



**MANAGER'S BRIEFING SESSION
HIGH POINT MUNICIPAL BUILDING
SEPTEMBER 19, 2016 – 4:00 P.M.
3RD FLOOR LOBBY CONFERENCE ROOM**

Present:

Mayor William S. Bencini, Jr.; Mayor Pro Tem Golden (Ward 1); and Council Members Latimer Alexander (At-Large); Chris Williams (Ward 2); Alyce Hill (Ward 3); Jay Wagner (Ward 4); and Jason Ewing (Ward 6)

Absent: Council Members Cynthia Davis (At-Large) and James Davis (Ward 5)

Staff Present:

Randy McCaslin, Deputy City Manager; Randy Hemann, Assistant City Manager; Eric Olmedo, Budget and Performance Manager; Jeron Hollis, Director of Communications & Public Engagement; Jeff Moore, Director of Financial Services; Loren Hill, Economic Development Director; Heidi Galanti, Planning Administrator; Greg Venable, Transportation Planner; Mark McDonald, Director of Transportation; Frank Jacques, Systems Analyst; Mark Schroeder, Development Services Center Manager; Angela Wynes, Transit Manager; Lee Burnette, Planning Director; Scott Dingus, Engineering Services; Reggie Hucks, Inspections Administrator; Maria Smith, Deputy City Clerk; and Lisa Vierling, City Clerk

Others

Scott Rhine, Executive Director, PART; Mark E. Kirstner, Director of Planning, PART (Piedmont Authority for Regional Transportation); Salena Chan and Matt Hayes with Alta Planning Plus Design

Present:

News Media:

Pat Kimbrough, High Point Enterprise

1) Hi-Tran New Routes

Angela Wynes, Transit Manager, discussed new routes and also pointed out that none of the routes have yet to be finalized and part of it was working with the Palladium Circulator. Once this is completed, it would make it easier to make final adjustments to the hours, days of service of operation, etc... She noted a Palladium Circulator route was recommended due to the need to get riders out to the businesses and employers in this area. Ms. Wynes then introduced Scott Rhine, PART Executive Director.

Mr. Rhine explained that the Palladium Circulator was in the short range plan and one of the recommendations from City Council and the question was how it could be connected with High Point and tied into a network since it is outside of downtown.

He then introduced Mark Kirstner, Director of Planning for PART.

Mr. Kirstner took a moment to discuss the transit in more detail. He reviewed the City of High Point's Short Range Plan compared to PART's Proposal. He reviewed the chart below:

Short Range Plan	PART Proposal
Daily Service hours = 11.5	Daily Service hours = matches
Annual Revenue Hours = 2898	PART Rt. 3- 6:20 AM to 6:45 PM or 12.25 hours
	Annual Revenue Hours = 2,121
Links <ul style="list-style-type: none"> - 3,311 people - 10,462 Jobs 	Links <ul style="list-style-type: none"> - 3,835 people - 11,395 Jobs
Frequency = 60 minute peak, 30 off-peak	Frequency = 60 minute peak, 30 off-peak
Route Length = 7.4 miles	Route Length = 9.94 miles

He then reviewed some of the routes that PART currently had which are three routes that come in from Davidson County, one from Winston-Salem and one PART 3 to the HUB. He explained the shaded areas 21-23 are all shuttle areas that are operated through the HUB. He reviewed the northern and southern routes. The northern route, as displayed, goes up Wendover, Premier Medical, over to South University, up to Mendenhall, to Piedmont Center, to Bank of America, and back down to Tarrant. He pointed out the number of houses near this area and suggested that if they might need to look into deviation for disabilities.

Council Member Alexander wanted to know if they would be serving this with one of their full size buses or a van size. Mr. Rhine replied that it would be a mid-size vehicle. Council Member Alexander asked if the bus would be branded as PART or if it would say PART/High Point because he wanted to make sure that the rider would be able to distinguish which bus to get on. Mr. Kirstner replied that it would be a PART branded bus and could have a High Point Logo on it. He noted there would be a designated bus stop where PART only stops. Mr. Rhine agreed that some of the High Point buses would not be that close with the existing service because the High Point bus would not be going that far up Highway 68. He noted how much of it goes into education and marketing. Council Member Alexander stated he would like a way to integrate PART and High Point on the bus because he believed it would be helpful when giving directions to others.

Mr. Kirstner reviewed the Southern loop which he referred to as the more service retail loop as in terms as the stops and both were similar to what were in the short term plan. He reviewed both the northern loop and southern loop stops. He noted from a transit perspective, it makes it hard to serve due to the spacing.

He then reviewed some of the schedules/times, as well as how one would access the Palladium Circulator by using the PART Route Express 3 terminal. It will be a sixty minute route for both loops. He reviewed the locations of the stop within the shopping center where the theatre is and where there would be unloading on both sides of the street. He noted that the current standard fare is at \$2.40 for one way, but with a free transfer on to Route 3. Mr. McCaslin asked if any shelter would be installed at any point. Ms. Wynes replied that they would be working with part of the plan and to figure out exactly where it would go for pedestrian crossing, and sidewalks.

Mr. Rhine addressed the shelters and how they had a contract in place in regards to advertising on buses within the PART agency they were recognizing that potential revenue go into past

amenities and that would be the revenue source that they would utilize for passenger shelters. He acknowledged the different stops along Highway 68 and Route 3 and would like to come back and put in a shelter and a pad.

Mr. Rhine reviewed the funding package in working with the MPO and how they would incorporate it within the PART service. He reported they have applied for CMAQ (Congestion Mitigation and Air Quality) funds through the MPO and noted there would be a three-year trial period and the funding mechanism which was at 80/20 versus the traditional 50/50 (Federal/Local). He mentioned that the start date was planned for October 3rd and it would be presented to the PART Board and this would give them a couple of months to detect if there were any deviations that require any changes.

Council Member Alexander wanted to know how this route would be advertised. Mr. Rhine responded through different social medias, publications, websites, local papers, the *Business Journal*, etc.... Ms. Wynes advised that she would be borrowing materials from PART's marketing staff to distribute to the passengers.

Mr. Kirstner also pointed out that all transit calls would be coming in to the Regional Call Center. Council Member Alexander suggested generating some posters for the terminal to help people in general. Council Member Ewing also asked if this would be communicated to the businesses along the route. Mr. Rhine confirmed that it would be and also noted that next week has been designated as "Try Transit Week." Mr. Rhine stated this would make it much more convenient for the riders so they would not have to go all the way out to the PART Hub, then come back down on one of the shuttle routes. This will allow them to transfer at the Palladium to get to where they need to go much quicker.

Accela 1st Year Operations

Mark Schroeder, Development Services Center Manager, provided an update on the one-year operation of Accela. Staff has been reaching out to the clients to make sure their needs are understood and making adjustments as needed. As a result, five outreach meetings have been held which resulted in approximately 44 specific issues that they highlighted that have been put on the list and staff is working towards resolving. Another outreach meeting is scheduled for next Thursday afternoon to continue that understanding of what they are asking for and identify areas that need to be changed.

He reviewed the online submittal which had a 72 percent success rate of users who came in through the online portal which has been refined to a simple address www.buildhighpoint.com/online which goes directly to the portal. He noted this is the easiest way to make, track, schedule inspections, and finalize the project. He provided some highlights:

- Residential OTC (over the counter)
- 1374 online requests
- 300 people came in person and were provided assistance

He reported that staff is available from 8:00 a.m. to 4:00 p.m. to assist those customers coming in the door to understand how to apply on-line, to assist them in making sure their requests are complete and providing them with some general guidance. Now that the department is fully staffed, they are looking at expanding these hours from 7:30 a.m. to 5:00 p.m. (may be seasonally adjusted depending on the volume of activity).

He advised over the first year of the Accela implementation, there has been 25,000 unique visitors on buildhighpoint.com much to the credit of the Communications & Public Engagement staff, permit specialists, etc.... pushing and encouraging the resources that are available.

Another highlight was in the first year, 620 requests were incorrect (meaning they were duplicate requests, didn't request the right type of permit, or they were not in High Point's jurisdiction). He acknowledged this is something that staff realizes they need to work on because it represents 10-15% of some other activity that needs to be refined.

PERMIT GRAPH

He continued to review the six different types of permits and shared that they have consolidated these permits from how they have been done in the past.

(From August 2015 – 2016)

- Residential OTC Permit
- Commercial Construction Permit
- Commercial OTC Permit
- Residential Construction Permit
- Sign Permit
- Demolished Structure Permit

PERMIT NUMBERS

He defined approximately 3,800 total permits of those types were generated.

CERTIFICATES OF COMPLETEION/OCCUPANCY

Of those, he noted that 2,300 of projects are to date and with 1,500 active projects are based on the differences of those two numbers.

RESULTED INSPECTIONS

There are approximately 15,000 resulted in inspections over the last year which were broken down into:

- Residential Construction Permit
- Commercial Construction Permit
- Residential OTC Permit
- Commercial OTC Permit
- Sign Permit
- Demolished Structure Permit

INSPECTION RESULTS

He reported that there were almost a 25 percent failed rate, 2 percent were not ready, and 6 percent were pass-partial that were used for phased projects.

LAND DEVELOPMENT APPROVALS

He reviewed the breakdown by site plan, final plat, exclusions, and preliminary subdivisions and group developments and suggested that we would be looking for more trends on number of units available for development so they could see the capacity for new construction.

BOARD ACTION REQUESTS

He reviewed the re-zonings, variances, annexations, over the board action cases.

He proceeded to review the flowchart on the left which is a commercial construction to give an actual plan review component, coordination working and permit issuance. Then on the right it

had more of a simplified graph with a permit issuance to make sure the information is there and to immediately issue the permit. He shared that he heard some comments from contractors that they were experiencing delays in the plan review process due to the Furniture Market. Mr. Schroeder suggested this process would be eliminated and showrooms would be streamlined. He reiterated that they are working hard to meet the needs of the constituents.

Council Member Wagner brought up one of the issues that involved fixing the time between the application submittal and the actual issuance of the permit. He recalled it centered around all the plan reviewers being able to see everything that has been submitted at once and inquired as to if staff had any figures on the average time for the process now. Mr. Schroeder commented as of last month to the last several weeks, the results were not acceptable and the review cycle was still elongated. Staff's target goal is a three-day turn-around instead of the three weeks that it is currently taking. Frank Jacques noted staff is working on the data now. Reggie Hucks offered assurances that there would be a strong effort in the next 30 days to see the plan review time shrink considerably.

Council Member Alexander had contractors early on say that that were trying to submit on-line and the system crashed. He referred to that as an unsuccessful submittal and wanted to know if there was any way to view the number of unsuccessful submittals in the system. Mr. Schroeder replied that there is no way to capture that information, but staff does encourage people that apply online to save it so staff is able to view it as a temporary request. They can then contact the user and complete the request over the phone. Mr. McCaslin asked about the issues that staff experienced in the beginning with the various plan sizes and Mr. Schroeder advised this has since been resolved and there would be upgrades available to ensure that users would not continue to experience those problems.

2) **Pedestrian Plan**

Greg Venable, Transportation Planner, reported that a year ago they received a grant from NCDOT to do a pedestrian planning study for the City. He stated it has taken over a year to get the contract worked out with the State. He then introduced Salena Chan and Matt Hayes with Alta Planning Plus Design to provide an update. The consultants will have a public meeting on the draft Pedestrian Plan in the City Hall Lobby on the 2nd floor from 6:00 p.m. to 8:00 p.m. tonight.

Mr. Hayes with Alta Planning Design gave a brief background of his firm being based in Durham and how they focus on bicycle pedestrian greenway planning and designing engineering. He gave some benefits as to why this was happening more in North Carolina from a health standpoint and that this would be giving people the ability to get out to exercise and participate in recreational activities. From an economic standpoint, people want to live in communities where they want a quality of life, aspect of life where they have places to walk, bike and get out with their families and pointed out this has the potential to even raise the property value.

He gave Condos and Apartments in Greensboro along the Greenway as an example. He asked how can High Point take advantage of that and look to the future while creating those quality of life measures. He noted they have been in the planning process for several months, which started out with the formation of a steering committee.

He touched on the Public Outreach aspect as follows:

- Website www.highpointmoves.weebly.com
- Interactive map

- User survey
- Steering Committee Outreach
- Lobby display in City Hall
- Outreach events
 - Farmer's market in May
 - Chamber of Commerce Conversation Café
 - Surveying at Hi-Trans Transit Center

He pointed out there are 250 unique users on the interactive map and briefly reported on the 300 survey responses which showed that 57 percent rated current walking conditions as being poor. He proceeded to identify the top three locations that need improvement: Lexington, Main, and Westchester/Eastchester.

He briefly reviewed and summarized the chapters outlined in the Pedestrian Plan:

Chapter 1: This was mainly to involve the High Point community and invite all people of all ages and abilities to walk for enjoyment, exercise, and daily transportation by providing a safe, convenient and inclusive pedestrian environment based on accessibility and connectivity.

Chapter 2: He discussed the existing conditions analysis to understand what is on the ground, the safety issues, 260 collisions from 2007-2012 and from the data base that the State maintains and nine of those crashes were fatal.

Chapter 3: He reviewed the policy for the Code of Ordinance, Development Ordinances, and draft complete streets.

Chapter 4: The programs were reviewed and education encouragement and to get kids to walk to school and open street events.

Chapter 5: The recommendations for sidewalks such as enhanced corridor which would be 28 miles proposed. Then for a new sidewalk which would be identified would entail approximately 70 miles proposed. The micro gaps were also identified with 1.2 miles proposed. Limited access crossing would be a big project for High Point as he pointed out for the highways and over passes. He gave an example for an intersection improvement. He noticed how transit is used heavily in High Point and provided some recommendations as to what amenity opportunities could be used for improvements.

Chapter 6: He briefly reviewed the implementation organizational chart and then the current prioritization methodology. He mentioned they took what was there and tweaked it and built upon it. He touched on the enhanced corridors as they would be future opportunities.

He then reviewed the next steps for Alta Planning Design and mentioned that they would have until October for staff, City Council and NCDOT to review the plan.

Council Member Alexander wanted to know if we had talked to the City of Jamestown regarding their sidewalk plans, how many people have interfaced with the Greenway and how people come out of City Lake Park where there is a narrow Bridge. He suggested that Mr. Hayes communicate with Jamestown to get the map. Council Member Alexander also pointed out when

the connection is made from Deep River Road to Penny Road, the traffic would increase and there would need to be a right hand turn to get off the Greenway and into City Lake Park.

Council Member Wagner suggested it would be a good idea if the consultant could provide a larger copy of the map that is contained in the plan.

Issuance of Series 2016 General Obligation Refunding Bonds

Mr. McCaslin added one more item to the agenda as this would be a change to the Finance Agenda item to Council's meeting tonight.

Director of Financial Services Jeff Moore explained there would be a change to the document that the Finance Committee actually saw during the Finance Committee Meeting held on Wednesday, September 14th and staff is recommending that this matter be pulled from tonight's Consent Agenda and placed on the Regular Agenda so an explanation could be given at the Council meeting and allow for further discussion if needed.

He explained that the bonds being proposed to be refunded are at 12 years in maturity and typically in a GO refunding strategy with a normal bond language, there is a 10-year non-callable and then callable beyond 10 years. He stated that is what they are basically taking advantage of calling those bonds in early to pay them off. He noted with only 2 years and \$2 million in stranded dollars that would still be out there, he is recommending making those non-callable based on the current market conditions. This would result in an additional \$55,000-\$60,000 in savings. His point was that the city would not get a lower interest rate than what is currently being offered. Mr. Moore advised that he had the bond attorneys redraft the proceedings for consideration at tonight's meeting.

Council Member Alexander asked if there would be any changes to the term or to the amount and Mr. Moore advised there would not be any changes, but staff is recommending moving forward to take advantage of these savings.

Mr. McCaslin informed City Council that immediately following the Council meeting tonight there would be a need to have a CLOSED SESSION for Economic Development purposes and a legal matter.

There being no further discussion, the meeting adjourned at 5:08 p.m. upon motion duly made and seconded.

Respectfully Submitted,

Maria A. Smith
Deputy City Clerk