

City Council 2019 Annual Strategy Meeting - January 28-30, 2019

Follow-Up Responses

Resident Feedback on Priority Areas - John Martin, SIR

1. CM Driggs: Can you explain the methodology?

Responder: Sarah Hazel, City Manager's Office

- SIR used an online panel partner to conduct an online survey among residents of the City of Charlotte and Mecklenburg County.
- SIR partnered with a panel provider, who recruits participants to join. Once they have joined the panel they are asked to take a 45-minute survey to obtain detailed background information on their demographics, behaviors, and attitudes. While some surveys may have very specific targeting, such as moms between the ages for 35 to 50 who live in the south east, our target was to mirror the general 18+ population in the Charlotte region.
- Participants were incentivized to complete the survey by the panel company. Panel companies have quality controls in place and make sure panelists do not participate in more than 3 to 4 surveys in a year (e.g., no professional survey takers) and that they deliver quality responses.
- For this survey, there were over 1,000 completed responses.
- During the analysis, SIR reviewed the demographics and weighted the data to ensure it was representative of the population based on gender and race.
- In addition to this panel survey, the city disseminated a link (In English and Spanish) through their website, social media, neighborhood contact lists, citywide listservs, and sent paper copies by request. These channels produced over 6,000 responses. This information was used and will continue to be used to provide additional insights and supplement the data from the online panel.

2. CM Mayfield: We know we have some concerns in communities (safety). Need this information to be broken out.

Responder: Sarah Hazel, City Manager's Office

- Information related to safety questions is broken out by Service Area (aligned to work of service area liaisons).
- There are no significant differences when it comes to overall safety ratings by service area; however, there are some slight variations when it comes to neighborhood and Uptown ratings.

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SERVICE AREA	TOTAL	NE	NW	SE	SW
Charlotte is a place that . . . Is SAFE	47%	46%	50%	51%	42%
<i>How SAFE OR UNSAFE do you feel in each of the following areas?</i>					
In your neighborhood during the day	80%	76%	81%	78%	86% *
In Charlotte's Uptown area during the day	70%	74%	70%	70%	72%
In your neighborhood during the evening or nighttime	61%	59%	65%	54%	70% *
In Charlotte's Uptown area during the evening or nighttime	39%	40%	44% *	38%	36%

Top two box score in a 1 - 5 scale
*meaning 4 - 5

Scale = 1 being very unsafe, and 5 being very safe

* Indicates statistical difference



What I Would Like to See and Committee Year in Review

3. CM Egleston: Hawthorne Bridge Project...how to factor in past performance in bidding process/contract award?
Responder: Mike Davis, E&PM

- In awarding the Gold Line Phase II contract to Johnson Bros., E&PM Contracts followed the required statutory Lowest Responsive Responsible Bidder (LRRB) standard of award evaluation process. Additionally, as Johnson Bros. was a new contractor with the City, our LRRB vetting process included the requirement that Johnson Bro., complete a documented Contractors Qualifications Statement (CQS). The CQS requires a contractor to provide information such as:
 - Work history
 - Has your company ever failed to complete any awarded work? Johnson Bros. responded no
 - Has your company ever defaulted on a contract? Johnson Bros. responded no
 - Provide a full list of major equipment and number of personnel proposed to use on the project
 - List at least three references for projects involving bridge work, installation of in-street running dual track, special track work at the ends of the line, installation of traction power stations, water line, storm line, overhead catenary systems, conduits, streetcar stop installation, asphalt pavement, curb and gutter, concrete pavement, traffic signals and traffic control
 - Feedback from references indicated Johnson Bros. were exemplary contractors
 - Completed projects within the last 10 years that are similar
 - Johnson Bros provided nearly 70 examples of similar projects
- Based on the project stakeholder's evaluation of the CQS, Johnson Bros. was deemed to be responsible in the LRRB evaluation process.

4. CM Phipps: War on Litter - Can we do a campaign on clean up with University City Partners and UNCC to address?
Responder: Pam Wideman, H&NS

Recently Completed Actions

- Yes, University City Partners (UCP) has promoted Keep Charlotte Beautiful (KCB) litter collection opportunities in 3 recent newsletters and on social media.
- UCP has engaged a landscape maintenance company, effective March 1, 2019, to provide litter remediation services on N. Tryon St and University City Blvd within the MSD boundaries. The contract provides for 20 hours per week during the 1-year pilot program. UCP has proposed funds for renewal in their 2020 budget.
- KCB has worked with UCP and UNCC to identify a student candidate to participate on the KCB board. We expect this individual will be included in KCB's next nomination recommendation memo for City Council consideration.
- Solid Waste Services (SWS) has received and responded to 101 service requests to date for litter and debris removal in the University City area during FY19.

Planned Activities

- UCP will hire a summer intern who will be tasked with KCB Adopt-A-Street recruitment of businesses on streets that need additional attention.
- KCB is working to secure a location for litter collection supply distribution in the University Area. Preliminary talks have been held with the Camino Center.
- KCB is evaluating a street adoption workshop in the University City Area, or representation at festivals or events in the area to ensure businesses and resident awareness of the program and available supplies.

- KCB has drafted an Adopt-a-Street strategy plan to inspire additional service from current adoptees and to assist in the recruitment of additional program participants. Newsletter and social media promotion of the KCB Adopt-a-Street program will continue.
- SWS provided routine litter control activities and street sweeping city-wide. Routes and frequency are determined by trash patterns, service request calls and field staff observations. All major and minor thoroughfares are cleaned at least quarterly.
- NCDOT is responsible for litter remediation and mowing along state maintained streets. These streets are cleaned twice per month in cooler months, and every two weeks during the summer mowing season.

5. CM Ajmera: Litter...what is the impact of the programs we have?

Responder: Pam Wideman, H&NS

- 249 cleanup events have been hosted citywide in FY19. These events have included 1646 volunteers committing at least 3,423 total volunteer hours and 34,552 pounds of trash collected. Keep Charlotte Beautiful is all but certain to surpass its FY18 record of 300 cleanups and 1,797 volunteers. Volunteers have broken the previous record of trash collection by over 6,000 pounds.
- Storm Water Services uses an educational outreach approach to reduce the amount of trash entering the storm drainage system and streams. Approximately 2,500 volunteers donated 6,500 hours and collected 30 tons of trash in FY18.
- The impact of current programs resulted in a FY18 Keep America Beautiful Litter Index rating of 1.75 citywide, which indicates low litter overall. Each year, KCB and Solid Waste Services utilize the Litter Index results to assess current practices and to identify priority streets for volunteer adoption.
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6. CM Ajmera: Water flooding (storm water) wait time and what can we do to address flooding in front of houses and in backyards - How can we be more responsive?

Responder: Mike Davis, E&PM

- Yard flooding is not eligible for assistance from the Storm Water Services Program. The program's top priority is the repair of drainage infrastructure under and near city streets (within the public right of way) to protect the traveling public. Resources are assigned to design and construct these critical projects as soon as possible.

Additional Information

- Staff seeks to improve responsiveness through a combination of revenue, a reduction in what is eligible for the program, design guidance to improve the drainage system and maximize or extend its useful life, and strategies to ensure effective communication with residents.
- The Storm Water Services Program typically receives more than 2,000 inquiries a year from residents and property owners. Reported drainage concerns include deteriorating drainage infrastructure, street flooding and pipe blockages. Staff investigates drainage concerns and determines program eligibility.

7. CM Mitchell: CMPD retirements/vacancies?

Responder: Phil Reiger, Strategy and Budget

- As part of the budget process, Human Resources and Strategy and Budget review and analyze staff levels across the city. Information related to CMPD staff levels, including retirements and vacancies, will be discussed at the upcoming Budget Workshop on March 6.

Affordable Housing: Public/Private Housing Initiatives

8. MPT Eiselt: Cost of administering this program? *Will get exact cost, but it's about 1% (take money, evaluating, sending money back out)

Responder: Julia Martin, City Manager's Office

- The Foundation for the Carolinas' administrative fee for the Away Home program includes the following services:
 - Asset Management
 - Reporting
 - Board Management
 - Investment Management
- In addition to administrative fee, the program also supports a project manager
- Administrative expenses (administrative fees and project manager expenses)

Year	Admin. Costs	Total Assets	% of Admin. Costs
2015	\$52,000	\$8.3m	0.6%
2016	\$91,000	\$11.3m	0.8%
2017	\$141,000	\$14.9m	0.9%
2018	\$179,000	\$18.3m	1.0%

Traits of Effective Councils – Bob O' Neill

9. MPT Eiselt: Does ICMA or SOG of what works for City Council for peer city (example: terms)? How are they organized?

Responder: Sarah Hazel, City Manager's Office

- Bob O' Neill pointed to the National Civic League's model City Charter. Currently, it is in its eight edition.
- The National Civic League's model calls for a city council with deliberative powers to make decisions on policy and an appointed city manager to oversee day-to-day administrative matters.
- The model recommends four-year, staggered terms.
- Other highlights from the charter include:
 - City Council: The model underscores the value of at-large elections and recognizes that the use of single-member districts remains popular for selecting council members as a means of ensuring compliance with the Voting Rights Act, and the benefits of the mixed form (combining at-large and single-member elections) are highlighted.
 - City Manager: The model places and emphasis on recognizing the professionalism of the City Manager who:
 1. Assists the council to develop long-term goals for the city and strategies to implement these goals;
 2. Encourages and provide staff support for regional and intergovernmental cooperation, and
 3. Promotes partnerships among council, staff, and citizens in developing public policy and building a sense of community.
 - Mayor: The mayor in the council-manager government is the chief legislator, the leader of the policy-making team. The model presents two alternatives for choosing the mayor without stating a preference: direct election of the mayor by the voters and election by and from the council.
 - Regionalism: Particular attention is paid to the increasing salience of regionalism, new information technologies, improvements in performance measurement, citizen participation in public life, and the fostering of interaction among neighborhoods.

10. CM Mayfield: Ex. See Click Fix. What is the update?

Responder: Brad Dunkle, I&T

- The City has several ways we work with the public to receive citywide requests for services.
 - 311 - Our customer request center with new expanded chat function
 - Recently initiated redesigned mobile phone-friendly website: <https://servicerequest.charlottenc.gov/>
- The I&T department reviewed the SeeClickFix mobile app. solution.
- While it's a good product, the I&T department determined that using the SeeClickFix mobile app would limit the service requests residents could access and not have the full functionality that residents are currently using on the City's mobile friendly on-line Service Request application.
- I&T has a project underway to build a custom City of Charlotte mobile app with that full functionality.
- This Mobile App will be ready for user testing in April.

The Role of Human Capital and Opportunity Zones - Matthew Martin

11. CM Driggs: How does the funding work?

12. CM Winston: Free reign or oversight on the funding?

13. Mayor: What are the tools other local governments are using?

14. CM Phipps: Does the city own in any land in the Opportunity Zones?

Responder: Tracy Dodson, Assistant City Manager

- All follow up questions are being addressed in the ED committee, and then will be shared in Committee summaries with full Council.