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WEEK IN REVIEW:

Monday, Sept. 11

12:00 p.m.

Environment Committee Mtg., Room 280

5:00 p.m.

Council Business Mtg., Room 267

Wednesday, Sept. 13

7:30 a.m.

Neighborhood Leadership Award Nominees Breakfast, Room 267

12:00 p.m.

Housing & Neighborhood Development Committee Mtg., Room 280

Agenda: HousingCLT Landlord Consortium Update (No Action Required); Targeted Rehabilitation Program Update (No Action Required)

Thursday, Sept.14

12:00 p.m.

Economic Development Committee Mtg., Room CH-14

Agenda: Indoor Amateur Sports; Review of Agenda Topics

September and October calendars are attached



Sept-Oct 2017.pdf

UPDATES:

Charlotte, One Year Later Website & Report

Staff Resources: Debra Campbell, City Manager's Office, 704-336-2671 dcampbell@charlottenc.gov

Sandy D'Elosua Vastola, Charlotte Communications & Marketing, 704-336-2643

sdelosua@charlottenc.gov

Ashley Simmons, Charlotte Communications & Marketing, 704-336-5865 asimmons@charlottenc.gov

Charlotte, One Year Later launches Sept. 13 – as the city's message and stories that provide a time of reflection on events leading up to September of this year and offer everyone an opportunity to commit to changing our community for the better.

We will look back on the 2014 study that ranked our city last place for upward mobility and work to address community issues as well as the September 2016 police-involved shooting and events that followed.

Issues of economic and social disparity across our community are not unique to Charlotte—the difference comes in how we are responding to them. The Charlotte, One Year Later website and report will highlight stories and commitments, not only from city government through its Community Letter, but also those of other community institutions and individuals. This will include important efforts such as the Charlotte-Mecklenburg Opportunity Task Force, Leading on Opportunity Council, Housing First Charlotte and other community-wide initiatives spearheaded by corporations, non-profits, and other government entities, to name a few. The website will be available from CLTOneYearLater.com.

The key message of our effort is that everyone has a role to play. Everyone can commit to the work of changing our city to make it better for all.

One Year Later Website Launch: September 13, during business hours

One Year Later Report Unveil: October 2, during your council workshop

We've provided an updated one page summary of the effort as well as an overview of information that will be part of your Community Letter report.



Updated Charlotte
One Year Later One F



One Year Later
Report - Community L

Aug.28 Business Meeting Follow-Up Report

Staff Resource: Rachel Wood, Constituent Services, 704-333-3656, rwood@charlottenc.gov

Constituent Services has created a report detailing follow-up information based on comments and questions received from elected officials at the Aug.28 council business meeting. The follow-up report is attached below.



28--August (Business Meeting).pdf

Eastland, North Graham Properties to be Staging Sites for Disaster Relief

Staff Resources: Tony Korolos, Engineering & Property Management, 704-249-6148,

tkorolos@charlottenc.gov

Rich Granger, Charlotte Fire, 704-336-8802, rgranger@charlottenc.gov

Pat Mumford, Economic Development, 704-336-5612, pmumford@charlottenc.gov

The City of Charlotte has agreed to make the Eastland Mall site available to the American Red Cross as a staging area for potential disaster relief due to impending Hurricane Irma. Up to 25 tractor trailers stocked with supplies will be staged for up to two weeks on-site and, if needed, sent to states impacted by Irma. The Red Cross staging activity will not disrupt the weekend open-air market.

The Red Cross will also use a building located on the North Graham Street ATCO site in North End as a storage facility and potential distribution center for relief supplies in the event Irma impacts the western region of North Carolina. The ATCO property owner/developer is donating the use of the building.

Enterprise Community Partners - Rental Housing Gap Analysis

Staff Resource: Pamela Wideman, Housing & Neighborhood Services, 704-336-3488,

pwideman@charlottenc.gov

On Aug. 28, Enterprise Community Partners, Inc. provided an update to City Council on the city's rental housing analysis gap. The analysis determined that Charlotte does not have enough affordable rental housing for all low-income residents who need it. Furthermore, the city lacks a sufficient supply of affordable rental housing specifically for very low-income households (those earning 50% AMI or below). Due to the limited availability of income-restricted rental housing, all low-income households (households earning 80% of AMI and below) face challenges accessing rental housing at costs they can afford due to competition for lower cost rental housing from higher income households.

The full rental housing analysis report is attached below.



Overview Charlotte rental unit gap analys

Landscape Management Storm Response Process Update

Staff Resources: Kim Eagle, City Manager's Office, 704-336-3700, keagle@charlottenc.gov

Tim Porter, City Arborist, 704-336-3459, tporter@charlottenc.gov

Attached is a presentation given to the Environment Committee by City Arborist Tim Porter on Monday, Aug. 14. The presentation highlights recent improvements in response protocol for downed tree calls during storm events. Improving communication between 911, Duke Energy and tree response crews was a key focus of this process update.



LM storm response
for Env Comm 8 17 17

Cancelled: Combined Heat and Power Facility Celebration

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

Due to a scheduling conflict, the celebration of the Combined Heat and Power facility at the McAlpine Creek Wastewater Treatment Facility scheduled for Friday, Sept.8 at 10 a.m. has been cancelled.

September

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
					1	2
3	4 Labor Day	5	6	7	8	9
10	11 12:00pm Environment Committee Mtg., Room 280 5:00pm Council Business Mtg., Room 267	12	13 7:30am Neighborhood Leadership Award Nominees Breakfast, TBD 12:00pm HAND Committee Mtg., Room 280	14 12:00pm ED Committee Mtg., Room CH-14	15	16
17	18 12:00pm Council Zoning Briefing (optional), Room 886 1:00pm Intergovernmental Relations Committee Mtg., Room 280 3:30pm Environment Committee Mtg., Room 280 5:00pm Zoning Mtg., Room CH-14	19	20-22 NCLM Conference Greenville, NC			23
24	25 12:00pm Governance & Accountability Committee Mtg., Room 280 2:00pm Transportation & Planning Committee Mtg., Room 280 5:00pm Citizens' Forum/Council Business Mtg., Room 267	26	27 12:00pm HAND Committee Mtg., Room 280 5:30pm MTC Meeting, Room 267	28 12:00pm ED Committee Mtg., Room CH-14	29	30

2017

October

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
1	2 12:00pm Environment Committee Mtg., Room 280 5:00pm Council Workshop/Citizens' Forum, Room 267	3	4	5 12:00pm Community Safety Committee Mtg., Room 280	6	7
8	9 2:00pm Transportation & Planning Committee Mtg., Room 280 5:00pm Council Business Mtg., Room 267	10	11 12:00pm HAND Committee Mtg., Room 280	12 12:00pm ED Committee Mtg., Room CH-14	13	14
15	16 12:00pm Council Zoning Briefing (optional), Room 886 5:00pm Zoning Mtg., Room CH-14	17	18	19 12:00pm Community Safety Committee Mtg., Room 280	20	21
22	23 12:00pm Governance & Accountability Committee Mtg., Room 280 5:00pm Citizens' Forum/Council Business Mtg., Room 267	24	25 12:00pm HAND Committee Mtg., Room 280 5:30pm MTC Meeting, Room 267	26 12:00pm ED Committee Mtg., Room CH-14	27	28
29	30	31				

2017



Charlotte, One Year Later is acknowledgement of community issues leading up to the events of Sept./Oct. 2016, Charlotte City Council's penning of the Community Letter and the year following in a way that allows everyone in our community to individually and collectively reflect on experiences that are changing our city. Charlotte Communications and Marketing (CC&M) is leading this effort.

Messaging Opportunity – Sharing Our Commitment

Launch Charlotte One Year Later Webpage for reflection and commitment

- Stories will be hosted on a special webpage available at cltoneyearlater.com.
- Website launch is scheduled for early September 2017.

Create City Government Community Letter One Year Later Report

- Community Letter One Year report for city government will highlight the efforts and accomplishments related to the Community Letter.
- Report produced in print and digital formats for Oct. 2 Council Workshop.

Create Charlotte Community Commitment Report

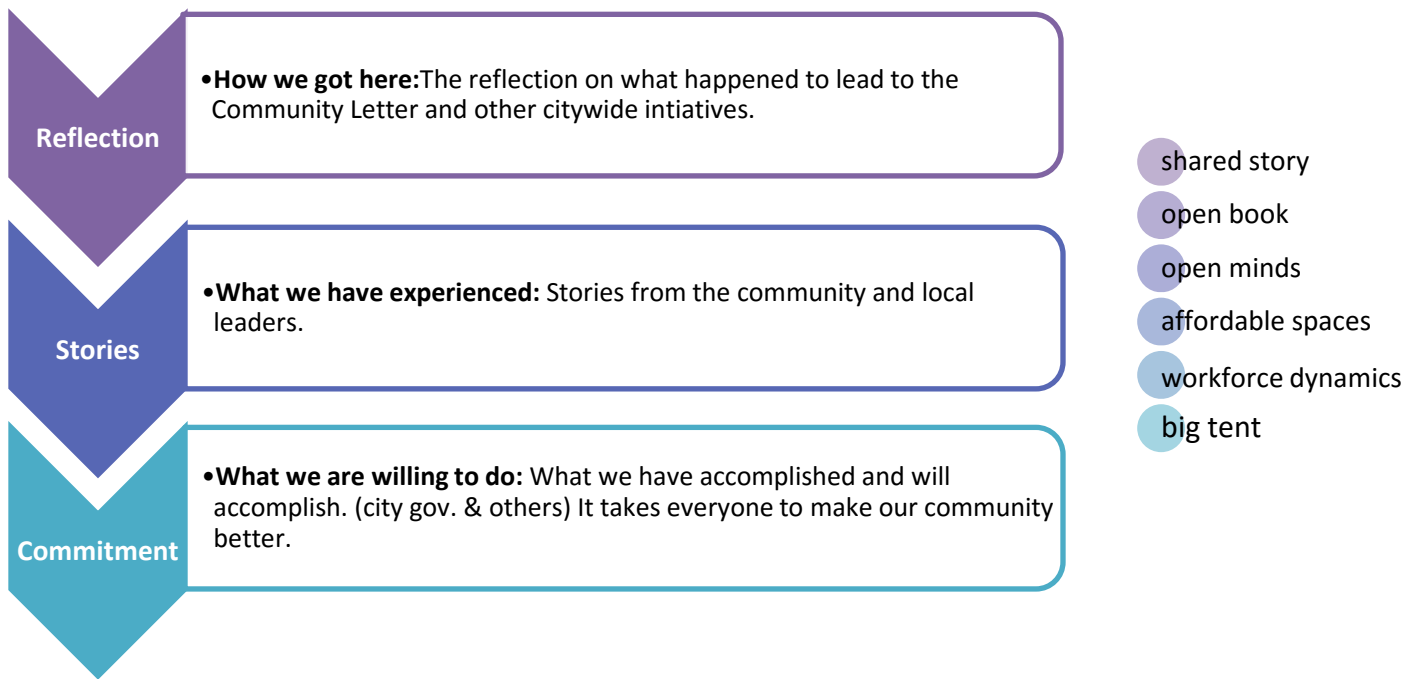
- Work with partners to demonstrate the broader community commitment with stories and accomplishments.
- Report produced in digital format, for easy updating and hosting.

Key Messages

- Charlotte, One Year Later is a community experience, during which everyone in our city will have an opportunity to commit to changing our city for the better.
- Issues of economic and social disparity across our community are not unique to Charlotte—the difference comes in how we approach them.
- We look back on the 2014 study that ranked our city last place for upward mobility and work to address community issues of social and economic inequity that existed long before the September 2016 police-involved shooting and events that followed.
- The website and one year later report highlights stories and commitments, not only from city government through its Community Letter, but also the commitments of other community organizations and individuals.
- We'll point to important efforts such as the Charlotte-Mecklenburg Opportunity Task Force, Leading on Opportunity Council, Housing First Charlotte and other community-wide initiatives spearheaded by corporations, non-profits, and other government entities, to name a few.
- Everyone has a role to play. Everyone can commit to the work of changing our city to make it better for all. Together, we can shape our story as the community that committed to the change we want to see.

We hope everyone will take part in the Charlotte, One Year Later website that launches in September and make the personal commitment to join in the important work of addressing opportunity for all. Several stories will be gathered up front for the launch by the CC&M team, but anyone can submit their commitment as part of the website structure.

Charlotte, One Year Later Website Content



Charlotte, One Year Later Report – Showing the Commitment & Path Forward

Charlotte Community Commitment

Brings together the broader community commitment by sharing stories of how organizations and individuals across our city have committed to this work.

- Share stories and statements of commitment for what individuals and organizations are willing to do.
- Highlight how organizations have changed their approach and work.
- Offer opportunity for everyone to lift up personal examples of commitment to making our city better.

City Government's Community Letter One Year Later Report

City Government to reflect on the last year and work accomplished through adopted actions related to the Community Letter.

- Celebrate accomplishments
- Highlight stories of those touched
- Outline budget adjustments
- Highlight work still to be done

Safety, Trust & Accountability

As part of the letter, we committed to strengthening relationships and trust between our residents and law enforcement so that the community is protected and public safety is maintained across the city, while also reviewing policing policies and practices.

Key themes under Safety, Trust & Accountability:

- 1) *Positive Youth Development*
- 2) *Personal Responsibility for Officers and Residents*
- 3) *Relationship Building to Enhance Trust*

Positive Youth Development: CMPD offers positive experiences for local youth, which includes connecting youth with officers and other caring adults to help them with decision making and to overcome challenges.

Personal Responsibility for Officers and Residents: CMPD supports fair and balanced policing where officers and members of the public accept personal responsibility during interactions.

Relationship Building to Enhance Trust: CMPD strengthens relationships and trust between residents and officers so that public safety is protected across the city.

Quality, Affordable Housing

Open access to safe, quality and affordable housing is critical to our community's success. As our city continues to grow, we want to ensure residents can afford to live in homes. Our plan will create 5,000 workforce and affordable housing units over the next three years.

Key themes under Quality Affordable Housing:

- 1) Creation of affordable housing units on accelerated timeline*
- 2) Development of a Strategic Housing Plan*
- 3) Collaboration across agencies to support affordable housing efforts*

Creation of 5,000 workforce and affordable housing units: Housing and Neighborhood Services (HNS) is working toward council's goal to create 5,000 units within 3 years through a combination of new and existing housing programs.

Development of a Strategic Housing Plan: HNS is developing of Strategic Housing Plan that unites all strategic efforts including services for homeowners and renters, planning for single and multifamily housing and community engagement efforts.

Collaboration across agencies to support affordable housing efforts: HNS partners with several government, private and non-profit agencies to provide affordable housing units and to educate the community on affordable housing needs.

Good Paying Jobs

Residents, of all ages, must have the ability to compete for good paying jobs to live fulfilling lives and save for their futures. Our efforts connect workers to high demand occupations and assist those with barriers to employment.

Key themes under Good Paying Jobs

- 1) *Offer training and career coaching in high growth industries and remove barriers to employment.*
- 2) *Connect youth employment, mentoring and other services with similar activities for adults.*
- 3) *Promote equitable economic development through community engagement efforts that link residents, businesses and other agencies.*

Offer training and remove barriers to employment: Economic Development (ED) partners with Goodwill Industries of the Southern Piedmont and the Urban League of Central Carolinas to sponsor a workforce development program that provides skills and training as well as supportive services to help people obtain and keep a job.

Connect youth employment/mentoring with similar activities for adults: City youth programs support the improvement of life outcomes for our youngest citizens and improve the quality of life of our city, our neighborhoods, and our families.

Promote equitable economic development through community connections: To promote prosperity across all of Charlotte, ED emphasizes corridor revitalization, entrepreneurial start-ups and small business growth by tapping residents, businesses and other organizations.

Community Engagement

Through partnerships, we pledged to provide opportunities for the community to engage and provide feedback on actions outlined in the Community Letter, as well as to offer ideas for future work and partnerships.

Key themes under Community Engagement:

- 1) Offer community forums co-hosted with other city departments and Community Building Initiative*
- 2) Equip city employees and resident ambassadors to discuss Community Letter initiative with others in the community.*
- 3) Provide feedback surveys for input from community members on recommendations on other areas of focus city council might consider.*

Community Forums: Conversations led by Charlotte Mecklenburg Community Relations and the Community Building Initiative allowed the community to discuss events that occurred in Charlotte and other places across the county in a safe space for honest and open dialogue.

Equip Employees and residents to discuss Community Letter: Through city government's Take 10 Initiative, a group of city employees and residents had conversations with community members about the Community Letter and how to make Charlotte a better community.

Provide feedback surveys and other ways for community to share input: Those participating in various engagement activities have been provided an opportunity to share feedback on actions outlined in the Community Letter and to provide other ideas for consideration.

City Operations

We pledged to remove barriers for economic opportunity by looking at existing city services, programs, and policies based on recommendations of the Charlotte Mecklenburg Economic Opportunity Taskforce. This included an internal opportunity approach to ensure the city is a model employer.

Key themes under City Operations:

- 1) *Creation of internal opportunity team, review of city employee benefits and creation of apprenticeship program for city jobs*
- 2) *Review of city policies and services through a lens of economic mobility and racial equity*
- 3) *City government Budget adjustments to align with Community Letter objectives and economic mobility lens.*

Internal Opportunity Team: The Internal Opportunity team works to align employment practices and service delivery with the broader community effort around economic opportunity. The first phase of the work focuses on City employment practices and culture.

Review of city policies through economic and racial equity lens: City employees are also developing skills to analyze policies and practices from an economic and racial equity perspective and communicate about race.

Budget adjustments to align with Community Letter: The Adopted FY 2018 Budget and FY 2018-2022 Community Investment Plan (CIP) include key investments that support safety, trust, and accountability, quality, affordable housing, and good paying jobs. These investments are designed to create a more inclusive community where all residents can benefit from the city's growth and economic prosperity.

**Follow-Up Report
City Council Dinner Briefing and Council Business Meeting
Monday, August 28, 2017**

Agenda Item Number	Agenda Item Title	Mayor and Council Questions/Comments	Staff Resource	Department Response
4 and 5	Overview of Housing Progress and Strategies/ Housing Trust Fund Developments	We need to enlist the assistance of a broker to the overall housing strategy. The broker could assist with identifying unused land from entities such as churches, etc.	Pam Wideman	<p>The City currently has access to the Multiple Listing Service database and works with brokers to identify land and existing buildings for City Services.</p> <p>As a part of the comprehensive housing strategy, the City will broaden its use of brokers to identify land and apartment buildings that are for sale and suitable for use as affordable and workforce housing.</p> <p>Implementation options will be brought to Council at a future date on how to make this strategy most efficient and effective through a rapid acquisition program.</p>
4 and 5	Overview of Housing Progress and Strategies/ Housing Trust Fund Developments	Have we considered creating an affordable housing hotline?	Pam Wideman	The City does not have a dedicated affordable housing hotline. However, there are several platforms available through the City's affordable housing service and development partners. For example, the City is a partner in providing affordable housing and homelessness support through the United Way's 211 hotline.

Agenda Item Number	Agenda Item Title	Mayor and Council Questions/Comments	Staff Resource	Department Response
4 and 5	Overview of Housing Progress and Strategies/ Housing Trust Fund Developments	<p>What is the difference between workforce and affordable housing? Please provide the salary thresholds/% AMI for various family sizes that qualify families and individuals for either workforce or affordable housing</p>	Pam Wideman	<p>According to national housing industry standards and the U.S Department of Housing and Urban Development, affordable housing is defined as housing that serves households earning between 30% (\$21,200/household of 4) and 80% (\$56,550) of the area median income. Workforce Housing is defined as housing that serves households earning between 80% (\$56,550) and 120% (\$84,840) of the area median income.</p> <p>A general definition of affordable housing is housing that is subsidized with local, state, and federal dollars with some type of deed restriction that enables a household to pay no more than 30% of their annual earnings for household expenses, including utilities.</p>
4 and 5	Overview of Housing Progress and Strategies/ Housing Trust Fund Developments	<p>Please provide an update on the recently funded development in Cherry (Horizon Development) including eligibility requirements for this housing once complete.</p>	Pam Wideman	<p>The Charlotte Housing Authority is redeveloping Tall Oaks, a former public housing site located at 315 Cherry Street in the Cherry Community. The redevelopment is currently at the 50% completion mark. Substantial completion is targeted (receipt of all Certificates of Occupancy) by November 2017, with move-ins scheduled to begin in December 2017 followed by full occupancy no later than April 1, 2018.</p> <p>The redevelopment will consist of 81 units serving households earning 30% to 60% of the area median income (or an annual salary of \$21,200 to \$42,420/based on a household of four). City Council approved \$1,215,000 of Housing Trust Funds to support the overall redevelopment costs of \$11,491,366.</p>

Agenda Item Number	Agenda Item Title	Mayor and Council Questions/Comments	Staff Resource	Department Response
7	Public Forum (Speaker number 9, Frances-Maries Puente)	Request for Designated Area for Uber/Lyft Drivers	Liz Babson	<p>The designation of an Uber/Lyft zone is a complex issue requiring a broader discussion between Council, staff, the transportation industry, and constituents. The issue also impacts the City's existing curb lane management policies and practices.</p> <p>Charlotte Department of Transportation has talked internally about the best approach for this issue and will be contacting the City's Passenger Vehicle for Hire Coordinator and Airport staff who work with Uber and Lyft on establishing rules of engagement for operating within Center City. Staff will research this issue in more detail with all the appropriate parties to determine the best approach and options available for the Council's consideration.</p> <p>A copy of this response will also be forwarded to Ms. Puente.</p>

Agenda Item Number	Agenda Item Title	Mayor and Council Questions/Comments	Staff Resource	Department Response
7	Public Forum (Speaker number 9, Frances-Maries Puente)	Traffic Signal Request at 5 th and Pine Streets	Liz Babson	<p>Charlotte Department of Transportation staff has communicated with Ms. Puente, confirming that she was requesting a traffic signal at the intersection of 5th and Pine Street.</p> <p>The traffic signal at the intersection of 5th Street and Pine Street qualifies for CIP funding. It is currently on the list of approved traffic signals waiting on funding. CDOT has a prioritization method that considers several factors including safety, pedestrian crossing needs, congestion improvements, time on the list and opportunities with other funding partners. Currently, there are approximately 24 approved traffic signals on this list and current funding allows us to install 2-3 new traffic signals per year. The intersection of 5th Street and Pine Street is ranked at #16. CDOT staff re-evaluates the list every 6 months to include new locations and new information.</p>
24	Parking Pay Stations and Related Services	A few of the charging stations at Hal Marshall Annex are not working. Please provide an update on how the City monitors locations with inoperative charging stations	Liz Babson	<p>The two electric vehicle charging stations at the Hal Marshall Annex are owned by Mecklenburg County and are exclusively for vehicles owned and operated by the County. City staff has informed the County that the charging stations were inoperative.</p> <p>City owned and operated EV charging stations are monitored 24 hours a day, 7 days a week through ChargePoint, the City's charging station vendor. Staff has access to the data ChargePoint maintains and also receives notification from ChargePoint when a unit is not working.</p>

**Charlotte, North Carolina
Rental Housing Gap Analysis**

The City of Charlotte does not have enough affordable rental housing for all low-income residents who need it. The City lacks a sufficient supply of rental housing affordable specifically to extremely and very low-income households (those earning 50% AMI or below). Due to the limited availability of income-restricted rental housing, all low-income households (households earning 80% of AMI and below) in general face challenges accessing rental housing at costs they can afford due to competition for lower cost rental housing from higher income households.

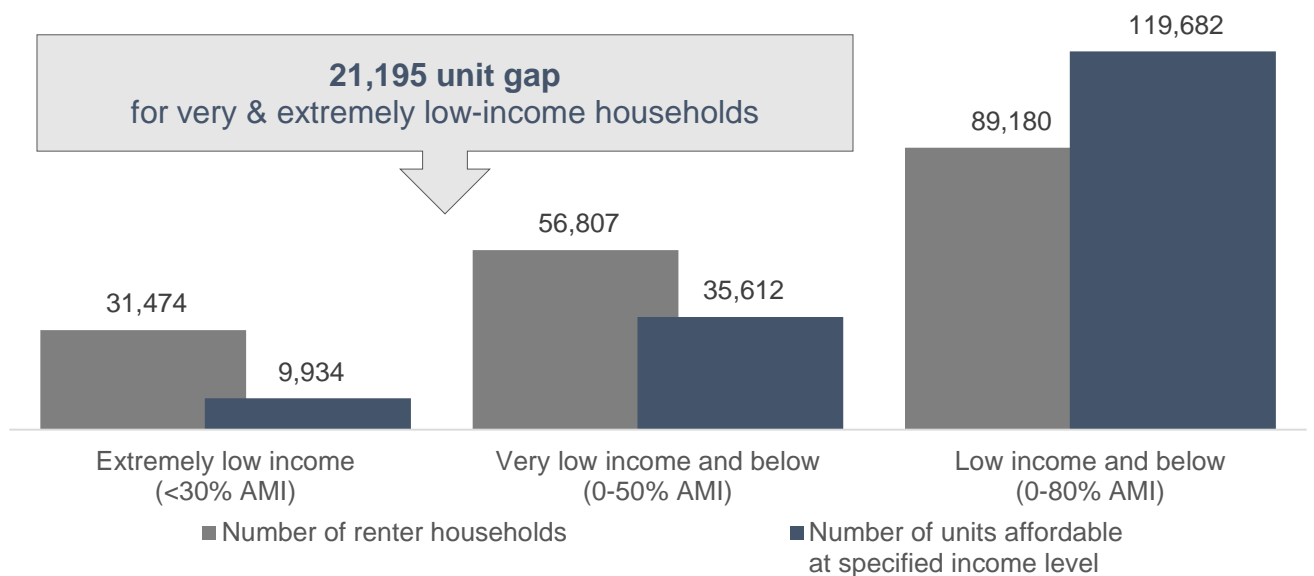
Charlotte’s affordable rental housing supply

Figure 1 below compares the number of households at each income level to the number of rental units affordable to households at these income levels (or “rental supply”).¹

When strictly looking at the number of rental units that are affordable to all low-income households, there is an oversupply.

However, Charlotte lacks enough rental housing units affordable to extremely and very low-income households (those earning at 50% AMI and below). This gap—between the number of rental units affordable to extremely and very low-income households and the number households at those income levels—is more than 21,000 units.

Figure 1. Total affordable rental units by income level, Charlotte, NC
Source: 2015 American Community Survey Public Use Microdata Sample



¹ Households and units counts include those households and units within the categories below them, meaning totals are cumulative across income levels. For more information about the basis for these methods, see www.huduser.gov/publications/pdf/CHAS_affordability_Analysis.pdf.

Availability of Charlotte’s affordable rental supply

Even though there is a sufficient supply of affordable low-income rental housing units for low-income households, these households often encounter competition for lower cost rental units from higher income households.

Table 1 below focuses on the availability of these units—meaning whether households who need these affordable units actually occupy them.² It shows the total number of households at each income level; total number of rental units affordable to that income level; and total number of higher-income households occupying units affordable to that income level. One-third of the low-income rental housing supply, including those priced for households earning 51-80% AMI, is occupied by a higher income household.

What does this “mismatch” mean for the rental supply gap? **It largely eliminates access to the city’s affordable rental supply across all low-income households, even for households earning 51-80% AMI, where much of the affordable rental supply exists.**

This mismatch creates an even larger need for affordable rental housing within Charlotte, upward of 9,000 units across all low-income households and 35,000 units across extremely and very low-income households (see Figure 2).

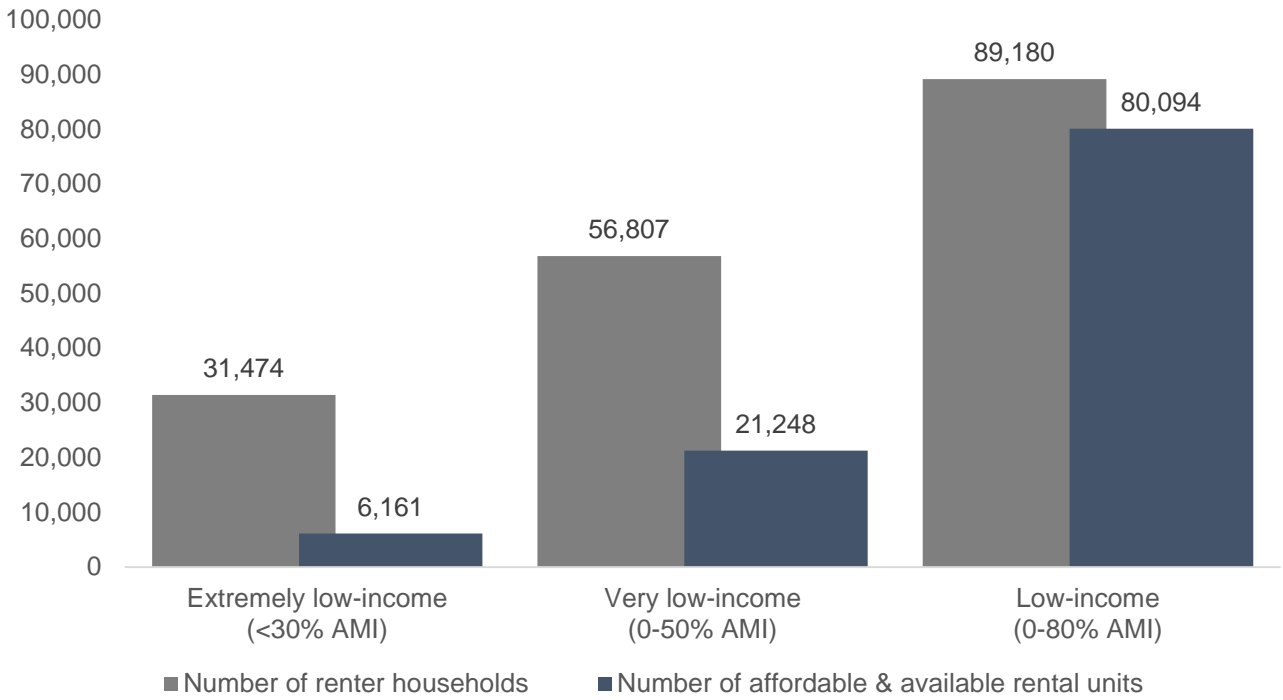
Table 1. Total affordable and available rental units by income level, Charlotte, NC

Source: 2015 American Community Survey Public Use Microdata Sample

Income level	No. of renter households	No. of affordable units at income level	No. of affordable units occupied by higher income households	No. of affordable and available rental units
Extremely low-income (At or below 30% AMI)	31,474	9,934	3,773	6,161
Very low-income (0-50% AMI)	56,807	35,612	14,364	21,248
Low-income (0-80% AMI)	89,180	119,682	39,588	80,094

² A unit is considered "available" at a given level of income if it is 1) affordable at that level and 2) it is occupied by a renter either at that income level or at a lower income level or is vacant. The figures in this brief are based on data from the 2015 American Community Survey Public Use Microdata Sample. It does not include affordable housing developments, subsidized housing units with subsidies that expired since 2015, or units needed to permanently house persons experiencing homelessness.

Figure 2. Total affordable and available rental units by income level, Charlotte, NC
 Source: 2015 American Community Survey Public Use Microdata Sample





**Landscape Management
Storm Response Process Update**


Environment Committee

Tim Porter, City Arborist
August 14, 2017



Outline


- Storm-Related Service Requests have increased
- Emergency Response targets access for first responders and safety for the traveling public
- Staff have implemented process improvements in recent months



Storm-Related Services Requests Have Increased

FY	Number of Storm-Related Service Requests	Total Tree Maintenance Service Requests	% Service Requests that are Storm-Related
FY13	1207	3033	39.8%
FY14	927	3004	30.9%
FY15	977	3079	31.7%
FY16	2099	4490	46.7%
FY17	2470	5275	46.8%

Increase reflects changing weather patterns and resulting impacts on an aging tree canopy.




Storm Emergency Response

- Emergency action to clear downed trees and limbs from roadways in corporate City limits.
- 911 dispatchers receive calls and make initial assessments
 - Dispatch Police and other first responders for safety management
 - Contact Landscape Management with details of tree location

Storm Response Triage

1. Roads and sites critical for first responders.
2. Travel lanes on major roads.
3. Secondary/neighborhood roads.
4. Residual debris on roads/sidewalks.

**City staff cannot work at locations where trees have fallen on power lines until authorized by Duke Energy.





Storm Response Process Improvements

Internal Improvements

- Added on-call supervisor to manage response efforts.
- City Arborist and 911 Call Center staff met to confirm terminology and clarify steps in the communication process.
- Continuing to assess impacts on workload and staffing



Storm Response Process Improvements



Improved Partner Processes

- Met with Duke Energy to clarify storm response roles and steps in the communication process.
- Clarified roles and communication processes with AT&T, Spectrum and NCDOT.



Storm Response Process Improvements

Improved Communication to Residents

Door hangers will be used near the response area to provide residents information on:

- Status of City's response
- City's role in tree debris clean-up
- Contact information for partner agencies
- Emergency contact information/instructions
 - Call 911
 - Duke Energy and other partner agencies emergency phone numbers



Public Safety Information

- In all emergency situations including storm-related emergencies – call 911 for assessment and response
- In power outage situations, call Duke Energy directly