

On May 19th, city staff served on a panel for a virtual meeting with the Elizabeth Community. The community submitted questions in writing during and immediately following the meeting. This document addresses many of the community questions the city received. The city is still working to provide answers on all of the questions and we will add to this document as answers are completed.

This was the first meeting of its kind and we appreciate the community's engagement. More than 100 community members attended the virtual meeting. If you missed it, you can view the meeting at <http://charlottefuture.com/goldline>.

## Streetcar Operating Information

### What will the operating hours be?

Streetcar passenger service will run seven days a week from 5 a.m. to 2 a.m. We will be working with the FTA to make any necessary service changes based on post-pandemic ridership.

Anticipated Daily Service Frequency					
Weekday		Saturday		Sunday	
Peak Hour	15 minutes	Daytime	15 minutes	Daytime	20 minutes
Off-Peak Hour	15-20 minutes	Evening	20 minutes	Evening	30 minutes

### Will the CATS unlimited fares pass include the Gold Line and the Blue Line?

The CityLYNX Gold Line will have the same standard local fare as the LYNX Blue Line. All transfers and fare media that work on the Blue Line will be accepted on the Gold Line.

### Will the city roll out a safety plan to the community and its residents including items such as track safety advice for pedestrians, motorists and cyclists?

CATS Marketing & Communications is partnering with a national rail safety advocacy organization, Operation Lifesaver (OLI) to plan and conduct rail safety education. This campaign will occur leading up to (beginning late summer) and during revenue service. It will include social media marketing, community presentations, rail safety materials distribution to all businesses, and grass roots marketing efforts.

\*\* Indicates a question that has been recently added.

## Streetcar Operating Information

### **What can the community expect related to noise and vibrations once the Gold Line is operational? Is the city planning to monitor these along the Gold Line?**

Vibration is not anticipated and sound should not be more than observed from the Blue Line. Monitoring is not planned.

### **Will homes along the Gold Line experience shaking as the streetcar passes each time?**

It is not anticipated that the streetcar would cause any additional shaking. The modern streetcar vehicles are much quieter than the Gomaco Replica vehicles and will sound and move much like the LYNX Blue Line light rail vehicles.

## Project Plan

### **Can I see a detailed design for my block?**

Please contact Tim Morton at [temorton@charlottenc.gov](mailto:temorton@charlottenc.gov) to arrange a time to review your block's design information. Due to Charlotte Water's restricted data policy, we are not allowed to email or otherwise share plans. However, we are happy to arrange a meeting with an inspector, who can show you the plans in person and walk you through the block design. Due to COVID-19, the meeting would need to take place outdoors.

### **Will the station at Hawthorne Lane and Sunnyside Avenue block the intersection?**

No. The stop platform is located just south of the Hawthorne/Sunnyside intersection (between the Hawthorne Bridge and Sunnyside Avenue) and will not block the intersection. The stop platform can be accessed from the crosswalk at Sunnyside Avenue.

### **When will the roadway be even with the track?**

The contractor will install the final lift of asphalt to make the track even with the pavement. This is scheduled to occur after all of the roadway punch-list items are completed which is scheduled to occur before December 2020.

### **Which stop will be the last stop after the Gold Line opens for passenger service?**

The final stop on Phase 2 of the Gold Line is Sunnyside.

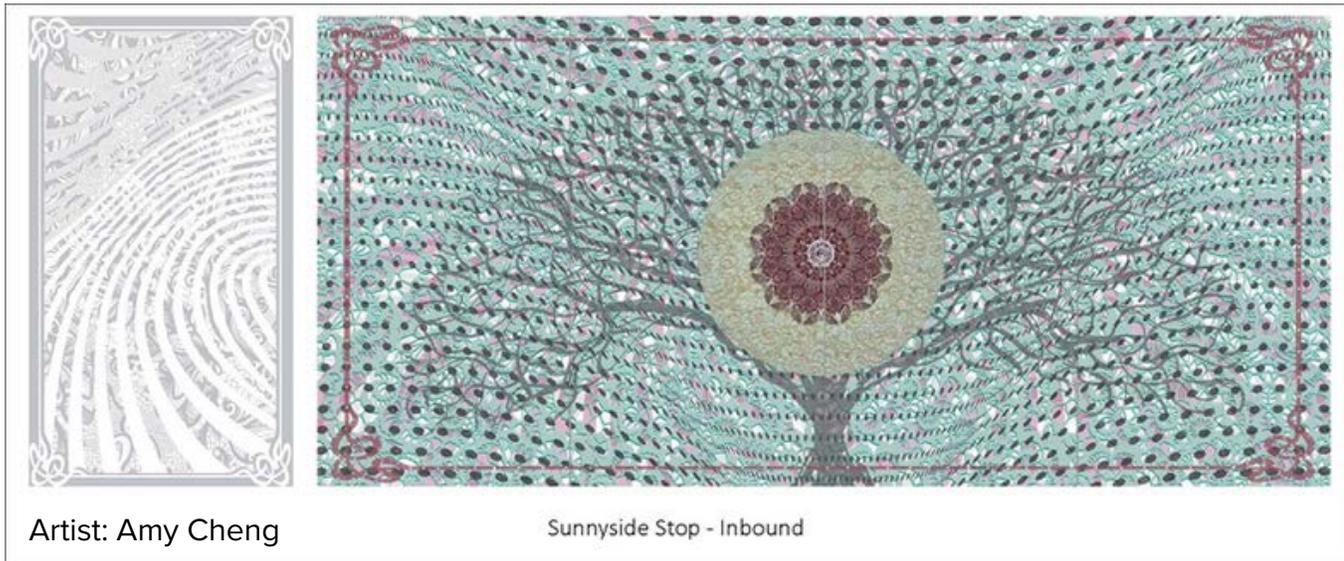
\*\* Indicates a question that has been recently added.

## Project Plan

### What is the plan for the project landscaping? Can this plan be shared with the community?\*

The landscape design plan is currently being developed by General Services' Landscape Management Division. Landscaping will be designed in accordance with city landscape standards for rights-of-way and will take into account the streetcar infrastructure and the surrounding neighborhood. The landscaping is generally trees and grass within the rights-of-way. Plan details will be shared with the community as they are finalized. Landscaping will begin in the next planting season, which generally starts in November and will continue into the following spring.

### What will the art look like at the Sunnyside Station?



Artist: Amy Cheng

Sunnyside Stop - Inbound

### It is important that the project's public art reflects the community. How will the art represent the Elizabeth Community?

The artist Amy Cheng has visited the Elizabeth neighborhood multiple times and received direct community feedback during the design period, which is reflected in her final designs. The stained glass of neighborhood churches and other beautiful neighborhood arts and crafts architecture served as inspiration and is referenced in the designs. Additionally, roses in the windscreens reference the historical significance of the lost neighborhood rose garden. Trees and other botanicals were inspired by Independence Park as a place to contemplate, connect to, and appreciate the beauty and magic of the surrounding nature.

\*\* Indicates a question that has been recently added.

## Project Plan

**Mecklenburg County Park & Recreation is undertaking a major renovation of Independence Park. Is the city coordinating any landscaping with the county?**

Staff is coordinating with County Park & Recreation and is sharing landscaping designs.

**The area of Hawthorne Lane at Sunnyside Avenue is also under construction for a new water line. Is that a part of the Gold Line Phase 2?**

As projects are planned and implemented, city departments collaborate on infrastructure improvements whenever possible. Charlotte Water was able to upgrade the waterline on Hawthorne Lane utilizing the Gold Line construction contractor.

**How often are city project managers on the project site?**

The city oversees capital projects in accordance with industry standards whereby an engineering project manager oversees the planning and design of a project. When the project goes to construction, city construction inspection staff are the primary city agents on site. Construction staff coordinates closely with the project manager to ensure they are aware of any issues or design changes. City construction staff are trained to oversee the daily construction activities and monitor job site safety. Project managers typically visit project sites monthly and at key construction milestones.

**Is it possible for the city to decrease the utility wires along Hawthorne Lane?**

The city coordinated with private utility companies during the design of the project to consolidate utilities along the corridor as much as possible. Some utilities will remain overhead along the corridor.

**Will on-street parking be permitted on Hawthorne Lane?**

There will be no on-street parking along Hawthorne Lane.

**When will the streetcar begin running?**

In-street vehicle testing will occur between September 2020 and early 2021 and passenger service will begin early 2021.

**Will the bike lanes be painted green?**

No. The bicycle lanes will be striped as bicycle lanes and will contain the bicycle and chevron symbols following Charlotte Department of Transportation guidelines.

**What will be the posted speed limit in the area of Hawthorne Lane and 7th Street?**

The speed limit for Hawthorne Lane from 4th Street to Central Avenue will be 30 mph.

\*\* Indicates a question that has been recently added.

## Project Plan

### **When the train is stopped at a station, will vehicular traffic be able to pass or will cars be stopped behind the streetcar?**

Hawthorne Lane will be striped as a three-lane roadway with one lane in each direction and a two-way left turn lane in the middle. The stop platforms are located in the middle. At the 8th Street and Sunnyside stops, cars must stop behind the streetcar when the streetcar is at the stop platform. At the 5th Street/Hawthorne stop, cars must stop behind the streetcar when the streetcar is at the stop platform on the northbound side like it was during Phase 1. On the southbound side of 5th/Hawthorne there will be two lanes, which will allow cars to pass the stopped streetcar at 5th/Hawthorne.

West Trade Street/Beatties Ford Road between I-77 and French Street will be striped as a three-lane section with one lane in each direction and an intermittent median or turn lane in the middle. The stop platforms are located in the middle and cars must stop behind the streetcar when it is at the platform.

West Trade Street through Uptown is four lanes wide; therefore, cars will be able to pass the stopped streetcar at the stop platforms.

Stop times are approximately 20 seconds.

### **Is it possible to add a protected walk signal for pedestrians crossing 7th Street and Hawthorne Lane in order to avoid conflict with vehicles attempting to turn left onto 7th Street?**

Turning vehicles must yield to pedestrians in the crosswalk. This signal does not have an exclusive pedestrian-only phase.

### **Will on-street parking be prohibited?**

The city will not be posting 'no parking' signs on residential streets. The city cannot prevent individuals from parking legally on a public street.

### **How do we transition towards a residential on-street parking permit program for neighborhoods near the streetcar?**

The city is not currently expanding the residential on-street parking permit program to neighborhoods outside of Uptown. The city is in the process of evaluating residential on-street parking guidelines specific to neighborhoods near high-demand on-street parking generators such as high schools and entertainment districts. The city intends to hire a consultant to update the curb lane management program, which will include recommendations related to on-street residential parking.

\*\* Indicates a question that has been recently added.

## Project Plan

**Why will pre-existing sidewalk obstructions remain in place after the project is completed? There is a utility pole located in the sidewalk in front of the Hawthorne Recreation Center. It is difficult to use that portion of sidewalk with a stroller. Why wasn't this utility relocated?**

While the city coordinated relocation of utilities where possible, there were several factors that necessitated this utility remaining in its current location.

- The utility banks are located under the sidewalk.
- If the pole was moved to the back of the sidewalk, Duke Energy's clearance requirements would mandate the removal of trees in Independence Park, which is federally protected parkland. The federal protections prohibit the city from encroaching on the parkland. Additionally, Mecklenburg County wanted to retain the trees that would have to be removed.
- The sidewalk along this stretch (Hawthorne Lane between Park Drive and 7th Street) is six feet wide when measured from the back of the curb. At pole locations there will be four feet of clearance, which meets ADA requirements.

## Construction Impacts

**My yard has been affected by construction. Will my yard be returned to its original condition?**

Construction debris will be removed and grass will be established on areas that were disturbed by construction. Please provide your specific issue and contact information to Tim Morton at [temorton@charlottenc.gov](mailto:temorton@charlottenc.gov) and a project inspector will contact you to review your concerns.

**What are the city's plans to correct the flooding and ponding issues at the intersection of 7th Street and Hawthorne Lane?**

Two common construction factors are causing the flooding/ponding of water at 7th and Hawthorne and other areas throughout the project:

- The roadway surface is 1.5 inches below its final elevation. As construction is completed, the final lift of asphalt will be installed, which will stop the ponding between the tracks and the area adjacent to the curb.
- The storm drain inlets have required erosion control measures, such as installing silt stacks, to minimize silt/dirt from entering the storm water system during construction. The silt sacks impede the speed of the water entering the storm drain; therefore, when an excessive amount of rain occurs, water will pond. Once construction is completed, the silt sacks will be removed.

\*\* Indicates a question that has been recently added.

## Construction Impacts

### **When is the bridge scheduled to be open for vehicular and pedestrian traffic? Is it possible to open the bridge to pedestrian traffic first?**

Based on the contractor's progress, the bridge is expected to open to vehicle and pedestrian traffic in late July/early August. We will continue to keep the community updated if the contractor's schedule changes.

The bridge is not safe for pedestrians at this time because sidewalks and railing have not been installed to prevent falls onto the highway below. Opening the bridge to pedestrians before it is completed and available for all public uses means that pedestrians would be accessing an active construction zone where space for construction vehicles and pedestrians to use the space together safely may be limited. The city will evaluate safety as construction continues. Once the bridge is safe for pedestrians to access, the sidewalks will be opened for pedestrians.

### **Who should I contact if I find construction debris in my residential trash container?**

Please contact Tim Morton, chief project inspector, at [temorton@charottenc.gov](mailto:temorton@charottenc.gov) notifying him that construction debris has been placed in your residential trash container.

### **How will residents access driveways during construction, specifically during track installation? Will this impact solid waste collection?**

A project inspector will contact the affected property owners/property managers in advance. If a driveway access is affected, the contractor will install a large steel plate to maintain access to the driveway at the end of the day. Project inspectors will inform property owners if trash collection accommodations are needed for their home. Property managers will be responsible for contacting any private agencies for coordination of services such as solid waste collection.

### **Is the project timeline being accelerated during the stay at home order due to the decrease in traffic?**

The overall timeline has not been accelerated. The contractor is completing roadway work throughout the length of the project while lane closure requirements are eased during the stay at home order. The majority of this work has been focused in the Uptown area.

### **Can I have in home vibration monitoring?\***

The city is not offering in home vibration monitoring.

\*\* Indicates a question that has been recently added.

## Construction Management

### **How will the construction site be cleaned up and what is the timeline for this?**

As the construction of the bridge and the remaining track is installed, the discarded pipe, etc. will begin to be removed. The porta-john will remain onsite for the construction workers to use until the project nears completion.

As the project is completed, the city will develop a punch list of items that the contractor must address, which includes job site cleanup items. The contractor will be responsible for repairing and cleaning up areas that were affected during construction. If you have any immediate concerns, please contact Tim Morton at [temorton@charlottenc.gov](mailto:temorton@charlottenc.gov) and provide specific location and project site information.

### **Who is responsible for sharing project information and ensuring the project is built as indicated in the plans?**

The city is the owner of the project and city staff oversees the work performed by the contractor to ensure that the work meets the plans and specifications. City staff is also responsible for communicating project status information with the community. To sign up for updates via email or text message, visit <http://charlottefuture.com/goldline>

### **Will the streets that have been most utilized by heavy construction vehicles be milled and repaved?**

Streets, curb, and gutter will be evaluated as a part of the punch list the city develops during project closeout. Whether or not a street is repaved will depend on its condition and whether or not the contractor caused the damage.

### **When the contractor damages utilities owned by AT&T, Google Fiber, and Charlotte Water, how is the damage repaired?**

When private utility lines like AT&T and Google Fiber are damaged, the private utility will make the repairs and charge the contractor for repairs. For water/sewer utility lines, the contractor must repair any damages they have caused. The contractor is currently repairing damaged water/sewer utility lines.

### **Why is the contractor on the project not a part of community meetings?\***

The city is the owner of the project and assumes responsibility for project communication with the community and public.

\*\* Indicates a question that has been recently added.

## Construction Management

### **Can the city leverage means and methods requirements in the contract to mitigate impacts on the community?\***

The city may use and enforce whatever terms the parties agreed to in its contracts to require the contractor to construct the project, however, the city cannot direct the contractor's means and methods to complete work. If the city makes very specific requirements on how a contractor approaches a project, it often results in higher bid prices. It is important that requirements related to means and methods of construction are determined by the contractor and project management and balanced by the city so as to not significantly affect the overall project costs. In addition, the city could lose certain legal protections by directing means and methods. For this project, the work associated with the Hawthorne Bridge is within the Independence Blvd area. As a result, the North Carolina Department of Transportation determines when work can be done, much of which they require to be performed overnight.

### **How does the city use liquidated damages collected from contractors? Has the contractor been fined for delays?\***

Liquidated damages are a contract tool used to estimate hard-to-define losses or damages to one of the parties. If there are delays to a project schedule, under the contract the city may use liquidated damages to withhold payment to the contractor.

### **Can liquidated damages be given to residents or business in the project area?\***

No.

### **Can the city purchase gift certificates from businesses in the project area and give them to affected residents?\***

No.

### **Why has there been so much re-work? What is the scope of the rework from 5th Street to Park Drive?\***

Rework is any work that has to be re-done by the contractor as a result of their failure to meet city specifications or build according to the plans. It is the city's responsibility to reject work that does not meet the appropriate standards.

For the area of Hawthorne Lane between 5th Street and Park Drive, there are welds that hold the pieces of track together that need to be replaced. Some concrete, track, and the welds will need to be removed so that the new welds can be installed. The city is waiting to receive the contractor's written plan for this rework that will indicate the timing and construction method. City staff anticipates that the work will be completed using lane closures.

\*\* Indicates a question that has been recently added.

## Hawthorne Bridge

### **What factors caused the original delay of the Hawthorne bridge completion? Is there a cost to the taxpayers for deconstruction and reconstruction for replacing the girders? \*\***

The city requires the contractor to submit specific drawing/plans of what they will request from the manufacturer. The contractor is responsible for providing the manufacturer with sufficient information to fabricate the girders to meet the plans, as required under the contract. The original manufactured girders installed by the contractor did not meet the plans. The cost to replace the girders with the correct ones is the responsibility of the contractor. The details for what happened will be determined through the contract's claims administration process if the contractor seeks additional funds from the city.

### **Recently, the bridge had been scheduled to open on April 2nd. What caused the delay to the currently anticipated opening time frame of late July/early August? \*\***

City staff believe the primary reasons for the delay from April to late July/early August are:

- The contractor's inability to acquire materials needed for standard field adjustments to the girders.
- The contractor's inability to maintain work schedules that they submit to the City.
- Lane closure restrictions on US 74/Independence Boulevard due to holidays, special events and inclement weather.

### **What recourse did the City have against those responsible for the Hawthorne bridge problems? Has the City been compensated? \*\***

The city has not been compensated. The construction contract established a completion date for the overall project as well as a daily damage amount (liquidated damages) for project delays. The contract also includes provisions to extend the date if warranted. City staff is evaluating the completion date and documentation from the contractor to determine if additional days are warranted and when liquidated damages may start. The claims process may take many months.

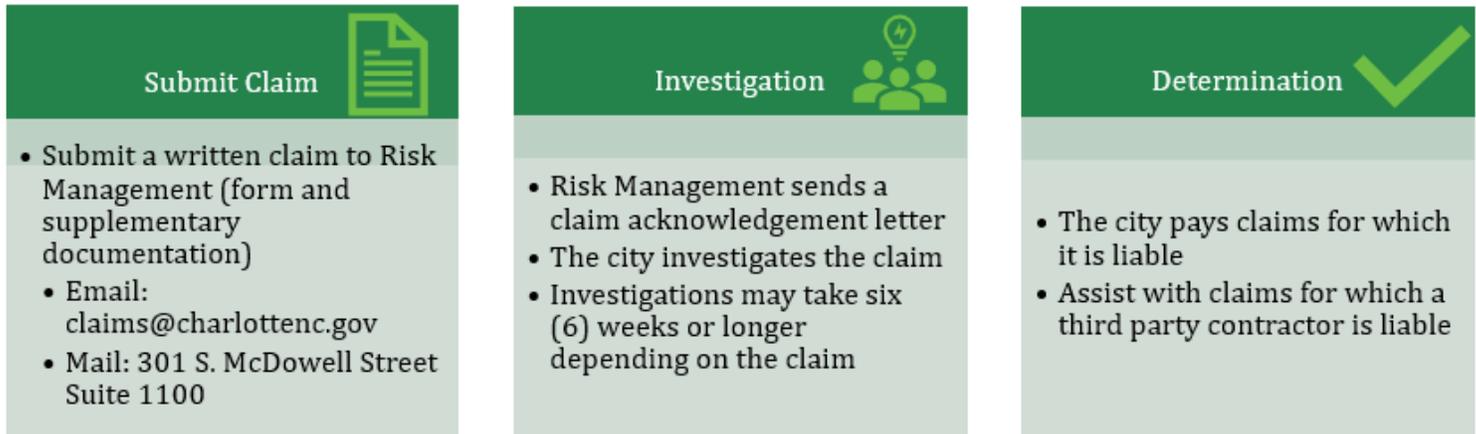
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## Risk Management

### What do I do if I think that my home has sustained damage as a result of the project?

If you think your property has sustained damage as a result of Gold Line Phase 2 construction, submit your claim to the city's Risk Management Division. Claims are reviewed on a case-by-case basis. The city pays the costs associated with completing investigations including fees for technical experts such as structural engineers, civil engineers, and others as appropriate for the different types of claims.

### Claims Process



When submitting a claim, it is important to fully complete the city's claim form and provide any supporting documents. File your claim as soon as you think you have damage. There is no need to wait until the project is complete.

If you have questions about a claim contact Claims and Litigation Manager Tammy Wroblewski at [twroblewski@ci.charlotte.nc.us](mailto:twroblewski@ci.charlotte.nc.us) or 704-634-2053.

### What do I do if I think my vehicle has sustained damage as a result of the project?

Vehicle damage must be filed with your automobile insurance carrier. If your carrier denies the claim, the claim will be forwarded to the contractor for resolution.

\*\* Indicates that the question has been recently added.