up which include exit interviews and surveys of those citizens.

The City Clerk's office has since conducted a poll of clerks across the state and nation to find out if they conduct exit interviews with board members that leave before their terms expire. Staff was unable to find any City that has such a process in place.

The City Clerk's Office has compiled the attached spreadsheet showing the number of resignations since the beginning of the year. It is staff's observation that resignations are always highest during the first quarter of the calendar year, primarily because citizens who have not met the 65% annual attendance requirement approved by City Council are notified in late December/early January. Some citizens, at that point, decide to resign rather than be removed from an advisory board. In many instances, the City Clerk's Office does not receive notification of resignations directly from board members, but rather from the staff support of the various advisory boards.

At some point, the City Clerk's Office would like to make some suggestions to the Governance and Accountability Committee on ways to enhance the recruitment, retention and recognition of advisory board members.



Board Members
Resigned.pdf

April 28, 2014 – Citizens' Forum

Storm Water Drainage Issue at 6228 Eagle Peak Drive

Staff Resource: Jennifer Smith, Engineering & Property Management, 704-336-7924, jasmith@charlottenc.gov

During the Citizens' Forum, Keith Jefferson, property owner of 6228 Eagle Peak Drive, shared concerns about a sinkhole along a storm drainage system on his property and about the City not having sufficient money available from storm water fees to make repairs, not getting proactive updates on where he is on the wait list, and about the City's website and marketing material providing different information than staff. Mr. Jefferson has contacted staff, the Storm Water Advisory Committee, and Council on several occasions since August 2011 urging quicker service for repair of the sinkhole.

These contacts have resulted in several phone calls, face to face meetings, and written communications to Mr. Jefferson. Staffs' conversations with Mr. Jefferson have included explanations of the program and its limitations, various options

he may choose, and the status of his repair. The storm drain problem on this residential property does qualify for service and is on the waiting list for a repair. Staff has also shared with Mr. Jefferson that currently the system on his property is still a private system and is to be maintained by the property owner. The majority of the systems outside of the public right-of-way are considered private until the City obtains an easement. Staff has shared details of the Council-approved cost share program with Mr. Jefferson, stating this is the only way he can move to the top of the list. For those citizens willing to wait in line, there is no cost for repairs.

In September 2011, a staff member shared with Mr. Jefferson that he was number 26 on his list of repairs. At that time, Storm Water Services assigned requests to individual watersheds which separated projects into smaller lists. Currently, some watersheds have many more requests than others and, to balance workload across the City, Storm Water Services staff looks at all requests throughout the City, rather than a particular watershed to determine the order they are assigned and worked on. The previous practice of assigning requests to individual watersheds may have given Mr. Jefferson the impression that his request would be expedited. Storm Water Services staff has since established a work schedule based on the single list of requests for the entire City. With all of the requests, combined throughout the City, there were over 480 requests for service ahead of Mr. Jefferson.

In September 2013, staff shared with Mr. Jefferson the wait list which showed his property as being 289 on the list. As of April 2014, there are 232 projects ahead of Mr. Jefferson that must be completed before work can begin on his property. Staff expects to begin design on the storm drainage system on Mr. Jefferson's property within 18-24 months. Mr. Jefferson stated that he calls 311 to get an update on the status of the request and is unable to get information. The 311 call center is not the appropriate place to get an update on the status. Staff has told Mr. Jefferson on several occasions that he can contact Stewart Edwards anytime to find out where he is on the list.

Storm Water Services receives hundreds of requests for storm water service every year. Since its inception in 1993, Storm Water Services has received more than 52,000 requests for service. To fairly and chronologically manage the requests, Storm Water Services established a classification system to efficiently and effectively perform drainage system maintenance and repairs:

- AI: Failing or collapsed City-maintained streets posing a threat to public safety.
- A: Street flooding, living space flooding and sinkholes within 10 feet of a road or building posing a threat to public safety.
- B: Crawlspace or garage flooding, sinkholes farther than 10 feet from a road or building and HVAC flooding.
- C: General repair problems, including channel/ditch/stream erosion and debris buildup.

The wait list is prioritized by classification and date the call was received. Consequently, a higher classified request with a more recent date could move ahead of a lower classification with an older date.

The storm water fees that are collected are used to fund storm drainage system repairs. Due to an increase in drainage related problems there is a funding gap that results in wait times that are frequently 1-5 years for high and medium priority repairs to be made. The City has received more calls in the past five years than Storm Water Services is able to address each year. The requests unable to be addressed each year cause the backlog.

May 5, 2014 – Citizens' Forum

Water Bill Delinquency Fee

Staff Resource: Barry Gullet, Utilities, 704-336-4962, bgullet@charlottenc.gov

During the Citizens' Forum, Dana Webster voiced concerns about his water bill.

Charlotte Mecklenburg Utilities Department (CMUD) staff has talked with Mr. Webster regarding his concern on at least two recent occasions. Mr. Webster is a senior citizen on a fixed income, and his concern is the amount of the delinquency fee and when it is applied.

Summary of delinquency process: On day number 6 past due, a late fee of 1.5% of the past due balance is applied to the account. On day number 36 past-due, a \$58 delinquency fee is applied to the customer's account and the customer is subject to turn-off. The delinquency fee is applied whether CMUD rolls a truck to turn-off the service or not. CMUD is currently reviewing multiple policies as a part of on-going process improvement, including the delinquency policy.

2013

MONTH	BOARD/COMMITTEE	MEMBER'S NAME	TYPE OF LEAVE	ADDITIONAL COMMENTS
January	Bicycle Advisory Committee	Harold Bouton	Resignation	
	Business Advisory Committee	Dr. Wesley Carter	Attendance	
	Housing Appeals Board	Shannon Boling	Resignation	
	Keep Charlotte Beautiful	Stephen Scott	Resignation	
	Keep Charlotte Beautiful	Stephanie Stenglein	Resignation	
	Keep Charlotte Beautiful	Matthew Vincent	Attendance	
	Neighborhood Matching Grants Fund	James Harrell	Resignation	
	Privatization/Competition Advisory Committee	Kevin Gottehrer	Denied Reappointment	
	Privatization/Competition Advisory Committee	Paul Hurlburt	Denied Reappointment	
	Privatization/Competition Advisory Committee	Erik Monroe	Denied Reappointment	
	Waste Management Advisory Board	Richard Deming	Resignation	
	Zoning Board of Adjustment	Randall Fink	Denied Reappointment	
April	Business Advisory Committee	Robert Barkman	Term Completed	
	Charlotte Mecklenburg Coalition for Housing	Renata Henderson	Denied Reappointment	
	Charlotte Regional Visitors Authority	Joe Hallow	Term Completed	
	Citizens' Transit Advisory Group	Henry Antshel	Term Completed	
	Community Relations Committee	David Nichols	Denied Reappointment	
	Community Relations Committee	Kenneth Rance	Denied Reappointment	
	Community Relations Committee	Constance Johnson	Term Completed	
	Keep Charlotte Beautiful	Charles Prendergast	Denied Reappointment	
	Keep Charlotte Beautiful	Taurean Walker	Attendance	
	Planning Commission	Zaundra Johnson	Term Completed	
	Public Art Commission	Sabrina Brown	Term Completed	
	June	Airport Advisory Committee	Andrew Riolo	Term Completed
Charlotte Housing Authority		William Miller	Resignation	
Charlotte Housing Authority		Marcia Simpson	Resignation	Marriage
Charlotte Regional Visitors Authority		Glenn Simon	Resignation	
Keep Charlotte Beautiful		Christine Edwards	Resignation	Gained employment with the City
Keep Charlotte Beautiful		Larissa Di Maria	Resignation	Started school
Keep Charlotte Beautiful		Anthony Ashworth	Resignation	
Mint Museum Board of Trustees	Patricia Tracey	Term Completed		

	Storm Water Advisory Committee	Matthew Roper	Term Completed	
	Waste Management Advisory Board	Jennifer White	Denied Reappointment	
July	Waste Management Advisory Board	Mark Joyce	Resignation	
October	Bicycle Advisory Committee	Matt Fowler	Resignation	
	Neighborhood Matching Grants Fund	Jeffrey Chen	Resignation	
	Neighborhood Matching Grants Fund	Wofford Boyd	Resignation	
	Tree Advisory Commission	Jim Cochran	Denied Reappointment	
	Tree Advisory Commission	Carrie Winter	Term Completed	
December	Business Advisory Committee	Stephen Rosenburgh	Attendance	
	Charlotte International Cabinet	Nadine Russell	Resignation	
	Domestic Violence Advisory Board	Gregory Hunt	Resignation	
	Keep Charlotte Beautiful	Joseph Canty	Attendance	
	Privatization/Competition Advisory Committee	Rodney Faulkner	Resignation	
	Waste Management Advisory Board	Christoper Capellini	Resignation	

2014

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January	Privatization/Competition Advisory Committee	Natalie Brown	Denied Reappointment	
	Transit Services Advisory Committee	Terry Lansdell	Term Completed	
	Planning Commission	Gregory Phipps	Resignation	Became an elected City Council member
March	Bechtler Arts Foundation Board	Mark Bernstein	Resignation	
	Bicycle Advisory Committee	Jonathan Harding	Attendance	
	Charlotte Housing Authority	Pamela Gordon	Resignation	
	Historic District Commission	Roger Dahnert	Attendance	
	Historic District Commission	I-Mei Ervin	Attendance	
	Historic District Commission	Bradley Norvell	Resignation	
	Keep Charlotte Beautiful	Bryan Bishop	Resignation	
	Keep Charlotte Beautiful	Sara Downing	Attendance	
	Neighborhood Matching Grants Fund	Phyllis Crutch	Attendance	
	Passenger Vehicle for Hire	Steven Eddy	Resignation	
	Transit Services Advisory Committee	Marvis Holliday	Resignation	
	Waste Management Advisory Board	Patrick Darrow	Resignation	
	Zoning Board of Adjustment	Kurt Robinson	Denied Appointment	Time commitment