AGENDA

Meeting Type:	WORKSHOP				
Date:	09/05/1995				

City of Charlotte, City Clerk's Office

CITY COUNCIL WORKSHOP

Tuesday, September 5, 1995

AGENDA

5:00 p.m.	Economic Development: Charlotte Chamber Manufacturers' Council Strategic Plan
5:30 p.m.	Dinner
5:45 p.m.	Restructuring Government:
	1) Update on October 2 Changes in Garbage Collection
	2) Bulky Item Trash Collection Service Options
6:45 p.m.	City within a City: In-Rem and Replacement Housing Cases
7:15 p.m.	Restructuring Government: Workplan for Financial Reports
7:30 p.m.	Adjourn

TOPIC: Manufacturers' Council Strategic Plan

COUNCIL FOCUS AREA: Economic Development

KEY POINTS (Issues, Cost, Change in Policy):

Manufacturing Strategic Plan, developed by the Chamber Manufacturers' Council, focuses on the following issues as they relate to manufacturing

- -education
- -employee relations
- -public awareness
- -regulations
- -transportation

Several of these issues (education, regulations, and transportation) are the focus of the City's Urban Economic Strategies contained in our Economic Development Strategic Plan These two documents, the Manufacturers' Council Strategic Plan and the City's Economic Development Strategic Plan, are in harmony on these issues City staff is already working with the Chamber and the manufacturers on these issues

The Manufacturers' Council asked to present this to City Council to make Council aware of the importance of manufacturing to the Charlotte economy. They also want the Council to support the things manufacturers need to maintain and strengthen their sector of the local economy.

OPTIONS: N/A

COUNCIL DECISION OR DIRECTION REQUESTED:

This is a presentation for information only No Council decision is requested

ATTACHMENTS:

"Supporting the Charlotte Region Manufacturing Strategic Plan"

TOPIC: Update on October 2, 1995, Changes In Garbage Collection

KEY POINTS (Issues, Cost, Change in Policy):

Background

On June 26, 1995, Council awarded a contract to Browning-Ferris Industries for garbage, recyclables, yardwaste and bulky items collection services in a quadrant of the City. The quadrant of the City which will be serviced by Browning-Ferris Industries is contained within the boundaries of I-77, Tyvola Road, Park Road, Morehead Street, Providence Road to the City limits The Browning-Ferris Industries bid cost per service unit is \$ 2 13 for garbage, \$ 1 46 for recyclables, \$ 1 85 for yard waste and \$ 0 22 for Bulky Items

In order to prepare for Browning-Ferris Industries to be the new solid waste collection service provider in a quadrant of the City, a team of representatives from the City and Browning-Ferris Industries are working together to achieve a smooth service transition on October 2, 1995

Issues

1 Customer Service:

City crews will continue to provide service in three quarters of the City, and Browning-Ferris will provide service in one quarter. The change will impact the service days of approximately 70% of City residents. In order to assist citizens with changes in their service day and/or service provider, the City and Browning-Ferris Industries have agreed on a public communications plan which is outlined in Attachment 1

2 Operational

- BFI has submitted payment bond and insurance certificates. Insurance certificate for BFI's sub-contractor did not meet the requirements of the RFP and the City is working with BFI to resolve this situation.
- City has submitted the Contract document to BFI for review and execution by BFI
- City and BFI have completed a joint verification of service units. City has provided BFI with an updated list of their 34,400 service units (both hard copy and on diskette). In addition, City staff assisted BFI with locating 78 streets in the contract area.

- BFI has provided City with a map, displaying their five service days
- BFI has interviewed 7 displaced Sanitation employees and have offered positions to 4
 City is continuing its process of exploring job opportunities for the remaining 19
 displaced Sanitation employees within other City Departments
- City is assisting BFI to set up data communications connections between the Solid Waste Customer Service system in the Government Center and the BFI office location
 - Solid Waste Services will receive all customer requests and complaints (including requests from the BFI service area) at the Government Center, and these requests/complaints will be electronically transmitted to BFI for resolution
- City has started training crews to service the newly designed routes in the three quarters which will be serviced by City crews
- City has hired Contract Monitors to evaluate BFI's service and resolve any unusual customer issues in the quadrant

OPTIONS:

COUNCIL DECISION OR DIRECTION REQUESTED:

ATTACHMENTS:

1 City/BFI Public Communications Plan

wksp95

CITY/BFI PUBLIC COMMUNICATIONS PLAN

• Week Of September 11

An announcement letter from Browning-Ferris Industries (BFI) and the City will be mailed to the 34,400 residents in the contract quadrant, announcing the change to contract collection and introducing Browning-Ferris Industries as the new service provider

• Week of September 18

- O BFI will mail postcards to residents in their service area, announcing the new collection days
- City will mail postcards to 100,000 residents in the remaining three quarters of the City, announcing changes in collection days
- City will hold City Services Day on September 23, 1995, at Eastland Mall Information about citywide collection changes will be distributed
- City will run a full page advertisement in the Sunday edition of the Charlotte Observer on September 24, 1995, providing maps and information about the change in collection days and providers

Other Communication Tools

O City Notes, City Radio Report, City Channel 16, Public Service Announcements, Mecklenburg Neighbors, Hello Henry (WBT), General Press Releases

BFI will pay for one quarter of the cost of all joint materials

TOPIC: Bulky Item Trash Collection Options

KEY POINTS (Issues, Cost, Change in Policy):

Background

Scheduled collection of bulky items was introduced in 1971. The service was introduced to facilitate the collection of appliances, furniture and some types of building materials which were too large to be handled by the weekly garbage collection services. Citizens could call in and schedule collection, which usually occurred no later than a week from the date of the request

In August 1994, with the introduction of the rollout garbage service, requests for Bulky Item service increased by 87% and the tonnage of non-recyclable materials hauled by this program increased by 135% over FY94

Prior to August 1994, the Bulky Item service collected household furnishings, appliances, mattresses/box springs and lawn equipment Since August 1994, the definition of materials collected by the Bulky Items service has changed, and now includes any household item e g brooms, bags of trash, etc. that cannot fit into the rollout cart

Impact Of Service Change

The sharp increase in the number of requests is attributable to the change to rollout collection, which eliminated one weekly collection service. The impact of the service change on the citizen is as follows

- Prior to rollout collection citizens received two trash collections each week. After rollout collection was introduced, one weekly collection service was eliminated. The volume of trash which some citizens must dispose of each week exceeds an amount that can fit into their rollout cart/s. Citizens therefore schedule their extra trash along with Bulky Items for special collection. The impact on the collection service is an unpredictable volume of trash each week.
- Citizens must now schedule large quantities of trash e g from spring cleanings, garage clean-outs, relocations, evictions, etc. Prior to rollout, this trash was picked up by the second weekly collection, and did not have to be scheduled
- Our customer orientation has been to assist and educate the citizens on the proper use of City services Solid Waste Services centralized the Bulky Item scheduling function and added telephone lines in order that citizens have easy access to this

service when they call

Current Customer Service

1 Residential

Customers must call and schedule collection of Bulky Items When the customer calls, the customer services representatives ask for the number and types of items being scheduled and advise the customer of the date of which the materials should be set out at the curb for collection. Scheduled requests for service are about even for all areas of the City

The service is provided between seven to twenty-one days after receipt of the request. The delay in service causes customer frustration and complaints

2 Neighborhood Canvasses

Solid Waste Services canvasses the CWAC target areas on a regular basis, to collect unscheduled trash/bulky items which are left at the curb. These canvasses collect trash/bulky items from approximately 500 service locations each week

3 Rental Tenant Collection

Materials set out on the curb from rental tenant relocations must be scheduled for collection. If these are set out on the curb in the CWAC target areas, collection will occur when our crews canvass the area. The City is unable to collect materials set out on the curb from tenants who have been legally evicted from a property until all the legal issues are clear. In these cases, the landlord is responsible for removing such materials from the curb during the course of the legal process.

OPTIONS:

Service Options

The following describes service options for the Bulky Item collection service

• Implement a regular weekly (routed) service for the collection of Bulky Items

This option will collect all items that will not fit into the rollout cart on a regular weekly basis

Customers will place these large items on the curb on their regular collection day

Large appliances and lawn/garden equipment will have to be scheduled

If this option were to be implemented, it would add a second weekly curbside trash collection to our service delivery

Additional Resources

15 crews \$ 1,118,383/year

Continue to schedule all Bulky Item collections and add sufficient resources to ensure

a turnaround time of seven days from request to collection

Additional Resources
3 crews
\$ 218,259/year

Maintain the current seven to twenty-one day turnaround time and collect only Bulky Items which are scheduled at the current budgeted costs of \$ 986,005 This cost includes the scheduled collection and neighborhood canvass program cost

If we stay with the current service we will need to increase public education on use of the rollout cart and develop a public awareness of the need to reduce the volume of solid waste

COUNCIL DECISION OR DIRECTION REQUESTED: Council direction is requested on options for Bulky Item trash collection

ATTACHMENTS:

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REQUESTED CITY COUNCIL ACTION FOR BELMONT - NEIGHBORHOOD

REQUESTED ACTION		CASE INITIA	PUBLIC PURPOSE			
DEMOLITION	FIELD OB	PETITION		- Remove blighting influence - Protect health and safety		
ADDRESS						
1 1614 W DAVIDSON ST	X					
2 1210 HARRILL ST	X					
3 1628 UMSTEAD	X					
4 1632 UMSTEAD	X					
5 1709 PEGRAM ST	X					
6 804 E 20th ST	X					
7 1236 LOUISE AVE	X					
8 1729-31 PARSON ST		X				
9 1604 HARRILL ST		X				
10 1521 PEGRAM ST		X				
11 908 HARRILL ST			X			
12 616 HERRIN AVE	X					
SUB-TOTAL	8	3	1			
REQUESTED ACTION				PUBLIC PURPOSE		
REPLACEMENT HOUSING				- Replace housing units demolished due to code enforcement - Family eligible due to low income		
ADDRESS						
1 1833 PEGRAM ST	X					
SUB-TOTAL						
TOTAL	9	3				

REQUESTED CITY COUNCIL ACTION FOR

ROCKWELL PARK/HEMPHILL HEIGHTS - NEIGHBORHOODS

PART II

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REQUESTED ACTION		ASE INITIA	PUBLIC PURPOSE	
DEMOLITION	FIELD OB	PETITION	PUBLIC SAFETY	 Remove blighting influence Protect health and safety
ADDRESS				
1 3603 W SUGAR CREEK	X			
SUB-TOTAL	1			
REQUESTED ACTION				PUBLIC PURPOSE
REPLACEMENT HOUSING				 Replace housing units demolished due to code enforcment Family eligible due to low income
ADDRESS				
1 5625 PATTON ST	X			
2 5809 GREENE ST				
3 6204 CARVER BLVD	X			
4 6028 CARVER BLVD	X			
5 6815 ROCKWELL BLVD	X			
SUB-TOTAL	5			
TOTAL	6			

REQUESTED CITY COUNCIL ACTION OTHER NEIGHBORHOODS

REQUESTED ACTION		ASE INITIA!	PUBLIC PURPOSE			
DEMOLITION	FIELD OB	PETITION	PUBLIC SAFETY	- Remove blighting influence - Protect health and safety		
ADDRESS						
1 3036 GEORGIA AVE			X			
2 1504 ST GEORGE ST			X			
3 5302-04-06-08 AIRLINE ST	X					
4 2626-28 KENHILL DR			X			
5 2741 MAYFAIR AVE	X					
6 404 E TODD LANE			X			
7 2421 ROZZELLES FERRY RD			X			
8 1515 NEWCASTLE ST	X					
9 1507 ST GEORGE ST			X			
SUB-TOTAL	4		5			
REQUESTED ACTION				PUBLIC PURPOSE		
REPLACEMENT HOUSING				- Replace housing units demolished due to code enforcement - Family eligible due to low income		
ADDRESS						
1 3213 LaSALLE ST			X			
SUB-TOTAL			1			
TOTAL	4		6			

TOPIC: In-Rem and Replacement/In Fill Housing Council Agenda Items

COUNCIL FOCUS AREA: City Within A City And Public Safety Plan

KEY POINTS (Issues, Cost, Change in Policy): On June 16, 1995 we advised Council that we would start to treat In Rem Housing items and Repair/Replacement Housing actions that will come before Council in a somewhat modified format. To the extent feasible, staff will bring these actions to Council grouped by geography and accompanied by information that places the action in the context of the overall redevelopment strategy to improve the neighborhood

This change in format is designed to provide Council with a context for evaluating the merits of the particular course of action in light of other City and neighborhood priorities and investments, and to make better use of Council's time. We anticipate that while Council will be asked to act on In Rem cases less frequently (i.e. quarterly), Council will be asked to act on a larger group at a time. Given the nature of In Rem actions, however, there may from time to time be urgent public health and safety considerations that will require Council action on isolated cases outside of this revised format.

At the Council workshop, we intend to make Council aware of the objectives we are attempting to achieve with Code Enforcement In Rem Demolitions and Replacement/In Fill Housing Loans on the September 11, 1995 Council agenda

OPTIONS: N/A

COUNCIL DECISION OR DIRECTION REQUESTED: None

ATTACHMENTS: A 22 Code Enforcement In Rem Demolition for 9/11/95 Council

Agenda

B 7 Replacement/In Fill Housing Loans for 9/11/95 Council

Agenda

A. 22 CODE ENFORCEMENT IN REM DEMOLITION FOR 9/11/95 COUNCIL AGENDA

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Address	Neighborhood	Field Ob.	Petition	Complaint	Police	Fire	
1614 N Davidson St	Belmont	X					
1729-31 Parson St	Belmont		X				
1604 Harrill St	Belmont		X				
908 Harrill St	Belmont				X		
1210 Harrill St	Belmont						
1628 Umstead St.	Belmont						
1632 Umstead St	Belmont						
1521 Pegram St	Belmont		X				
1709 Pegram St	Belmont	X					
804 E 20th St	Belmont	X					
1236 Louise Ave	Belmont	X					
616 Herrin Ave	North Charlotte	X					
3036 Georgia Ave	Plaza Hılls					X	
1504 St George St	Commonwealth/ Morningside						
1507 St George St	Commonwealth/ Morningside				X		
5302-04-06-08 Airline St	West Blvd	X					
2626-28 Kenhıll Dr	West Blvd					X	
2741 Mayfair Ave	West Blvd	X					
404 E Todd Lane	Todd Park					X	
2421 Rozzelles Ferry Rd	Smallwood				X		
1515 Newcastle St	Lıncoln Heights	X					
3603 W Sugar Creek Rd	Hemphill Heights	X					
TOTAL °		12	3	*O ×		3	

B. 7 REPLACEMENT/IN FILL HOUSING LOANS FOR 9/11/95 COUNCIL AGENDA

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åddress	Neighborhood	Field Ob.		Complaint	Police	Fire	
1833 Pegram St.	Belmont						
6028 Carver Blvd	Rockwell Park	X					
6815 Rockwell Blvd	Rockwell Park	X					
6204 Carver Blvd	Rockwell Park	X					
5625 Patton St	Hemphill Heights	X					
5809 Greene St	Hemphill Heights	X					
3213 LaSalle St	University Park						
TOTAL	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1						

TOPIC: Workplan for Long Range Financial Projections

COUNCIL FOCUS AREA: Restructuring Government

KEY POINTS (Issues, Cost, Change in Policy): In November, 1994 a long range financial projection was presented for FY 1996 - FY 1999. During November and December these projections will be updated based on FY95 actual audited data which will be available around October 31 These updated projections will be presented at the January City Council Retreat

OPTIONS: N/A

COUNCIL DECISION OR DIRECTION REQUESTED: At the workshop, staff will make a brief presentation on this workplan No Council action is requested

ATTACHMENTS: None