Mayor and Council Communication
Memo Number: 30
Wednesday, April 28, 2010

CHARLOTTE.

WHAT'S INSIDE:

Page

Information:

Appointment of Energy and Sustainability Manager 2
Water Meter Equipment Audit Update 2-3
Beatties Ford/West Trade Study 3-4
Assistance for Displaced Eastland Mall Tenants.....4
Street Light Installation Program Suspension 4-5

Attachments:

March 31 Governmental Affairs Committee Meeting Summary 5
March 31 Economic Development Committee Meeting Summary.....5

INFORMATION:

Appointment of Energy and Sustainability Manager
Staff Resource: Julie Burch, City Manager's Office, 704-336-3187, jburch@ci.charlotte.nc.us

The City Manager is pleased to announce the appointment of Rob Phocas as the City's new Energy and Sustainability Manager, effective immediately.

The Energy and Sustainability Manager's primary responsibility will be to oversee the implementation of the City's Energy Efficiency and Conservation Block Grant (EECBG) Program. The creation of the manager position for this purpose was part of the City's Energy Strategy approved by City Council in November 2009. The Strategy, approved last week by the Department of Energy (DOE) in the award of $ 6.5 million to the City, contains seventeen projects to be implemented no later than August 2012. The projects involve several community partners and Key Businesses and are designed to reduce emissions, reduce energy consumption, create new jobs and increase the use of renewable technologies.

Council took action on Monday evening to accept the EECBG grant, appropriate the funding and add the position to the City's budget. The Energy and Sustainability Manager will be located in the City Manager's Office and report to Julie Burch, Assistant City Manager.

In anticipation of the grant award, the Manager's Office conducted a competitive internal recruitment and selection process and selected Rob Phocas to fill the position. Over the past four years, Rob has been a key member of the staff team supporting the City's work under the Council Environment Focus Area. Over the past year, he has been a leader in developing the City's Energy Strategy and grant application to the DOE. Rob joined the City in 2006 as an Assistant City Attorney for Environmental Law and Policy. His background, experience and the relationships he has developed with the City's Energy Partners and others in the community will be highly valuable in the successful implementation of the City's block grant projects.

Attached below this memo is the press release about the appointment that will be distributed later today.

Water Meter Equipment Audit Update
Staff Resource: Barry Gullet, CMU, 704-391-5098, bgullet@ci.charlotte.nc.us

Proposals were received Monday, April 26 from four national vendors that are bidding to perform an independent audit of water meter-reading equipment set to begin in mid-May and wrap up this summer.

The audit is one of nine elements of the City Manager-directed Utilities Customer Service Evaluation project. The Evaluation has been in process since February and the meter equipment

INFORMATION (continued):

audit was added in direct response to recent customer concerns regarding water billing accuracy, service practices, and policy/rate issues.

The independent meter-reading equipment audit is designed to determine if there are problems with the metering equipment. The Utilities Customer Service Evaluation team has designed a comprehensive communications plan to educate citizens about the audit and plans to address any identified issues. The audit complements established Utilities billing quality control measures – including pre-billing review of metered water use readings, and post-billing field and account inspections. The audit may provide additional information which will be used to address any billing or equipment issues identified. Additionally, this audit experience will serve as the foundation for implementing an ongoing audit process and equipment replacement program. Staff anticipates instituting this best practice will also serve to regain customer trust.

Information about the Customer Service Evaluation is posted online at www.charmeck.org and www.cmutilities.com. Council will receive an update announcing the audit vendor selection, and details on the audit scope and communication plan are scheduled for the May 3 Council Workshop.

Beatties Ford/West Trade Study

Staff Resource: Tom Flynn, Neighborhood & Business Services, 704-432-1396, tflynn@charlottenc.gov

At the request of Johnson C. Smith University (JCSU), the City of Charlotte will co-sponsor a Urban Land Institute (ULI) Technical Advisory Panel on redevelopment of the Beatties Ford/West Trade corridor from Gateway Station to Brookshire Freeway. The City's $10,000 contribution is from the Economic Development Business Corridor fund. This will allow the City and other sponsors to take advantage of a $25,000 grant by the Urban Land Institute toward the $60,000 cost of the panel. Additional co-sponsors and funders include: JCSU ($5,000); Johnson & Wales University ($5,000); Bank of America ($10,000); and Charlotte Center City Partners ($5,000).

This Technical Advisory Panel (TAP) will assist the JCSU plan and implement major new investments along the West Trade/Beatties Ford Road corridor. Key issues to be addressed by the panel include:

- Location of new JCSU facilities along the corridor to maximize the positive economic impact of these facilities.
- Development of two detailed schematic concepts for the sites recommended for these new facilities.
- Bridging the development gap and I-77 interstate highway separating JCSU and Johnson & Wales.
- Best practices for protecting the surrounding communities from the impact of this growth and possible gentrification of the neighborhoods.

INFORMATION (continued):

The panel is scheduled for June 7-10, 2010. City staff will be working with JCSU to hold a one-day charette prior to the panel to gather neighborhood input for the panel's discussion and

recommendations. The recommendations of the panel will be incorporated into the Charlotte Center City 2020 Plan and the Johnson C. Smith University Master Plan.

Assistance for Displaced Eastland Mall Tenants
Staff Resource: Tom Warshauer, Neighborhood & Business Services, 704-336-4522, twarshauer@charlottenc.gov

Neighborhood & Business Services will partner with Renovatus Church to inform existing Eastland Mall tenants about technical resources that could help them relocate within the City's revitalization geography. A meeting has been scheduled for April 28. Chris Hemans, Business Corridor Recruiter, will attend the meeting and share information regarding relevant City services and programs.

If tenants choose to relocate within the revitalization geography, they may be eligible for the following incentives: Facade and Security Grants; Small Business Enterprise Loan Funds; Small Business Equity Loan Funds; and Commercial Building Energy Retrofit Program Funds.

Additionally, staff will share information about several Small Business support providers, such as SCORE, SBA Micro Loan, and the Small Business Technology Development Center. Staff also plans to contact commercial real estate brokers who are actively listing properties within the Eastland Mall area and broader revitalization geography to inform them of the City's programs.

Street Light Installation Program Suspension
Staff Resource: Phil Reiger, CDOT, 704-336-4896, preiger@charlottenc.org

As of March 24, 2010, CDOT placed all City initiated street lighting installation activities on hold in an effort to actualize the cost savings measures proposed by the City Manager for FY 2011. In a typical year, the City adds on average 1,500 street lights a year to its electricity bill. Every light the City adds to the existing system costs $95 to $210 per year. At the current installation rate, the Charlotte Department of Transportation (CDOT) projected future installations would add approximately $235,000 per year to an $8.5 million budget.

CDOT has suspended the street light installation program in advance of the new fiscal year to avoid adding additional cost to the FY 2011 budget and to prevent neighborhoods from expending energy requesting services the City may suspend. The City Manager's budget proposal recommends suspending the program for three years. The activities affected by the suspension include:

- Citizen requests (by petition) to install new neighborhood street lighting, including those projects currently in the queue for construction.

INFORMATION (continued):

- CDOT CIP project-related installations or upgrades (both thoroughfare and non-thoroughfare), including all CIP transportation projects.

- Other KBU CIP project-related installations or upgrades including Neighborhood Improvement, Business Corridor, and Area Plan Implementation projects.
- Standalone thoroughfare installation projects that typically require NCDOT approvals.
- Acceptance of power bills originating from developer initiated street lights. (HOAs or property management companies will have to pay the power bills.)

Projects in late construction phases may require reimbursement of Duke Energy expenses, if construction does not move forward. As a result, the City will advance some projects if the benefits outweigh the costs.

If approved by City Council, the City will assume the power bill from existing street lights identified in the 2011 annexation areas. These lights will require funding through the annexation budget process. Neighborhoods in annexation areas without street lights will be subject to the same street lighting suspension applied to the rest of the city.

Notification of the program suspension has been posted on the City's website and information has been provided to all CharMeck 311 customer service representatives. CDOT will notify (by letter) all neighborhoods that have previously requested street lights of their status once City Council adopts the FY 2011 budget.

ATTACHMENTS BELOW:

March 31 Governmental Affairs Committee Meeting Summary

March 31 Economic Development Committee Meeting Summary