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INFORMATION:

September 12 – Subcontractor Outreach Meeting for Charlotte Premium Outlets (Tanger) Project

Staff Resource: Nancy Rosado, N&BS, 704-336-2116, nrosado@charlottenc.gov

Choate Construction, in partnership with the City of Charlotte, will host a subcontractor networking and outreach meeting on Thursday, September 12, 2013. The meeting will be held in room 267 of the Charlotte-Mecklenburg Government Center from 5:30 p.m. to 7:00 p.m. The outreach meeting will provide Minority/Women Small Business Enterprises (MWSBE) with information on subcontracting opportunities and project timeline for the Charlotte Premium Outlets Road Work Improvements Project, which is scheduled to begin in October 2013.

Notifications and invitations for this event were distributed in late August to City-certified SBEs and State-certified MWBEs, as well as community resource partner organizations. A copy of the invitation is attached.

The Charlotte Business INclusion Program has established the following goals for this project:

- MBE Goal: 13%
- SBE Goal: 8%
- WBE Goal: 6%
- Aggregate MWSBE Goal: 21%
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<http://charmeck.org/city/charlotte/citymanager/CommunicationstoCouncil/Memo%20attachments/Charlotte%20Premium%20Outlets.pdf>

September 16 – Mayor/Council Group Photograph

Staff Resources: Keith Richardson, Corporate Communications & Marketing, 704-336-5865, kmrichardson@charlottenc.gov

Craig Harmon, Corporate Communications & Marketing, 704-336-5862, charmon@charlottenc.gov

Corporate Communications & Marketing staff would like to take an official group photograph of the Mayor and Council at 4:45 on Monday, September 16. The photograph would take place at the end of the 3:30 p.m. Council Business Meeting and prior to the Zoning Dinner at 5:00 p.m.

The previous photograph was taken at the last swearing-in and does not reflect recent transitions. The photograph will be taken on the Government Center Plaza, weather permitting, with a backup location in the Gov Channel studio.

Corporate Communications & Marketing staff requests that Council meet in the CMGC lobby promptly at 4:45 p.m. if the Business Meeting has been concluded. Staff will conduct the photo session as quickly as possible to ensure you that Council may begin the Zoning Meeting on time at 5 p.m. To prevent a “vertigo” effect in the photograph, staff asks that Council members refrain from wearing apparel (mainly suits/jackets/dresses) with bold patterns and stripes.

Transit Management Services for the Bus Operating Division of CATS

Staff Resource: Larry Kopf, CATS, 704-432-0497, lkopf@charlottenc.gov

Labor negotiations are currently being conducted between United Transportation Union Local 1715, the collective bargaining unit representing CATS bus operators, and McDonald Transit, Inc., the transit management firm that CATS employs to manage the Bus Operating Division. In anticipation of the sunset of the current contract for transit management services, this memorandum is provided to add perspective to the relationship between CATS, its contractor, and the bus operators and mechanics.

A new Request for Proposals is scheduled to be issued this fall to solicit proposals for transit management services. With the approval of City Council, on February 1, 2014 it is expected that a new three-year contract, with options for two additional years, will be executed for transit management services.

The City does not engage in direct management of the Bus Operating Division of CATS. There are two primary reasons why a management firm is contracted to provide oversight of the Bus Operating Division:

- Federal law requires public transit systems that receive federal funds to maintain collective bargaining rights for employees who work at the Bus Operating Division.
- North Carolina law restricts cities from negotiating directly with collective bargaining units.

To comply with these laws, CATS has entered into a contractual arrangement with McDonald Transit, Inc. McDonald Transit oversees Transit Management of Charlotte, the subsidiary company that consists of bus operators, maintenance workers and administrative workers who provide transit services to the citizens of Charlotte.

CATS oversees McDonald Transit, and CATS provides budget oversight, safety and training services, transit scheduling and service development, and quality control. McDonald Transit operates under the direction of CATS management.

McDonald Transit provides the following:

- Oversight of 600 bus operators, 140 maintenance workers and 100 administration workers at the Bus Operating Division.
- Engagement of UTU Local 1715 (bus operators) and UTU Local 1596 (mechanics) in labor negotiations (currently negotiating with Local 1715).
- All functions at Transit Management of Charlotte related to human resources, including payroll and administration of benefits, and issues related to employee grievances.
- Cost control and operating within the budget provided by CATS.
- Maintaining service quality as defined by CATS.

Prior to August, 2003 transit management services for the Bus Operating Division were provided to CATS by First Transit, Inc. CATS issued an RFP that was advertised locally and nationally, and

McDonald Transit's response received the highest rating as determined by an evaluation committee. With City Council approval, McDonald Transit was awarded a three-year contract for management services in 2003, and options were exercised for two additional years.

In 2008, in anticipation of the expiration of the 2003 contract, another RFP was issued. McDonald Transit once again received the highest evaluation scores and was awarded another three-year contract, with two option years. That contract was extended for six months, from August 1, 2013 through January 31, 2014 to allow McDonald Transit to complete negotiations with United Transportation Union (UTU) Local 1715, the collective bargaining unit representing the bus operators. CATS pays \$607,000 to McDonald Transit on an annual basis.

2013 CMPD Citizen Satisfaction Survey

Staff Resource: Rob Tufano, CMPD, 704-336-7042, rtufano@cmpd.org

Attached below in electronic form is a copy of 2013 Charlotte-Mecklenburg Police Department Citizen Satisfaction Survey. The CMPD has been conducting the survey through an independent marketing firm, MarketWise, since 2002. A total of 653 interviews of adults living within the CMPD service area were completed by telephone between May 29 and June 27, 2013. To qualify for the survey, respondents had to live in Charlotte or Mecklenburg County. Residents of Cornelius, Davidson, Huntersville, Matthews, Mint Hill, and Pineville were not eligible.

Some of the highlights of the survey include:

- A strong majority (76%) of respondents within the total CMPD service area indicate their overall impression of the CMPD is positive (ratings of 7 to 10). The majority of total respondents (70% or more) have a positive impression of the CMPD on each of five key measures: (1) being courteous, (2) being professional, (3) performing job with integrity and honesty, (4) using good judgment in the use of force, and (5) being responsive to community issues.
- A strong majority of respondents believe Charlotte-Mecklenburg is a safe place to live (80%) and that the CMPD has been effective in making Charlotte-Mecklenburg safer (78%) Ratings on Charlotte-Mecklenburg as a safe place to live increased from 2012 to 2013 (75% to 79%). As in past years, the most frequently mentioned concerns about crime and safety for Charlotte-Mecklenburg overall are burglary/break-ins (33%) and violent crimes (28%).
- Most respondents believe they are safe in the neighborhood where they live (87%), and that crime fighting and crime prevention strategies have been effective in their neighborhood.
- Each year the survey asks residents about their experience with 911 and the Crime Reporting Unit (CRU). Fewer than half of the respondents (47%) have ever called Charlotte-Mecklenburg 911 to report a crime or for an emergency not related to a crime. Most of those who called 911 (79%) have a positive impression of it. The CRU also received positive

feedback. The overall impression of the CRU has increased over the past three years with favorable ratings increasing from 77% in 2011, 79% in 2012, to 80% in 2013.

- In the 2013 survey, residents were also asked about their experiences with Animal Care & Control. More than 82% of respondents indicated they were satisfied or very satisfied with the Animal Care & Control Officer who responded to their call for service, the length of time to respond to the service request, and overall service provided. These respondents noted that the officer treated the resident courteously and respectfully. The data also suggested that satisfaction was very high on the overall experience in accommodating the surrender of pet, overall experience with adoption experience, and the overall experience with spay/neuter.

For additional information Council may contact Nancy M. Burnap, Ph.D., with MarketWise Inc., at 704-332-8433 or nburnap@marketwise-usa.com

<http://charmeck.org/city/charlotte/citymanager/CommunicationstoCouncil/Memo%20attachments/2013%20CMPD%20Citizen%20Survey%20Report.pdf>

Public Safety Concerns Surrounding Club 935

Staff Resource: Eric Campbell, City Manager's Office, 704-336-5158, ecampbell@charlottenc.gov

Recently, City Council has received complaints from residents of the Wesley Heights community regarding Club 935. Club 935 is located at 935 South Summit Avenue in a commercial area bordering the Wesley Heights neighborhood. The commercial area is separated from the neighborhood by West Morehead Street. Club 935 operates nine hours per week on Thursday-Saturday nights from 11:00 p.m. to 2:00 a.m. The club's primary patrons are people in their twenties. On occasion, the club brings in nationally known rappers and other entertainers. Thursday nights are "College Night" and adults younger than 21 are allowed in the club. The club also hosts private parties.

During the first quarter of 2013, a homicide and several shootings were associated with Club 935. The homicide occurred in the parking lot of the club. CMPD's Metro Division immediately implemented an action plan that created increased police visibility in the area around the club. Club 935 now hires a minimum of 8 off-duty officers when the club is in operation with one or two additional officers added on nights the club is having a special event. CMPD officers conduct numerous ABC inspections at the club and have found the club to be in compliance with ABC regulations.

Crime has decreased in the area within a half-mile radius of Club 935. Comparison of the five-month period from April 1-September 4, 2013 with the previous five months shows a decrease of 12 reported crimes in the area. Only armed robbery and aggravated assault with a gun have increased; that increase is from one of each of those crimes from October 26, 2012 to March 31, 2013 to two of each of those crimes from April 1-September 4, 2013. One of the two robberies within the last five months occurred within the 700 block of Summit Avenue. It appears that patrons of Club 935 were followed by other patrons and robbed as they reached their car. The other robbery occurred within

the half mile radius but was not associated with either Club 935 or Wesley Heights. One of the two aggravated assaults in the last six months involved a club patron who was outside his car when he was shot in the arm by an unknown suspect in a passing car in the 600 block of Summit Avenue. The other aggravated assault with a gun was a domestic violence incident between a father and daughter.

Changes in the parking situation at Club 935 have negatively impacted the Wesley Heights neighborhood. Previously, the businesses that front West Morehead Street were allowing Club 935 patrons to use their parking lots on Bryant Street and Morehead Street. The owner of Club 935 was supposed to maintain an insurance rider that covered these lots during the club's operating hours and was to be responsible for keeping the parking lots clean. The business owners re-examined their contract with Club 935 and found that the owner had not maintained the insurance rider. There were also concerns regarding the cleanliness of the parking lots. As a result, the business owners terminated their contracts with Club 935 effective July 1, eliminating approximately 50-60% of the available parking for Club 935. On nights that the club is at capacity, parking is an issue. Patrons park in Wesley Heights, primarily on Summit Avenue when available parking on Bryant Street is full. Officers are enforcing parking violations when warranted. They have had discussions with CDOT about the possibility of erecting "No Parking" signs in Wesley Heights to prevent club patrons from parking there. However, officers would have to enforce the signs for everyone including residents of Wesley Heights. The idea was presented at a Wesley Heights community meeting but, due to opposition from the community, it has not been implemented.

Club 935 and the area surrounding the club remains a high priority for the Metro Division. Metro Division personnel remain in close communication with the Wesley Heights community and share their concerns regarding the violence attributed to Club 935. CMPD is committed to working with the Wesley Heights neighborhood and other stakeholders to address the problems associated with Club 935.