



City Council Agenda

Thursday, June 13, 2024

6:00 PM

City Hall

Cell phones are to be turned off or placed on vibrate during the meeting. Please exit the Council Chambers before using your cell phone.

The agenda is prepared and distributed on Friday preceding the meeting to Council and news media. A work session is then held on the Tuesday preceding the regular meeting at 4:00 pm.

- I. Call to Order**
- II. Pledge of Allegiance and Moment of Silent Prayer**
- III. Approval of Minutes**
April 23, May 7, and May 9, 2024.

IV. Presentations

- 1. Presentation of a retirement plaque recognizing Captain Jason Howell for 29 years of service with the City of Concord.**

Jason started serving his community by volunteering for Cold Water Volunteer Fire Department in 1992. Jason began his career with Concord Fire Department on November 8, 1994. He was immediately assigned to Fire Station 1 then six months later completed an abbreviated recruit school. After he completed recruit school, he encountered his first major structure fire at Troutman's Barbecue. Over the next several years, Jason was promoted to Firefighter II, Senior Firefighter, and then Specialist. He completed his Fire Science degree in 2001. In June of 2009, Jason was promoted to rank of Captain and was assigned to Station 7. Six months later, he was reassigned to Station 3 where he has spent the remainder of his career as Captain of Engine 3. Station 3 is a special operations station that houses one rescue, one engine, and the USAR (Urban Search and Rescue) unit. Captain Howell's certifications included: swift water, confined space rescue, ropes specialty, and several other required certifications. Throughout his time on Engine 3, he responded to numerous specialty calls, medical calls, structure fires, and vehicle accidents. In the final years of his career, he served as a Relief Chief in the absence of the Battalion Chief. Captain Howell proved himself to be an effective leader for the Concord Fire Department. His leadership and dedication will be greatly missed by the City of Concord and especially the Concord Fire Department.

- 2. Presentation of a Proclamation recognizing June 19, 2024 as Juneteenth.**
- 3. Presentation of a Proclamation for Pollinator Week.**

V. Unfinished Business

VI. New Business

A. Informational Items

- 1. Receive the results of the 2023 City of Concord Citizen Survey from ETC Institute Inc. (Work Session).**

Jason Morado, Vice President and Director of Community Research, ETC Institute Inc. will present the survey results.

- 2. Presentation of the Cabarrus/Iredell/Rowan HOME Consortium Housing Needs Assessment by Bowen National Research.**

The Cabarrus/Iredell/Rowan HOME Consortium, led by the City of Concord, retained Bowen National Research for the purpose of conducting a Housing Needs Assessment for the Consortium's three county region. This document will serve as a critical report for each local government, stakeholders, and its citizens to understand the current market conditions and projected changes that are anticipated to influence future housing needs. The objective of the study is to provide readers with an analysis of household affordability throughout all population segments of the community by: (1) a better understand the region's evolving housing market, (2) establish housing priorities, (3) modify, expand, or introduce local government housing policies, and (4) enhance and/or expand the region's housing market to meet current and future housing needs. The assessment highlights expected demographic trends, future demands for housing, regulations, and obstacles preventing the market from effectively responding to this demand.

Link to the study:

https://www.dropbox.com/scl/fo/r1rd14vsmabnm8t2p1iw/AKgpwbbwYBGDSSGs1kj_HyA?rlkey=8wsdos4ajj8zry2zkjtgdo63z&st=m36ib7e5&dl=0

B. Departmental Reports

- 1. Parks and Recreation Bonds update**
- 2. Downtown Streetscape update**

C. Recognition of Persons Requesting to be Heard

D. Public Hearings

1. Conduct a public hearing and consider adopting an ordinance annexing +/- 12.16 acres at 2014 NC HWY 49 S. PIN 5518-94-6683 owned by the Charlotte-Mecklenburg Hospital Authority.

The authorized petitioner for the annexation is R- S Matco, LLC. Voluntary annexation petition of +/- 12.16 acres of property at the intersection of NC Highway 49 S and Stough Rd. The property is currently zoned Cabarrus County LI (Limited Industrial).

Recommendation: Conduct a public hearing and consider a motion adopting the annexation ordinance and set the effective date for June 13, 2024.

2. Conduct a public hearing to consider adopting an ordinance amending the Historic Handbook, including the Approval Requirement Needs Table and Chapters 1-8, the addition of Chapter 9, updates and clarifying language related to State Land Use Law (160D), and other clerical amendments.

The proposed amendments provide updates to the current handbook including a new layout, changes and updates to the Approval Requirement Needs Table and Chapters 1-8, the addition of Chapter 9, updates and clarifying language related to State Land Use Law (160D), and other clerical amendments. The Historic Preservation Commission and the Planning and Zoning Commission unanimously recommended the amendment to Council at their respective meetings.

Link to the Handbook: <https://spaces.hightail.com/receive/0RpYLu41iY>

Recommendation: Motion to adopt an ordinance amending the Historic Handbook effective July 1, 2024.

3. Conduct a public hearing, pursuant to N.C. General Statutes, Section 159-12, to receive public comments relative to the proposed FY 2024- 2025 budget for the City of Concord; following public comments, consider adopting the proposed FY2024-2025 Budget, and consider adopting the Cabarrus Arts Council portion of the External Agencies pursuant to NC General Statutes, Section 14-234.3.

The City Manager has submitted his recommended budget to the City Council for consideration. Before adopting the budget ordinance, Council must hold a public hearing. Once the Council holds the public

hearing and considers input, it may adopt the budget ordinance at any time before the end of June 2024. The Cabarrus Arts Council portion of the External Agencies will be considered separately in order to comply with the requirements of NC General Statutes, Section 14-234.3.

Recommendation: Conduct the public hearing to solicit citizen input, consider adopting the FY 2024 2025 budget and consider adopting the Cabarrus Arts Council portion of the External Agencies.

E. Presentations of Petitions and Requests

1. Consider approving a new destination brand for Downtown Concord.

The City contracted with Destination by Design to develop a new destination brand for Downtown Concord. Destination by Design (DbD) is a multi-disciplinary economic development firm based out of Boone, NC, that specializes in helping communities plan, develop, brand, and promote destination-quality recreation and tourism assets. A Steering Committee that consisted of City staff from Public Affairs and the Planning Department, including the Downtown team, along with Downtown Concord merchants and property owners and a local historian, worked closely with the DbD team of experts on the new Downtown Concord destination brand. Matt Wagoner, Art Director with Destination by Design, will present the new Downtown Concord brand visuals to the Mayor and City Council. A copy of the final Brand Strategy, which describes the brand approach, brand pillars, goals, purpose, and brand promise, along with key messaging, is included in the agenda packet.

Recommendation: Motion to approve the new destination brand for Downtown Concord.

2. Consider approving a Memorandum of Understanding between the City of Concord and Concord Downtown Development Corporation (CDDC) to provide services in the downtown Municipal Service District (MSD) as required under the authority of NC G.S. 160A-536(d).

The purpose of the Memorandum of Understanding is to work in good faith to further the redevelopment of downtown, spur economic development in the context of historic preservation and effectively market the downtown area to include businesses, venues, events, and available real estate. The last Memorandum of Understanding with the CDDC and the City of Concord was adopted on January 10, 2021 when the CDDC requested the City of Concord to absorb the duties and responsibilities of CDDC staff as a result of financial difficulties and instability due to the pandemic.

Recommendation: Motion to approve a Memorandum of Understanding between the City of Concord and Concord Downtown Development Corporation (CDDC) to provide services in the downtown Municipal Service District (MSD) as required under the authority of NC G.S. 160A-536(d).

3. Consider adopting an ordinance amending the City of Concord Code of Ordinances, Section 10, Animals; Subsection 10.1, Keeping cattle, sheep, goats, domestic fowl, or swine.

The proposed text amendment is needed to clarify the distance in which properties can be declared a public nuisance when in violation of this code. This item was discovered during the recent CDO text amendment process to allow the keeping of domestic fowl in residential districts. Section 10.1(c) of the City Code references that the animal ordinance is effective for a distance of one mile from the City limits. This distance appears to have been added to the Code when the City's Extraterritorial Jurisdiction (ETJ) for zoning extended that one mile distance in an effort to match the zoning requirements. The City has no authority to extend this Code requirement outside of its corporate limits, therefore the reference to the one mile needs to be removed.

Recommendation: Motion to adopt an ordinance amending the City of Concord Code of Ordinances, Section 10, Animals; Subsection 10.1.

4. Consider awarding a bid and authorize the City Manager to execute a contract for Broadlinx Telecom Inc. to provide labor services for installation and maintenance of the City of Concord's Fiber Optic Network.

Consider awarding a bid and authorize the City Manager to execute a contract for Broadlinx Telecom Inc. to provide labor services for installation and maintenance of the City of Concord's Fiber Optic Network not to exceed \$400,000. This work provides for the installation, removal, upgrade and maintenance of fiber optic lines on an as-needed basis and includes but is not limited to installing/removing strand lash fiber, installing/removing down guys and anchors, installing aerial storage loops, pulling fiber and installing locate wires in conduit.

Bids were received on May 23, 2024 with Broadlinx Telecom Inc. submitting the lowest responsive bid. The contract term will run July 1, 2024 through June 30, 2025 and is not to exceed \$400,000 as approved in the FY25 budget.

Recommendation: Motion to award a bid and authorize the City Manager to execute a contract for Broadlinx Telecom Inc. to provide labor services for installation and maintenance of the City of Concord's fiber optic network not to exceed \$400,000.

5. Consider authorizing the City Manager to negotiate and execute a one year contract extension (Addendum 4) with the Town of Harrisburg for continued treated water sales to the Town of Harrisburg.

In lieu of a full contract renegotiation, Addendum 3 provided a one year extension of the water sales contract to allow Harrisburg time to have discussions with Charlotte Water. The expiration of Addendum 3 is June 30, 2024. All three jurisdictions have worked to facilitate the sale of water from Charlotte Water to Harrisburg and lower the amount Harrisburg requires from Concord. Significant progress has been made but more time is needed to finalize details and new contracts. We are proposing this additional one year extension to allow us more time to complete these negotiations.

Recommendation: Motion to authorize the City Manager to negotiate and execute a one year contract extension (Addendum 4) with the Town of Harrisburg for continued treated water sales to the Town of Harrisburg.

6. Consider authorizing the City Manager to negotiate and execute a contract with Richard D. Suggs Construction, Inc. for the construction of the Old Charlotte Rd. water line replacement.

A 1,500 feet long section of the existing 12-inch waterline on Old Charlotte Rd. beginning north of Manassas Dr. to the intersection with Hwy 49 has reached the end of its useful life and needs to be replaced. The project was bid under the formal bidding process. Bids were taken on May 15, 2024 and four (4) bids were received. The lowest responsible bidder was Richard D. Suggs Construction, Inc. in the amount of \$1,510,918.20.

Recommendation: Motion authorizing the City Manager to negotiate and execute a contract with Richard D. Suggs Construction, Inc. in the amount of \$1,510,918.20 for the Old Charlotte water line replacement.

7. Consider authorizing the City Manager to negotiate and execute a contract with Bio-Nomic Services, Inc. for the Coddle Creek Water Treatment Plant Lagoons Sludge Removal.

As water is treated to produce safe drinking water, waste is also generated and stored in lagoons. Over time, these lagoons fill up with waste that has to be removed and taken to the landfill. This contract is for the removal of 3,350 tons of waste from the lagoons and delivering it to the landfill.

The project was bid under the formal bidding process. Bids were received on April 3, 2024 and one bid was received. As required by GS143-132, three bids are required before they can be opened, the bid was returned unopen to the bidder and the project was re-advertised. Bids were received a second time on May 3, 2024 and two bids were received. As allowed by NCGS 143-132, the bids were opened. The lowest responsible bidder was Bio-Nomic Services, Inc. in the amount of \$394,810.90.

Recommendation: Motion authorizing the City Manager to negotiate and execute a contract with Bio-Nomic Services, Inc. in the amount of \$394,810.90 for the Coddle Creek Water Treatment Plant Lagoons Sludge Removal.

8. Consider authorizing the City Manager to negotiate and enter into an agreement with Republic Services, Inc, for the disposal of the Coddle Creek Water Treatment Plant Lagoons Sludge.

The cost of the disposal of the sludge at the Republic landfill is \$82.50 per ton. It is estimated approximately 3,500 tons will be removed at a cost of \$288,750.

Recommendation: Motion authorizing the City Manager to enter into an agreement with Republic Services, Inc. for the disposal of the Coddle Creek Water Treatment Plant Lagoons Sludge.

9. Consider making appointments / reappointments to various City of Concord Boards and Commissions and a reappointment to the CDDC Board of Directors.

Attached is a list of Board and Commission appointments for the City of Concord. This list notes the members that have expiring terms and can or cannot be reappointed.

Recommendation: Motion to make appointments/reappointments to various Boards and Commissions and a reappointment to the CDDC Board of Directors.

VII. Consent Agenda

A. Consider approving the FY25-FY26 Rider Transit Service Provider Contract Rate Amendment.

Transdev, the current Service Provider for Rider Transit, developed a rate increase proposal that would dedicate 100% of the rate increase to increasing employee pay rates in an effort to attract and retain Fixed Route Bus Operators, Paratransit Operators and other critical positions. This increased cost of \$581,017 for FY25 is included in the proposed FY24-25 budget and was approved unanimously by the Concord Kannapolis Transit Commission at their April 25, 2024 meeting. Execution of this amendment is predicated on the passage of the full FY24-25 City budget by City Council.

Recommendation: Motion to approve the FY25-FY26 Rider Transit Service Provider Contract Rate Amendment.

B. Consider adopting a resolution in support of Concord's membership in the Catawba-Wateree Water Management Group (WMG).

The Water Resources Department requests approval to become a member of the Catawba-Wateree WMG. Concord has desired this membership since the approval of the Catawba Interbasin Transfer Certificate (IBT). However, until recently the group's bylaws prevented our membership since we are outside the basin. Recent changes now allow for Concord's membership. As we begin to utilize the Catawba IBT in the coming years, this is an important step to being at the table for discussions and decision in the basin.

Recommendation: Motion to adopt the resolution supporting membership in the Catawba-Wateree Water Management Group.

C. Consider adopting an ordinance amending portions of Chapter 26, Article II, Emergency Management, of the City of Concord Code of Ordinances.

Due to upcoming changes to the structure of the Emergency Manager Division, the proposed amendment is needed to reference the correct personnel title and division.

Recommendation: Motion to adopt an ordinance amending portions of Chapter 26, Article II, Emergency Management, of the City of Concord Code of Ordinances.

D. Consider adopting an ordinance amending the City Code of Ordinances, Chapter 59, Sec. 46, and Chapter 59, Sec. 62.

The proposed amendment will allow for the additional revisions and additions to the rate schedules involving the Residential Service Schedule RS and Large General Industrial Service Time of Use Rate. In the Residential Service Schedule RS, the revision would be to add additional wording so that the rate can also serve detached residential buildings. In the Large General Industrial Service Time of Use Rate, the revision would be to remove the reference to the cost for the Basic Facilities charge, the cost of the kW and kWh charges, and a revision to on-peak and off-peak hours.

Recommendation: Motion to adopt an ordinance amending the City Code of Ordinance, Chapter 59, Sec. 46 and Chapter 59, Sec. 62.

E. Consider accepting an Offer of Dedication of utility easements and public rights-of-ways in various subdivisions.

In accordance with CDO Article 5, the following final plats and easements are now ready for approval: Cannon Run Phase 2-B, Red Hill Phase 2 Map 1, Red Hill Phase 2 Map 2, and Concord Retail Investment Group, LLC. Various utility easements and public rights-of-ways are offered by the owners.

Recommendation: Motion to accept the offer of dedication on the following plat and easements: Cannon Run Phase 2-B, Red Hill Phase 2 Map 1, Red Hill Phase 2 Map 2.

F. Consider accepting an Offer of Dedication of an access easement and approval of the maintenance agreement for MP I-85 Bonds Industrial, LLC.

In accordance with the CDO Article 4, the following access easements and maintenance agreements are now ready for approval: MP I-85 Bonds Industrial, LLC (PIN 4599-38-6230) 7250 Weddington Rd., Concord, NC. Access easements and SCM maintenance agreements are being offered by the owners.

Recommendation: Motion to approve the maintenance agreements and accept the offers of dedication to the following properties: MP I-85 Bonds Industrial, LLC.

G. Consider accepting an offer of infrastructure at Midland Crossing Subdivision Phase 1, Cannon Run Phase 3, AMC 250-The Rock Phase 1 Commercial Site, Cabarrus County Charter High School, Cabarrus County Courthouse.

In accordance with CDO Article 5, improvements have been constructed in accordance with the City's regulations and specifications. The following are being offered for acceptance: 1,878 LF of 16-inch water line, 1,741 LF of 12-inch water line, 2,779 LF of 8 -inch water line, 440 LF of 6-inch water line, 679 LF of 2-inch water line, 45 valves and 16 fire hydrants. 394 LF of 12-inch sanitary sewer line, 7,273 LF of 12-inch sanitary sewer line and 41 sanitary sewer manholes.

Recommendation: Motion to accept an offer of infrastructure at Midland Crossing Subdivision Phase 1, Cannon Run Phase 3, AMC 250-The Rock Phase 1 Commercial Site, Cabarrus County Charter High School, Cabarrus County Courthouse.

H. Consider adopting ordinances to amend the General Fund operating budget and the General Capital Reserve Fund to complete the year end transfer for future projects listed in the City's Capital Improvement Plan.

Per the City's adopted financial policies, the City Manager has authority to recommend a yearly transfer to the General Capital Reserve fund for future projects listed in the City's Capital Improvement Plan. After careful analysis of our current situation, the City Manager is recommending \$5,000,000 be transferred to the General Capital Reserve Fund. This amount represents excess fund balance as of June 30, 2023.

Recommendation: Motion to adopt ordinances to amend the General Fund operating budget and the General Capital Reserve Fund to complete the year end transfer for future projects listed in the City's Capital Improvement Plan.

I. Consider adopting an ordinance to amend the Affordable Housing Capital Project fund budget to cleanup various project budgets.

The attached budget ordinance amendment adjusts the budget for various projects based on actuals or updated estimates.

Recommendation: Motion to adopt an ordinance to amend the Affordable Housing Capital Project fund budget to cleanup various project budgets.

J. Consider adopting an ordinance to amend the Airport Capital Project fund budget to cleanup various project budgets.

The attached budget ordinance amendment adjusts the budget for various projects based on actuals or updated estimates.

Recommendation: Motion to adopt an ordinance to amend the Transportation Capital Project fund budget to cleanup various project budgets.

K. Consider adopting an ordinance to amend the Aviation Fund operating budget to adjust budget to year end actual projections.

The attached budget ordinance adjusts the Aviation Fund budget to year end projections.

Recommendation: Motion to adopt an ordinance to amend the Aviation Fund operating budget to adjust budget to year end actual projections.

L. Consider adopting an ordinance to amend the Electric operating budget to adjust budget to year end actual projections.

The attached budget ordinance adjusts the Electric fund budget to year end projections. The amendment also includes a transfer of \$1,300,000 to the Delivery #4 project to cover the anticipated remaining expenses and a \$4,500,000 increase to the rate stabilization reserve. The updated rate stabilization reserve balance after this amendment will be \$10,500,000.

Recommendation: Motion to adopt an ordinance to amend the Electric operating budget to adjust budget to year end actual projections.

M. Consider adopting an Electric Project Fund project budget amendment.

Electric and finance staff reviewed current projects and the allocation of funding among the projects. After review, it was determined that funding should be reallocated from projects that had savings to other projects. There is also a transfer from the Electric Operating Fund to cover anticipated overages in the Delivery #4 project.

Recommendation: Motion to adopt an Electric Project Fund project budget amendment.

N. Consider adopting an ordinance to amend the Emergency Housing Vouchers Fund operating budget to adjust budget to year end actual projections.

The attached budget ordinance adjusts the Emergency Housing Vouchers Fund budget to year end projections.

Recommendation: Motion to adopt an ordinance to amend the Emergency Housing Vouchers Fund operating budget to adjust budget to year end actual projections.

O. Consider adopting an ordinance to amend the Fire project budget.

The attached budget ordinance adjusts the FS12 budget to actual expenditures since the project is now complete. The project had funds remaining from the financing proceeds in the amount of \$85,050. These funds were applied to the loan balance and will be transferred to the General Fund since that is where the extra payment was made from. The attached budget ordinance also removes FS6 from this project budget since it will instead be funded in the First Concord 2024 LOBS project fund.

Recommendation: Motion to adopt an ordinance to amend the Fire project budget.

P. Consider adopting an ordinance to amend the Golf budget to adjust budget to year end actual projections.

The attached budget amendment adjusts the Golf budget to year end projections.

Recommendation: Motion to adopt an ordinance to amend the Golf budget to adjust budget to year end actual projections.

Q. Consider adopting an ordinance to amend the Internal Service Fund budget to year end actual projections.

The attached budget ordinance amendment adjusts the Internal Service Fund budget to year end projections.

Recommendation: Motion to adopt an ordinance to amend the Internal Service Fund budget to year end actual projections.

R. Consider adopting an ordinance to amend the Municipal Service District Fund operating budget to adjust budget to year end actual projections.

The attached budget ordinance adjusts the Municipal Service District fund budget to year end projections.

Recommendation: Motion to adopt an ordinance to amend the Municipal Service District Fund operating budget to adjust budget to year end actual projections.

S. Consider adopting an ordinance to amend the Parks and Recreation Capital Project fund budget to cleanup various project budgets.

The attached budget ordinance amendment adjusts the budget for various projects based on actuals or updated estimates.

Recommendation: Motion to adopt an ordinance to amend the Parks and Recreation Capital Project fund budget to cleanup various project budgets.

T. Consider adopting an ordinance to amend the Public Housing Fund operating budget to adjust budget to year end actual projections.

The attached budget ordinance adjusts the Public Housing Fund budget to year end projections.

Recommendation: Motion to adopt an ordinance to amend the Public Housing Fund operating budget to adjust budget to year end actual projections.

U. Consider adopting an ordinance to amend the Stormwater Fund operating budget to adjust budget to year end actual projections.

The attached budget ordinance adjusts the Stormwater fund budget to year end projections.

Recommendation: Motion to adopt an ordinance to amend the Stormwater Fund operating budget to adjust budget to year end actual projections.

V. Consider adopting an ordinance to amend the Transportation Capital Project fund budget to cleanup various project budgets.

The attached budget ordinance amendment adjusts the budget for various projects based on actuals or updated estimates.

Recommendation: Motion to adopt an ordinance to amend the Transportation Capital Project fund budget to cleanup various project budgets.

W. Consider adopting an ordinance to amend the Water Fund operating budget to adjust budget to year end actual projections.

The attached budget ordinance adjusts the Water fund budget to year end projections.

Recommendation: Motion to adopt an ordinance to amend the Water Fund operating budget to adjust budget to year end actual projections.

X. Consider adopting an ordinance to amend the Wastewater Fund operating budget to adjust budget to year end actual projections.

The attached budget ordinance adjusts the Wastewater fund budget to year end projections.

Recommendation: Motion to adopt an ordinance to amend the Wastewater Fund operating budget to adjust budget to year end actual projections.

Y. Consider adopting an ordinance to amend the Wastewater project budget to cleanup various project budgets.

The attached budget amendment cleans up system development fee revenue based on actual amounts to date and allocates undesignated funds to the future projects account.

Recommendation: Motion to adopt an ordinance to amend the Wastewater project budget to cleanup various project budgets.

Z. Consider adopting a Capital Project ordinance amendment for the First Concord 2024 LOBS - Fire Station 6 Project.

The attached budget ordinance establishes a First Concord fund budget for the planned issuance of Limited Obligation Bonds to fund the construction of fire station 6. The initial budget is being adopted based on current estimates since the bond sale occurs the last week of June.

Recommendation: Motion to adopt a Capital Project ordinance amendment for the First Concord 2024 LOBS - Fire Station 6 Project.

AA. Consider adopting an ordinance to amend the FSS Escrow Forfeitures Fund operating budget to adjust budget to year end actual projections.

The attached budget ordinance adjusts the FSS Escrow Forfeitures Fund budget to year end projections.

Recommendation: Motion to adopt an ordinance to amend the FSS Escrow Forfeitures Fund operating budget to adjust budget to year end actual projections.

BB. Consider adopting a grant project ordinance to establish the budget for the Motorsports directed grant.

In the state budget, \$13,000,000 was allocated to the City of Concord for improvements at the Charlotte Motor Speedway. These grant funds will be a pass thru to Charlotte Motor Speedway for costs associated with the improvements.

Recommendation: Motion to adopt a grant project ordinance to establish the budget for the Motorsports directed grant.

CC. Consider adopting a grant project ordinance to establish the budget for the NASCAR directed grant.

In the state budget, \$4,122,255 was allocated to the City of Concord for the NASCAR production facility. These grant funds will be a pass thru to NASCAR for costs associated with the construction of the facility.

Recommendation: Motion to adopt a grant project ordinance to establish the budget for the NASCAR directed grant.

DD. Consider adopting an ordinance to amend the General Fund operating budget to adjust budget to year end actual projections.

The attached budget ordinance adjusts the General Fund budget to year end projections.

Recommendation: Motion to adopt an ordinance to amend the General Fund operating budget to adjust budget to year end actual projections.

EE. Consider adopting an ordinance to amend the General Capital Project fund budget to cleanup various project budgets.

The attached budget ordinance amendment allocates savings from closed projects to the McGill project and transfers additional funds from the General Fund for the new ERP system project.

Recommendation: Motion to adopt an ordinance to amend the General Capital Project fund budget to cleanup various project budgets.

FF. Consider approving the transfer of delinquent miscellaneous receivables to collection losses.

In preparation for year end closing of the accounting records and preparing for the annual independent audit, staff must review accounts receivable balances to determine if any balances are uncollectable. The accounts that are deemed uncollectable should be transferred to collection losses. Miscellaneous receivables that have been classified as uncollectable amount to \$157,738.70. Staff continues to work with legal to pursue collection methods available as well as using the Debt Setoff Program offered through the State and a private contract for collections.

Recommendation: Motion to approve the transfer of delinquent miscellaneous receivables to collection losses.

GG. Consider adopting a resolution transferring delinquent accounts to collection loss.

Some Public Housing residents have moved out of their dwelling units leaving balances on their accounts. The Housing Department has attempted to collect these amounts but have been unsuccessful. It is now appropriate to adopt a resolution transferring the delinquent accounts to collection losses. Efforts will continue to collect these losses.

Recommendation: Motion to adopt a resolution to write-off the Public Housing delinquent accounts in the amount of \$13,965.96.

HH. Consider adopting a resolution transferring delinquent accounts to collection loss.

Some Market Rate Unit residents have moved out of their dwelling units leaving balances on their accounts. The Housing Department has attempted to collect these amounts but have been unsuccessful. It is now appropriate to adopt a resolution transferring the delinquent accounts to collection losses. Efforts will continue to collect these losses.

Recommendation: Motion to adopt a resolution to write-off the delinquent accounts in the amount of \$5,012.49.

II. Consider approving a change to the classification/compensation system to include the following classification: HR Analyst II.

The addition of this new classification will increase the ability to attract and retain employees and provide enhanced expertise for the City of Concord.

Recommendation: Motion to approve the addition of the HR Analyst II (Grade 61) with a salary range of \$81,877.53 (minimum) - \$108,487.73 (midpoint) - \$135,097.93 (maximum).

JJ. Consider approving a change to the classification/compensation system to include the following classification: HR Generalist.

The addition of this new classification will increase the ability to attract and retain employees and provide enhanced expertise for the City of Concord.

Recommendation: Motion to approve the addition of the HR Generalist (Grade 59) with a salary range of \$70,196.79 (minimum) - \$93,010.74 (midpoint) - \$115,824.70 (maximum).

KK. Consider approving a change to the classification/compensation system to include the following classification: Utility Billing Specialist II.

The addition of this new classification will increase the ability to attract and retain employees and provide enhanced expertise for the City of Concord.

Recommendation: Motion to approve the addition of the Utility Billing Specialist II (Grade 57) with a salary range of \$60,182.43 (minimum) - \$79,741.72 (midpoint) - \$99,301.01 (maximum).

LL. Consider approving a change to the classification/compensation system to include the following classification: CAD Supervisor.

The addition of this new classification will increase the ability to attract and retain employees and provide enhanced expertise for the City of Concord.

Recommendation: Motion to approve the addition of the CAD Supervisor (Grade 60) with a salary range of \$75,812.53 (minimum) - \$100,451.60 (midpoint) - \$125,090.67 (maximum).

MM. Consider approving a change to the classification/compensation system to include the following classification: Tree Specialist.

The addition of this new classification will increase the ability to attract and retain employees and provide enhanced expertise for the City of Concord.

Recommendation: Motion to approve the addition of the Tree Specialist (Grade 55) with a salary range of \$51,596.73 (minimum) - \$68,365.67 (midpoint) - \$85,134.61 (maximum).

NN. Consider approving a change to the classification/compensation system to include the following classification: Grounds Maintenance Worker II.

The addition of this new classification will increase the ability to attract and retain employees and provide enhanced expertise for the City of Concord.

Recommendation: Motion to approve the addition of the Grounds Maintenance Worker (Grade 52) with a salary range of \$40,959.15 (minimum) - \$54,270.87 (midpoint) - \$67,582.60 (maximum).

OO. Consider adopting the 3% adjustment to the Compensation Plan Grade Assignments, for FY25 (effective June 9, 2025).

In order to remain competitive in the ability to attract well qualified candidates, staff recommends a 3% overall increase to the Compensation Plan Grade Assignments in FY25. This adjustment will be made at the minimums, midpoints, & maximums in the structure to maintain forward movement in the workforce marketplace.

Recommendation: Motion to adopt the 3% adjustment to the Compensation Plan Grade Assignments for FY25 (effective June 9, 2025).

PP. Receive quarterly report on water and wastewater extension permits issued by the Engineering Department in the first quarter of 2024.

In accordance with City Code Chapter 62, attached is a report outlining the water and wastewater extension permits that were issued between January 1, 2024 and March 31, 2024.

Recommendation: Motion to receive the first quarter water and wastewater extension report for 2024.

QQ. Consider acceptance of the Tax Office reports for the month of April 2024.

The Tax Collector is responsible for periodic reporting of revenue collections for the Tax Collection Office.

Recommendation: Motion to accept the Tax Office collection reports for the month of April 2024.

RR. Consider approval of Tax Releases/Refunds from the Tax Collection Office for the month of April 2024.

G.S. 105-381 allows for the refund and/or release of tax liability due to various reasons by the governing body. A listing of various refund/release requests is presented for your approval, primarily due to overpayments, situs errors and/or valuation changes.

Recommendation: Motion to approve the Tax releases/refunds for the month of April 2024.

SS. Receive monthly report on status of investments as of April 30, 2024.

A resolution adopted by the governing body on 12/9/1991 directs the Finance Director to report on the status of investments each month.

Recommendation: Motion to accept the monthly report on investments.

VIII. Matters not on the Agenda

- Transportation Advisory Committee (TAC)
- Metropolitan Transit Committee (MTC)
- Centralina Regional Council
- Concord/Kannapolis Transit Commission
- Water Sewer Authority of Cabarrus County (WSACC)

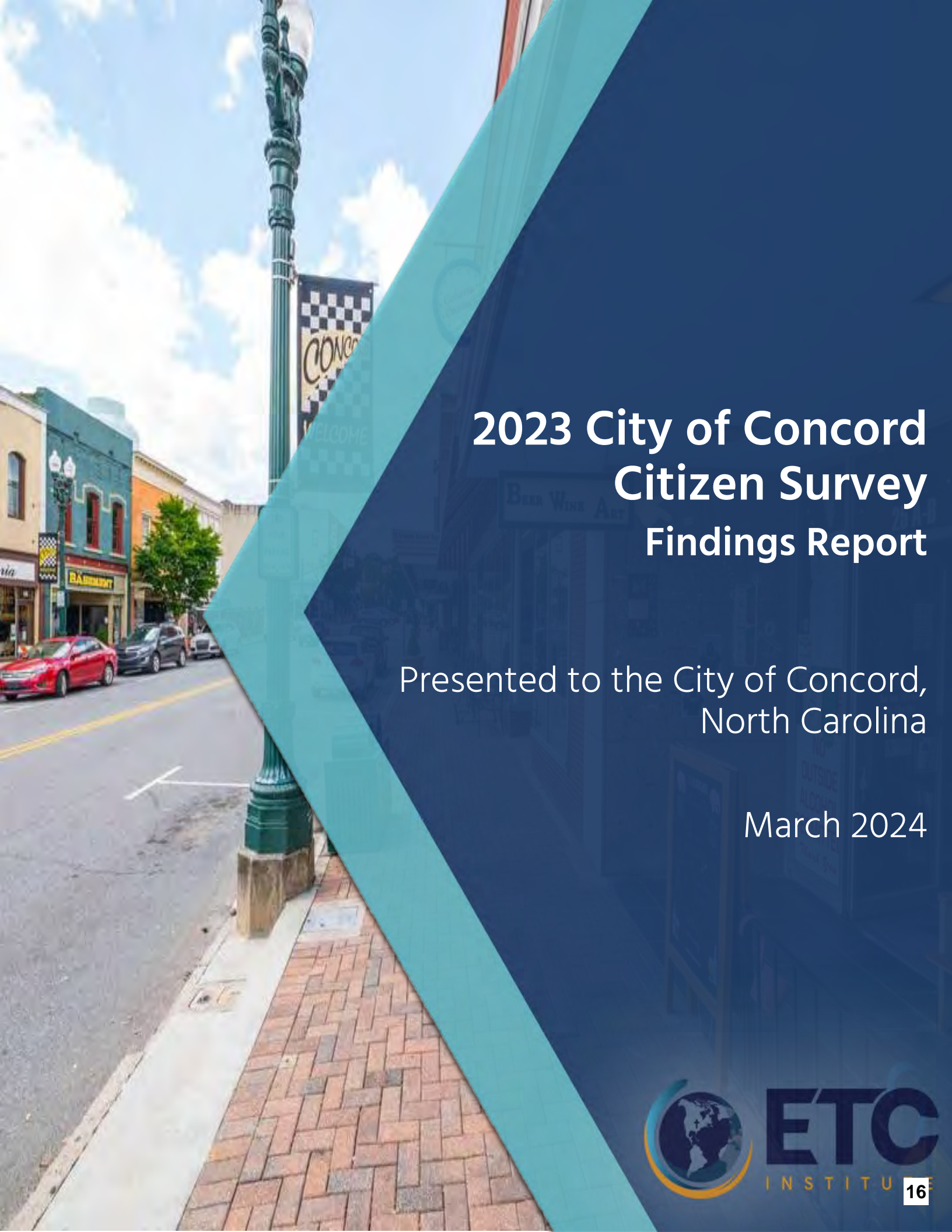
WeBuild Concord
Public Art Commission
Concord United Committee

X. General Comments by Council of Non-Business Nature

XI. Closed Session (If Needed)

XII. Adjournment

*IN ACCORDANCE WITH ADA REGULATIONS, PLEASE NOTE THAT ANYONE WHO NEEDS AN ACCOMMODATION TO PARTICIPATE IN THE MEETING SHOULD NOTIFY THE CITY CLERK AT (704) 920-5205 AT LEAST FORTY-EIGHT HOURS PRIOR TO THE MEETING.



2023 City of Concord Citizen Survey Findings Report

Presented to the City of Concord,
North Carolina

March 2024

Contents

Executive Summary	i
Section 1: Charts and Graphs.....	1
Section 2: Benchmarking Analysis.....	48
Section 3: Importance-Satisfaction Analysis.....	59
Section 4: Tabular Data	68
Section 5: Survey Instrument	139



Executive Summary

2023 City of Concord Citizen Survey

Executive Summary



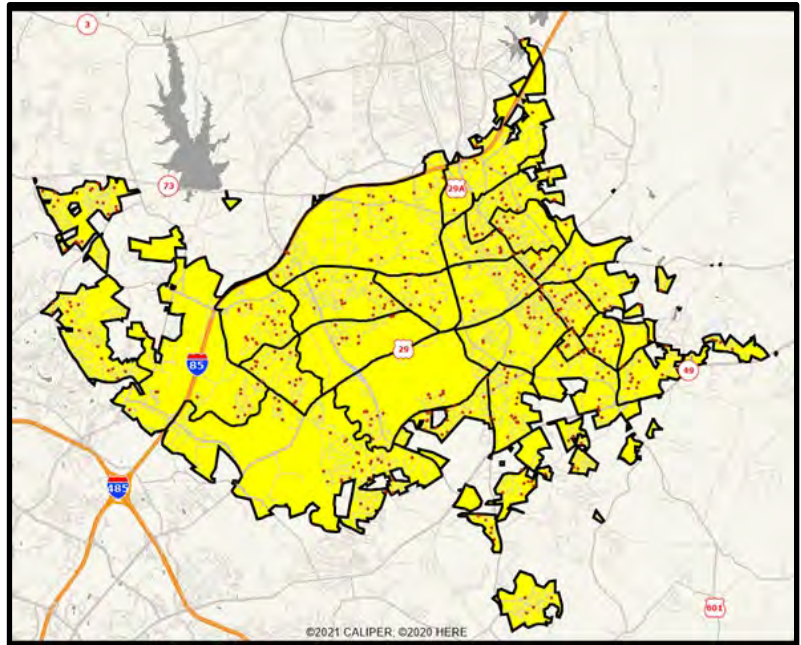
Purpose

ETC Institute administered a citizen survey for the City of Concord during the fall of 2023. The purpose of the survey was to gather input from residents on service quality, priorities and overall performance. This is the third time ETC Institute has administered a citizen survey for the City of Concord; the first was conducted in 2017.

Methodology

A seven-page survey was mailed to a random sample of households throughout the City of Concord. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those who preferred to fill out the survey over the internet.

The goal was to receive at least 400 completed surveys. This goal was met, with a total of 426 households completing a survey. The results for the random sample of 426 households have a 95% level of confidence with a precision of at least +/- 4.7%. There were no statistically significant differences in the results of the survey based on the method of administration (mail vs. online). To ensure that households throughout the City were well represented, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.



The percentage of “don’t know” responses has been excluded from many of the charts shown in this report to facilitate valid comparisons of the results from the City with the results from other communities where ETC Institute has conducted a community survey. Since the number of “don’t know” responses often reflects the utilization and awareness of City services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

2023 City of Concord Citizen Survey

Executive Summary



This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for all questions on the survey, as well as comparisons to the 2017 and 2019 survey results,
- benchmarking data that show how the results compare to other communities,
- Importance-Satisfaction analysis that determines priority actions for the City to address,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Major Findings

Overall Satisfaction with Major City Services. Most residents (94%), *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of fire services and fire department response to emergencies. Other major City services that respondents are satisfied with include: quality of trash, recycling and yard waste services (85%), quality of customer service received (84%), quality of parks and recreation programs and facilities (82%), quality of police services (82%), and appearance of City facilities (81%). Residents were least satisfied with flow of traffic and the ease of getting around the City (42%).

Major Services That Should Receive the Most Emphasis. Based on the sum of their top three choices, the major services that respondents feel are most important for the City to emphasize over the next two years are: 1) flow of traffic and the ease of getting around the City, 2) maintenance of streets, sidewalks, and infrastructure, and 3) quality of police services.

Satisfaction with Items That Influence Perceptions of the City. Eighty-eight percent (88%) of respondents, *who had an opinion*, rated the City of Concord as “excellent” or “good” (rating of 4 or 5 on a 5-point scale) as a place to live; 84% gave the City “excellent” or “good” ratings for quality of life, and 82% gave the City “excellent” or “good” ratings for the quality of City services. Residents were least satisfied with the perception of how well the City is managing growth (35% “excellent” or “good”).

Satisfaction with Public Safety and Emergency Services. Ninety-five percent (95%) of respondents, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of fire services; 94% were satisfied with the professionalism of fire personnel, 94% were satisfied with how quickly fire personnel respond, and 87% were satisfied with the adequacy of fire protection for their property. Residents were least satisfied with City efforts to enforce local traffic laws (57% “very satisfied” or “satisfied”).

Public Safety Services That Should Receive the Most Emphasis. Based on the sum of their top three choices, the public safety services that respondents feel are most important for the City to emphasize over the next two years are: 1) visibility of police in neighborhoods, 2) overall efforts by the City to prevent crime, and 3) visibility of police in retail areas.

2023 City of Concord Citizen Survey

Executive Summary



Perceptions of Safety. Ninety-five percent (95%) of the respondents, *who had an opinion*, felt “very safe” or “safe” in their neighborhood during the day, 79% felt safe overall in the City of Concord, and 74% felt “very safe” or “safe” in their neighborhood during the night.

Satisfaction with Transportation and Roadway Services. Seventy-three percent (73%) of respondents, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance of streets signs; 67% were satisfied with the ease of traveling from home to regional roadways, and 65% were satisfied with the condition/maintenance of neighborhood streets. Residents were least satisfied with on-street bicycle infrastructure (32%).

Transportation and Roadway Services That Should Receive the Most Emphasis. Based on the sum of their top three choices, the transportation and roadway services that respondents feel are most important for the City to emphasize over the next two years are: 1) ease of getting across town in Concord, 2) condition of pavement markings on streets, and 3) condition/maintenance of major streets.

Satisfaction with Neighborhood Services. Seventy-six percent (76%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the appearance of their neighborhood; 57% were satisfied with the enforcement of sign regulations; 52% were satisfied with the enforcement of the mowing and cutting of weeds on private property, and 49% were satisfied with the enforcement of exterior maintenance. Residents were least satisfied with the availability of affordable rental housing (21%) and the availability of affordable housing for purchase (20%).

Neighborhood Services That Should Receive the Most Emphasis. Based on the sum of their top three choices, the neighborhood services that respondents feel are most important for the City to emphasize over the next two years are: 1) availability of affordable housing for purchase, 2) availability of affordable rental housing, and 3) enforcement of the clean-up of junk cars and debris on private property.

Satisfaction with Environmental and Utility Services. Ninety-one percent (91%) of the respondents, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with residential trash collection service; 88% were satisfied with curbside recycling service; 87% were satisfied with reliability of water service, and 86% were satisfied with the courtesy of field employees. Residents were least satisfied with the protection of urban forests and open space (48%).

Environmental and Utility Services That Should Receive the Most Emphasis. Based on the sum of their top three choices, the environmental and utility services that respondents feel are most important for the City to emphasize over the next two years are: 1) protection of urban forests and open space, 2) taste/odor of drinking water, and 3) how well the City preserves ecosystems/services.

Satisfaction with Parks and Recreation Services. Eighty-nine percent (89%) of residents, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the appearance/maintenance of City parks; 83% were satisfied with the quality of facilities at City parks; 75% were satisfied with the maintenance and appearance of community centers, and 74% were satisfied with the quality of walking/biking trails in the City. Residents were least satisfied with aquatic based programs (45%).

2023 City of Concord Citizen Survey

Executive Summary



Parks and Recreation Services That Should Receive the Most Emphasis. Based on the sum of their top three choices, the parks and recreation services that respondents feel are most important for the City to emphasize over the next two years are: 1) number of walking/biking trails in the City, 2) appearance/maintenance of City parks, and 3) quality of nature space/wildlife habitat/natural areas.

Importance of Various Aspects of Quality of Life. Most (99%) of the respondents surveyed, *who had an opinion*, indicated that safety and security were “very important” or “somewhat important” in their decision to live in their community (rating of 3 or 4 on a 4-point scale). Other characteristics that residents felt were “very important” or “somewhat important” include: quality of housing (97%), quality health care (94%), types of housing (94%), and access to quality shopping (91%). Residents felt the least important characteristic in deciding where to live was public transportation (47% “very important” or “somewhat important”).

Quality of Life Needs That Are Being Met. Ninety-one percent (91%) of residents surveyed, *who had an opinion*, indicated that accessibility to the airport and other communities was meeting their needs in the City of Concord. Other characteristics that residents felt were being met in the City include: availability of parks and recreation opportunities (90%), quality health care (90%), safety and security (89%), proximity to family and friends (89%), and access to quality shopping (85%). Residents felt their public transportation needs were being met the least in the City of Concord (67%).

Importance of Various Issues for the Future. Most (98%) of residents surveyed, *who had an opinion*, indicated that maintaining an adequate and healthy water supply was a “very important” or “important” issue to the City of Concord in the coming years (rating of 4 or 5 on a 5-point scale). Other issues that respondents indicated were “very important” or “important” to the future of the City include: supporting small/local businesses (97%), improving road infrastructure/maintenance (94%), maintaining a fiscally sound City budget (94%), and improving traffic flow around the City (93%).

Other Findings

- Fifty percent (50%) of respondents surveyed indicated they get information about City project or issues through direct mailings. Other ways that residents get information include: City website (45%), automated phone call or text message (43%), and the CARTology mobile app (31%).
- Sixty-five percent of residents (65%), *who had an opinion*, felt “very informed” or “informed” about the City of Concord and its services; 32% felt “not very well informed” and 3% felt “completely uninformed.”
- Fifty-one percent (51%) of respondents indicated they had called the City’s Customer Care Center within the past year. Of those, 83% indicated their concern was resolved the first time during their most recent call. Additionally, 85% indicated they waited 5 minutes or less before speaking with a representative during their most recent call; the mean wait time was 2.03 minutes.

2023 City of Concord Citizen Survey

Executive Summary



How Concord Compares to Other Communities in the Region

Concord **rated above the Atlantic regional average** in 48 of the 62 areas that were assessed. The states that make up the Atlantic Region are North Carolina, Virginia, West Virginia, Delaware, Maryland, District of Columbia, and New Jersey. Concord rated significantly higher than the Atlantic regional average (5% or more above) in 40 of these areas. The areas in which Concord rated at least 15% above the Atlantic regional average are listed below:

Service	Concord	Atlantic Region	Difference	Category
Overall quality of customer service you receive	84.1%	36.3%	47.8%	Major Categories of Service
Bulk trash pickup/removal service	79.8%	41.7%	38.1%	Environmental & Utility Services
Quality of City parks & rec programs & facilities	82.1%	48.9%	33.2%	Major Categories of Service
Overall quality of City services	82.3%	51.6%	30.7%	Perceptions of the Community
Overall as a place to live	87.5%	58.0%	29.5%	Perceptions of the Community
Value for water & wastewater utility rates	65.4%	36.3%	29.1%	Environmental & Utility Services
Value that you receive for tax dollars & fees	58.6%	31.1%	27.5%	Perceptions of the Community
Curbside recycling service	88.4%	62.5%	25.9%	Environmental & Utility Services
Leaf, yard waste & brush removal services	79.4%	56.2%	23.2%	Environmental & Utility Services
City public safety education programs	70.9%	49.3%	21.6%	Public Safety & Emergency Services
Quality of trash, recycling & yard waste services	85.1%	63.7%	21.4%	Major Categories of Service
Overall quality of local police protection	81.6%	60.3%	21.3%	Public Safety & Emergency Services
Overall enforcement of City codes & ordinances	56.8%	36.9%	19.9%	Major Categories of Service
Effectiveness of communication with the public	67.0%	48.1%	18.9%	Major Categories of Service
Overall quality of City water & sewer utilities	76.3%	57.9%	18.4%	Major Categories of Service
Quality of the City's website	59.8%	42.2%	17.6%	City Leadership & Communication
Residential trash collection service	91.3%	74.1%	17.2%	Environmental & Utility Services
Overall impression of the community	81.3%	64.7%	16.6%	Perceptions of the Community
Fire building inspection program	66.2%	50.0%	16.2%	Public Safety & Emergency Services
Efforts to ensure community is prepared for crisis	57.4%	42.3%	15.1%	Public Safety & Emergency Services

2023 City of Concord Citizen Survey

Executive Summary



How Concord Compares to Other Communities in the Nation

Concord **rated above the National average** in 56 of the 62 areas that were assessed. Concord rated significantly higher than the National average (5% or more above) in 49 of these areas. The areas in which Concord rated at least 15% above the National average are listed below:

Service	Concord	U.S.	Difference	Category
Overall quality of customer service you receive	84.1%	39.4%	44.7%	Major Categories of Service
Overall as a place to live	87.5%	48.5%	39.0%	Perceptions of the Community
City public safety education programs	70.9%	37.2%	33.7%	Public Safety & Emergency Services
Overall quality of City services	82.3%	49.0%	33.3%	Perceptions of the Community
Bulk trash pickup/removal service	79.8%	46.6%	33.2%	Environmental & Utility Services
Quality of City parks & rec programs & facilities	82.1%	49.2%	32.9%	Major Categories of Service
Curbside recycling service	88.4%	55.6%	32.8%	Environmental & Utility Services
Effectiveness of communication with the public	67.0%	36.9%	30.1%	Major Categories of Service
Quality of trash, recycling & yard waste services	85.1%	55.1%	30.0%	Major Categories of Service
Overall quality of local police protection	81.6%	53.0%	28.6%	Public Safety & Emergency Services
Overall impression of the community	81.3%	53.4%	27.9%	Perceptions of the Community
Value for water & wastewater utility rates	65.4%	38.1%	27.3%	Environmental & Utility Services
Value that you receive for tax dollars & fees	58.6%	32.9%	25.7%	Perceptions of the Community
How quickly police respond to emergencies	81.8%	56.1%	25.7%	Public Safety & Emergency Services
Leaf, yard waste & brush removal services	79.4%	53.8%	25.6%	Environmental & Utility Services
Overall quality of City water & sewer utilities	76.3%	51.9%	24.4%	Major Categories of Service
Quality of the City's stormwater management system	73.5%	49.5%	24.0%	Major Categories of Service
Residential trash collection service	91.3%	67.5%	23.8%	Environmental & Utility Services
How quickly fire personnel respond	93.8%	71.7%	22.1%	Public Safety & Emergency Services
Overall as a place to raise children	81.6%	61.4%	20.2%	Perceptions of the Community
Fire building inspection program	66.2%	46.7%	19.5%	Public Safety & Emergency Services
Overall quality of fire services	94.5%	76.2%	18.3%	Public Safety & Emergency Services
Quality of the City's website	59.8%	42.4%	17.4%	City Leadership & Communication
Quality of social media outlets	56.5%	39.3%	17.2%	City Leadership & Communication
Overall enforcement of City codes & ordinances	56.8%	40.1%	16.7%	Major Categories of Service
Condition/maintenance of streets in neighborhood	65.1%	49.3%	15.8%	Transportation & Roadway Services

2023 City of Concord Citizen Survey Executive Summary



Trends Since 2019

Ratings for the City of Concord **improved in 69 of the 124 areas** that were assessed in both 2019 and 2023. Concord showed significant improvement (5% or more) in 17 of these areas. The tables below and on the following page show how the 2023 results compare to 2019:

Service	2023	2019	Difference	Category
Value for water & wastewater utility rates	65.4%	56.1%	9.3%	Environmental & Utility Services
Overall quality of City water & sewer utilities	76.3%	68.3%	8.0%	Major City Services
Cleanliness/maintenance of stormwater drains	69.7%	61.7%	8.0%	Environmental & Utility Services
City parks & greenways	67.3%	59.4%	7.9%	Feeling of Safety in Various Situations
Traffic signal coordination on major streets	59.9%	52.2%	7.7%	Transportation & Roadway Services
Quality of the City's stormwater management system	73.5%	65.9%	7.6%	Major City Services
Adequacy of fire protection for your property	86.9%	79.5%	7.4%	Public Safety & Emergency Services
Reliability of water service	87.0%	79.7%	7.3%	Environmental & Utility Services
Taste/odor of your drinking water	62.0%	54.9%	7.1%	Environmental & Utility Services
Overall quality of 911 service	84.8%	78.0%	6.8%	Public Safety & Emergency Services
Efforts to ensure community is prepared for crisis	57.4%	50.9%	6.5%	Public Safety & Emergency Services
Courtesy of field employees	85.5%	79.4%	6.1%	Environmental & Utility Services
Promptness of the 911 center to answer calls	84.5%	78.5%	6.0%	Public Safety & Emergency Services
City public safety education programs	70.9%	65.2%	5.7%	Public Safety & Emergency Services
Timeliness of water/sewer line break repairs	76.9%	71.4%	5.5%	Environmental & Utility Services
Quality of trash, recycling & yard waste services	85.1%	79.6%	5.5%	Major City Services
Enforcement of the repair of substandard housing	38.8%	33.4%	5.4%	Neighborhood Services
Number of walking/biking trails in the City	64.0%	59.2%	4.8%	Parks & Recreation Services
Reliability of City electric service	84.4%	79.6%	4.8%	Environmental & Utility Services
Residential trash collection service	91.3%	86.6%	4.7%	Environmental & Utility Services
Availability of programs to assist home ownership	33.3%	28.7%	4.6%	Neighborhood Services
How quickly police respond to emergencies	81.8%	77.2%	4.6%	Public Safety & Emergency Services
Your neighborhood during the day	94.6%	90.2%	4.4%	Feeling of Safety in Various Situations
Adequacy of street lighting	56.7%	52.3%	4.4%	Transportation & Roadway Services
Quality of nature space/wildlife habitat/natural areas	62.6%	58.3%	4.3%	Parks & Recreation Services
Enforcement of sign regulations	56.5%	52.2%	4.3%	Neighborhood Services
Overall quality of local police protection	81.6%	77.4%	4.2%	Public Safety & Emergency Services
Maintenance of street signs	73.3%	69.2%	4.1%	Transportation & Roadway Services
Professionalism of the City's 911 center	80.3%	76.4%	3.9%	Public Safety & Emergency Services
Recreation centers & programs for youth	65.3%	61.4%	3.9%	Parks & Recreation Services
Curbside recycling service	88.4%	84.7%	3.7%	Environmental & Utility Services
Retail shopping areas of the City	57.9%	54.3%	3.6%	Feeling of Safety in Various Situations
Overall feeling of safety in Concord	78.7%	75.2%	3.5%	Feeling of Safety in Various Situations
Enforcement of the removal of dilapidated housing	35.7%	32.2%	3.5%	Neighborhood Services
Overall quality of fire services	94.5%	91.1%	3.4%	Public Safety & Emergency Services
Overall quality of City services	82.3%	79.1%	3.2%	Perceptions of the City
Enforcement of exterior maintenance	48.5%	45.4%	3.1%	Neighborhood Services
Bulk trash pickup/removal service	79.8%	76.8%	3.0%	Environmental & Utility Services
Nature programming	50.6%	47.7%	2.9%	Parks & Recreation Services
Value that you receive for tax dollars & fees	58.6%	55.8%	2.8%	Perceptions of the City
Quality of social media outlets	56.5%	53.7%	2.8%	City Leadership & Communication
Condition/maintenance of streets in neighborhood	65.1%	62.4%	2.7%	Transportation & Roadway Services
Enforcement of mowing & cutting of weeds	52.1%	49.4%	2.7%	Neighborhood Services
Quality and availability of mature forests	59.8%	57.3%	2.5%	Parks & Recreation Services
Professionalism of fire personnel	94.1%	91.6%	2.5%	Public Safety & Emergency Services
Overall quality of customer service you receive	84.1%	81.7%	2.4%	Major City Services
Availability of pedestrian walkways/sidewalks	51.3%	48.9%	2.4%	Transportation & Roadway Services
How quickly the City restores power	82.7%	80.4%	2.3%	Environmental & Utility Services
How well City preserves ecosystems/services	57.9%	55.6%	2.3%	Environmental & Utility Services
Protection of urban forests and open space	48.3%	46.1%	2.2%	Environmental & Utility Services
How quickly fire personnel respond	93.8%	91.6%	2.2%	Public Safety & Emergency Services
Mowing along streets and other public areas	63.8%	61.8%	2.0%	Transportation & Roadway Services
Professionalism of police officers	81.0%	79.1%	1.9%	Public Safety & Emergency Services
On-street bicycle infrastructure	32.2%	30.3%	1.9%	Transportation & Roadway Services
Special events & festivals in the City	64.4%	62.8%	1.6%	Parks & Recreation Services
Quality of walking/biking trails in the City	74.0%	72.5%	1.5%	Parks & Recreation Services
Overall as a place to work	71.3%	70.0%	1.3%	Perceptions of the City
Appearance of your neighborhood	75.8%	74.7%	1.1%	Neighborhood Services
Overall as a place to raise children	81.6%	80.5%	1.1%	Perceptions of the City
Condition/maintenance of major streets	57.1%	56.2%	0.9%	Transportation & Roadway Services

2023 City of Concord Citizen Survey

Executive Summary



Trends Since 2019 (cont.)

Service	2023	2019	Difference	Category
Visibility of police in retail areas	58.7%	57.9%	0.8%	Public Safety & Emergency Services
Enforcement of clean-up of junk cars & debris	46.3%	45.5%	0.8%	Neighborhood Services
Enforcement of yard parking regulations	38.3%	37.5%	0.8%	Neighborhood Services
Overall quality of City electric utility services	79.4%	79.1%	0.3%	Major City Services
Overall quality of natural resource protection	55.7%	55.4%	0.3%	Major City Services
Appearance/maintenance of City parks	89.1%	88.8%	0.3%	Parks & Recreation Services
Number of City parks	73.0%	72.7%	0.3%	Parks & Recreation Services
Aquatic based programs	45.2%	44.9%	0.3%	Parks & Recreation Services
Maintenance of sidewalks in the City	50.6%	50.5%	0.1%	Transportation & Roadway Services
Overall cultural & recreational opportunities	65.1%	65.2%	-0.1%	Perceptions of the City
Community engagement efforts	58.9%	59.1%	-0.2%	Public Safety & Emergency Services
Overall as a place to live	87.5%	87.8%	-0.3%	Perceptions of the City
Maintenance & appearance of community centers	75.3%	75.7%	-0.4%	Parks & Recreation Services
Rocky River Golf Club	55.5%	55.9%	-0.4%	Parks & Recreation Services
Availability of regional public transportation links	40.8%	41.3%	-0.5%	Transportation & Roadway Services
Leaf, yard waste & brush removal services	79.4%	80.0%	-0.6%	Environmental & Utility Services
Quality & availability of outdoor athletic fields	67.3%	67.9%	-0.6%	Parks & Recreation Services
Your neighborhood during the night	74.4%	75.1%	-0.7%	Feeling of Safety in Various Situations
Value you receive for electric utility rates	64.2%	64.9%	-0.7%	Environmental & Utility Services
Quality of fire services/response to emergencies	93.6%	94.4%	-0.8%	Major City Services
Tree maint./landscaping along street corridors	62.7%	63.6%	-0.9%	Transportation & Roadway Services
Overall efforts by the City to prevent crime	62.2%	63.2%	-1.0%	Public Safety & Emergency Services
City efforts to enforce local traffic laws	57.3%	58.5%	-1.2%	Public Safety & Emergency Services
McInnis Aquatic Center	47.1%	48.3%	-1.2%	Parks & Recreation Services
Overall appearance of City facilities	80.6%	82.0%	-1.4%	Major City Services
Ease of getting across town in Concord	50.2%	51.7%	-1.5%	Transportation & Roadway Services
Quality of the City's website	59.8%	61.4%	-1.6%	City Leadership & Communication
Overall impression of the community	81.3%	83.0%	-1.7%	Perceptions of the City
Visibility of police in neighborhoods	57.5%	59.4%	-1.9%	Public Safety & Emergency Services
Fire building inspection program	66.2%	68.3%	-2.1%	Public Safety & Emergency Services
Quality of facilities at city parks	82.8%	84.9%	-2.1%	Parks & Recreation Services
Flow of traffic & the ease of getting around	41.5%	43.7%	-2.2%	Major City Services
Overall quality of life	84.3%	86.5%	-2.2%	Perceptions of the City
Ease of traveling from home to regional roadways	66.5%	69.1%	-2.6%	Transportation & Roadway Services
Overall quality of police services	81.5%	84.1%	-2.6%	Major City Services
Quality of public housing	24.8%	27.6%	-2.8%	Neighborhood Services
How well the City is managing natural resources	46.3%	49.2%	-2.9%	Perceptions of the City
Quality of environmental education and outreach	49.0%	52.3%	-3.3%	Environmental & Utility Services
Overall quality of economic development	52.2%	55.8%	-3.6%	Major City Services
Quality of City parks & rec programs & facilities	82.1%	86.0%	-3.9%	Major City Services
How well City informs about disruptions to service	64.1%	68.2%	-4.1%	Environmental & Utility Services
Accessibility of public transportation services	39.6%	44.0%	-4.4%	Transportation & Roadway Services
Downtown/Center City area	60.7%	65.1%	-4.4%	Feeling of Safety in Various Situations
Availability of info. about programs/services	58.0%	62.4%	-4.4%	City Leadership & Communication
Overall enforcement of City codes & ordinances	56.8%	61.3%	-4.5%	Major City Services
Cleanliness of streets & other public areas	61.9%	66.4%	-4.5%	Transportation & Roadway Services
Recreation centers & programs for adults	60.1%	64.7%	-4.6%	Parks & Recreation Services
Overall quality of public transportation services	41.9%	46.7%	-4.8%	Major City Services
Quality of printed materials	65.4%	70.6%	-5.2%	City Leadership & Communication
Condition of pavement markings on streets	44.5%	49.8%	-5.3%	Transportation & Roadway Services
Receiving information on programs	58.2%	63.8%	-5.6%	Parks & Recreation Services
How well the City is managing growth	35.3%	41.3%	-6.0%	Perceptions of the City
Maintenance of streets, sidewalks, infrastructure	52.3%	58.4%	-6.1%	Major City Services
Overall physical appearance of the City	63.0%	69.2%	-6.2%	Perceptions of the City
Availability of affordable rental housing	21.3%	27.7%	-6.4%	Neighborhood Services
Level of public involvement in decision making	35.5%	42.3%	-6.8%	City Leadership & Communication
Leadership of elected officials	51.1%	58.6%	-7.5%	City Leadership & Communication
Timeliness of information provided by government	47.9%	55.5%	-7.6%	City Leadership & Communication
Ease of registering for programs	58.7%	67.0%	-8.3%	Parks & Recreation Services
Availability of public transportation services	38.9%	47.9%	-9.0%	Transportation & Roadway Services
Leadership of City Manager & appointed staff	51.9%	61.2%	-9.3%	City Leadership & Communication
Effectiveness of communication with the public	67.0%	76.8%	-9.8%	Major City Services
City efforts to keep you informed about issues	48.4%	59.2%	-10.8%	City Leadership & Communication
Availability of affordable housing for purchase	20.3%	37.8%	-17.5%	Neighborhood Services

2023 City of Concord Citizen Survey Executive Summary



Trends Since 2017

Ratings for the City of Concord **improved in 43 of the 114 areas** that were assessed in both 2017 and 2023. Concord showed significant improvement (5% or more) in 17 of these areas. The tables below and on the following page show how the 2023 results compare to 2017:

Service	2023	2017	Difference	Category
Taste/odor of your drinking water	62.0%	53.5%	8.5%	Environmental & Utility Services
Value for water & wastewater utility rates	65.4%	57.2%	8.2%	Environmental & Utility Services
Timeliness of water/sewer line break repairs	76.9%	69.0%	7.9%	Environmental & Utility Services
Adequacy of fire protection for your property	86.9%	79.4%	7.5%	Public Safety & Emergency Services
Reliability of water service	87.0%	79.9%	7.1%	Environmental & Utility Services
How quickly the City restores power	82.7%	75.9%	6.8%	Environmental & Utility Services
Quality of the City's stormwater management system	73.5%	67.1%	6.4%	Major City Services
Professionalism of fire personnel	94.1%	87.7%	6.4%	Public Safety & Emergency Services
Overall quality of 911 service	84.8%	78.6%	6.2%	Public Safety & Emergency Services
Courtesy of field employees	85.5%	79.3%	6.2%	Environmental & Utility Services
Overall quality of City water & sewer utilities	76.3%	70.2%	6.1%	Major City Services
Promptness of the 911 center to answer calls	84.5%	78.5%	6.0%	Public Safety & Emergency Services
Reliability of City electric service	84.4%	78.4%	6.0%	Environmental & Utility Services
Overall quality of fire services	94.5%	88.6%	5.9%	Public Safety & Emergency Services
Quality of trash, recycling & yard waste services	85.1%	79.4%	5.7%	Major City Services
How quickly fire personnel respond	93.8%	88.4%	5.4%	Public Safety & Emergency Services
Cleanliness/maintenance of stormwater drains	69.7%	64.6%	5.1%	Environmental & Utility Services
Curbside recycling service	88.4%	83.5%	4.9%	Environmental & Utility Services
Professionalism of police officers	81.0%	76.6%	4.4%	Public Safety & Emergency Services
Efforts to ensure community is prepared for crisis	57.4%	53.0%	4.4%	Public Safety & Emergency Services
Maintenance & appearance of community centers	75.3%	71.0%	4.3%	Parks & Recreation Services
Professionalism of the City's 911 center	80.3%	76.1%	4.2%	Public Safety & Emergency Services
Overall quality of City electric utility services	79.4%	75.4%	4.0%	Major City Services
Bulk trash pickup/removal service	79.8%	75.8%	4.0%	Environmental & Utility Services
Quality of social media outlets	56.5%	52.6%	3.9%	City Leadership & Communication
Residential trash collection service	91.3%	87.7%	3.6%	Environmental & Utility Services
Overall quality of customer service you receive	84.1%	81.0%	3.1%	Major City Services
How quickly police respond to emergencies	81.8%	78.7%	3.1%	Public Safety & Emergency Services
Overall quality of City services	82.3%	79.6%	2.7%	Perceptions of the City
Availability of pedestrian walkways/sidewalks	51.3%	48.8%	2.5%	Transportation & Roadway Services
Quality of fire services/response to emergencies	93.6%	91.3%	2.3%	Major City Services
Recreation centers & programs for youth	65.3%	63.1%	2.2%	Parks & Recreation Services
City public safety education programs	70.9%	68.8%	2.1%	Public Safety & Emergency Services
Mowing along streets and other public areas	63.8%	61.9%	1.9%	Transportation & Roadway Services
Special events & festivals in the City	64.4%	62.9%	1.5%	Parks & Recreation Services
Your neighborhood during the day	94.6%	93.2%	1.4%	Feeling of Safety in Various Situations
Traffic signal coordination on major streets	59.9%	58.7%	1.2%	Transportation & Roadway Services
Condition/maintenance of streets in neighborhood	65.1%	64.2%	0.9%	Transportation & Roadway Services
Appearance of your neighborhood	75.8%	75.0%	0.8%	Neighborhood Services
Quality of facilities at city parks	82.8%	82.1%	0.7%	Parks & Recreation Services
Appearance/maintenance of City parks	89.1%	88.6%	0.5%	Parks & Recreation Services
Overall as a place to work	71.3%	71.0%	0.3%	Perceptions of the City
Leaf, yard waste & brush removal services	79.4%	79.2%	0.2%	Environmental & Utility Services
Overall quality of police services	81.5%	81.6%	-0.1%	Major City Services
Overall cultural & recreational opportunities	65.1%	65.3%	-0.2%	Perceptions of the City
Overall quality of local police protection	81.6%	82.1%	-0.5%	Public Safety & Emergency Services
Ease of traveling from home to regional roadways	66.5%	67.0%	-0.5%	Transportation & Roadway Services
Adequacy of street lighting	56.7%	57.3%	-0.6%	Transportation & Roadway Services
Maintenance of street signs	73.3%	74.5%	-1.2%	Transportation & Roadway Services
Value you receive for electric utility rates	64.2%	65.4%	-1.2%	Environmental & Utility Services
Quality of the City's website	59.8%	61.0%	-1.2%	City Leadership & Communication
Quality of walking/biking trails in the City	74.0%	75.3%	-1.3%	Parks & Recreation Services
Overall appearance of City facilities	80.6%	82.0%	-1.4%	Major City Services
City parks & greenways	67.3%	68.7%	-1.4%	Feeling of Safety in Various Situations
Recreation centers & programs for adults	60.1%	61.7%	-1.6%	Parks & Recreation Services

2023 City of Concord Citizen Survey Executive Summary



Trends Since 2017 (cont.)

Service	2023	2017	Difference	Category
Value that you receive for tax dollars & fees	58.6%	60.4%	-1.8%	Perceptions of the City
Overall quality of life	84.3%	86.2%	-1.9%	Perceptions of the City
Overall as a place to live	87.5%	89.6%	-2.1%	Perceptions of the City
Fire building inspection program	66.2%	68.3%	-2.1%	Public Safety & Emergency Services
Overall as a place to raise children	81.6%	83.8%	-2.2%	Perceptions of the City
Condition/maintenance of major streets	57.1%	59.4%	-2.3%	Transportation & Roadway Services
Number of walking/biking trails in the City	64.0%	66.5%	-2.5%	Parks & Recreation Services
Quality & availability of outdoor athletic fields	67.3%	69.9%	-2.6%	Parks & Recreation Services
How well City informs about disruptions to service	64.1%	66.9%	-2.8%	Environmental & Utility Services
Aquatic based programs	45.2%	48.4%	-3.2%	Parks & Recreation Services
Enforcement of the removal of dilapidated housing	35.7%	38.9%	-3.2%	Neighborhood Services
Enforcement of sign regulations	56.5%	59.8%	-3.3%	Neighborhood Services
Enforcement of mowing & cutting of weeds	52.1%	55.4%	-3.3%	Neighborhood Services
Number of City parks	73.0%	76.3%	-3.3%	Parks & Recreation Services
Quality of City parks & rec programs & facilities	82.1%	85.7%	-3.6%	Major City Services
Enforcement of the repair of substandard housing	38.8%	42.5%	-3.7%	Neighborhood Services
Overall feeling of safety in Concord	78.7%	82.6%	-3.9%	Feeling of Safety in Various Situations
Rocky River Golf Club	55.5%	59.4%	-3.9%	Parks & Recreation Services
Accessibility of public transportation services	39.6%	43.5%	-3.9%	Transportation & Roadway Services
Availability of info. about programs/services	58.0%	61.9%	-3.9%	City Leadership & Communication
Enforcement of clean-up of junk cars & debris	46.3%	50.3%	-4.0%	Neighborhood Services
Overall impression of the community	81.3%	86.0%	-4.7%	Perceptions of the City
Enforcement of exterior maintenance	48.5%	53.2%	-4.7%	Neighborhood Services
Flow of traffic & the ease of getting around	41.5%	46.3%	-4.8%	Major City Services
Community engagement efforts	58.9%	64.0%	-5.1%	Public Safety & Emergency Services
Maintenance of sidewalks in the City	50.6%	55.7%	-5.1%	Transportation & Roadway Services
Effectiveness of communication with the public	67.0%	72.2%	-5.2%	Major City Services
Your neighborhood during the night	74.4%	79.9%	-5.5%	Feeling of Safety in Various Situations
Receiving information on programs	58.2%	63.8%	-5.6%	Parks & Recreation Services
McInnis Aquatic Center	47.1%	52.7%	-5.6%	Parks & Recreation Services
On-street bicycle infrastructure	32.2%	38.0%	-5.8%	Transportation & Roadway Services
Ease of getting across town in Concord	50.2%	56.5%	-6.3%	Transportation & Roadway Services
Availability of affordable rental housing	21.3%	27.7%	-6.4%	Neighborhood Services
Quality of printed materials	65.4%	72.0%	-6.6%	City Leadership & Communication
Quality of public housing	24.8%	31.5%	-6.7%	Neighborhood Services
Enforcement of yard parking regulations	38.3%	45.5%	-7.2%	Neighborhood Services
Ease of registering for programs	58.7%	66.1%	-7.4%	Parks & Recreation Services
Overall enforcement of City codes & ordinances	56.8%	64.8%	-8.0%	Major City Services
Maintenance of streets, sidewalks, infrastructure	52.3%	60.5%	-8.2%	Major City Services
Availability of public transportation services	38.9%	47.1%	-8.2%	Transportation & Roadway Services
Overall quality of public transportation services	41.9%	50.6%	-8.7%	Major City Services
Cleanliness of streets & other public areas	61.9%	70.7%	-8.8%	Transportation & Roadway Services
Overall quality of economic development	52.2%	61.1%	-8.9%	Major City Services
Availability of programs to assist home ownership	33.3%	42.4%	-9.1%	Neighborhood Services
Overall physical appearance of the City	63.0%	72.3%	-9.3%	Perceptions of the City
Visibility of police in neighborhoods	57.5%	67.4%	-9.9%	Public Safety & Emergency Services
Visibility of police in retail areas	58.7%	69.2%	-10.5%	Public Safety & Emergency Services
Overall efforts by the City to prevent crime	62.2%	74.3%	-12.1%	Public Safety & Emergency Services
Level of public involvement in decision making	35.5%	47.7%	-12.2%	City Leadership & Communication
City efforts to enforce local traffic laws	57.3%	69.8%	-12.5%	Public Safety & Emergency Services
Condition of pavement markings on streets	44.5%	57.5%	-13.0%	Transportation & Roadway Services
Timeliness of information provided by government	47.9%	60.9%	-13.0%	City Leadership & Communication
Leadership of City Manager & appointed staff	51.9%	65.2%	-13.3%	City Leadership & Communication
Leadership of elected officials	51.1%	65.6%	-14.5%	City Leadership & Communication
Downtown/Center City area	60.7%	75.6%	-14.9%	Feeling of Safety in Various Situations
Retail shopping areas of the City	57.9%	74.1%	-16.2%	Feeling of Safety in Various Situations
City efforts to keep you informed about issues	48.4%	65.1%	-16.7%	City Leadership & Communication
How well the City is managing growth	35.3%	53.0%	-17.7%	Perceptions of the City
Availability of affordable housing for purchase	20.3%	39.9%	-19.6%	Neighborhood Services

2023 City of Concord Citizen Survey

Executive Summary



Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, it should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

Overall Priorities for the City by Major Category. The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top two priorities for investment over the next two years in order to raise the City's overall satisfaction rating are:

- Flow of traffic and the ease of getting around the City (I-S Rating = 0.3007)
- Maintenance of City streets, sidewalks, and infrastructure (I-S Rating = 0.2294)
- Quality of economic development (I-S Rating = 0.1095)

Priorities within Departments/Specific Areas: The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department/area over the next two years are listed below:

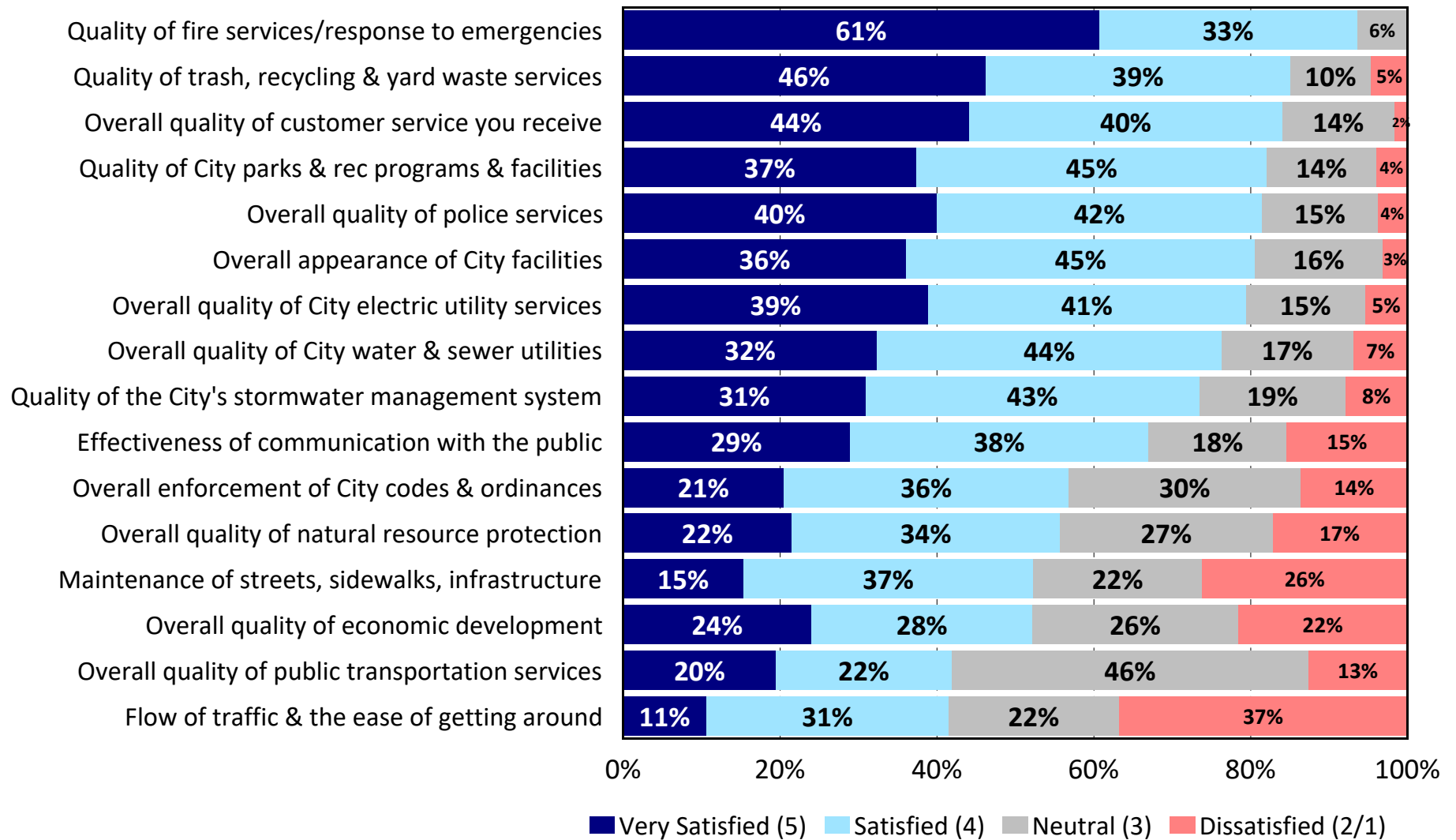
- **Public Safety and Emergency Services:** visibility of police in neighborhoods, efforts by the City to prevent crime, visibility of police in retail areas, and City efforts to enforce local traffic laws
- **Transportation and Roadway Services:** ease of getting across town in Concord, condition of pavement markings on streets, condition/maintenance of major streets, and availability of pedestrian walkways/sidewalks
- **Neighborhood Services:** availability of affordable housing for purchase and availability of affordable rental housing
- **Environmental and Utility Services:** protection of urban forests and open space, taste/odor of drinking water, and how well the City preserves ecosystems/services
- **Parks and Recreation Services:** none of the parks and recreation services were selected as a "high priority" for improvement



Charts and Graphs

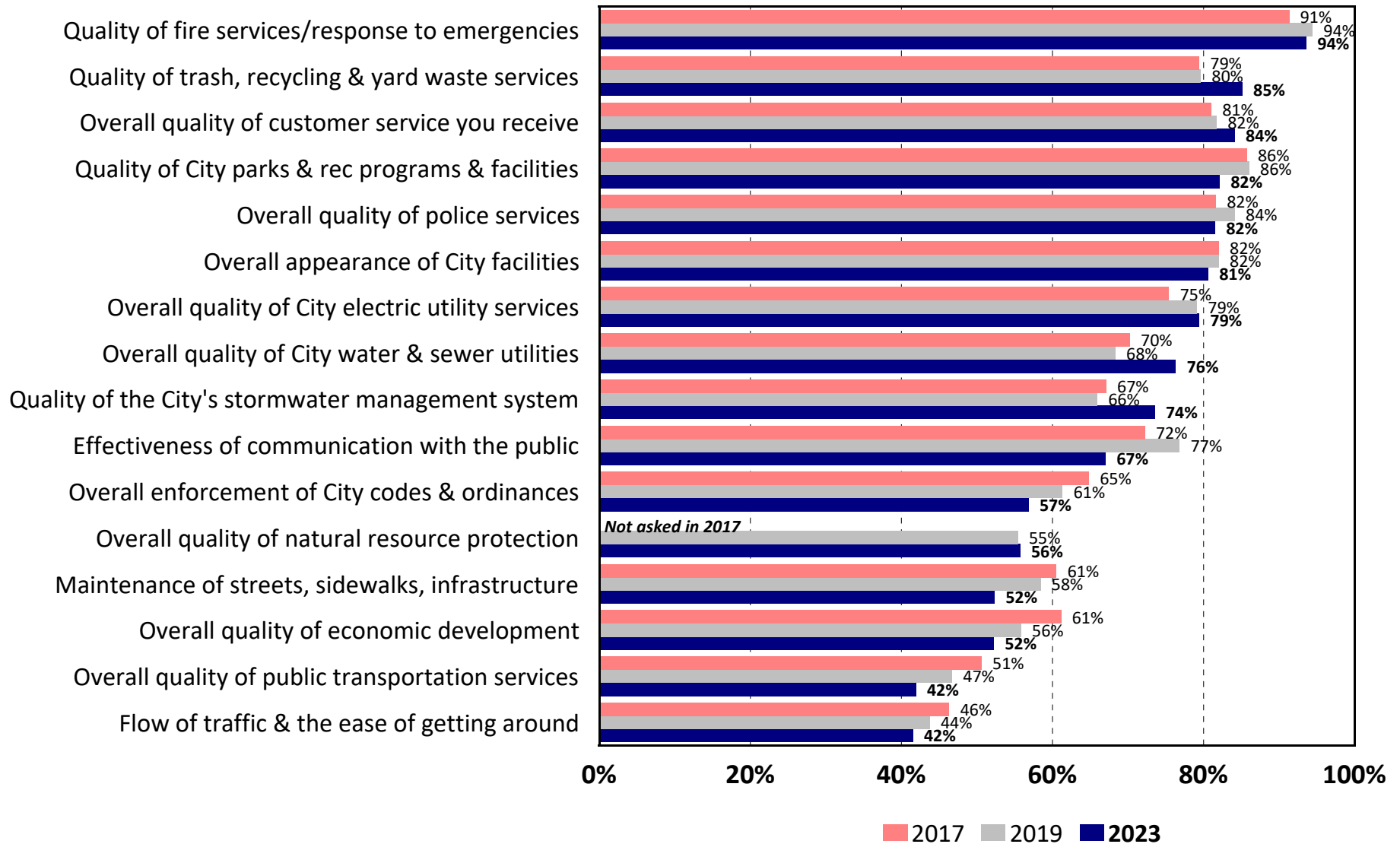
Q1. Overall Satisfaction with City Services by Major Category

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



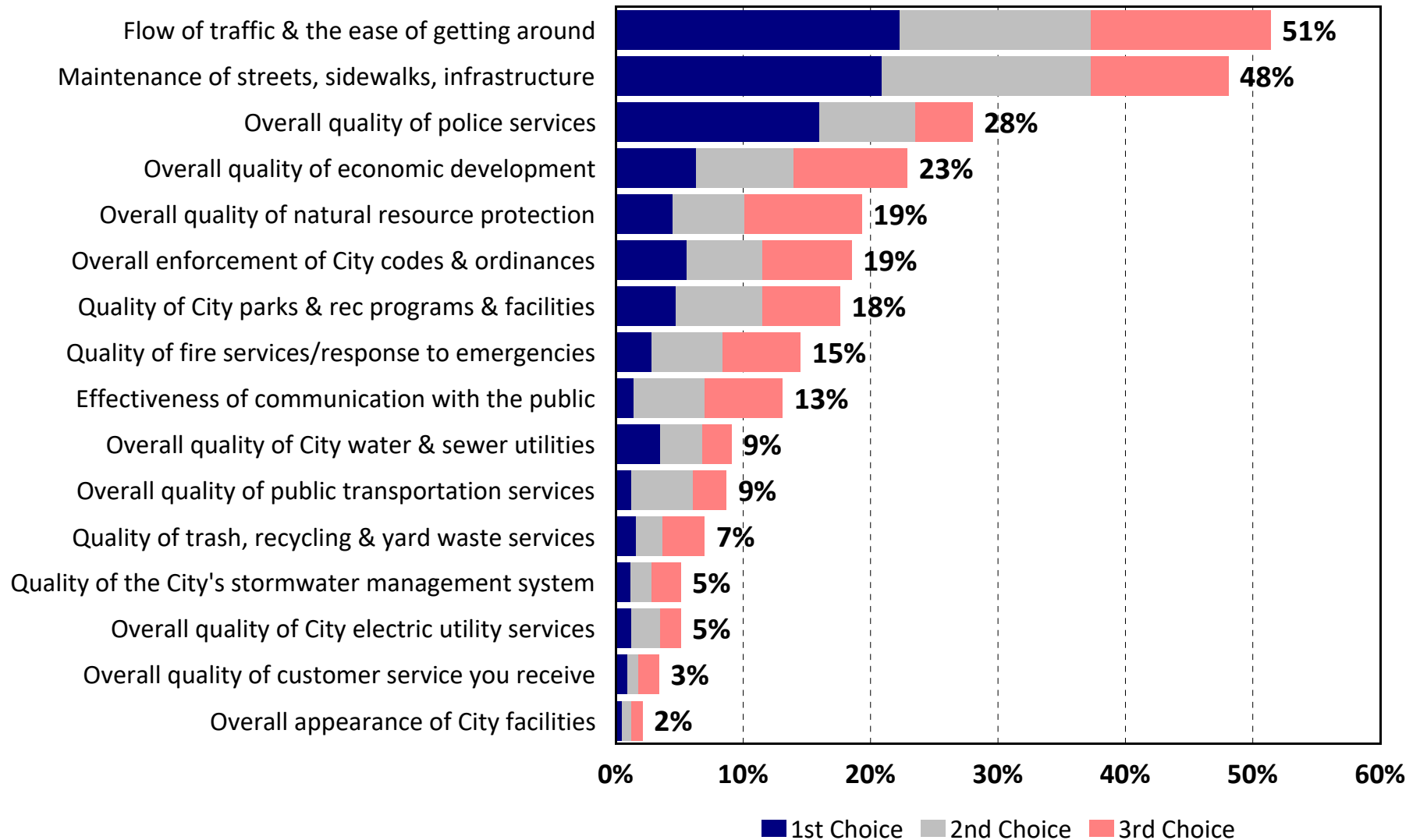
TRENDS: Overall Satisfaction with City Services by Major Category - 2017 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



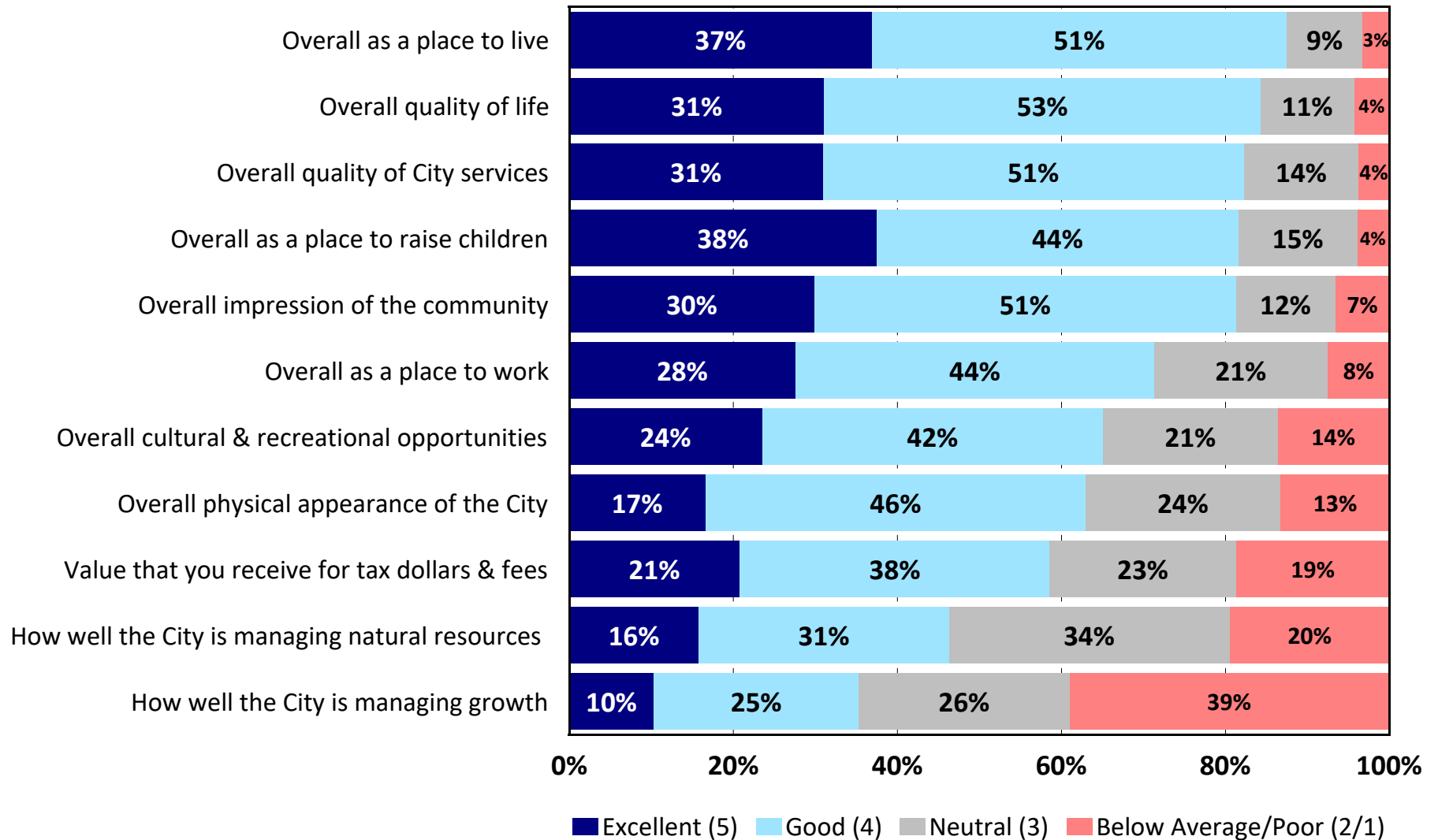
Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



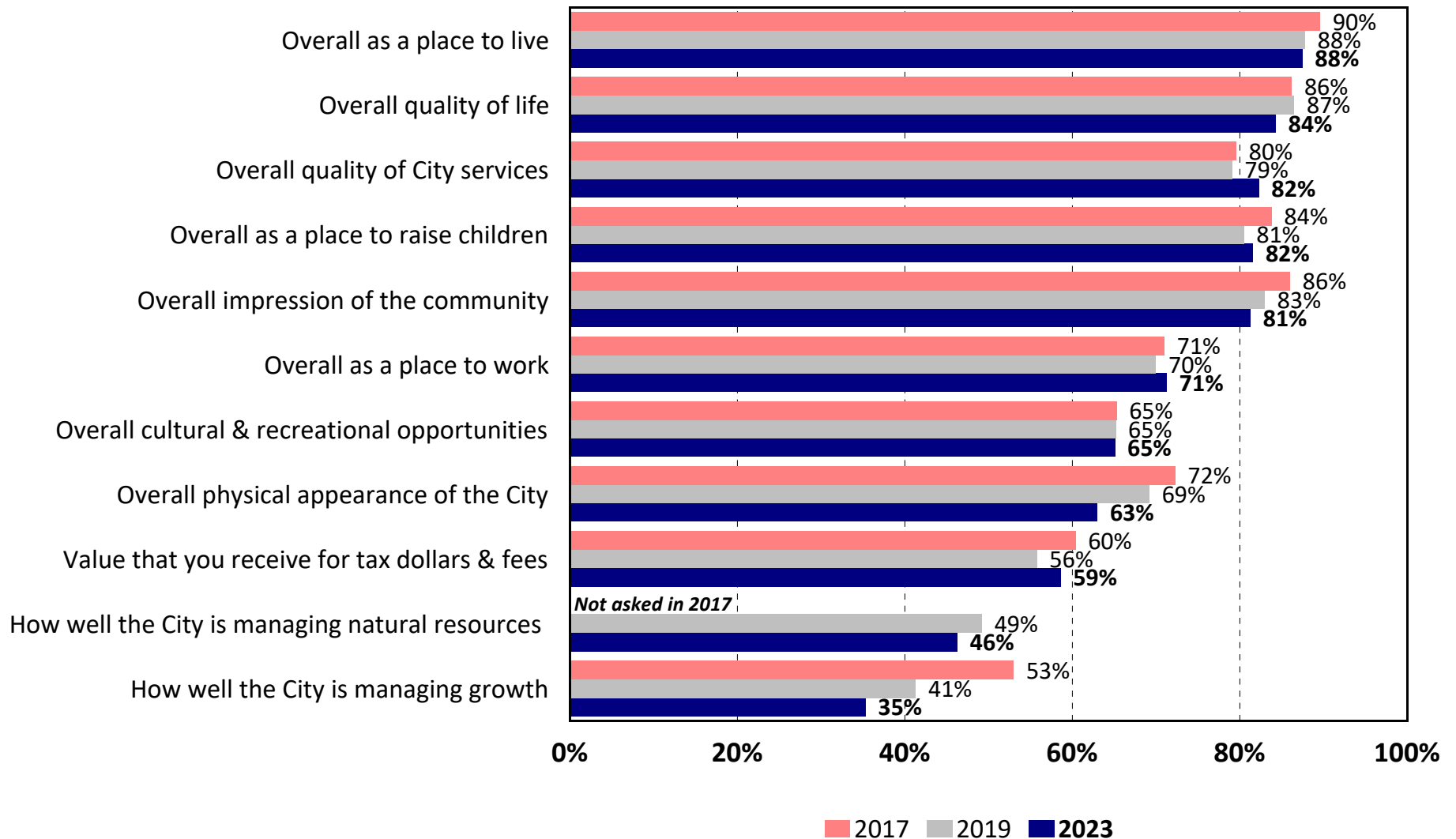
Q3. Satisfaction with Items That Influence Perceptions of the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



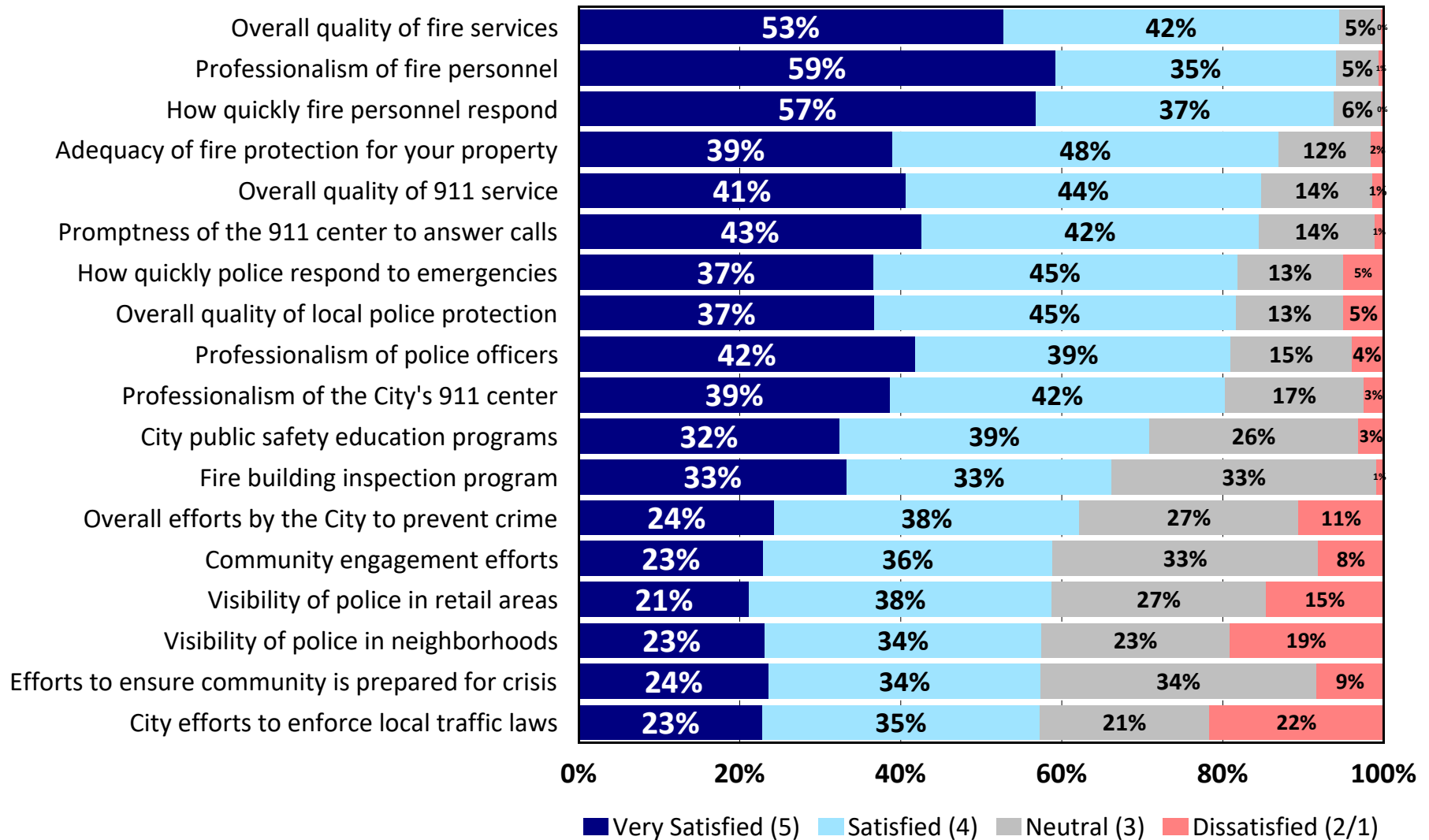
TRENDS: Satisfaction with Items That Influence Perceptions of the City - 2017 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



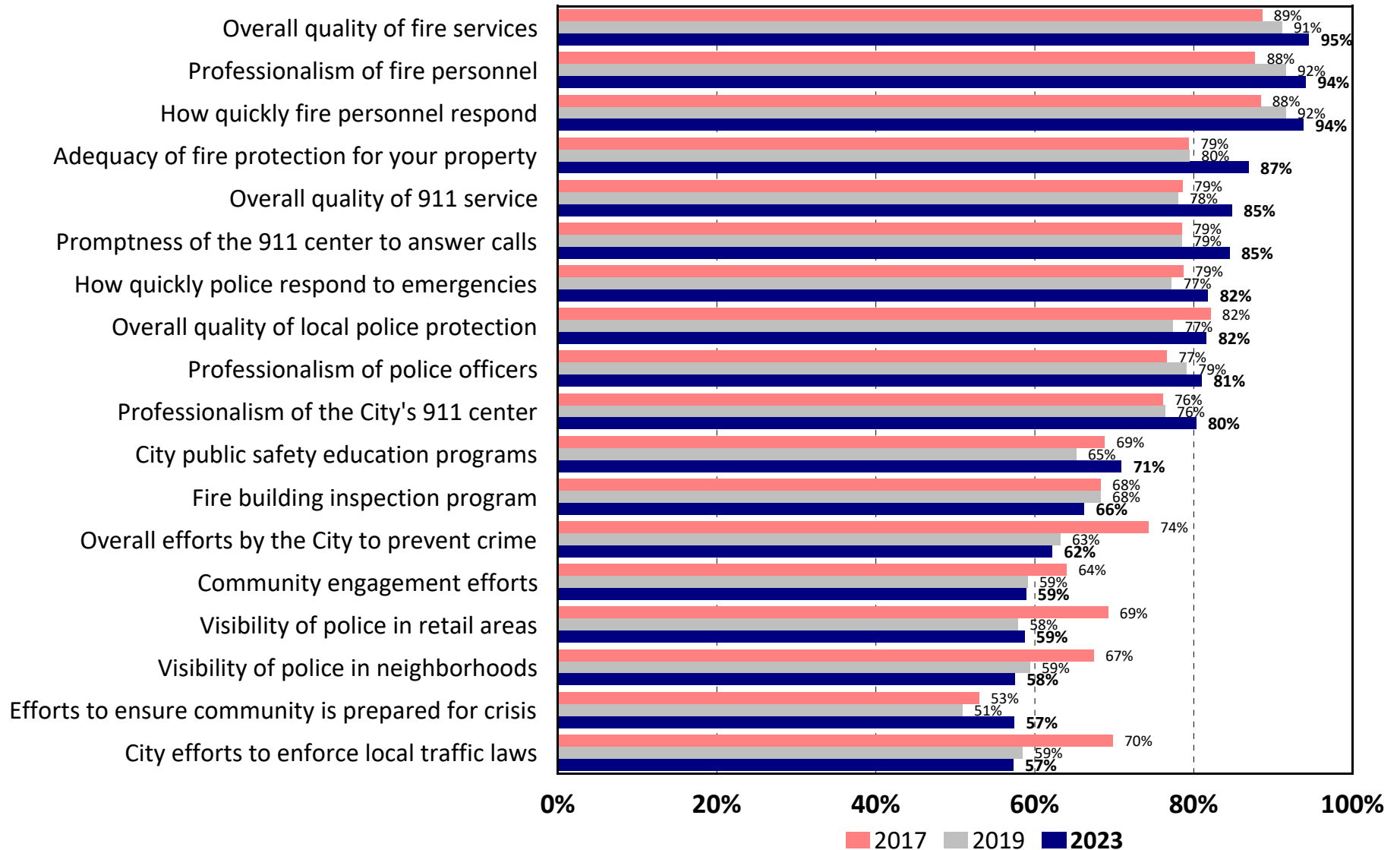
Q4. Satisfaction with Public Safety and Emergency Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



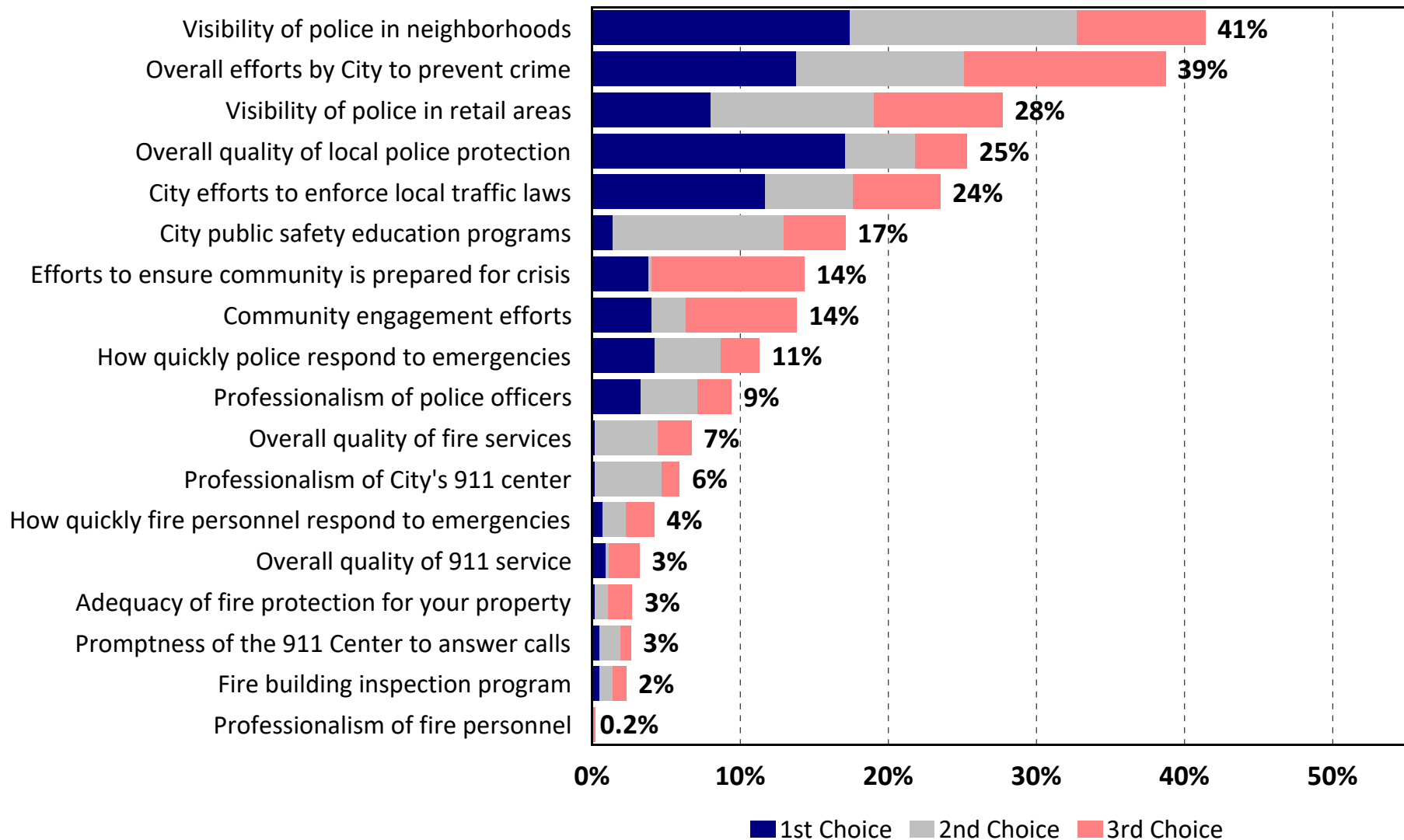
TRENDS: Satisfaction with Public Safety and Emergency Services - 2017 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



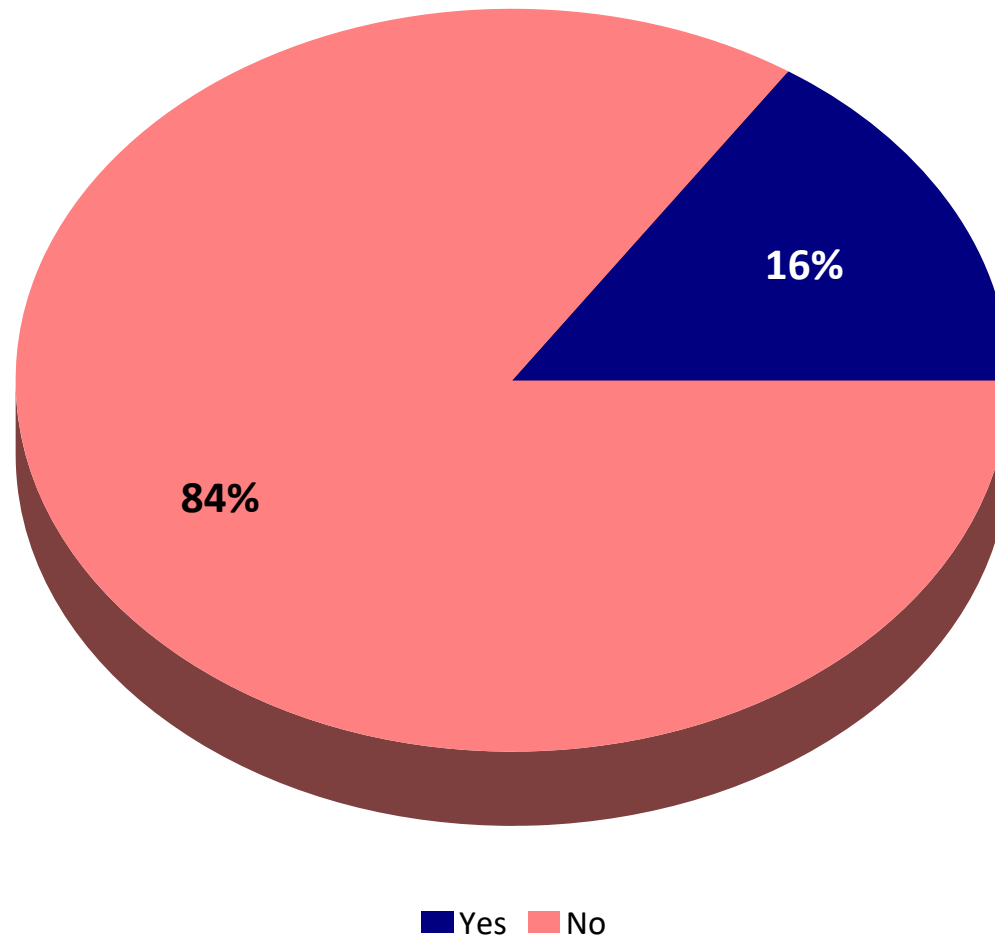
Q5. Public Safety and Emergency Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



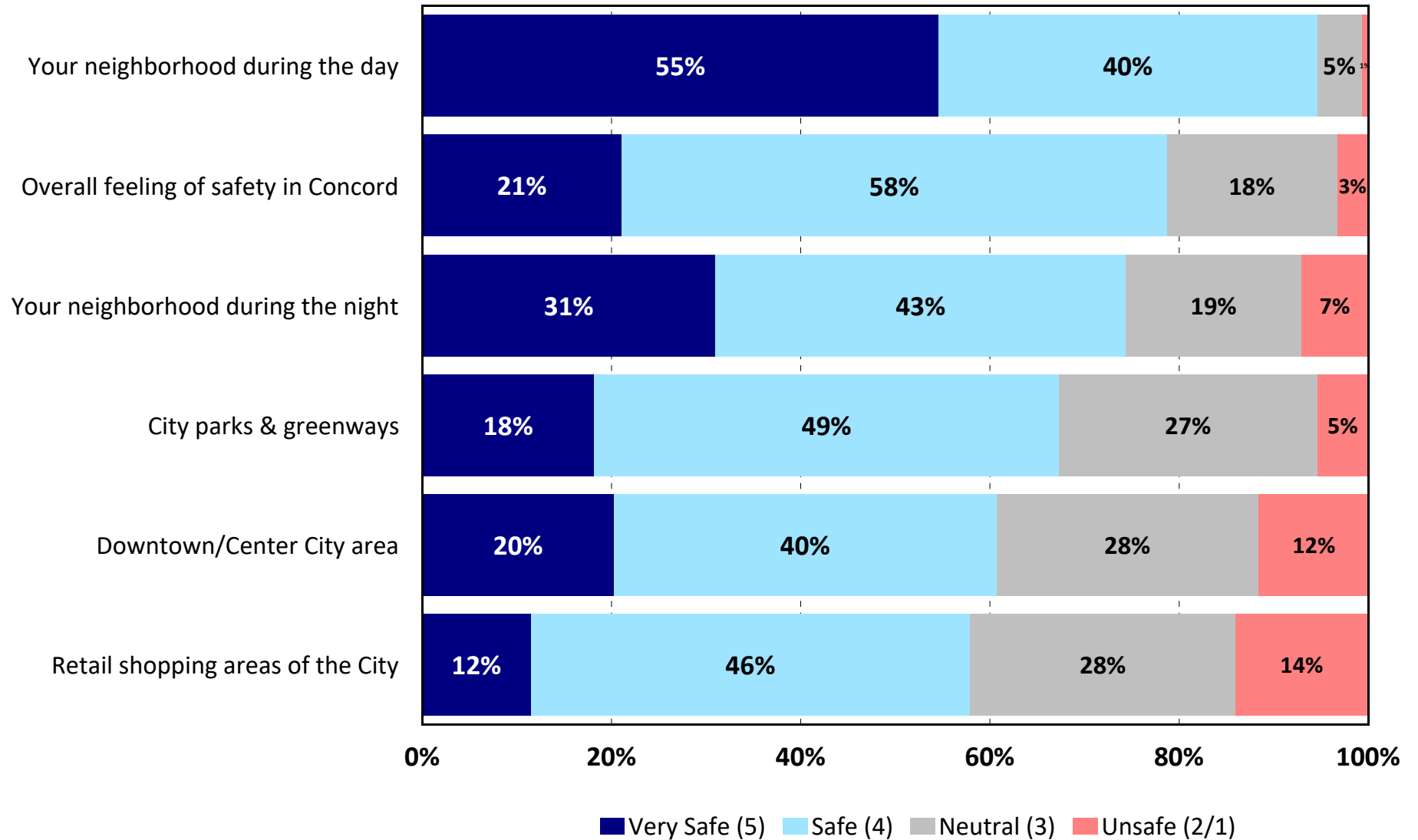
Q6. Have you ever participated in or attended any public safety related meetings or events?

by percentage of respondents



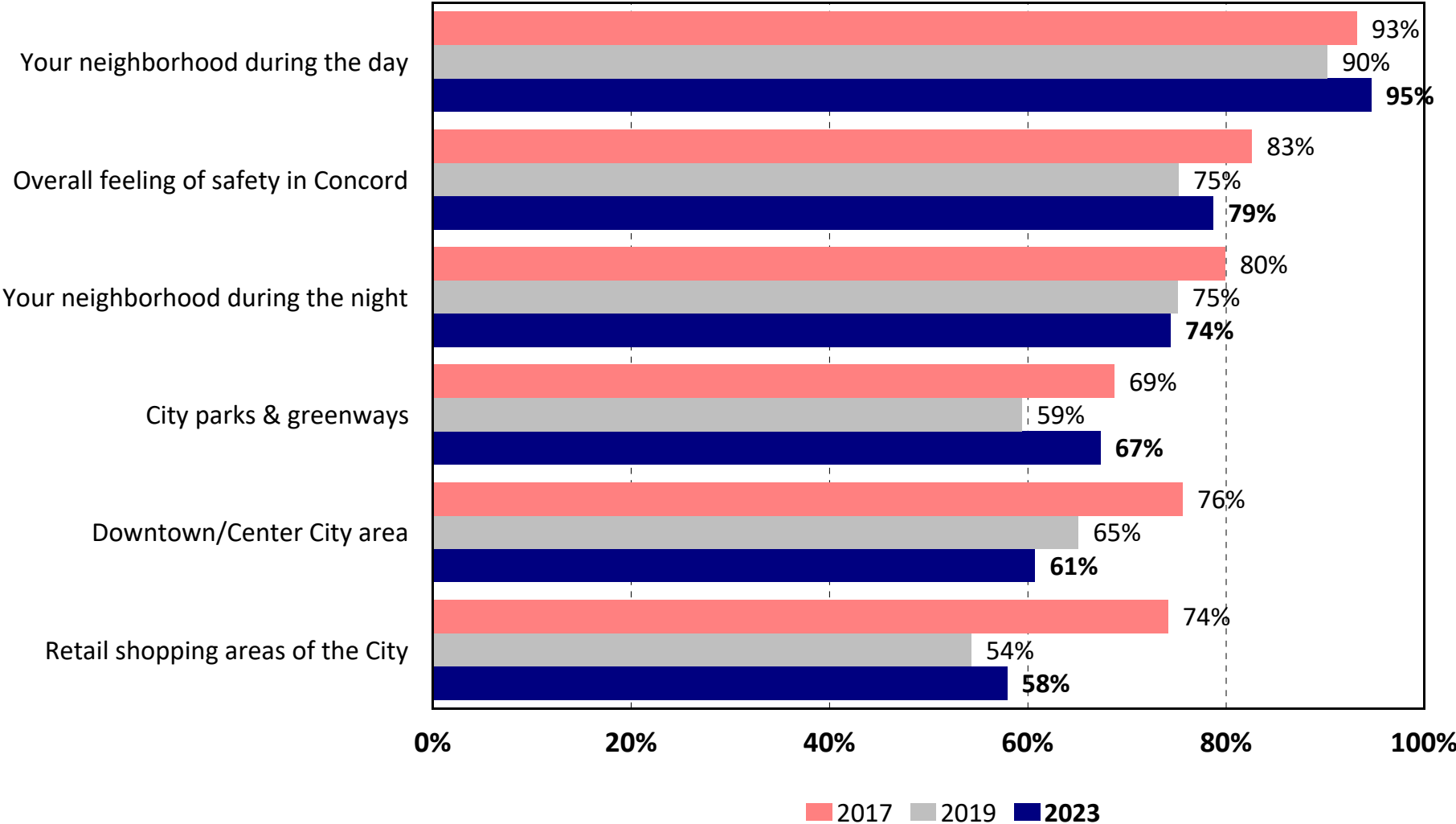
Q7. Feeling of Safety in Various Situations

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



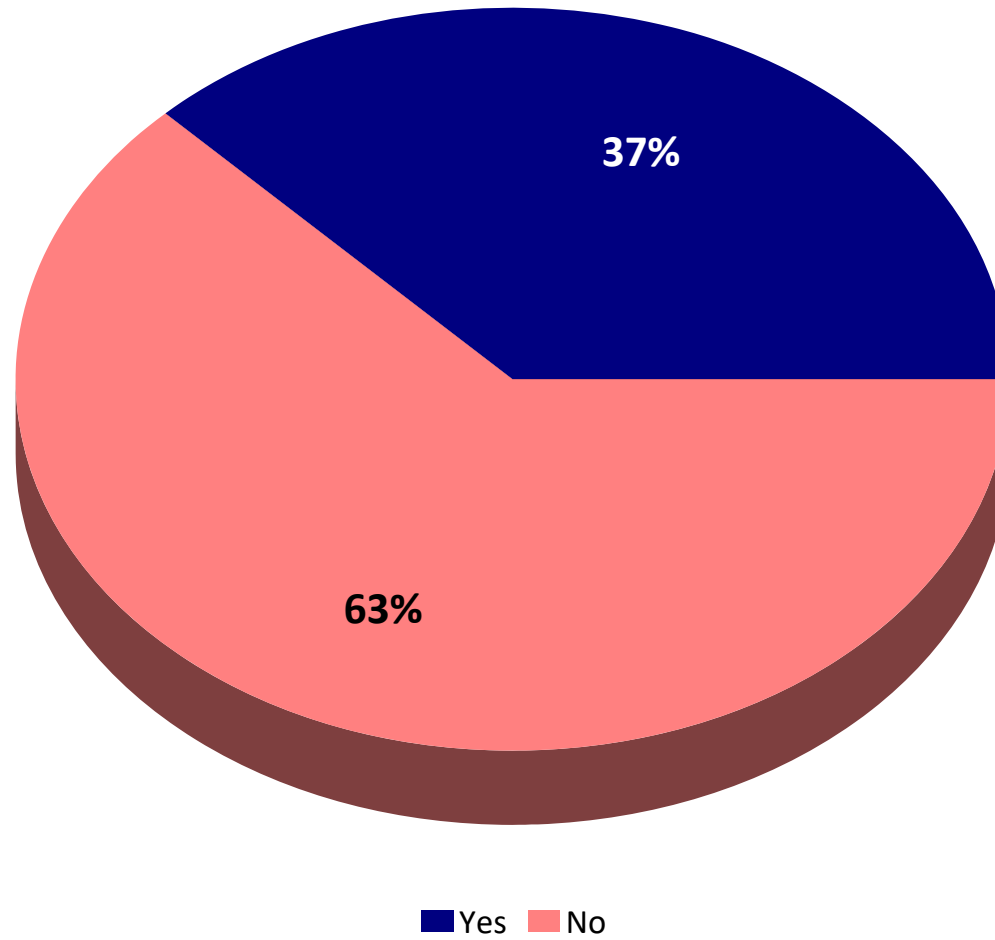
TRENDS: Feeling of Safety in Various Situations 2017 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



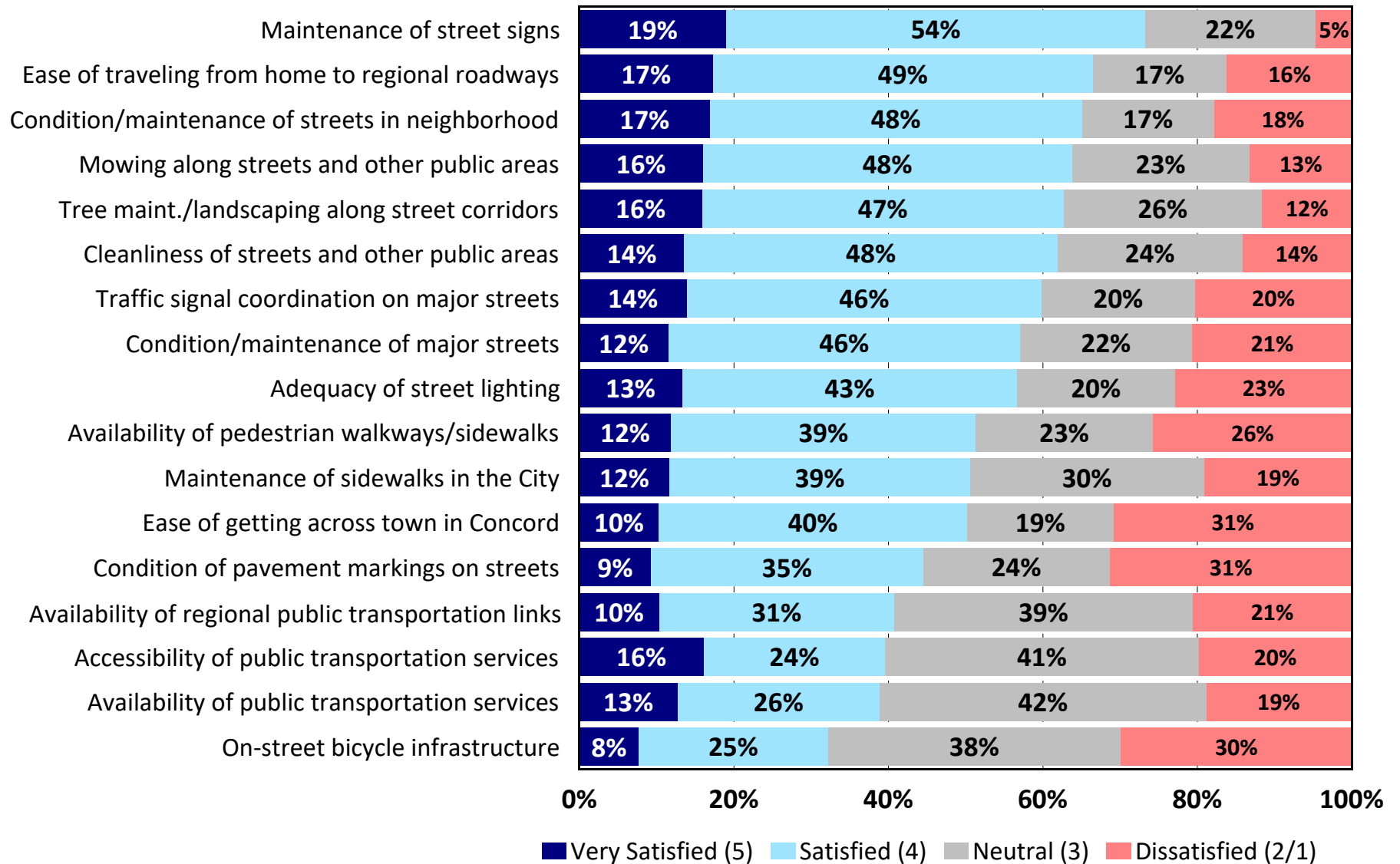
Q8. Are there any areas of town where you feel unsafe?

by percentage of respondents (excluding not provided)



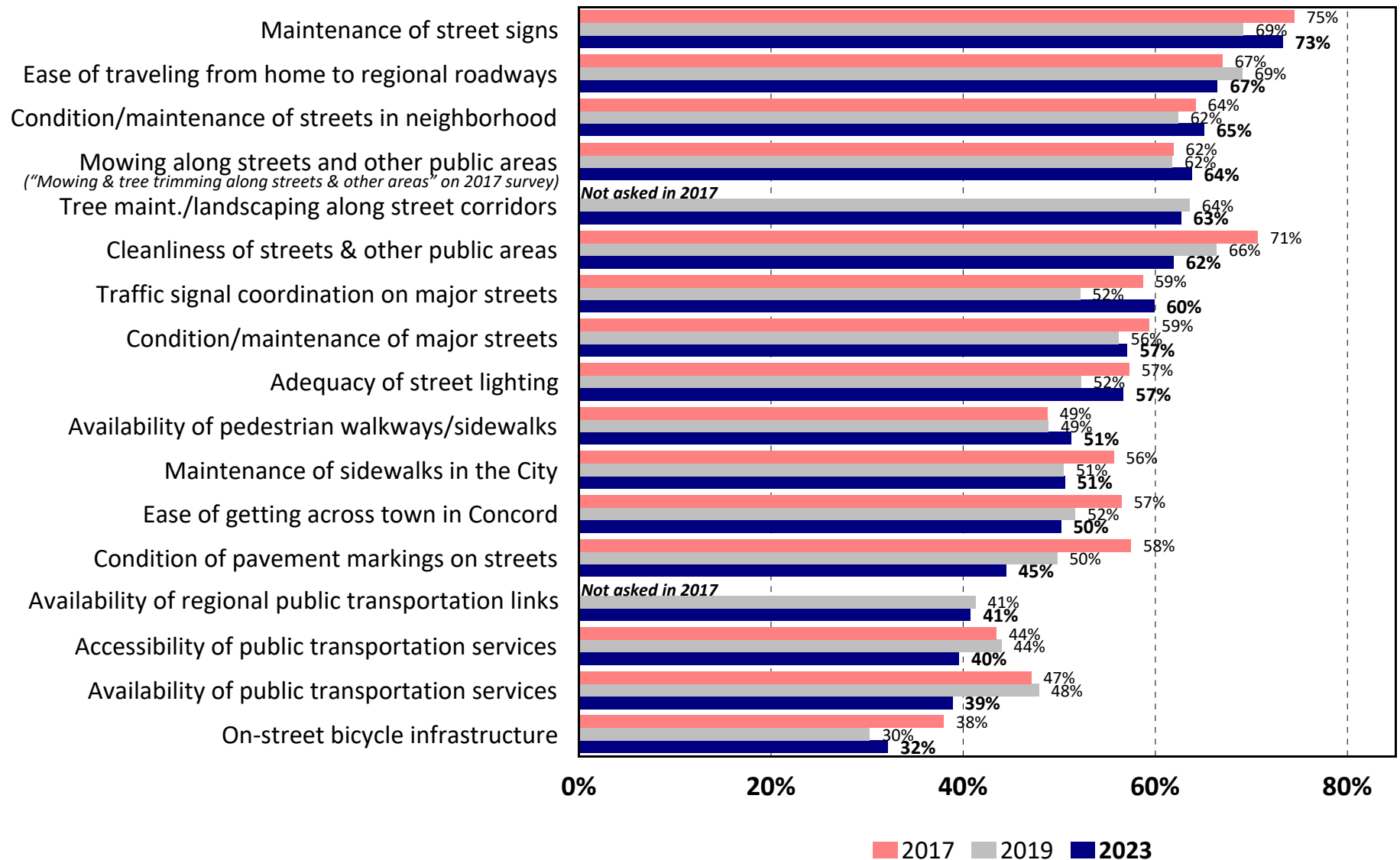
Q9. Satisfaction with Transportation and Roadway Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



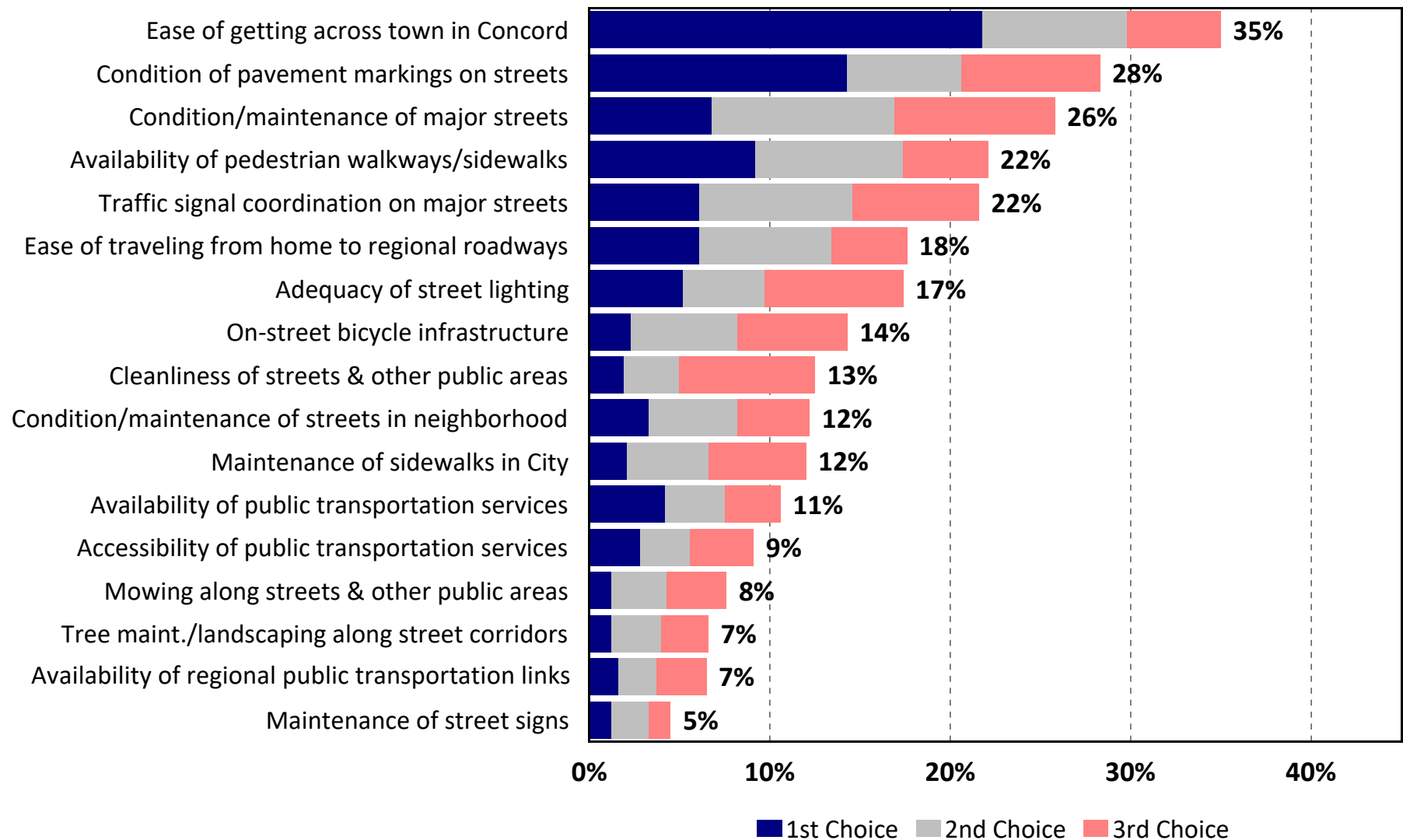
TRENDS: Satisfaction with Transportation and Roadway Services - 2017 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



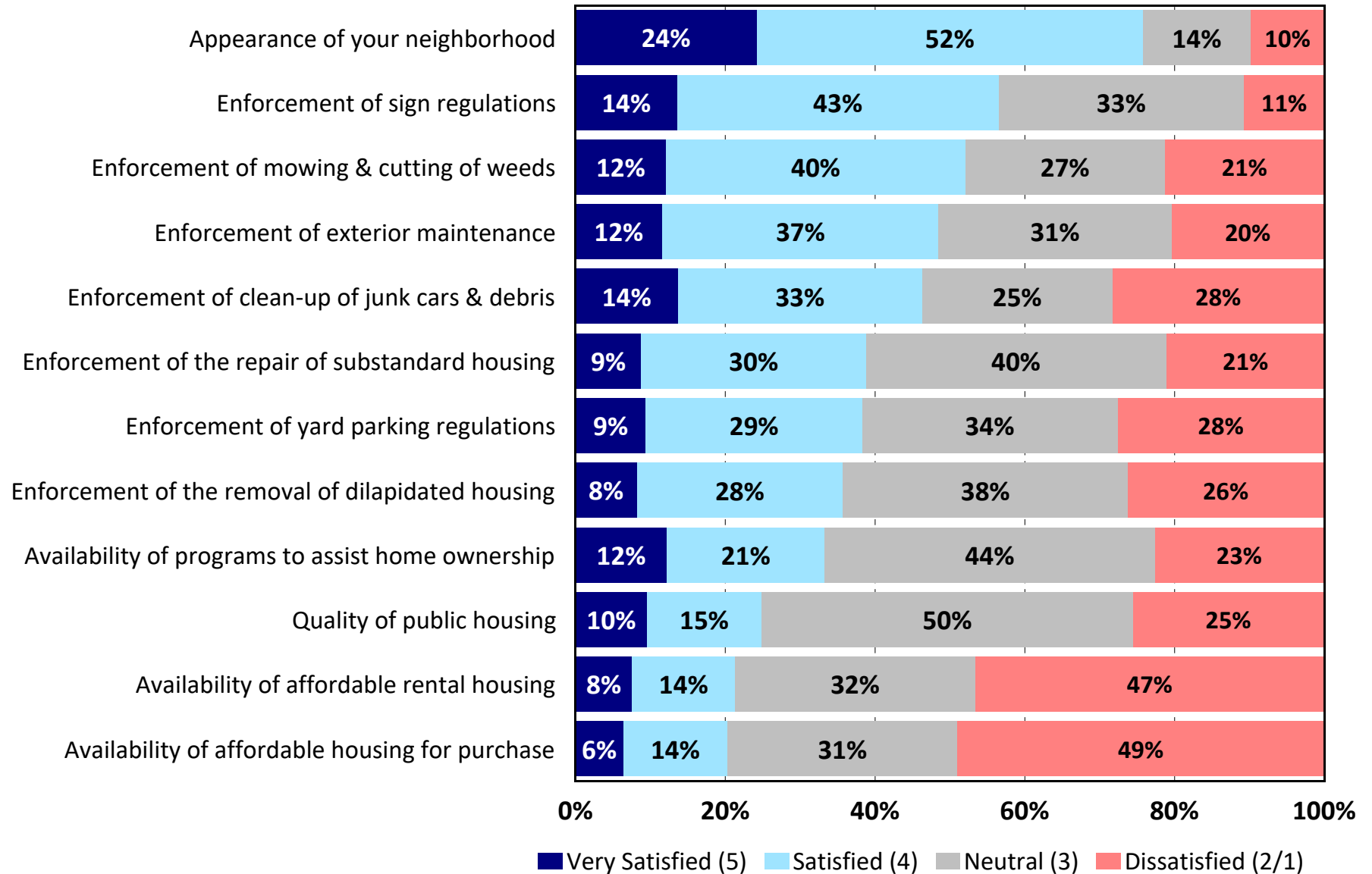
Q10. Transportation & Roadway Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



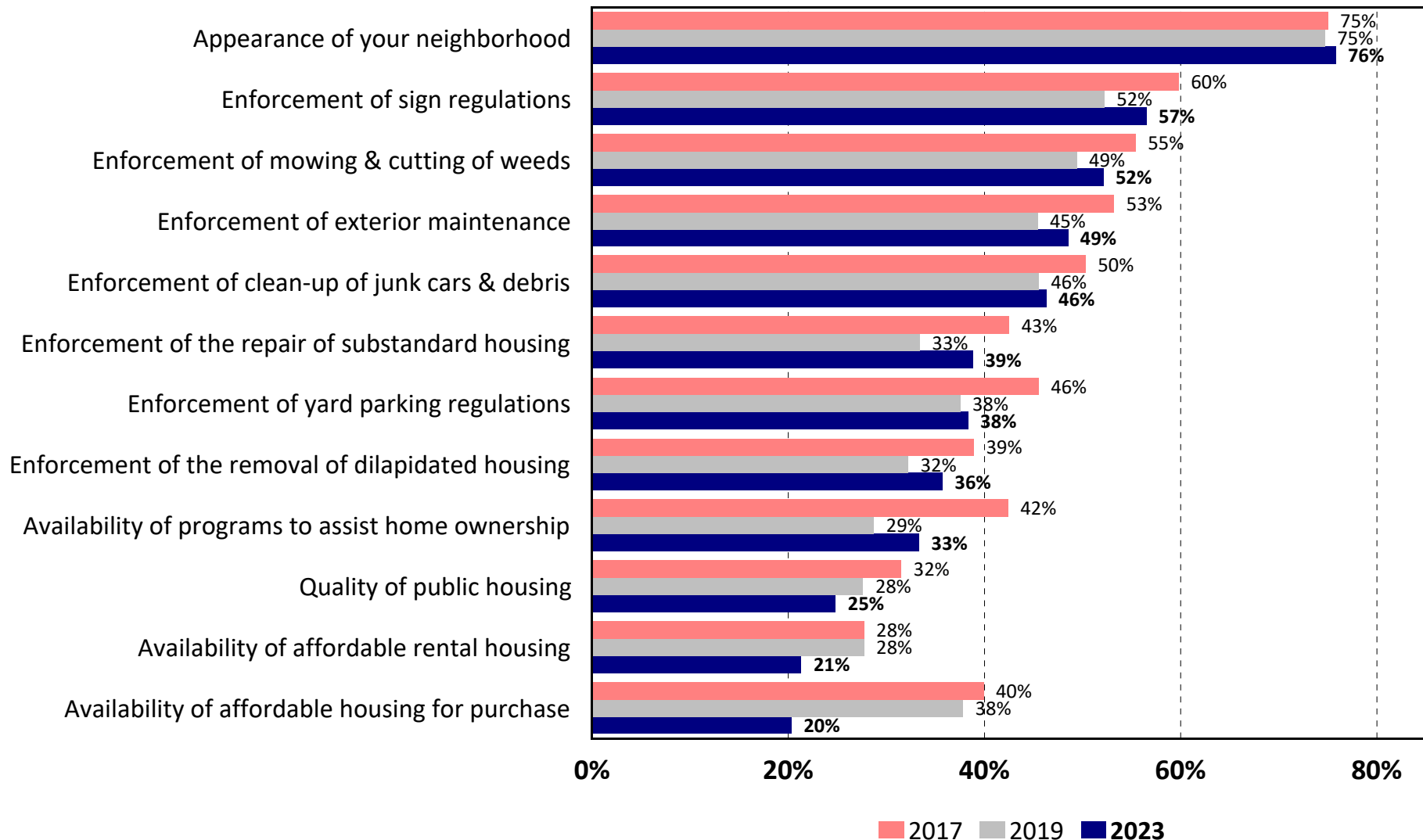
Q11. Satisfaction with Neighborhood Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



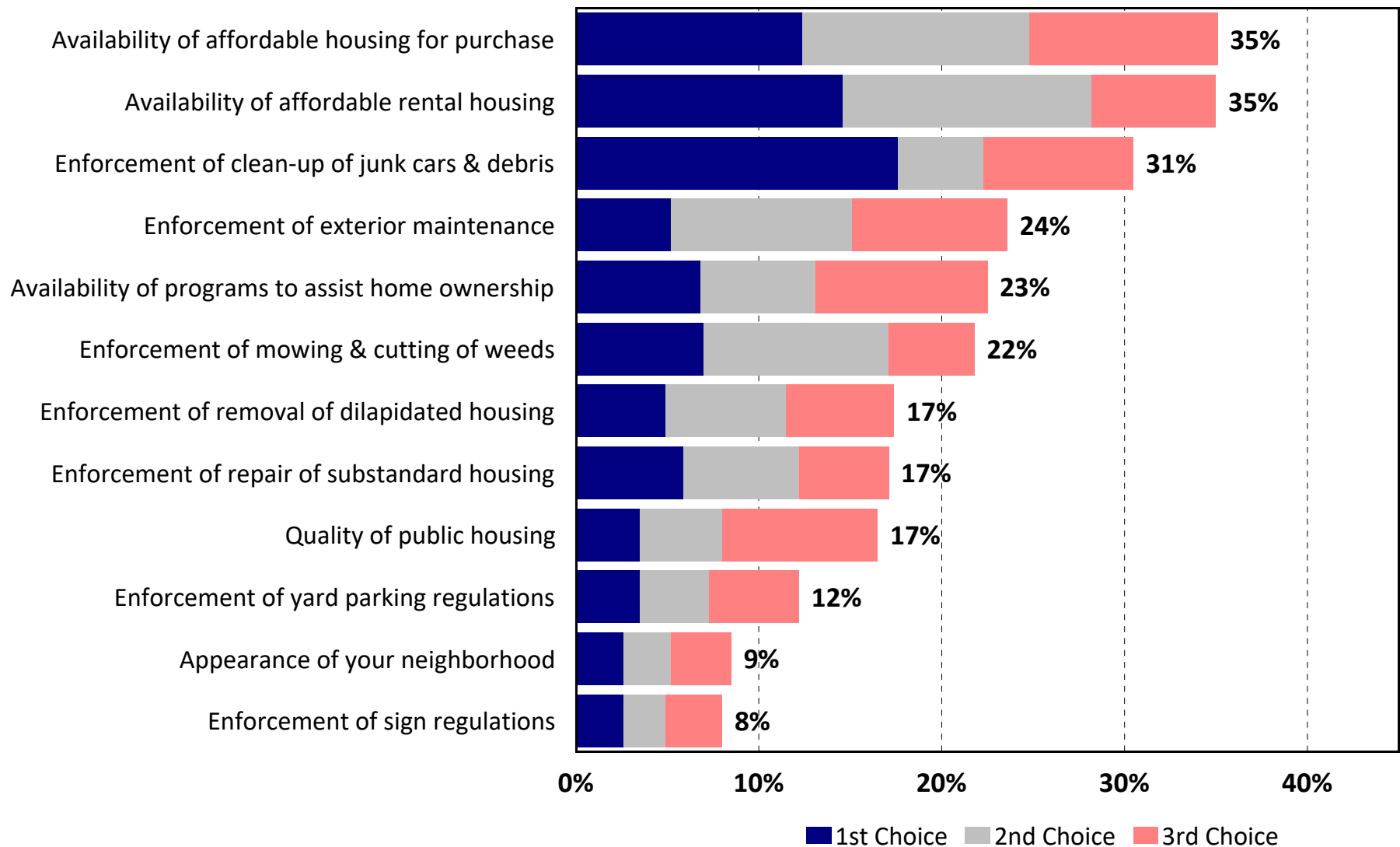
TRENDS: Satisfaction with Neighborhood Services 2017 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



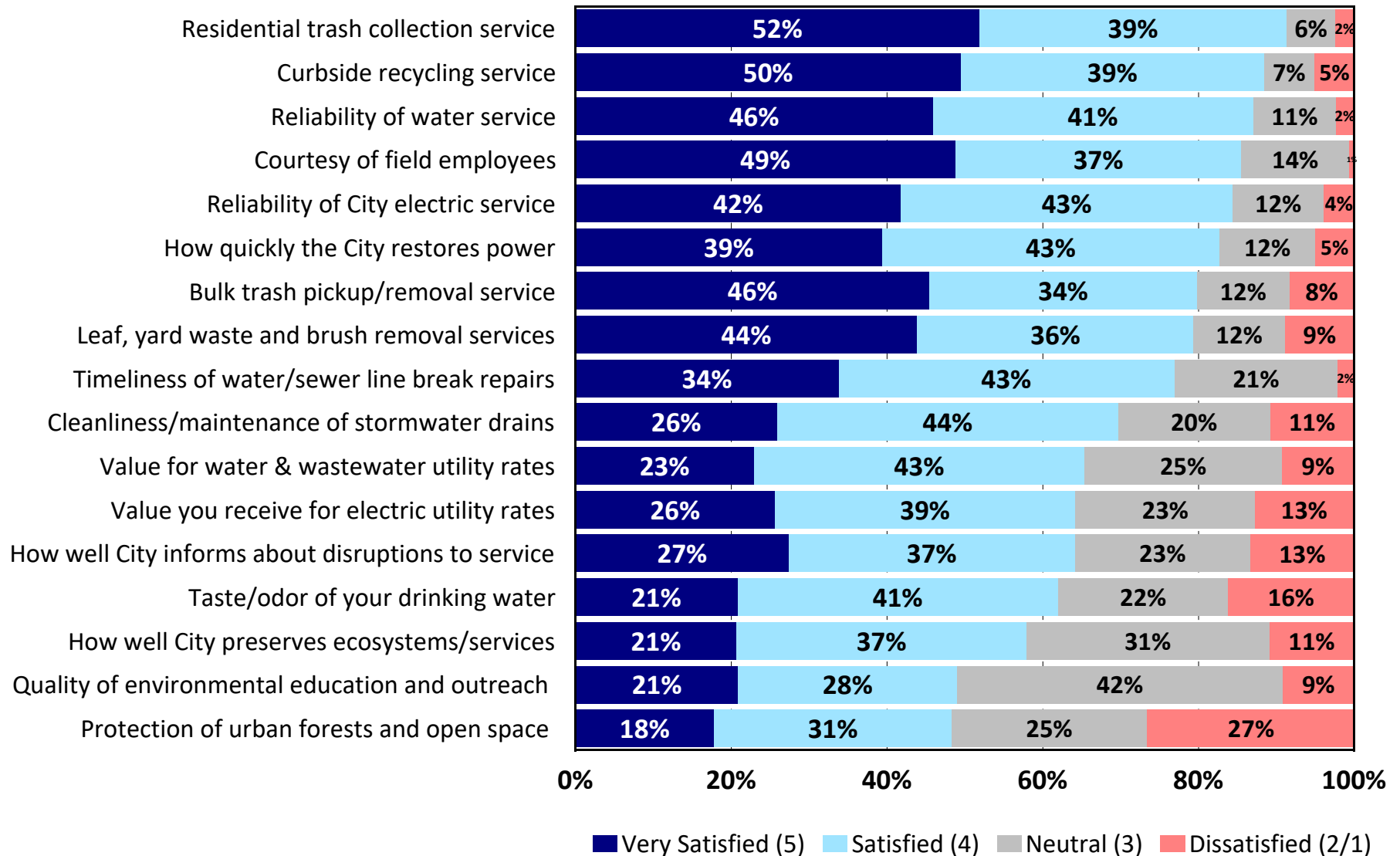
Q12. Neighborhood Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



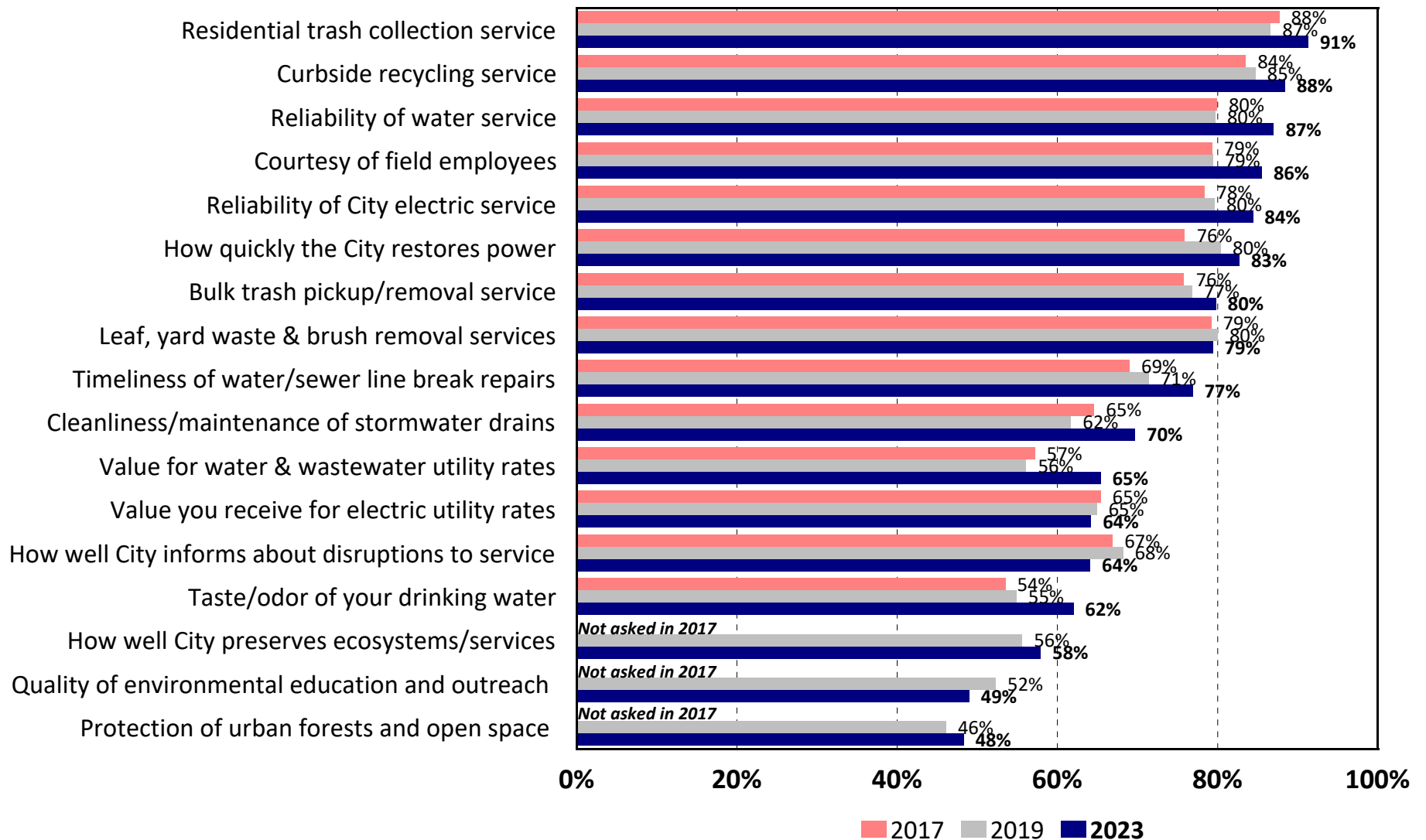
Q13. Satisfaction with Environmental and Utility Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



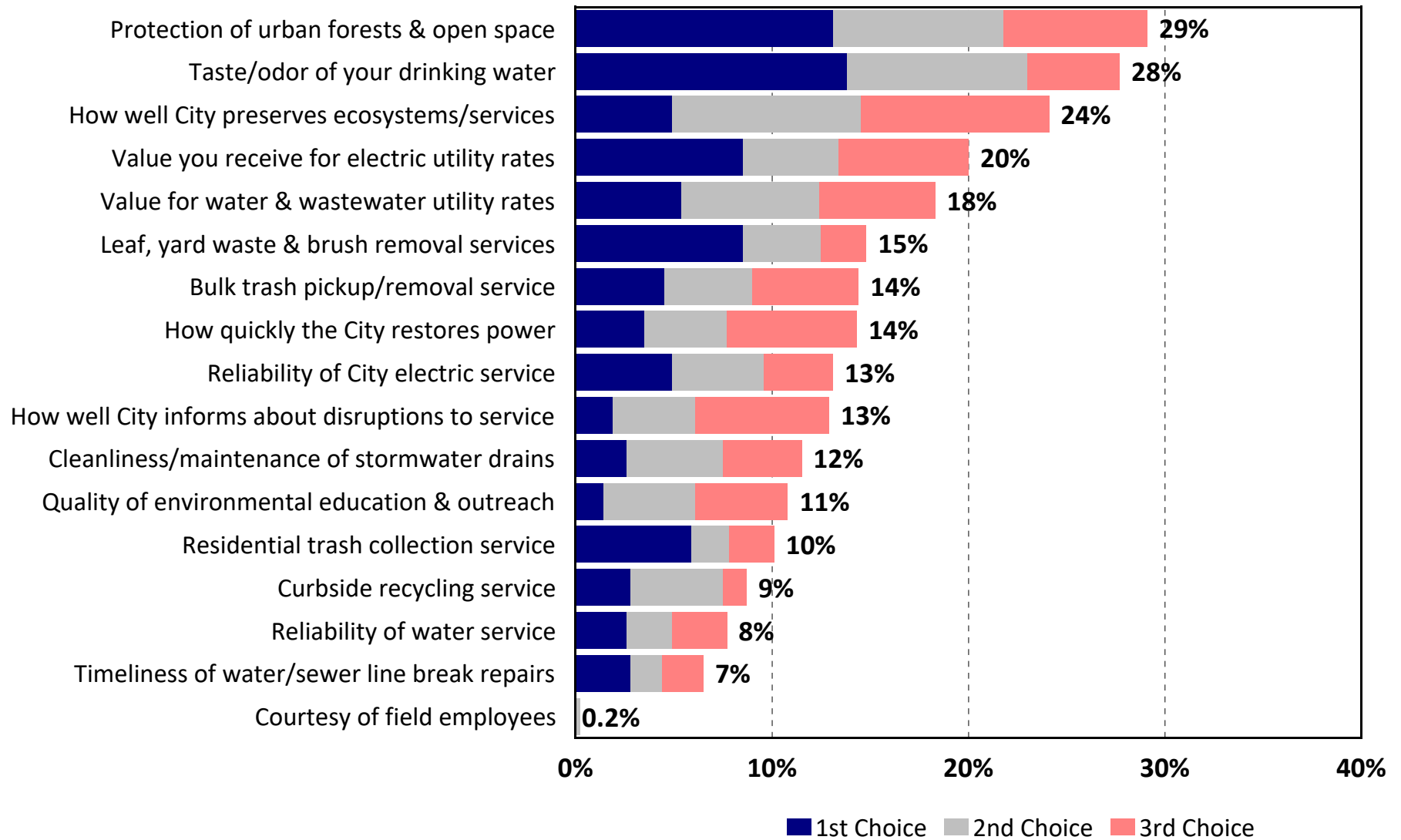
TRENDS: Satisfaction with Environmental and Utility Services - 2017 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



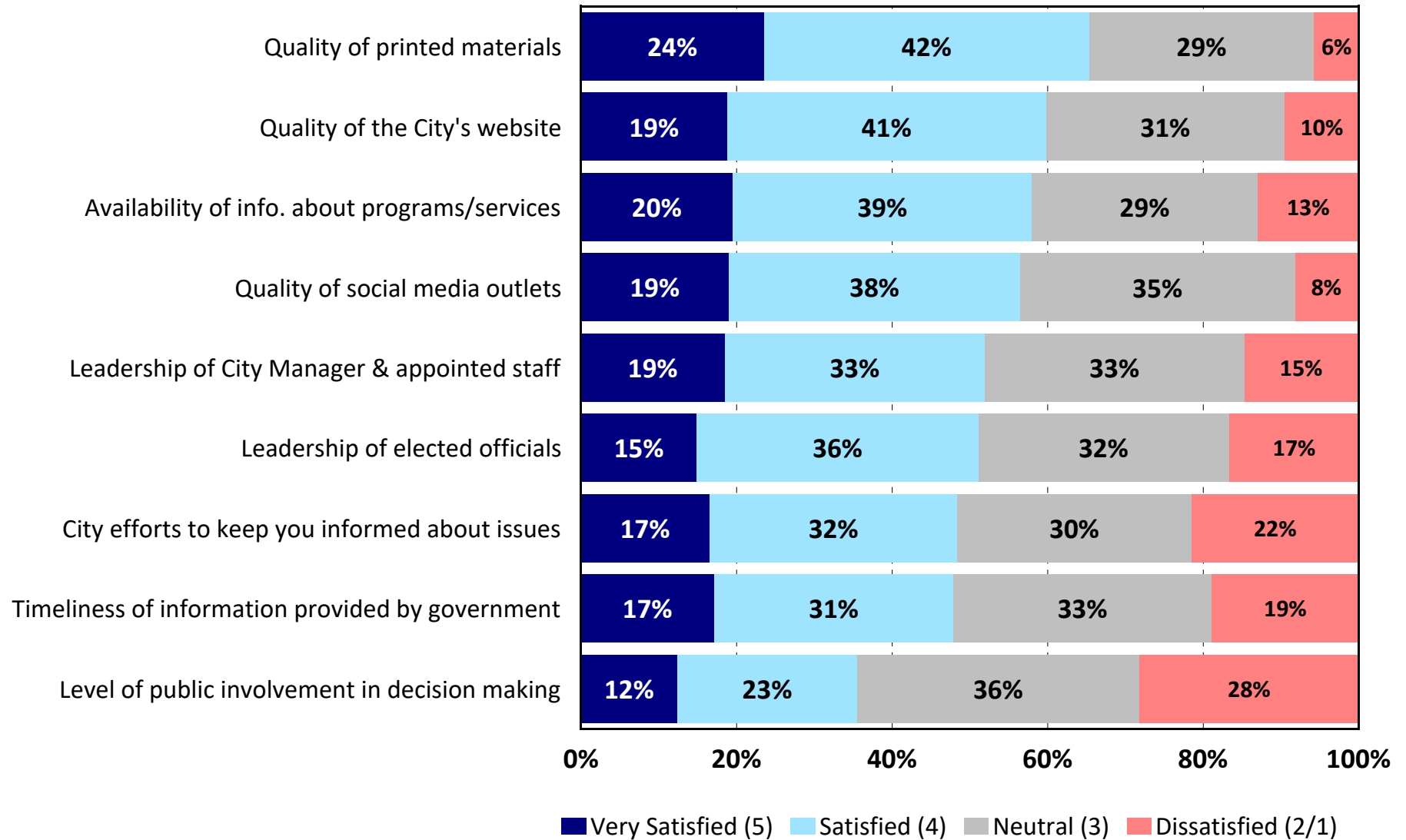
Q14. Environmental and Utility Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



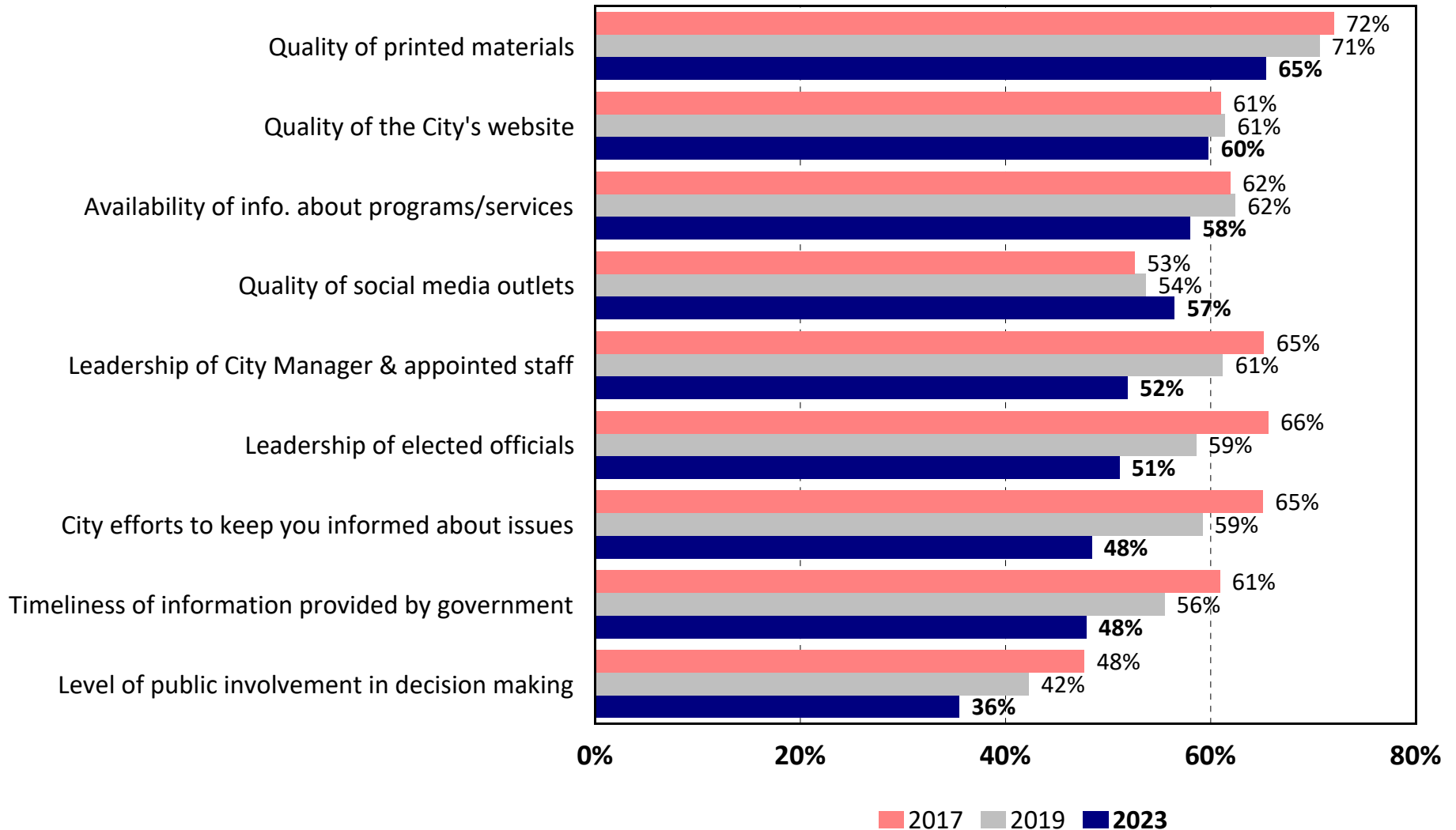
Q15. Satisfaction with City Leadership and Communication

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



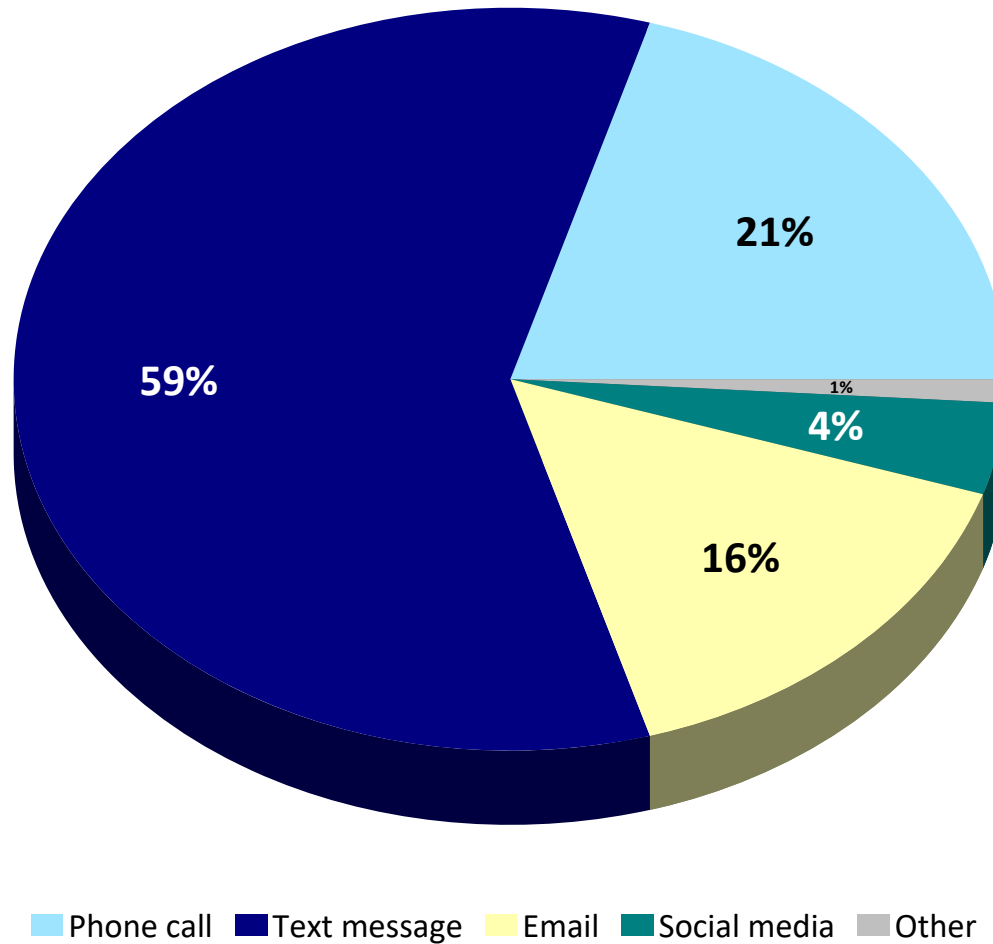
TRENDS: Satisfaction with City Leadership and Communication - 2017 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



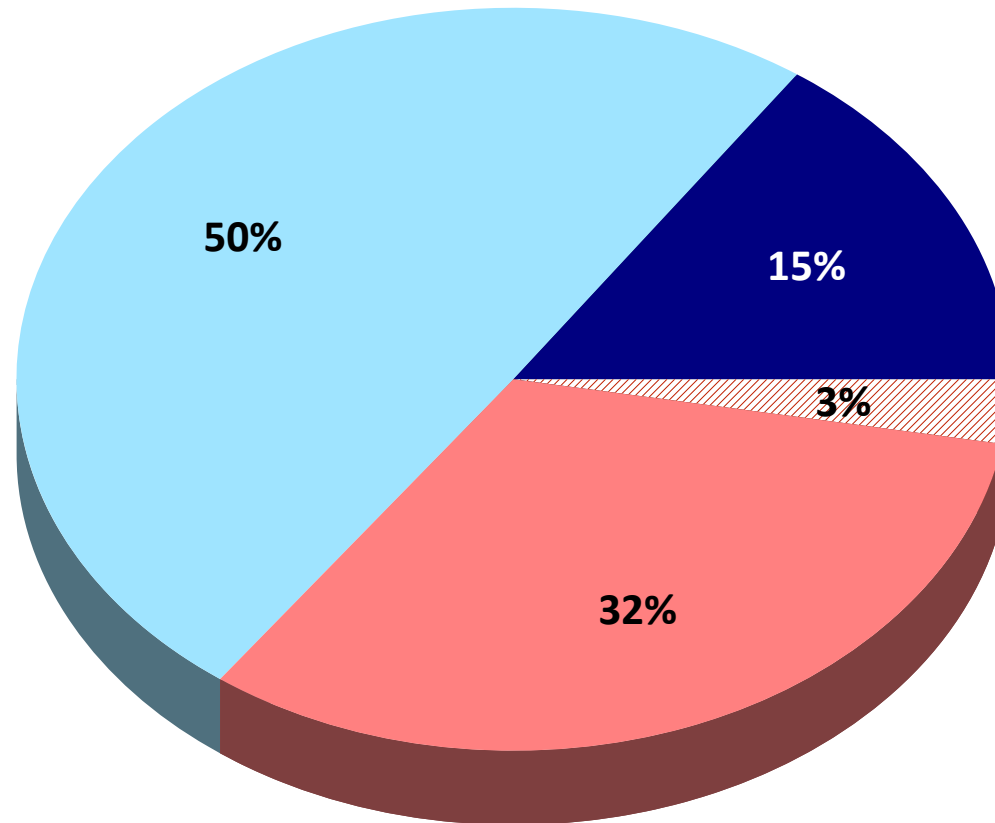
Q16. Most Preferred Way to be Notified About Changes or Disruptions to Utility Services

by percentage of respondents (excluding not provided)



Q17. Overall, how informed do you feel you are about the City of Concord and its services?

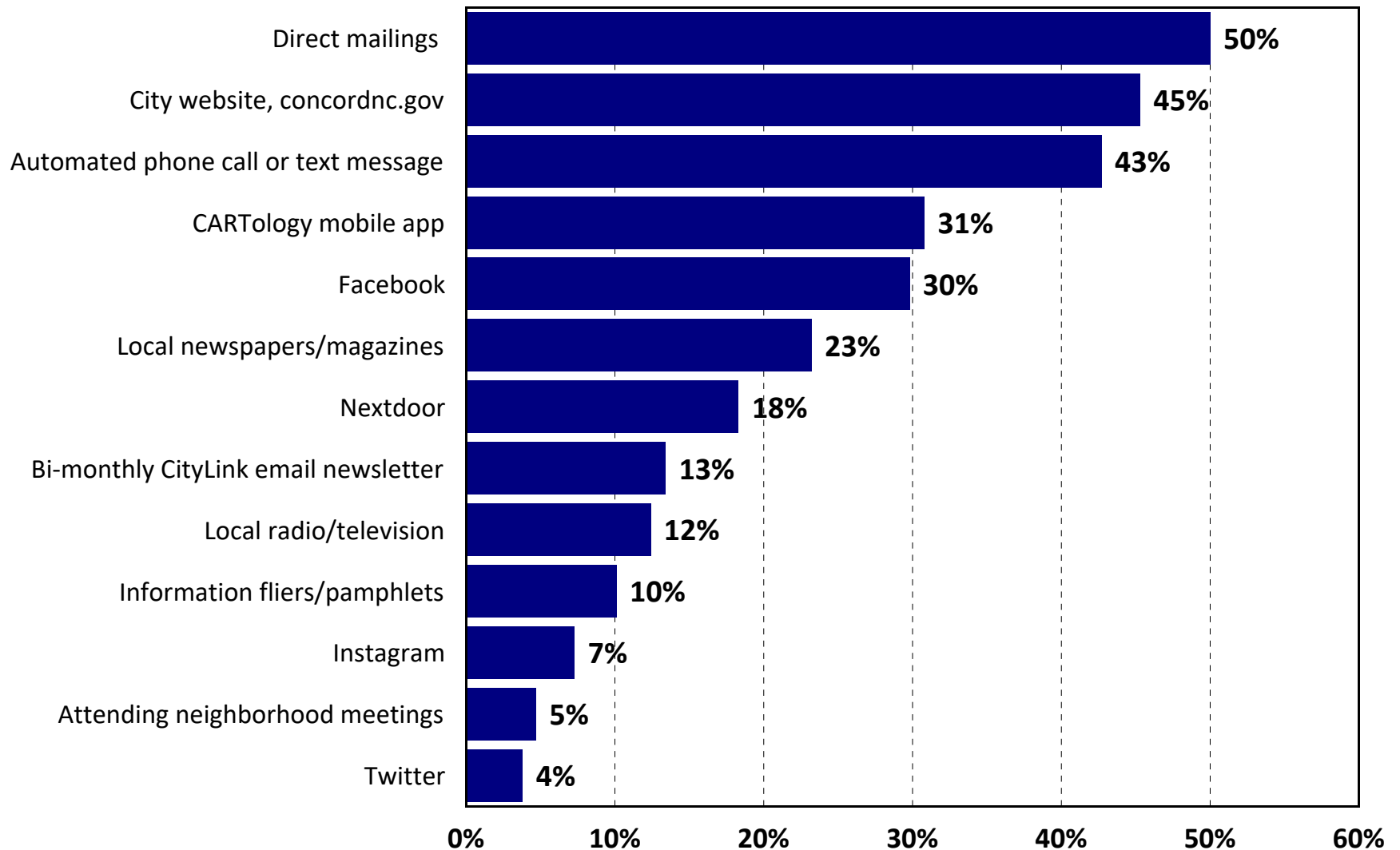
by percentage of respondents (excluding not provided)



■ Very informed ■ Informed ■ Not very well informed ▨ Completely uninformed

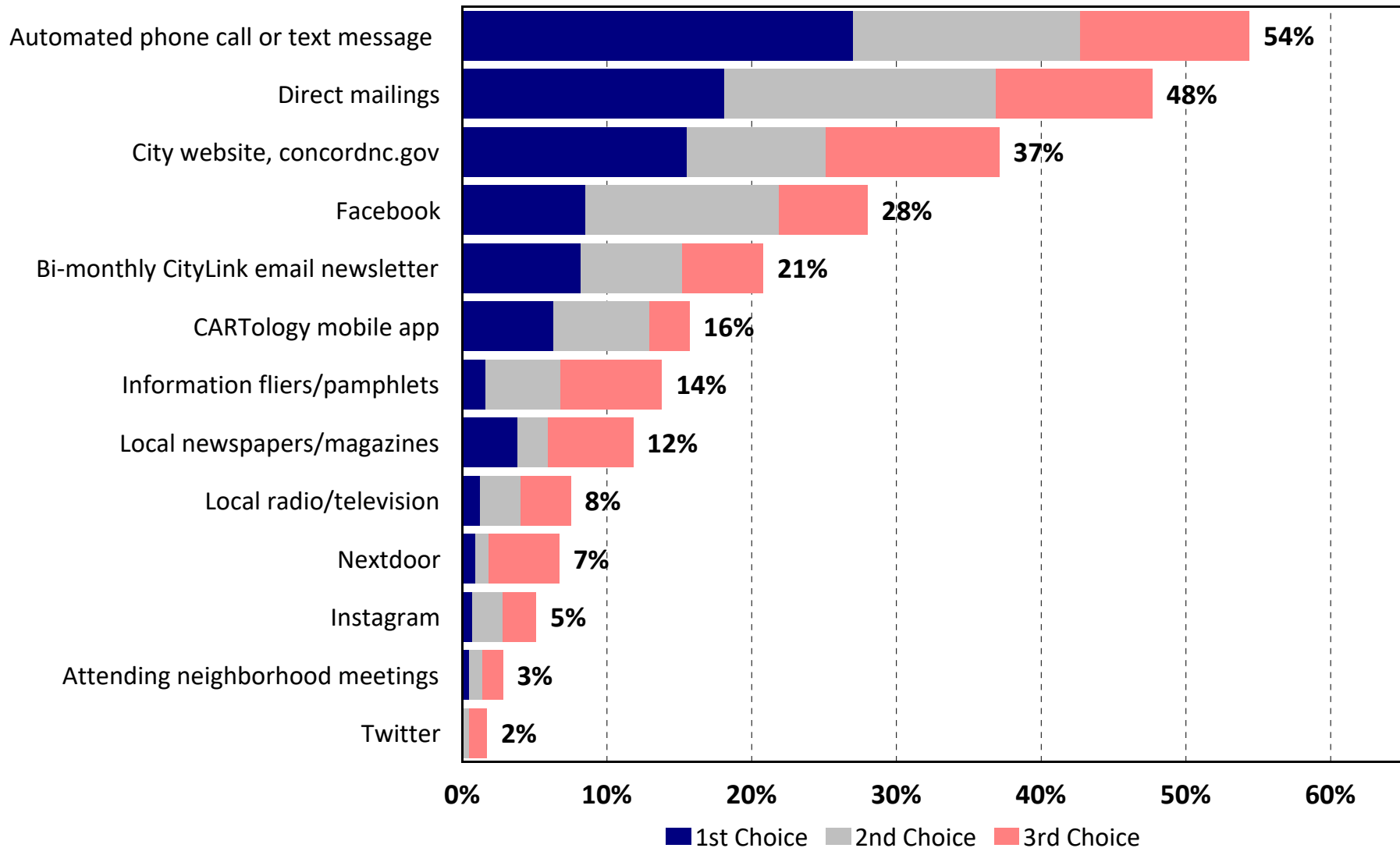
Q18. Ways That Residents Get Information About City Projects or Issues

by percentage of respondents (multiple choices could be made)



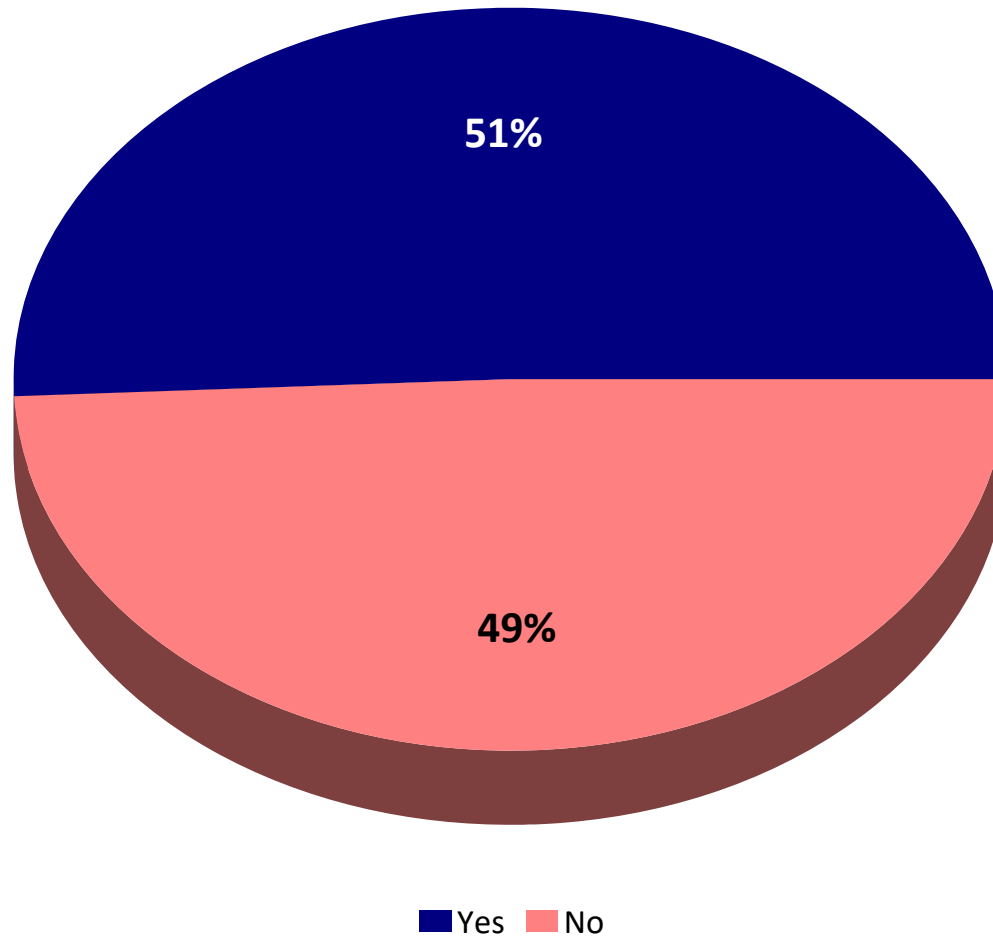
Q19. Most Preferred Ways to Get Information About City Projects or Issues

by percentage of respondents who selected the item as one of their top three choices



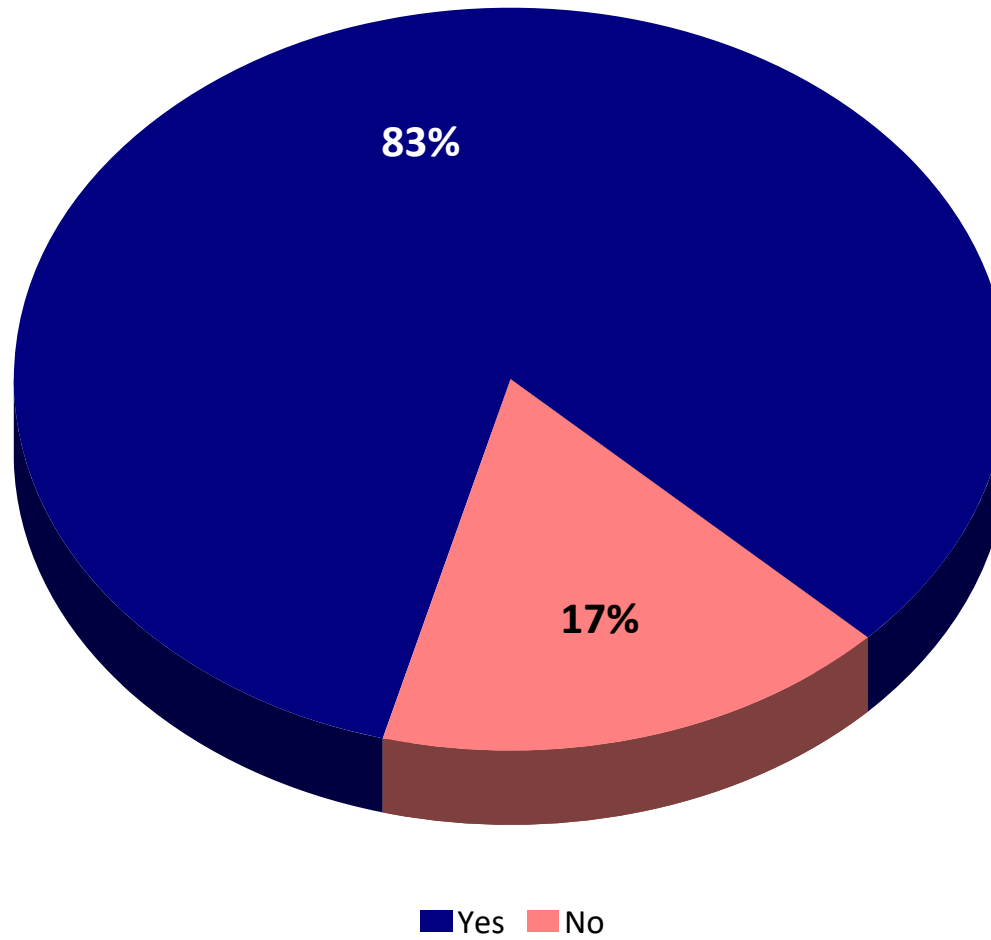
Q20. Have you called the City's Customer Care Center within the past year?

by percentage of respondents (excluding not provided)



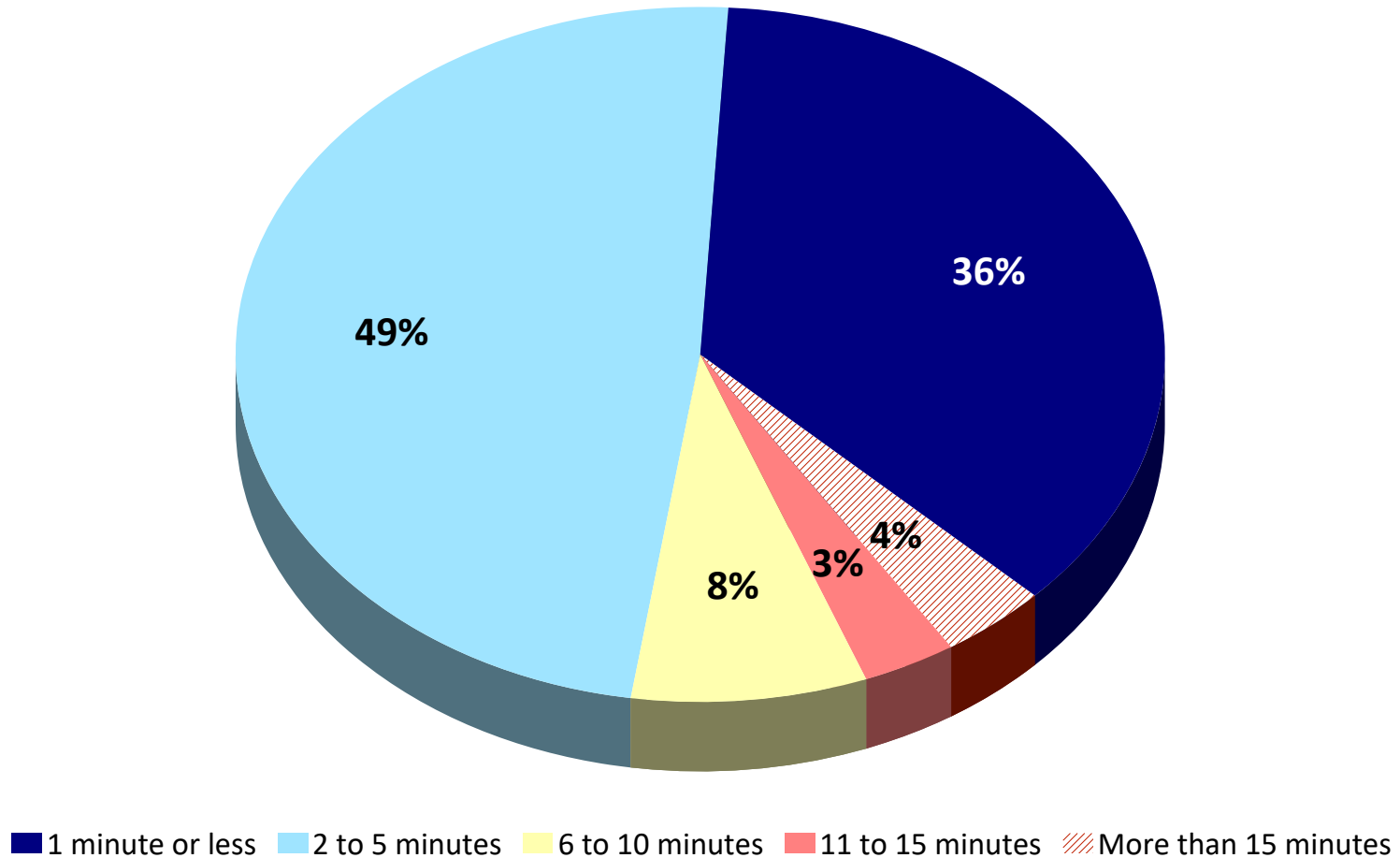
Q20a. The LAST time you called, was your concern resolved the first time?

by percentage of respondents who have called the Customer Care Center within the past year (excluding don't remember)



Q20b. The LAST time you called, how long did you wait before speaking with a representative?

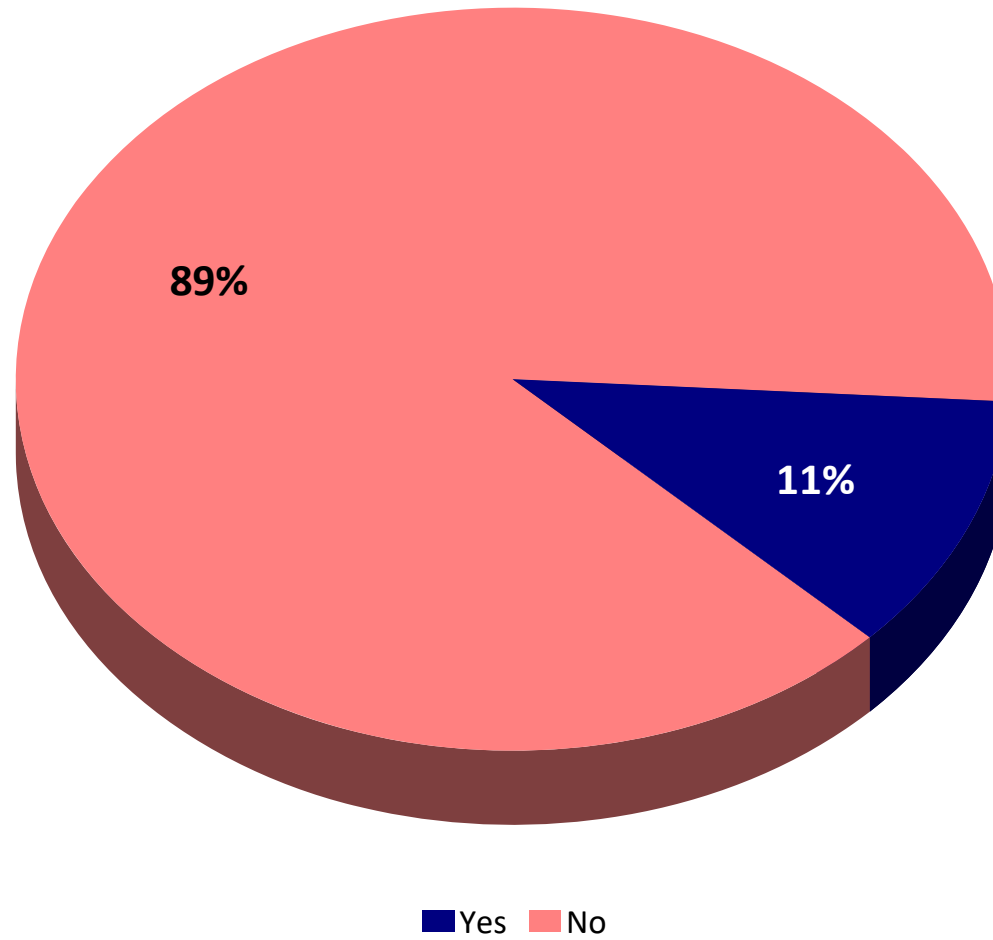
by percentage of respondents who have called the Customer Care Center within the past year (excluding not provided)



Mean = 2.03 minutes

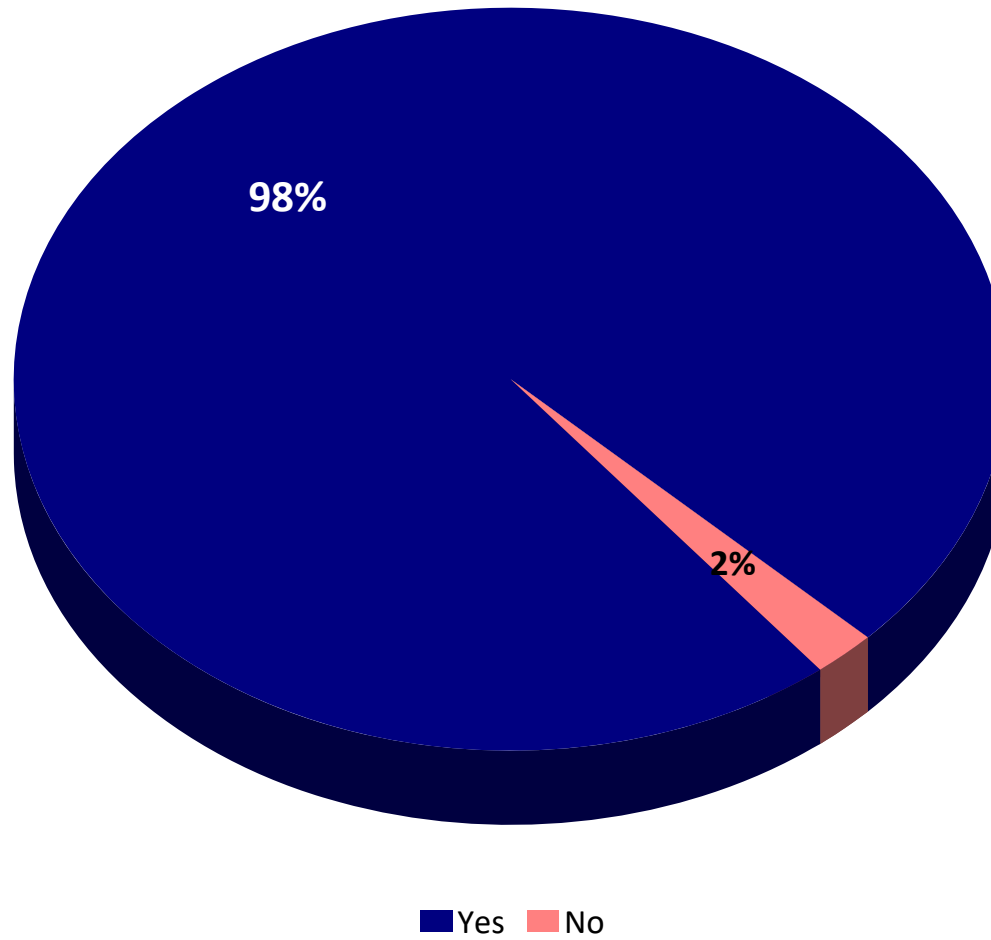
Q21. Have you visited City Hall to discuss your utility account with a Customer Service Representative?

by percentage of respondents



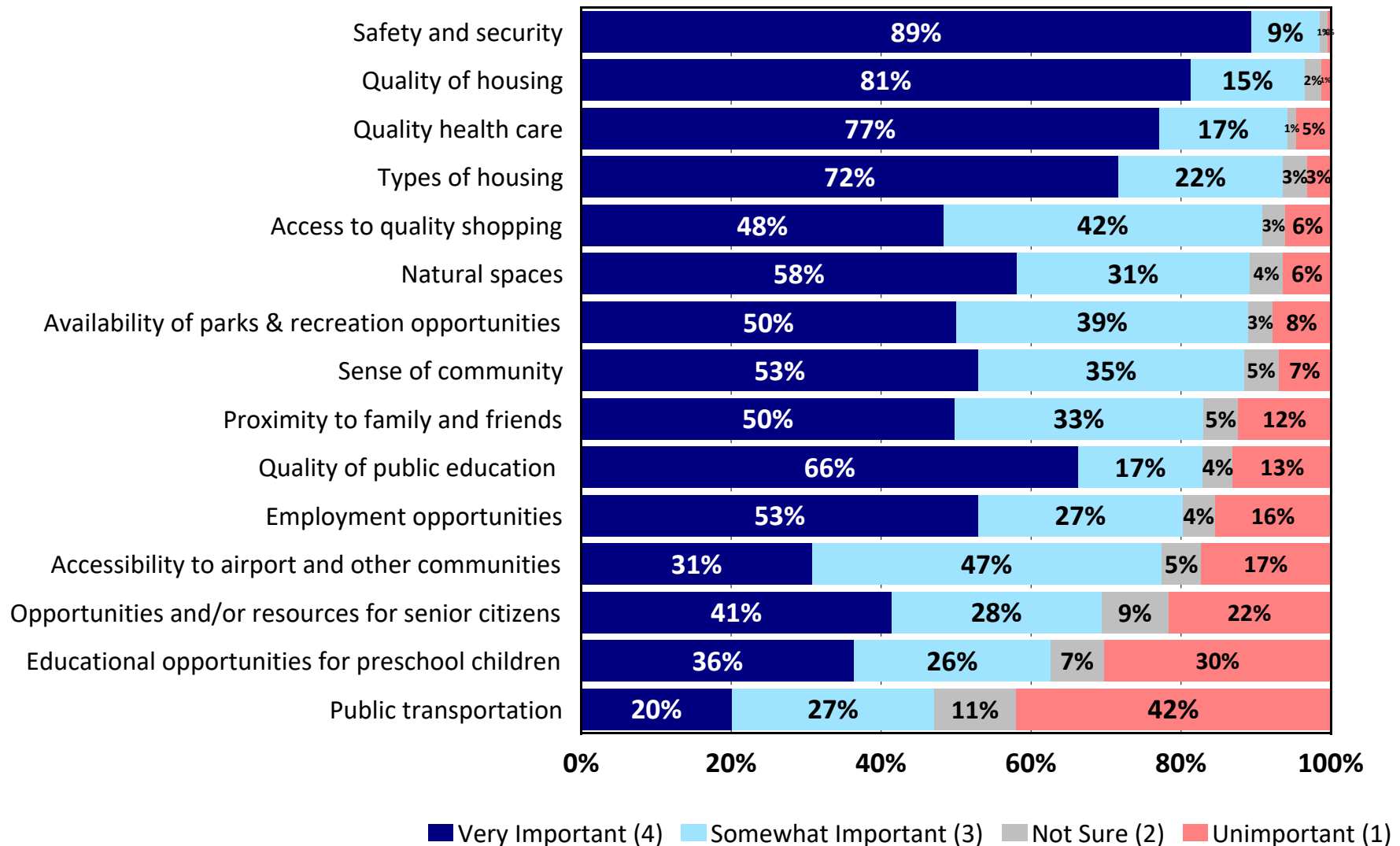
Q21a. Were you assisted in a prompt and professional manner?

by percentage of respondents who have discussed their utility account with a Customer Service Representative



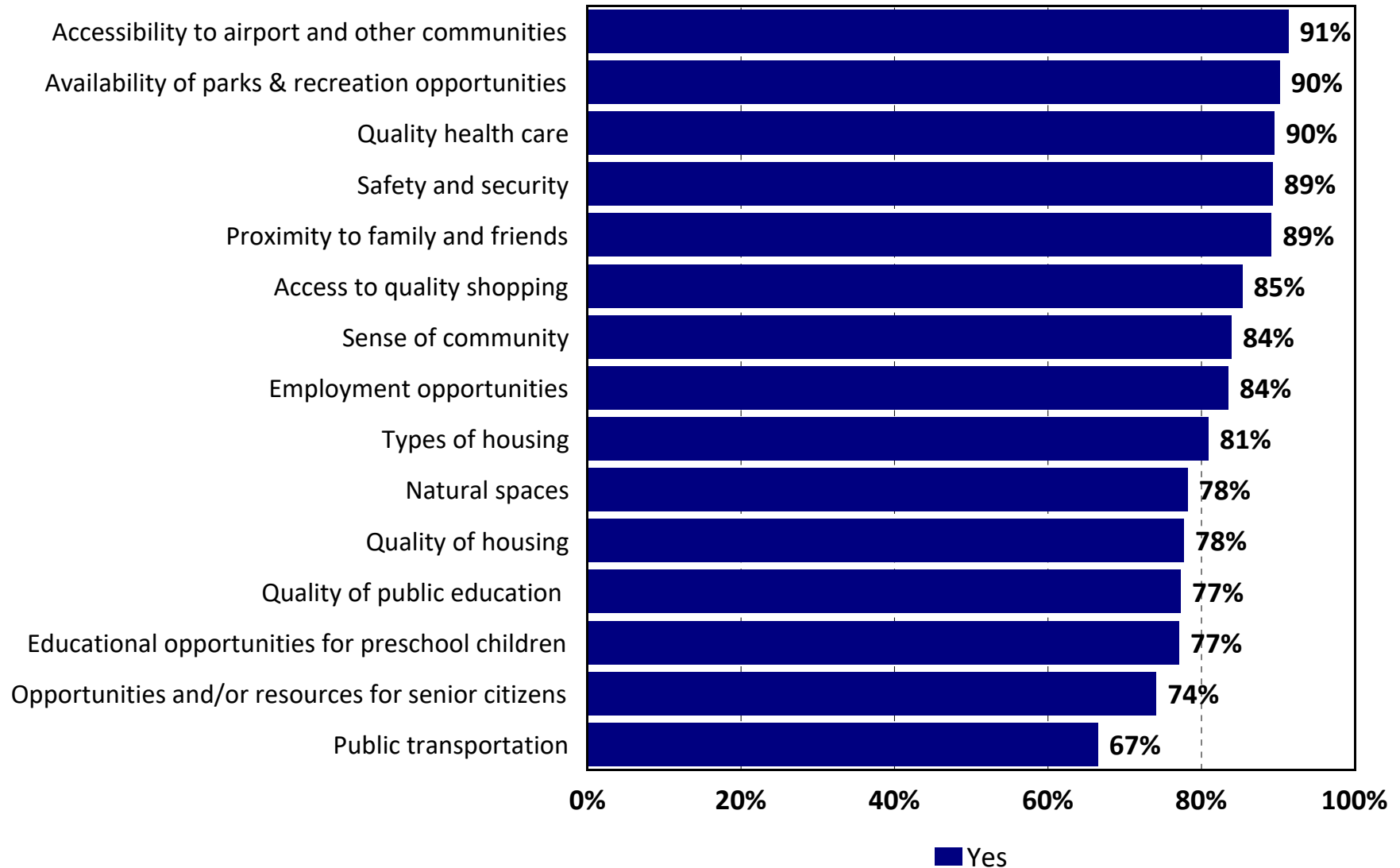
Q22. [Part 1] Importance of Various Aspects of Quality of Life

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding not provided)



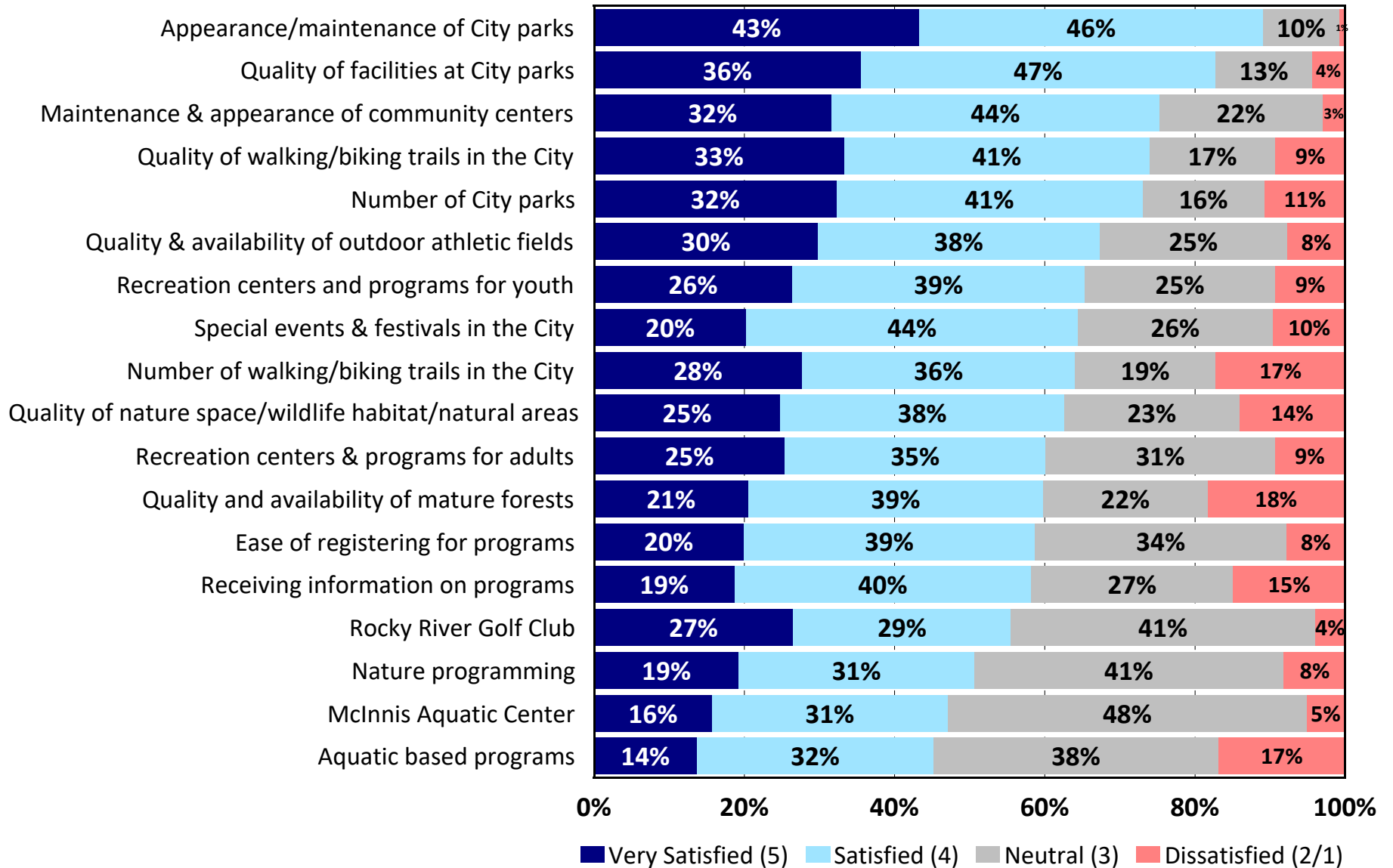
Q22. [Part 2] Are the following needs being met in Concord?

by percentage of respondents who answered "yes" (excluding not provided - multiple choices could be made)



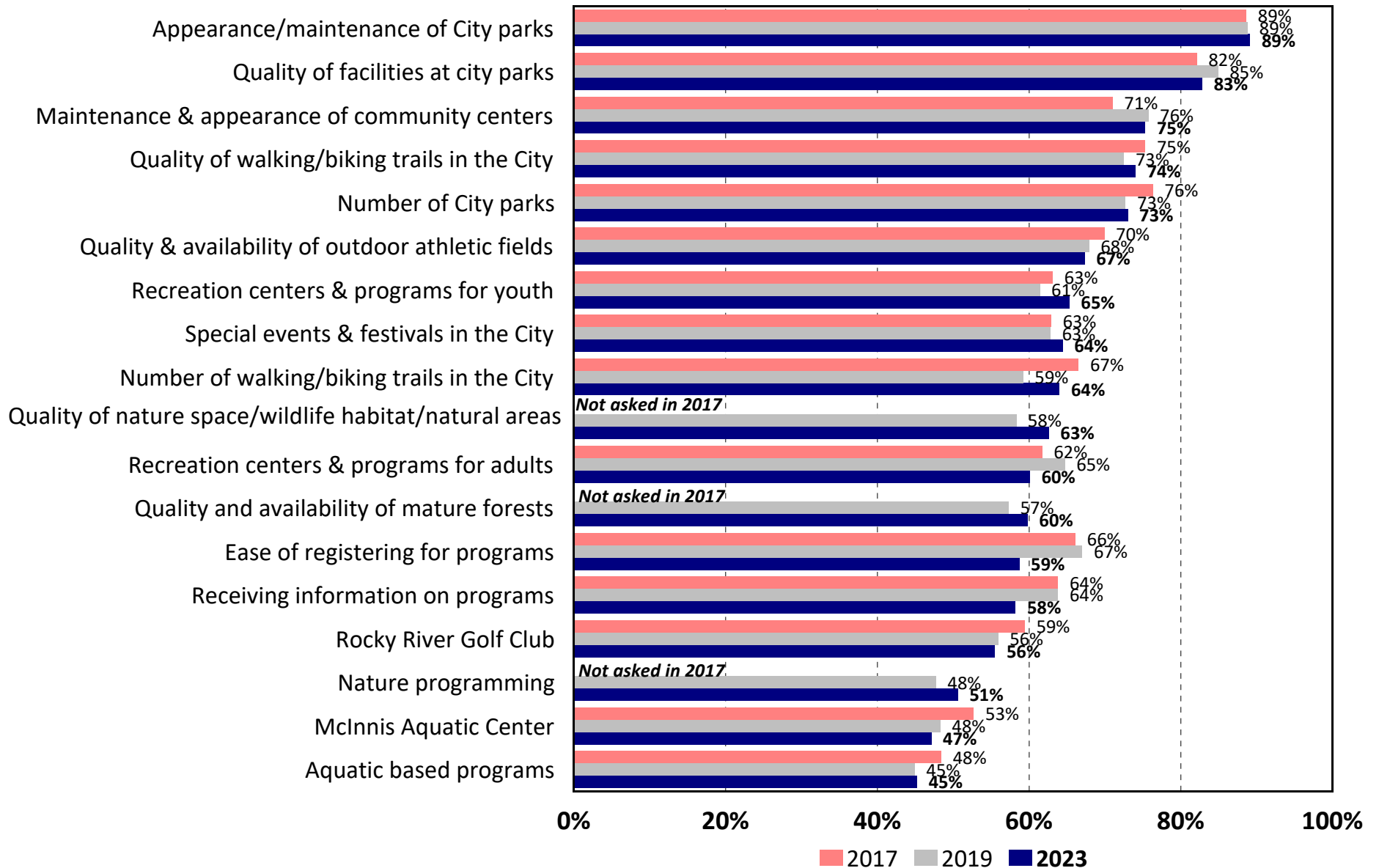
Q23. Satisfaction with Parks and Recreation Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



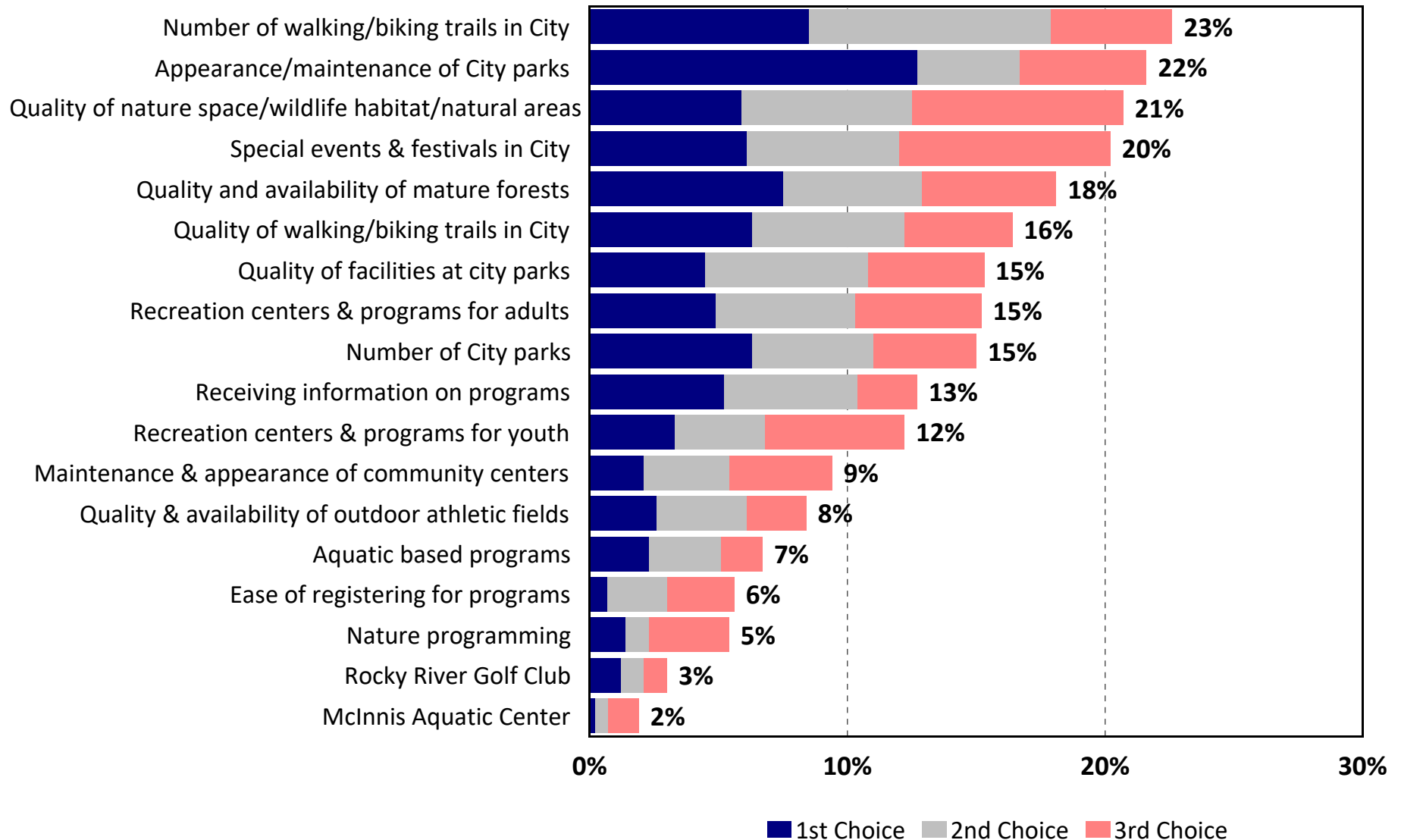
TRENDS: Satisfaction with Parks and Recreation Services 2017 to 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



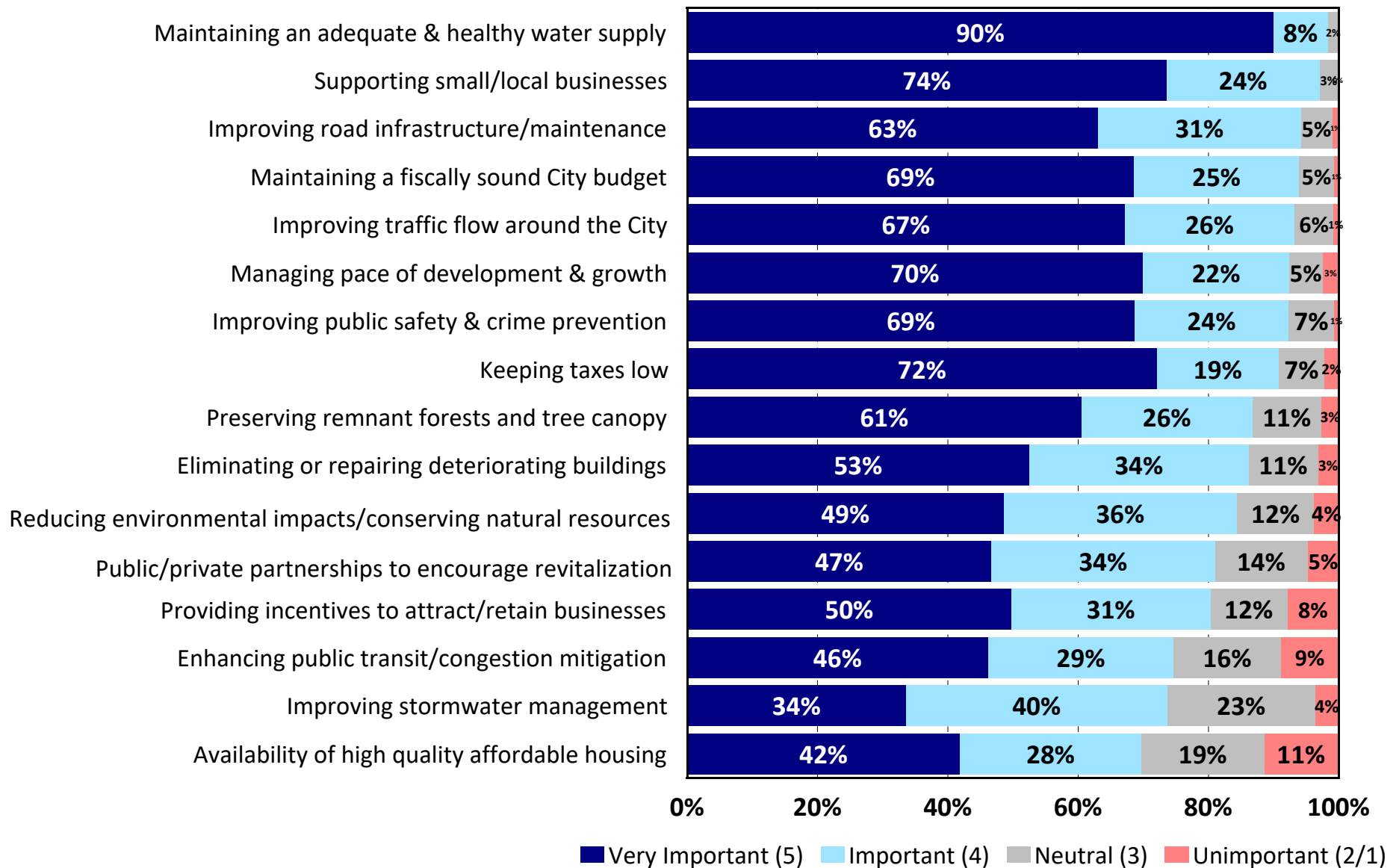
Q24. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



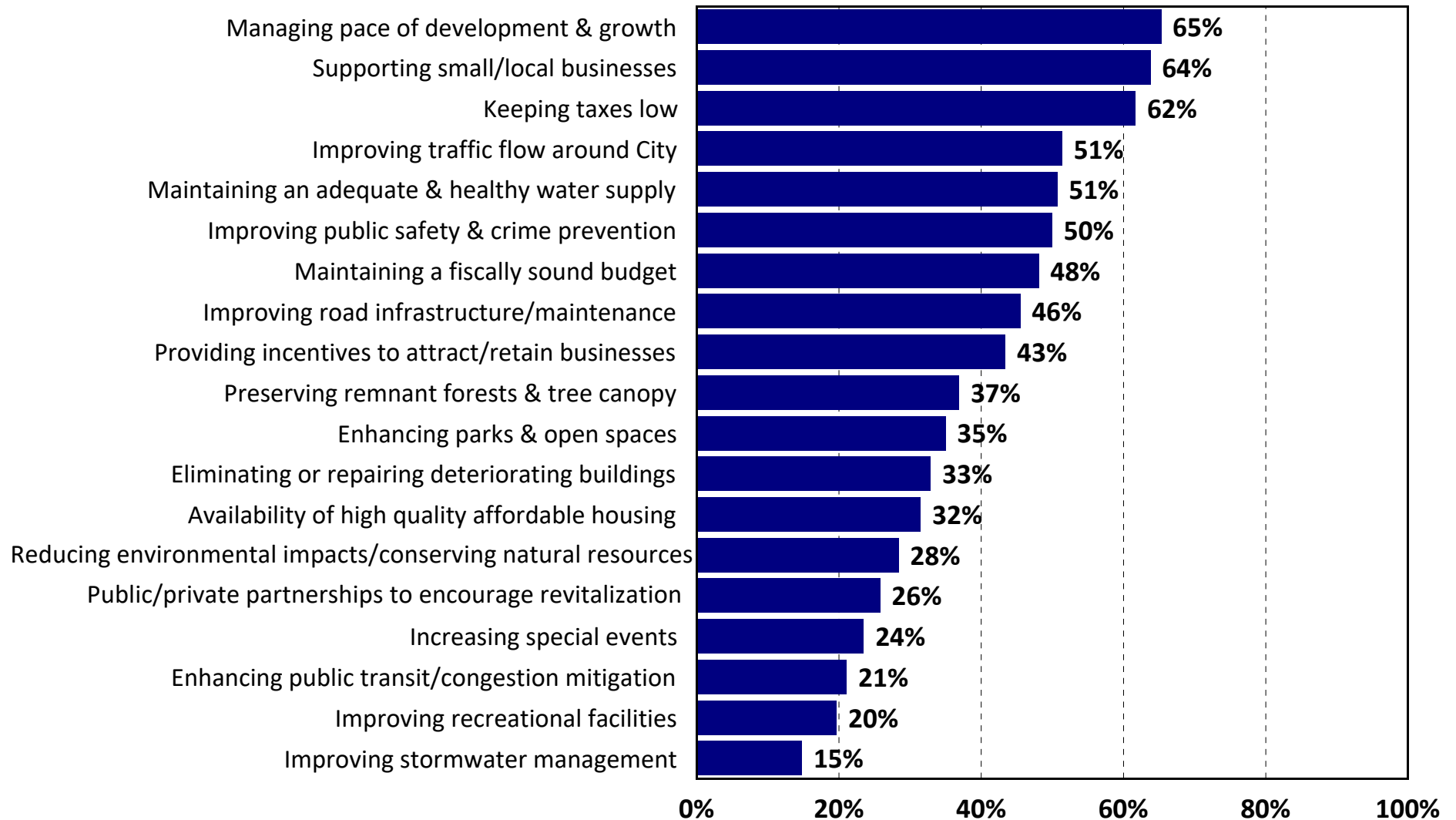
Q25. Importance of Various Issues for the Future

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



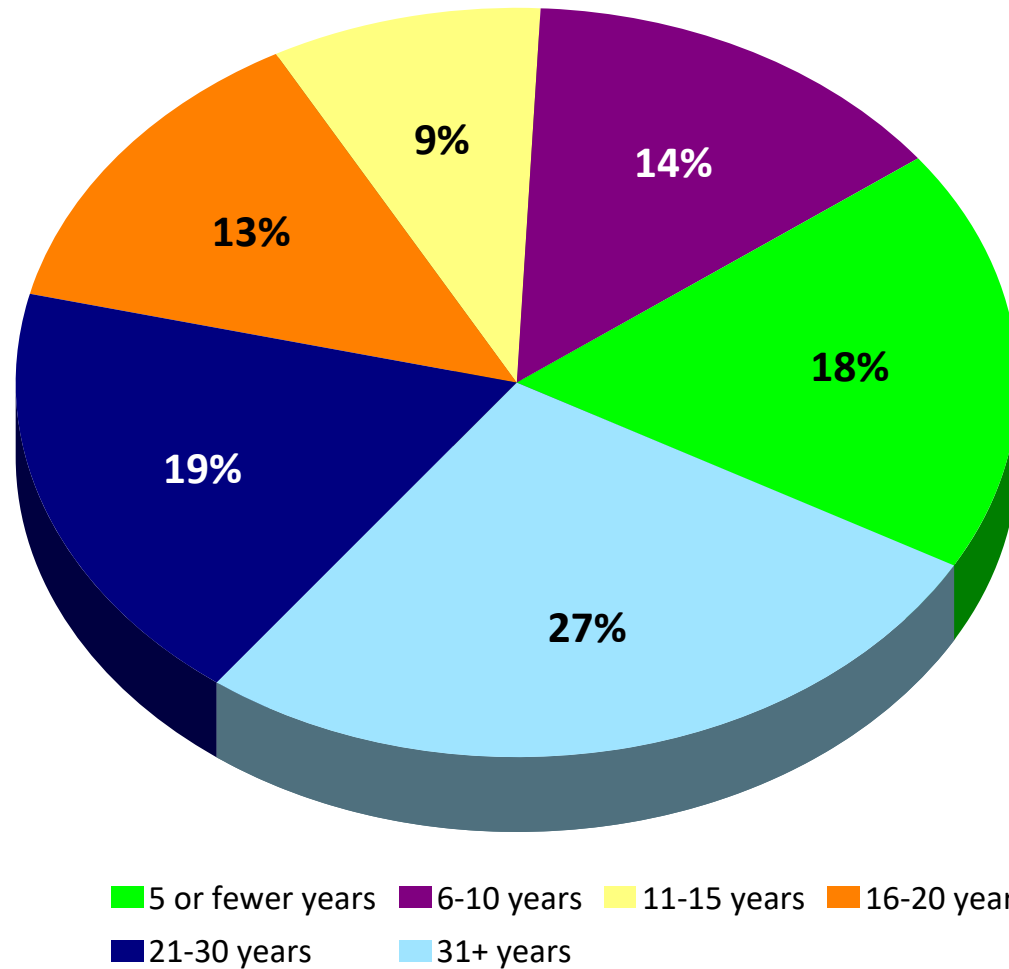
Q28. Areas That Respondents Think Will Require Additional Investment or Improvement to Bring Concord Closer to What They Hope It Will be Like in 10 Years

by percentage of respondents (multiple choices could be made)



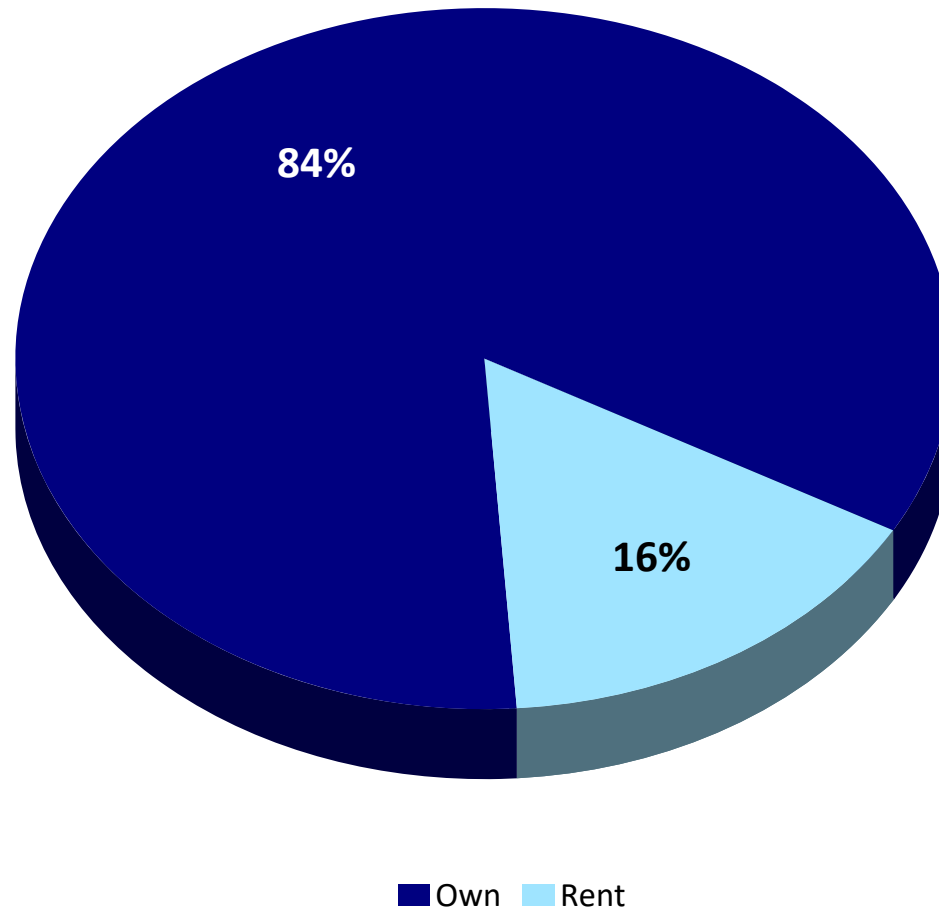
Q29. Demographics: Approximately how many years have you lived in Concord?

by percentage of respondents (excluding not provided)



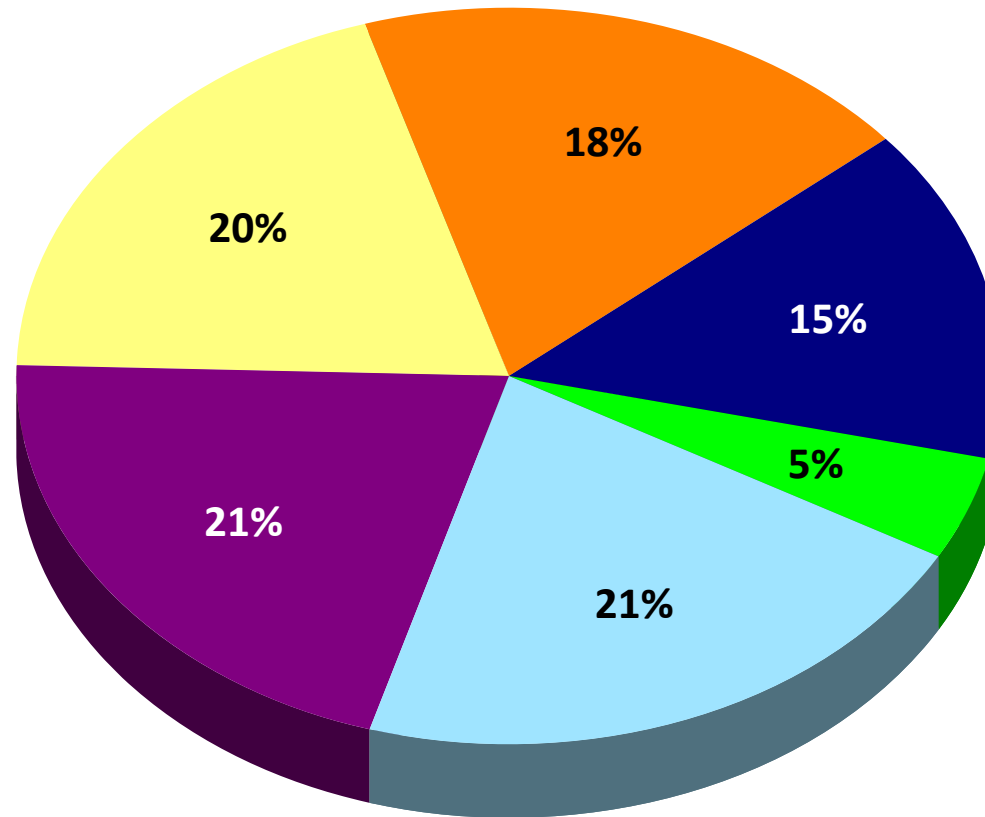
Q30. Demographics: Do you own or rent your current residence?

by percentage of respondents (excluding not provided)



Q31. Demographics: How many persons in your household are in each of the following age groups?

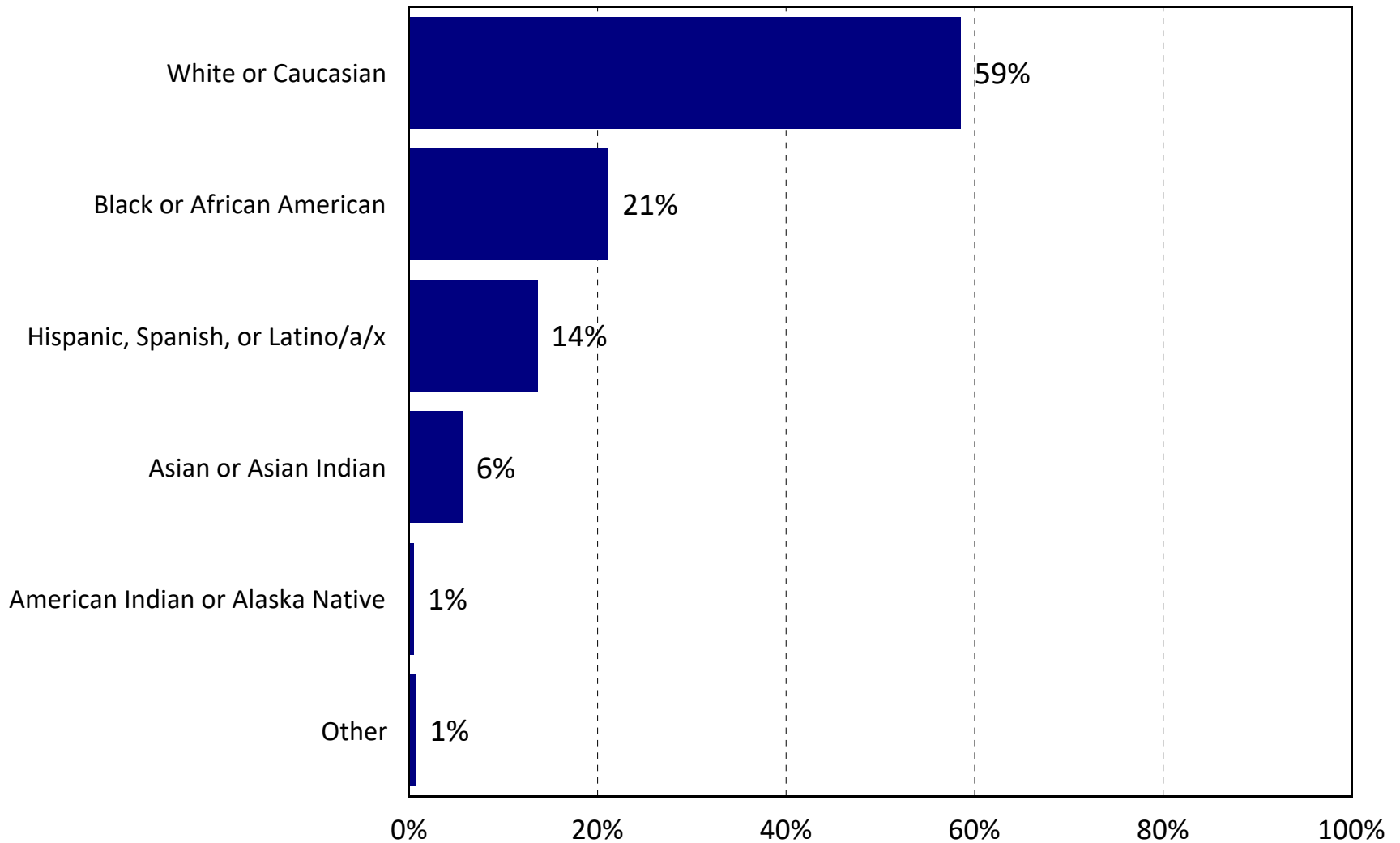
by percentage of household members



■ Under age 5 ■ Ages 5-19 ■ Ages 20-34
■ Ages 35-49 ■ Ages 50-64 ■ Ages 65+

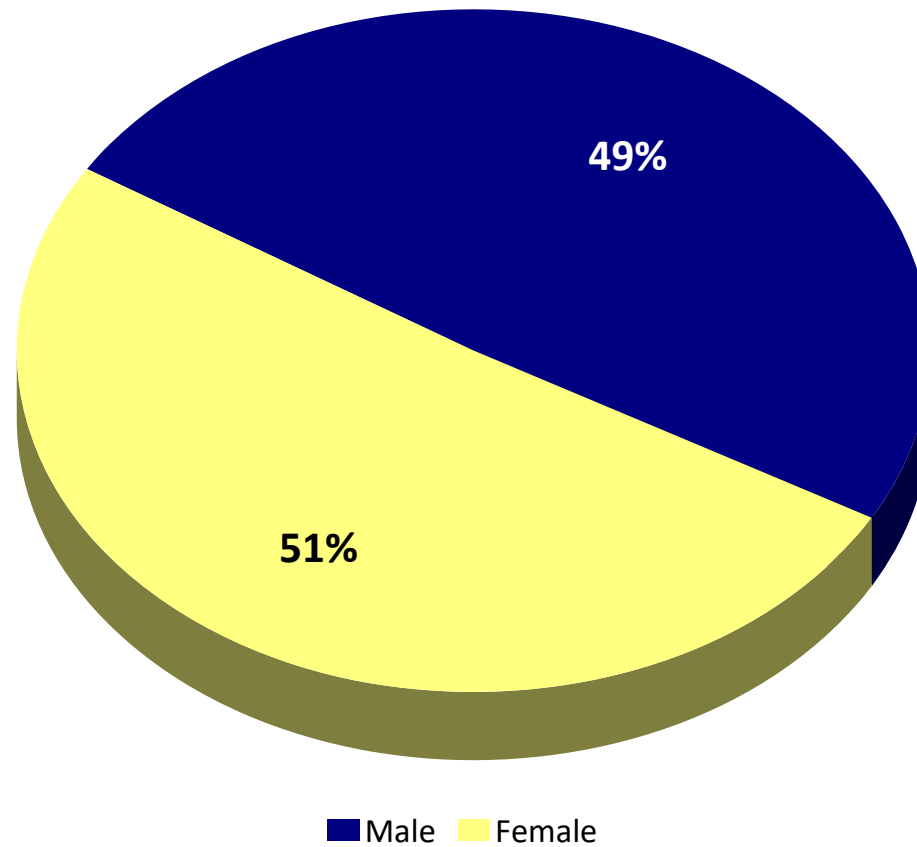
Q32. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be made)



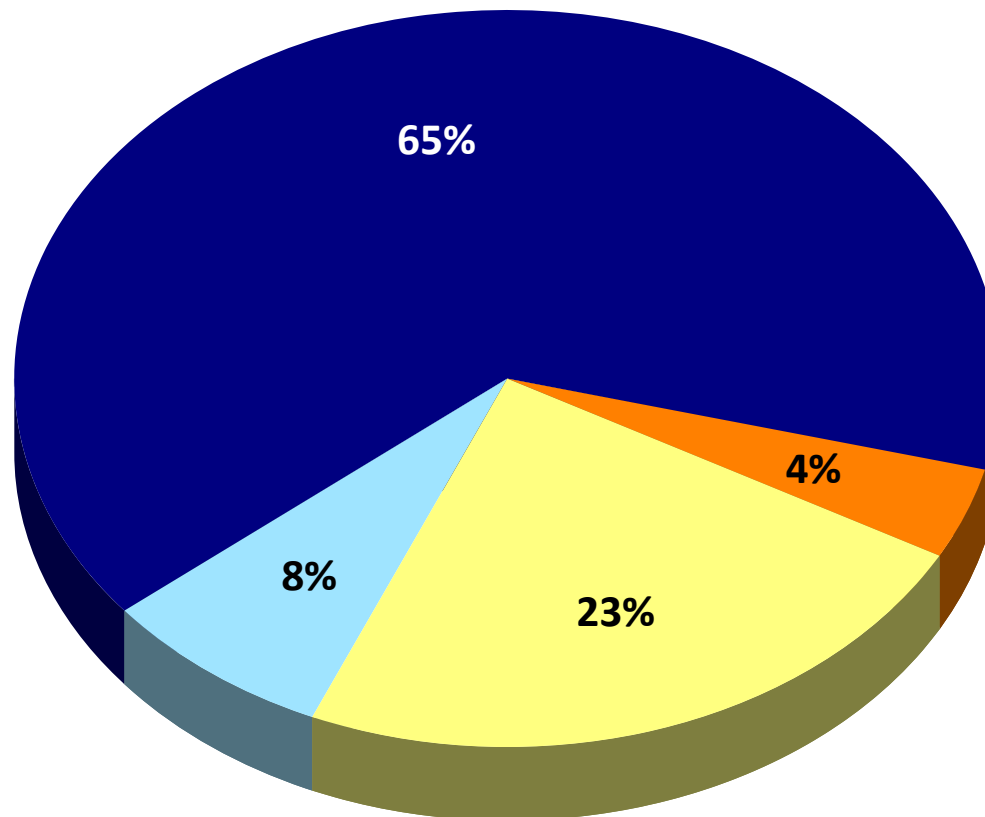
Q33. Demographics: What is your gender?

by percentage of respondents (excluding not provided)



Q34. Demographics: Which best describes your current employment status?

by percentage of respondents (excluding not provided)

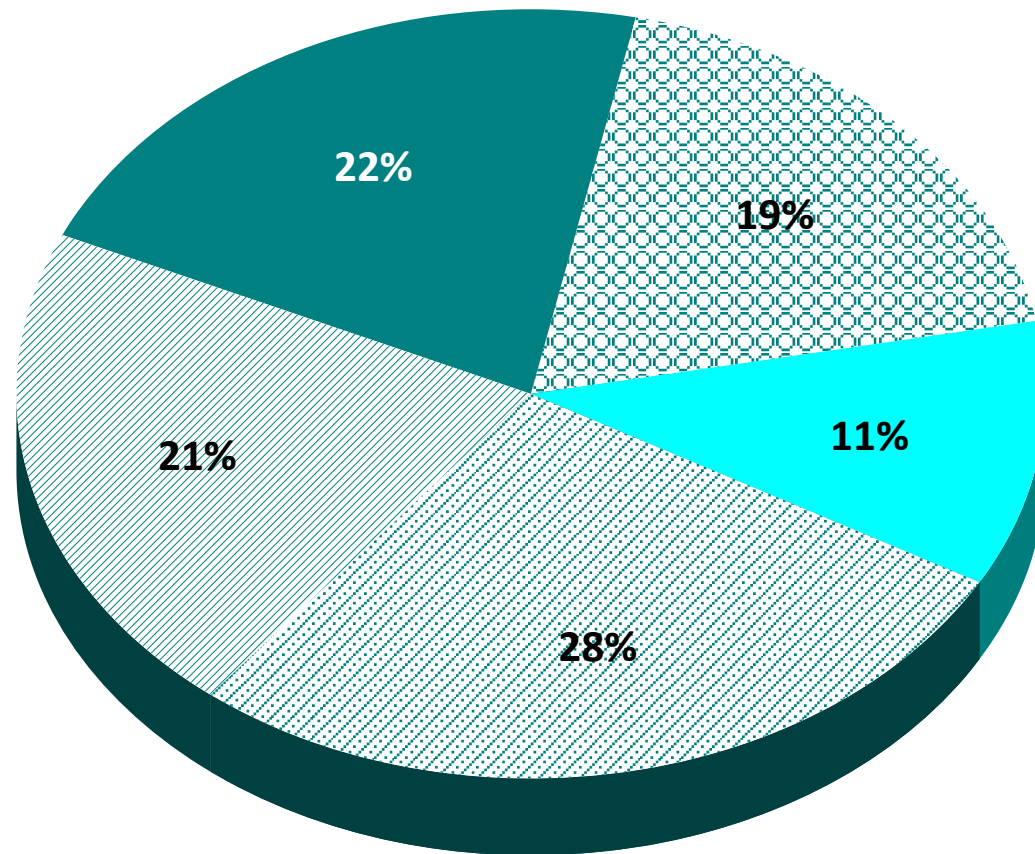


■ Employed outside home ■ Employed in home/have home-based business
■ Retired ■ Not currently employed outside home

0.2% identified as a student (1 respondent)

Q35. Demographics: Annual Household Income

by percentage of respondents (excluding not provided)



■ Under \$25,000 ◯ \$25,000 to \$49,999 ■ \$50,000 to \$74,999
▨ \$75,000 to \$99,999 ▩ \$100K+



2

Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*[®] program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states.

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of over 10,000 residents in the continental United States. The second source is from a regional survey administered to a random sample of residents in the Atlantic Region of the United States during the summer of 2023. The states that make up the Atlantic Region are North Carolina, Virginia, West Virginia, Delaware, Maryland, and the District of Columbia.

The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 10,000 residents; the “Atlantic Regional Average” shown in the charts reflects the results of the survey of residents living in the Atlantic Region.

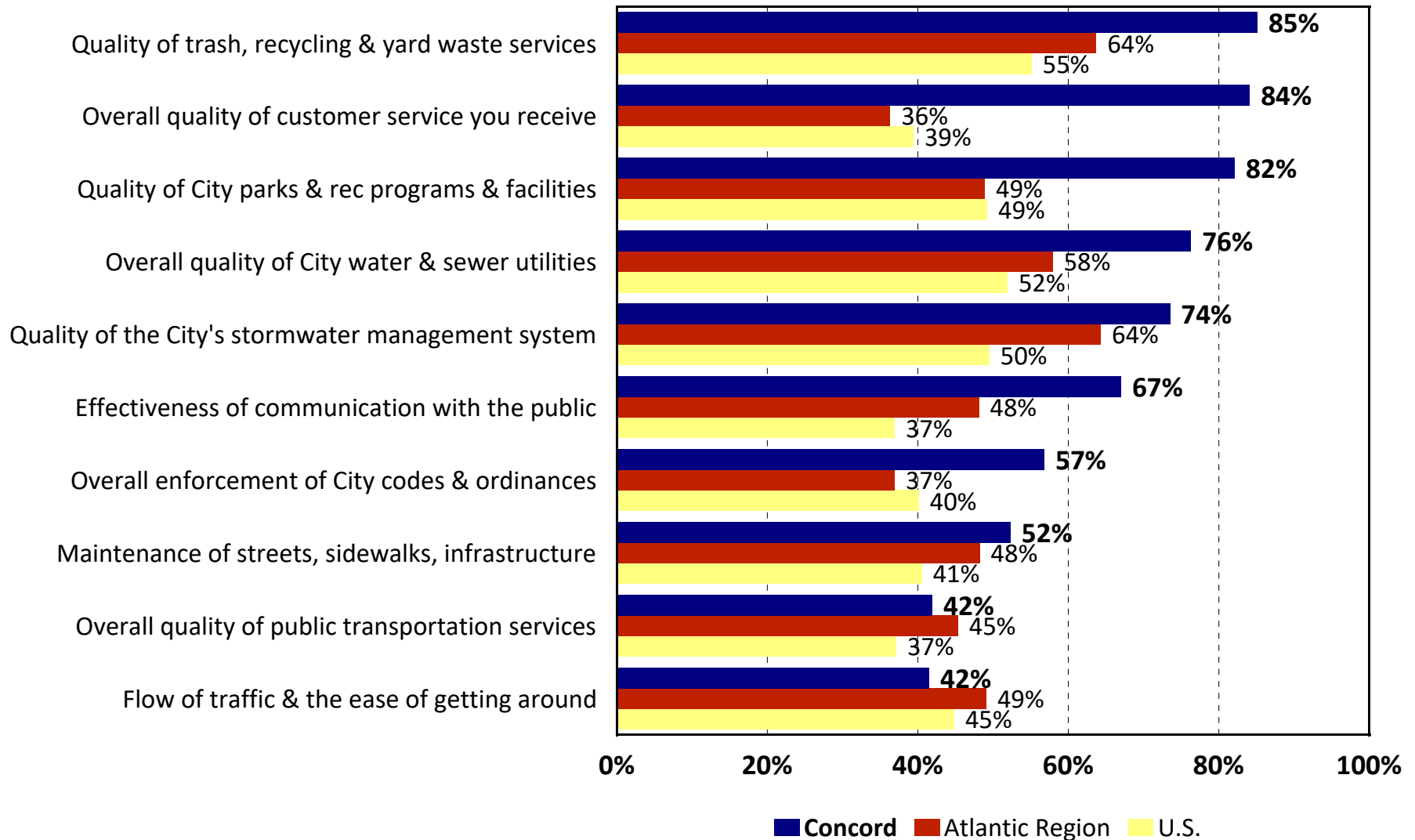
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Concord, North Carolina is not authorized without written consent from ETC Institute.

Satisfaction with Major Categories of Service

Concord vs. Atlantic Region vs. the U.S.

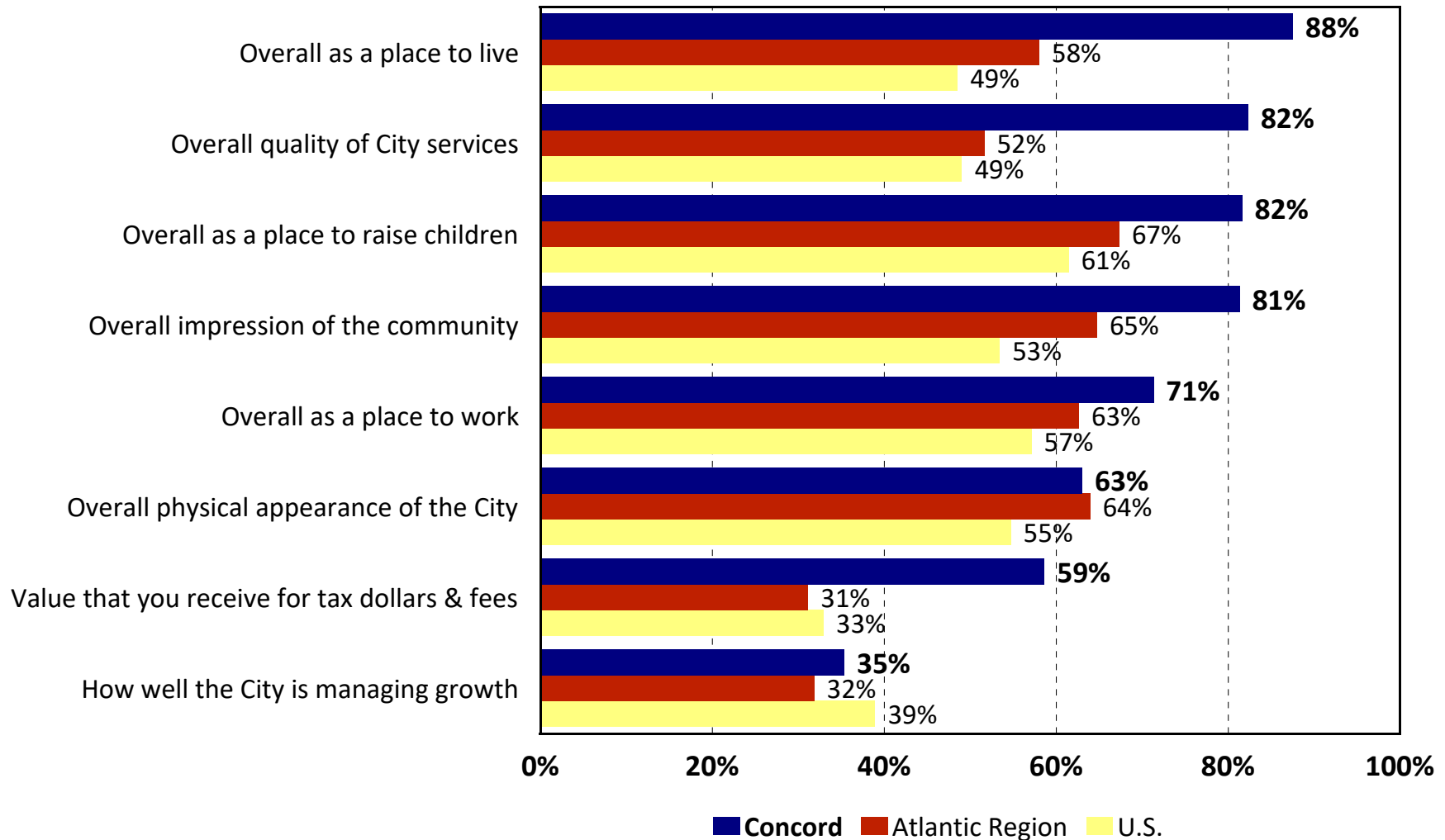
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Issues that Influence Perceptions of the Community

Concord vs. Atlantic Region vs. the U.S.

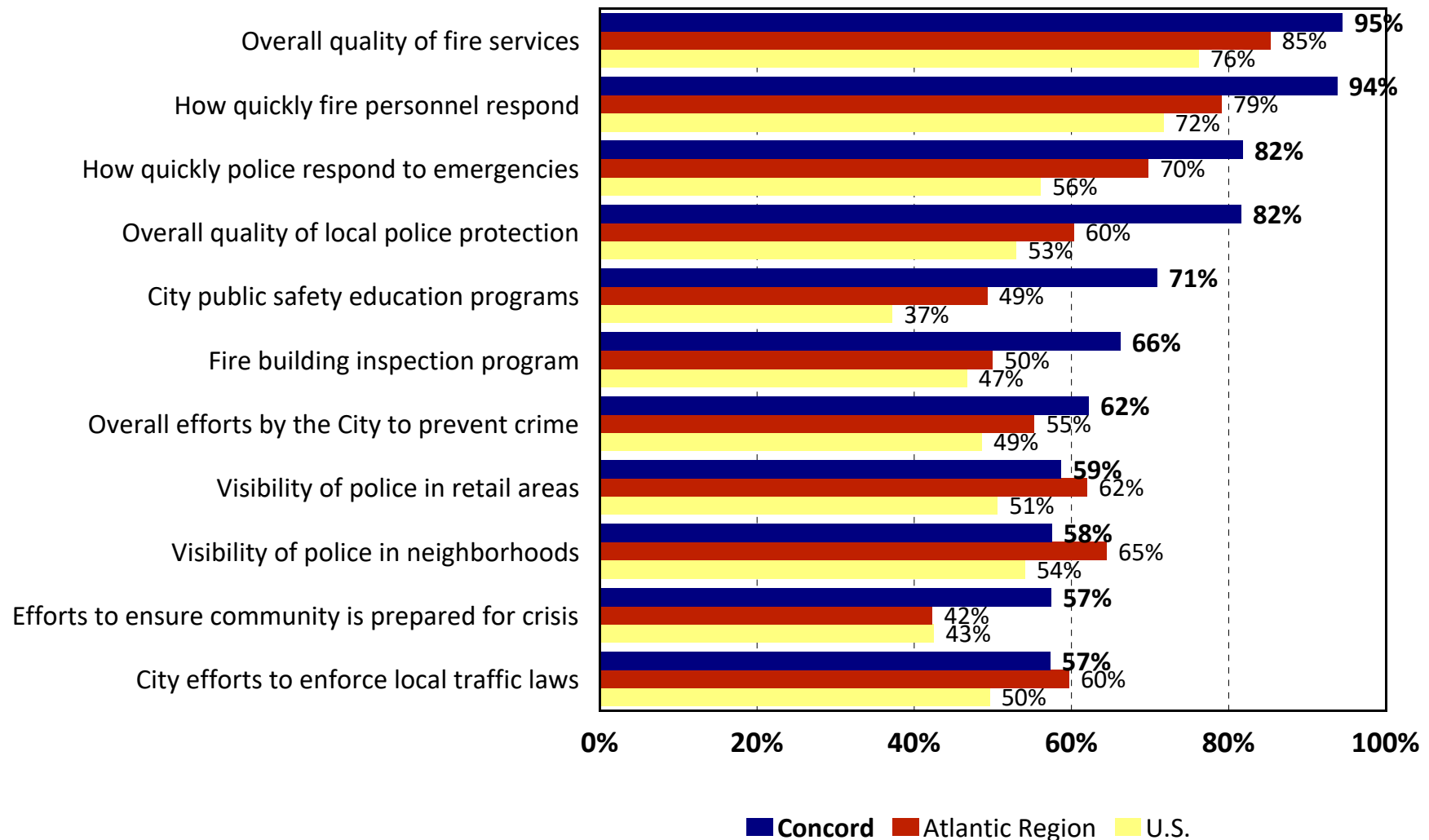
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)



Satisfaction with Public Safety and Emergency Services

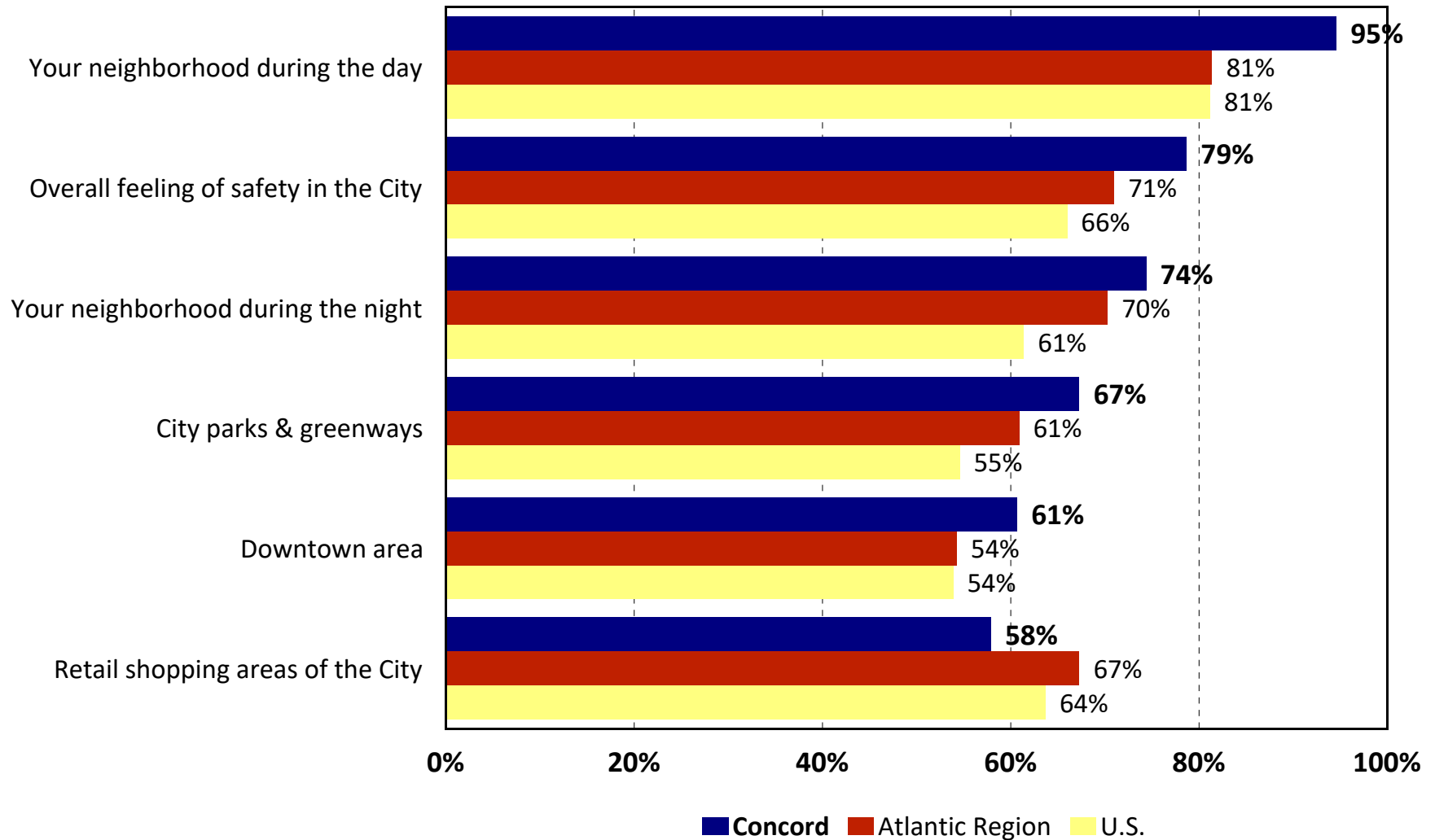
Concord vs. Atlantic Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Feeling of Safety in Various Situations Concord vs. Atlantic Region vs. the U.S.

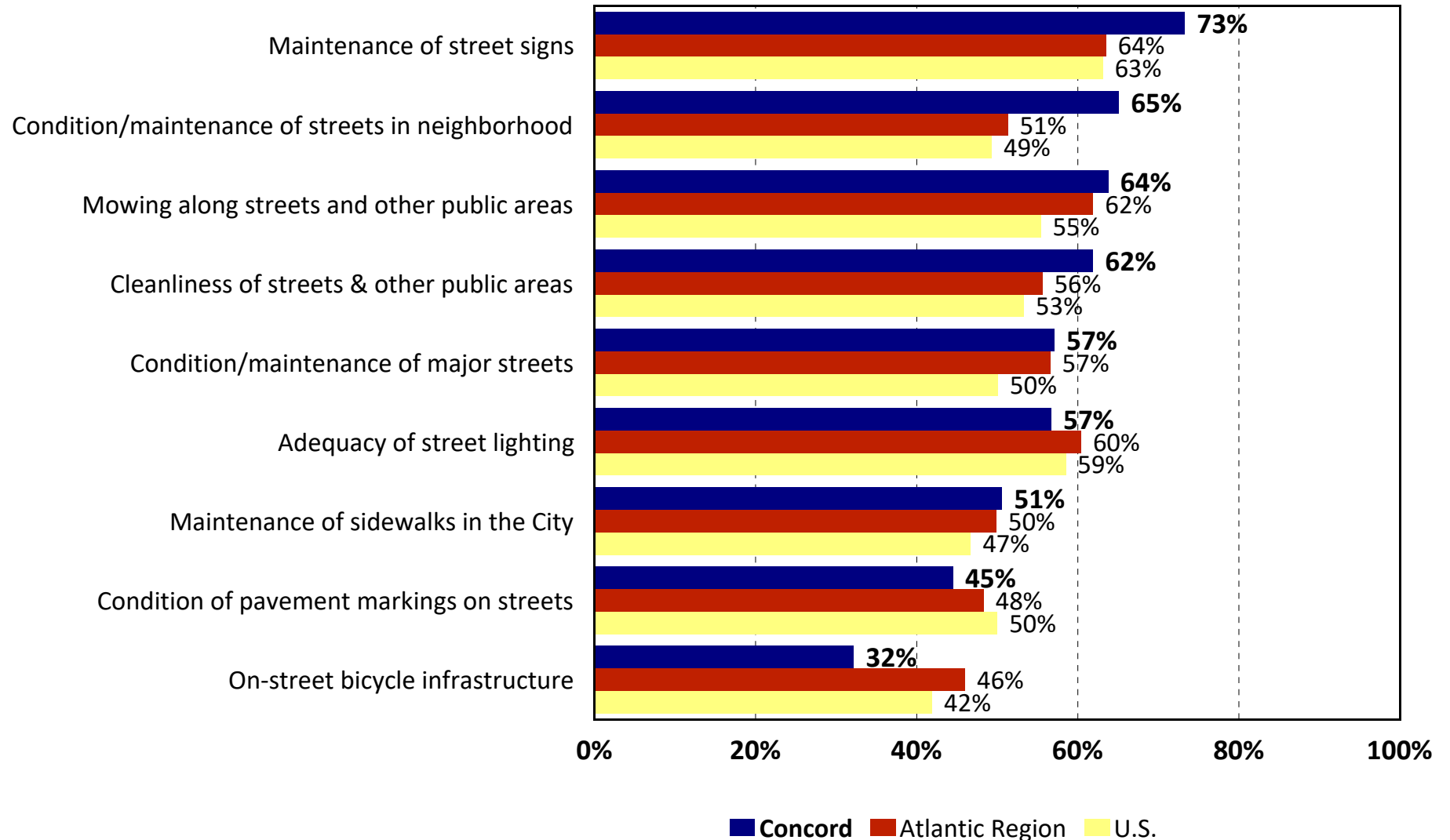
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Satisfaction with Transportation and Roadway Services

Concord vs. Atlantic Region vs. the U.S.

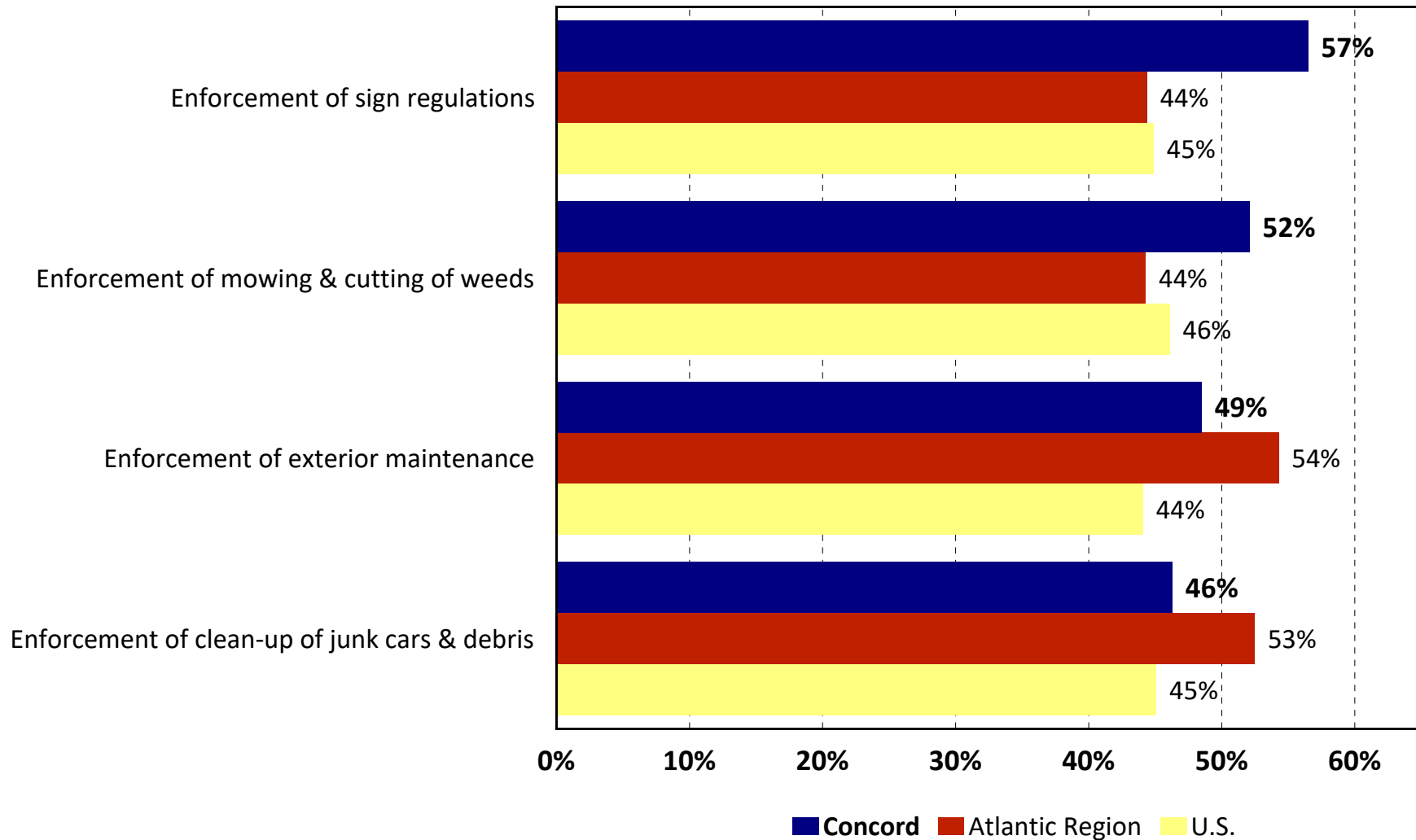
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Neighborhood Services

Concord vs. Atlantic Region vs. the U.S.

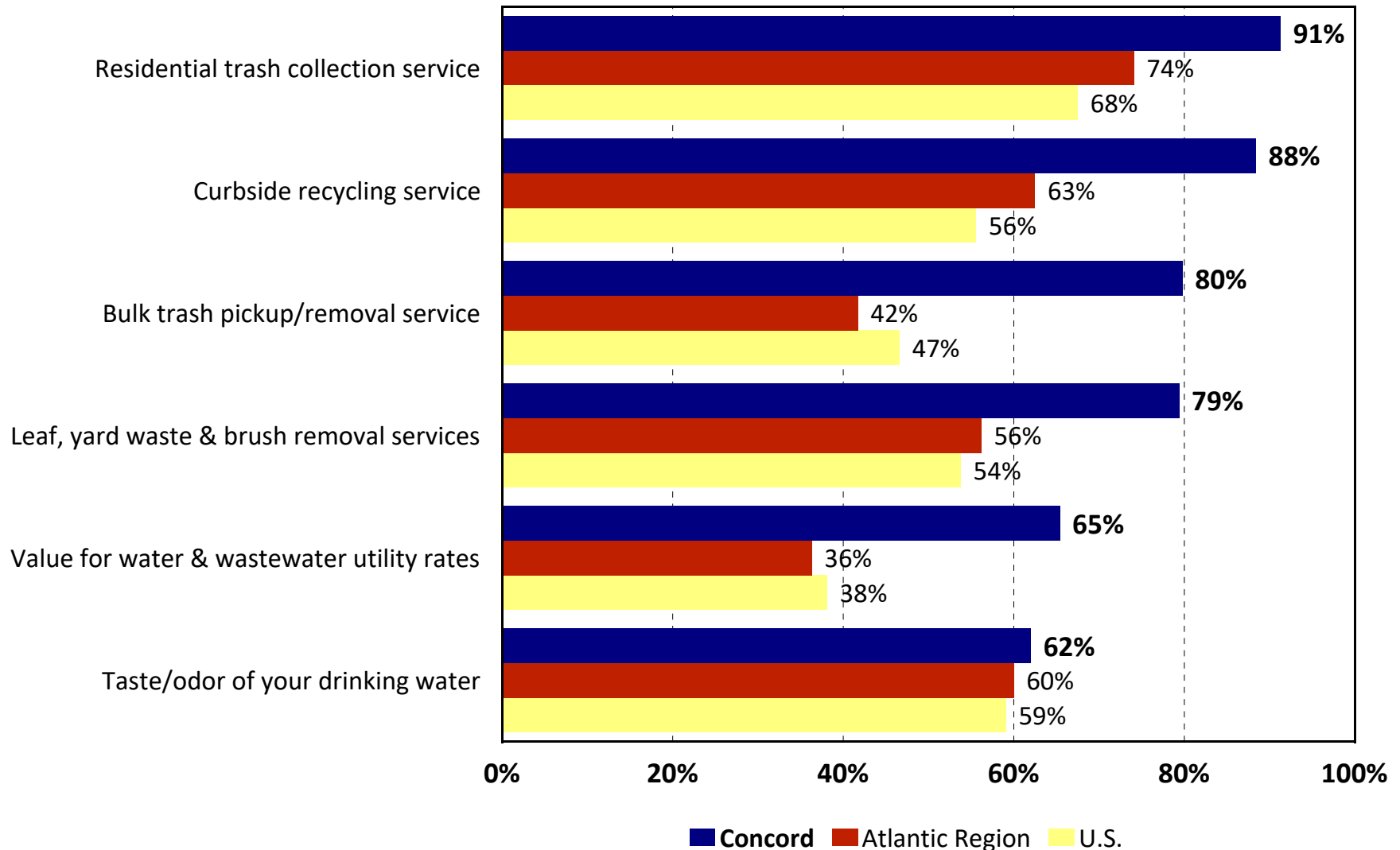
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Environmental and Utility Services

Concord vs. Atlantic Region vs. the U.S.

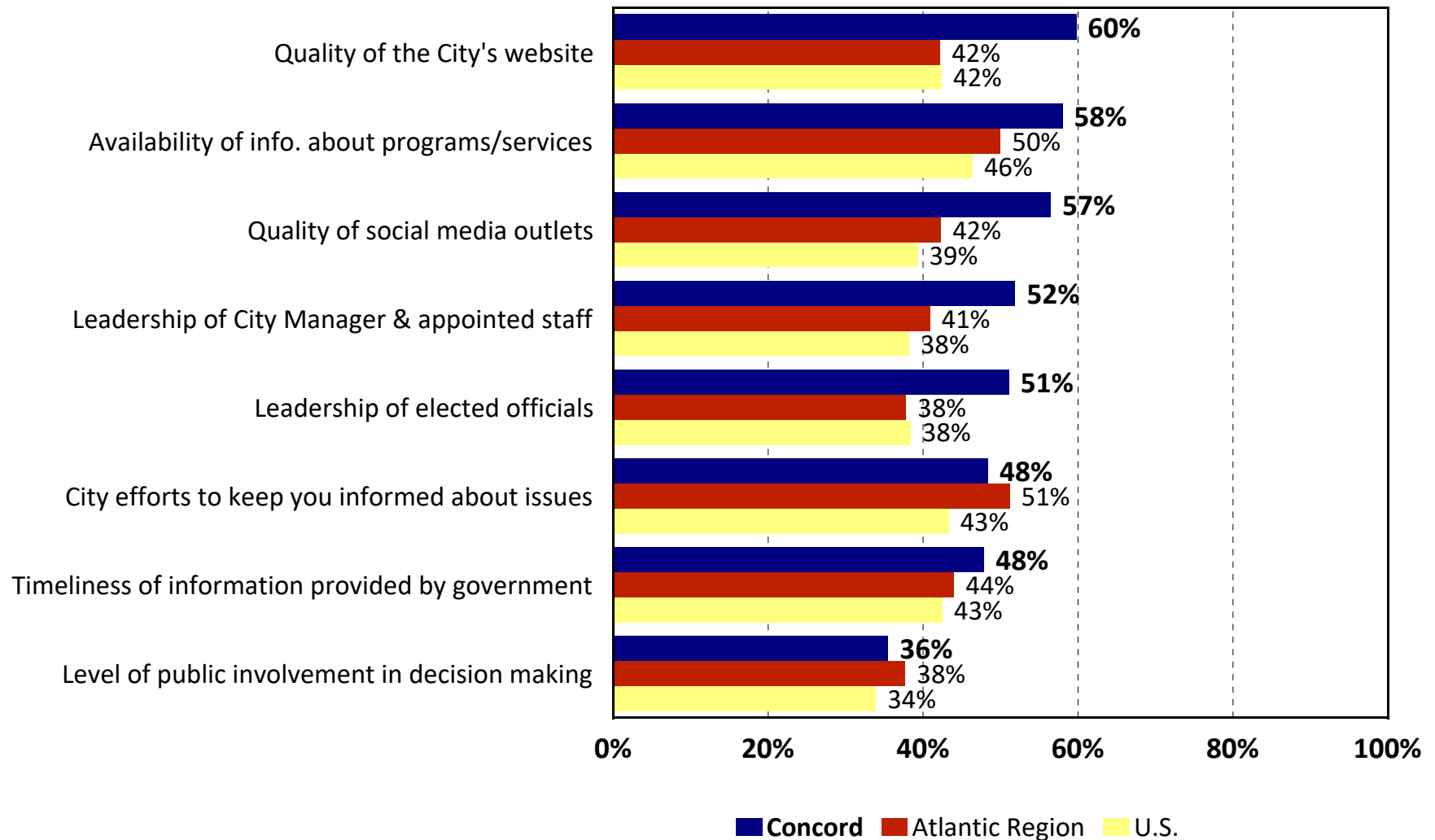
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with City Leadership and Communication

Concord vs. Atlantic Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



A graphic featuring a large white circle with a dark blue outline containing the number '3'. To the right of the circle is a dark blue horizontal bar with the text 'Importance-Satisfaction Analysis' in white.

3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major City services that were most important to their household. More than half (51.4%) of the respondent households selected "*flow of traffic and ease of getting around*" as one of the most important services for the City to emphasize over the next two years.

With regard to satisfaction, 41.5% of respondents surveyed rated "*flow of traffic and ease of getting around*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 51.4% was multiplied by 58.5% (1-0.415). This calculation yielded an I-S rating of 0.3007, which ranked first out of sixteen categories of major City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Concord are provided on the following pages.

Importance-Satisfaction Rating

2023 City of Concord Citizen Survey

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Flow of traffic & the ease of getting around	51%	1	42%	16	0.3007	1
Maintenance of streets, sidewalks, infrastructure	48%	2	52%	13	0.2294	2
<u>High Priority (IS= .10-.20)</u>						
Overall quality of economic development	23%	4	52%	14	0.1095	3
<u>Medium Priority (IS < .10)</u>						
Overall quality of natural resource protection	19%	5	56%	12	0.0855	4
Overall enforcement of City codes & ordinances	19%	6	57%	11	0.0799	5
Overall quality of police services	28%	3	82%	5	0.0518	6
Overall quality of public transportation services	9%	11	42%	15	0.0505	7
Effectiveness of communication with the public	13%	9	67%	10	0.0432	8
Quality of City parks & rec programs & facilities	18%	7	82%	4	0.0315	9
Overall quality of City water & sewer utilities	9%	10	76%	8	0.0216	10
Quality of the City's stormwater management system	5%	13	74%	9	0.0135	11
Overall quality of City electric utility services	5%	14	79%	7	0.0105	12
Quality of trash, recycling & yard waste services	7%	12	85%	2	0.0104	13
Quality of fire services/response to emergencies	15%	8	94%	1	0.0093	14
Overall quality of customer service you receive	3%	15	84%	3	0.0054	15
Overall appearance of City facilities	2%	16	81%	6	0.0041	16

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

2023 City of Concord Citizen Survey

Public Safety and Emergency Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS= .10-.20)						
Visibility of police in neighborhoods	41%	1	58%	16	0.1760	1
Overall efforts by the City to prevent crime	39%	2	62%	13	0.1463	2
Visibility of police in retail areas	28%	3	59%	15	0.1144	3
City efforts to enforce local traffic laws	24%	5	57%	18	0.1003	4
Medium Priority (IS < .10)						
Efforts to ensure community is prepared for crisis	14%	7	57%	17	0.0609	5
Community engagement efforts	14%	8	59%	14	0.0567	6
City public safety education programs	17%	6	71%	11	0.0498	7
Overall quality of local police protection	25%	4	82%	8	0.0466	8
How quickly police respond to emergencies	11%	9	82%	7	0.0206	9
Professionalism of police officers	9%	10	81%	9	0.0179	10
Professionalism of the City's 911 center	6%	12	80%	10	0.0116	11
Fire building inspection program	2%	17	66%	12	0.0078	12
Overall quality of 911 service	3%	14	85%	5	0.0049	13
Promptness of the 911 center to answer calls	3%	16	85%	6	0.0040	14
Overall quality of fire services	7%	11	95%	1	0.0037	15
Adequacy of fire protection for your property	3%	15	87%	4	0.0035	16
How quickly fire personnel respond	4%	13	94%	3	0.0026	17
Professionalism of fire personnel	0%	18	94%	2	0.0001	18

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

2023 City of Concord Citizen Survey

Transportation and Roadway Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS= .10-.20)						
Ease of getting across town in Concord	35%	1	50%	12	0.1743	1
Condition of pavement markings on streets	28%	2	45%	13	0.1571	2
Condition/maintenance of major streets	26%	3	57%	8	0.1107	3
Availability of pedestrian walkways/sidewalks	22%	4	51%	10	0.1076	4
Medium Priority (IS < .10)						
On-street bicycle infrastructure	14%	8	32%	17	0.0970	5
Traffic signal coordination on major streets	22%	5	60%	7	0.0866	6
Adequacy of street lighting	17%	7	57%	9	0.0753	7
Availability of public transportation services	11%	12	39%	16	0.0648	8
Maintenance of sidewalks in the City	12%	11	51%	11	0.0593	9
Ease of traveling from home to regional roadways	18%	6	67%	2	0.0590	10
Accessibility of public transportation services	9%	13	40%	15	0.0550	11
Cleanliness of streets & other public areas	13%	9	62%	6	0.0476	12
Condition/maintenance of streets in neighborhood	12%	10	65%	3	0.0426	13
Availability of regional public transportation links	7%	16	41%	14	0.0385	14
Mowing along streets and other public areas	8%	14	64%	4	0.0275	15
Tree maint./landscaping along street corridors	7%	15	63%	5	0.0246	16
Maintenance of street signs	5%	17	73%	1	0.0120	17

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

2023 City of Concord Citizen Survey

Neighborhood Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Availability of affordable housing for purchase	35%	1	20%	12	0.2797	1
Availability of affordable rental housing	35%	2	21%	11	0.2755	2
<u>High Priority (IS= .10-.20)</u>						
Enforcement of clean-up of junk cars & debris	31%	3	46%	5	0.1638	3
Availability of programs to assist home ownership	23%	5	33%	9	0.1501	4
Quality of public housing	17%	9	25%	10	0.1241	5
Enforcement of exterior maintenance	24%	4	49%	4	0.1215	6
Enforcement of the removal of dilapidated housing	17%	7	36%	8	0.1119	7
Enforcement of the repair of substandard housing	17%	8	39%	6	0.1047	8
Enforcement of mowing & cutting of weeds	22%	6	52%	3	0.1044	9
<u>Medium Priority (IS < .10)</u>						
Enforcement of yard parking regulations	12%	10	38%	7	0.0753	10
Enforcement of sign regulations	8%	12	57%	2	0.0348	11
Appearance of your neighborhood	9%	11	76%	1	0.0206	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

2023 City of Concord Citizen Survey

Environmental and Utility Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS= .10-.20)						
Protection of urban forests and open space	29%	1	48%	7	0.1504	1
Taste/odor of your drinking water	28%	2	62%	2	0.1053	2
How well City preserves ecosystems/services	24%	3	58%	9	0.1015	3
Medium Priority (IS < .10)						
Value you receive for electric utility rates	20%	4	64%	1	0.0716	4
Value for water & wastewater utility rates	18%	5	65%	5	0.0633	5
Quality of environmental education and outreach	11%	12	49%	3	0.0551	6
How well City informs about disruptions to service	13%	10	64%	6	0.0463	7
Cleanliness/maintenance of stormwater drains	12%	11	70%	10	0.0348	8
Leaf, yard waste & brush removal services	15%	6	79%	8	0.0305	9
Bulk trash pickup/removal service	14%	7	80%	16	0.0291	10
How quickly the City restores power	14%	8	83%	11	0.0247	11
Reliability of City electric service	13%	9	84%	12	0.0204	12
Timeliness of water/sewer line break repairs	7%	16	77%	4	0.0150	13
Curbside recycling service	9%	14	88%	17	0.0101	14
Reliability of water service	8%	15	87%	13	0.0100	15
Residential trash collection service	10%	13	91%	15	0.0088	16
Courtesy of field employees	0%	17	86%	14	0.0003	17

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

2023 City of Concord Citizen Survey

Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS < .10)						
Number of walking/biking trails in the City	23%	1	64%	9	0.0814	1
Quality of nature space/wildlife habitat/natural areas	21%	3	63%	10	0.0774	2
Quality and availability of mature forests	18%	5	60%	12	0.0728	3
Special events & festivals in the City	20%	4	64%	8	0.0719	4
Recreation centers & programs for adults	15%	8	60%	11	0.0606	5
Receiving information on programs	13%	10	58%	14	0.0531	6
Quality of walking/biking trails in the City	16%	6	74%	4	0.0426	7
Recreation centers & programs for youth	12%	11	65%	7	0.0423	8
Number of City parks	15%	9	73%	5	0.0405	9
Aquatic based programs	7%	14	45%	18	0.0367	10
Quality & availability of outdoor athletic fields	8%	13	67%	6	0.0275	11
Nature programming	5%	16	51%	16	0.0267	12
Quality of facilities at city parks	15%	7	83%	2	0.0263	13
Appearance/maintenance of City parks	22%	2	89%	1	0.0235	14
Maintenance & appearance of community centers	9%	12	75%	3	0.0232	15
Ease of registering for programs	6%	15	59%	13	0.0231	16
Rocky River Golf Club	3%	17	56%	15	0.0134	17
McInnis Aquatic Center	2%	18	47%	17	0.0101	18

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.



4

Tabular Data

Q1. Overall Satisfaction with City Services. Please rate your overall satisfaction with major services provided by the City of Concord on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=426)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	37.8%	39.2%	13.8%	3.1%	0.5%	5.6%
Q1-2. Overall quality of fire services & fire dept. response to medical emergencies	53.3%	28.9%	5.6%	0.0%	0.0%	12.2%
Q1-3. Overall enforcement of City codes & ordinances	18.1%	31.9%	26.1%	8.5%	3.5%	12.0%
Q1-4. Overall quality of City parks & recreation programs & facilities	35.9%	43.0%	13.4%	3.1%	0.7%	4.0%
Q1-5. Overall maintenance of City streets, sidewalks, & infrastructure	15.3%	36.9%	21.4%	19.5%	6.6%	0.5%
Q1-6. Overall flow of traffic & ease of getting around City	10.6%	30.8%	21.6%	23.0%	13.6%	0.5%
Q1-7. Overall quality of trash, recycling & yard waste services	45.8%	38.5%	10.1%	3.1%	1.6%	0.9%
Q1-8. Overall quality of City's stormwater management system	28.4%	39.2%	17.1%	5.9%	1.4%	8.0%
Q1-9. Overall quality of City water & sewer utilities	31.2%	42.3%	16.2%	4.7%	1.9%	3.8%
Q1-10. Overall quality of City electric utility services	35.4%	36.9%	13.8%	3.3%	1.6%	8.9%
Q1-11. Overall appearance of City facilities	34.5%	42.5%	15.5%	2.6%	0.5%	4.5%
Q1-12. Overall quality of customer service you receive from City employees	40.8%	37.1%	13.1%	1.2%	0.5%	7.3%
Q1-13. Overall effectiveness of City communication with the public	28.2%	37.1%	17.1%	11.5%	3.5%	2.6%
Q1-14. Overall quality of economic development	22.8%	26.8%	24.9%	14.1%	6.3%	5.2%

Q1. Overall Satisfaction with City Services. Please rate your overall satisfaction with major services provided by the City of Concord on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-15. Overall quality of public transportation services	12.7%	14.6%	29.6%	6.3%	1.9%	35.0%
Q1-16. Overall quality of natural resource protection	17.1%	27.2%	21.6%	8.7%	4.9%	20.4%

WITHOUT "DON'T KNOW"**Q1. Overall Satisfaction with City Services. Please rate your overall satisfaction with major services provided by the City of Concord on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=426)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	40.0%	41.5%	14.7%	3.2%	0.5%
Q1-2. Overall quality of fire services & fire dept. response to medical emergencies	60.7%	32.9%	6.4%	0.0%	0.0%
Q1-3. Overall enforcement of City codes & ordinances	20.5%	36.3%	29.6%	9.6%	4.0%
Q1-4. Overall quality of City parks & recreation programs & facilities	37.4%	44.7%	13.9%	3.2%	0.7%
Q1-5. Overall maintenance of City streets, sidewalks, & infrastructure	15.3%	37.0%	21.5%	19.6%	6.6%
Q1-6. Overall flow of traffic & ease of getting around City	10.6%	30.9%	21.7%	23.1%	13.7%
Q1-7. Overall quality of trash, recycling & yard waste services	46.2%	38.9%	10.2%	3.1%	1.7%
Q1-8. Overall quality of City's stormwater management system	30.9%	42.6%	18.6%	6.4%	1.5%
Q1-9. Overall quality of City water & sewer utilities	32.4%	43.9%	16.8%	4.9%	2.0%
Q1-10. Overall quality of City electric utility services	38.9%	40.5%	15.2%	3.6%	1.8%
Q1-11. Overall appearance of City facilities	36.1%	44.5%	16.2%	2.7%	0.5%
Q1-12. Overall quality of customer service you receive from City employees	44.1%	40.0%	14.2%	1.3%	0.5%
Q1-13. Overall effectiveness of City communication with the public	28.9%	38.1%	17.6%	11.8%	3.6%
Q1-14. Overall quality of economic development	24.0%	28.2%	26.2%	14.9%	6.7%

WITHOUT "DON'T KNOW"

Q1. Overall Satisfaction with City Services. Please rate your overall satisfaction with major services provided by the City of Concord on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-15. Overall quality of public transportation services	19.5%	22.4%	45.5%	9.7%	2.9%
Q1-16. Overall quality of natural resource protection	21.5%	34.2%	27.1%	10.9%	6.2%

Q2. Which THREE of the overall City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. Top choice	Number	Percent
Overall quality of police services	68	16.0 %
Overall quality of fire services & fire dept. response to medical emergencies	12	2.8 %
Overall enforcement of City codes & ordinances	24	5.6 %
Overall quality of City parks & recreation programs & facilities	20	4.7 %
Overall maintenance of City streets, sidewalks, & infrastructure	89	20.9 %
Overall flow of traffic & ease of getting around City	95	22.3 %
Overall quality of trash, recycling & yard waste services	7	1.6 %
Overall quality of City's stormwater management system	5	1.2 %
Overall quality of City water & sewer utilities	15	3.5 %
Overall quality of City electric utility services	5	1.2 %
Overall appearance of City facilities	2	0.5 %
Overall quality of customer service you receive from City employees	4	0.9 %
Overall effectiveness of City communication with the public	6	1.4 %
Overall quality of economic development	27	6.3 %
Overall quality of public transportation services	5	1.2 %
Overall quality of natural resource protection	19	4.5 %
None chosen	23	5.4 %
Total	426	100.0 %

Q2. Which THREE of the overall City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. 2nd choice	Number	Percent
Overall quality of police services	32	7.5 %
Overall quality of fire services & fire dept. response to medical emergencies	24	5.6 %
Overall enforcement of City codes & ordinances	25	5.9 %
Overall quality of City parks & recreation programs & facilities	29	6.8 %
Overall maintenance of City streets, sidewalks, & infrastructure	70	16.4 %
Overall flow of traffic & ease of getting around City	64	15.0 %
Overall quality of trash, recycling & yard waste services	9	2.1 %
Overall quality of City's stormwater management system	7	1.6 %
Overall quality of City water & sewer utilities	14	3.3 %
Overall quality of City electric utility services	10	2.3 %
Overall appearance of City facilities	3	0.7 %
Overall quality of customer service you receive from City employees	4	0.9 %
Overall effectiveness of City communication with the public	24	5.6 %
Overall quality of economic development	33	7.7 %
Overall quality of public transportation services	21	4.9 %
Overall quality of natural resource protection	24	5.6 %
None chosen	33	7.7 %
Total	426	100.0 %

Q2. Which THREE of the overall City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Overall quality of police services	19	4.5 %
Overall quality of fire services & fire dept. response to medical emergencies	26	6.1 %
Overall enforcement of City codes & ordinances	30	7.0 %
Overall quality of City parks & recreation programs & facilities	26	6.1 %
Overall maintenance of City streets, sidewalks, & infrastructure	46	10.8 %
Overall flow of traffic & ease of getting around City	60	14.1 %
Overall quality of trash, recycling & yard waste services	14	3.3 %
Overall quality of City's stormwater management system	10	2.3 %
Overall quality of City water & sewer utilities	10	2.3 %
Overall quality of City electric utility services	7	1.6 %
Overall appearance of City facilities	4	0.9 %
Overall quality of customer service you receive from City employees	7	1.6 %
Overall effectiveness of City communication with the public	26	6.1 %
Overall quality of economic development	38	8.9 %
Overall quality of public transportation services	11	2.6 %
Overall quality of natural resource protection	39	9.2 %
None chosen	53	12.4 %
Total	426	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the overall City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q2. Sum of top 3 choices	Number	Percent
Overall quality of police services	119	27.9 %
Overall quality of fire services & fire dept. response to medical emergencies	62	14.6 %
Overall enforcement of City codes & ordinances	79	18.5 %
Overall quality of City parks & recreation programs & facilities	75	17.6 %
Overall maintenance of City streets, sidewalks, & infrastructure	205	48.1 %
Overall flow of traffic & ease of getting around City	219	51.4 %
Overall quality of trash, recycling & yard waste services	30	7.0 %
Overall quality of City's stormwater management system	22	5.2 %
Overall quality of City water & sewer utilities	39	9.2 %
Overall quality of City electric utility services	22	5.2 %
Overall appearance of City facilities	9	2.1 %
Overall quality of customer service you receive from City employees	15	3.5 %
Overall effectiveness of City communication with the public	56	13.1 %
Overall quality of economic development	98	23.0 %
Overall quality of public transportation services	37	8.7 %
Overall quality of natural resource protection	82	19.2 %
None chosen	23	5.4 %
Total	1192	

Q3. Overall Perception of the City. Several items that may influence your perception of the City of Concord are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

(N=426)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. Overall impression of the community	29.6%	50.9%	12.0%	5.9%	0.7%	0.9%
Q3-2. Overall as a place to live	36.9%	50.5%	9.2%	2.8%	0.5%	0.2%
Q3-3. Overall as a place to raise children	34.5%	40.6%	13.4%	3.1%	0.5%	8.0%
Q3-4. Overall as a place to work	24.2%	38.3%	18.5%	5.4%	1.2%	12.4%
Q3-5. Overall cultural & recreational opportunities	22.8%	40.4%	20.7%	11.3%	1.9%	3.1%
Q3-6. Overall quality of life	30.8%	52.6%	11.3%	3.5%	0.7%	1.2%
Q3-7. Overall quality of City services	30.8%	51.2%	13.8%	3.3%	0.5%	0.5%
Q3-8. Overall value that you receive for your City tax dollars & fees	20.4%	37.1%	22.3%	12.9%	5.4%	1.9%
Q3-9. Overall physical appearance of City	16.4%	46.0%	23.5%	9.9%	3.3%	0.9%
Q3-10. How well City is managing growth	10.1%	24.4%	25.1%	20.0%	18.1%	2.3%
Q3-11. How well City is managing natural resources	13.1%	25.4%	28.4%	9.4%	6.8%	16.9%

WITHOUT "DON'T KNOW"

Q3. Overall Perception of the City. Several items that may influence your perception of the City of Concord are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (without "don't know")

(N=426)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. Overall impression of the community	29.9%	51.4%	12.1%	5.9%	0.7%
Q3-2. Overall as a place to live	36.9%	50.6%	9.2%	2.8%	0.5%
Q3-3. Overall as a place to raise children	37.5%	44.1%	14.5%	3.3%	0.5%
Q3-4. Overall as a place to work	27.6%	43.7%	21.2%	6.2%	1.3%
Q3-5. Overall cultural & recreational opportunities	23.5%	41.6%	21.3%	11.6%	1.9%
Q3-6. Overall quality of life	31.1%	53.2%	11.4%	3.6%	0.7%
Q3-7. Overall quality of City services	30.9%	51.4%	13.9%	3.3%	0.5%
Q3-8. Overall value that you receive for your City tax dollars & fees	20.8%	37.8%	22.7%	13.2%	5.5%
Q3-9. Overall physical appearance of City	16.6%	46.4%	23.7%	10.0%	3.3%
Q3-10. How well City is managing growth	10.3%	25.0%	25.7%	20.4%	18.5%
Q3-11. How well City is managing natural resources	15.8%	30.5%	34.2%	11.3%	8.2%

Q4. Public Safety and Emergency Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=426)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of local police protection	34.7%	42.5%	12.7%	3.8%	0.9%	5.4%
Q4-2. How quickly police respond to emergencies	28.9%	35.7%	10.3%	3.5%	0.5%	21.1%
Q4-3. Visibility of police in neighborhoods	22.1%	32.9%	22.3%	15.7%	2.6%	4.5%
Q4-4. Visibility of police in retail areas	19.7%	35.0%	24.9%	12.7%	0.9%	6.8%
Q4-5. Professionalism of police officers	37.3%	35.0%	13.4%	2.3%	1.2%	10.8%
Q4-6. Overall efforts by City to prevent crime	21.4%	33.3%	23.9%	7.7%	1.6%	12.0%
Q4-7. City efforts to enforce local traffic laws such as speeding	21.4%	32.4%	19.7%	15.0%	5.4%	6.1%
Q4-8. Overall quality of fire services	45.3%	35.9%	4.5%	0.2%	0.0%	14.1%
Q4-9. How quickly fire personnel respond to emergencies	45.1%	29.3%	4.7%	0.2%	0.0%	20.7%
Q4-10. Fire building inspection program	19.2%	19.0%	19.0%	0.5%	0.0%	42.3%
Q4-11. Adequacy of fire protection for your property	31.9%	39.2%	9.4%	1.2%	0.2%	18.1%
Q4-12. Professionalism of fire personnel	49.8%	29.3%	4.5%	0.2%	0.2%	16.0%
Q4-13. City efforts to ensure the community is prepared for a natural disaster or crisis	15.7%	22.5%	22.8%	4.5%	1.2%	33.3%
Q4-14. City public safety education programs (police & fire), including school-based programs	21.1%	25.1%	16.9%	1.4%	0.7%	34.7%
Q4-15. Community engagement efforts	18.8%	29.6%	27.0%	5.6%	1.2%	17.8%

Q4. Public Safety and Emergency Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-16. Professionalism of City's 911 center	25.4%	27.2%	11.3%	1.2%	0.5%	34.5%
Q4-17. Promptness of 911 center to answer calls	27.7%	27.2%	9.4%	0.7%	0.0%	35.0%
Q4-18. Overall quality of 911 service	26.3%	28.6%	8.9%	0.9%	0.0%	35.2%

WITHOUT "DON'T KNOW"

Q4. Public Safety and Emergency Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=426)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of local police protection	36.7%	44.9%	13.4%	4.0%	1.0%
Q4-2. How quickly police respond to emergencies	36.6%	45.2%	13.1%	4.5%	0.6%
Q4-3. Visibility of police in neighborhoods	23.1%	34.4%	23.3%	16.5%	2.7%
Q4-4. Visibility of police in retail areas	21.2%	37.5%	26.7%	13.6%	1.0%
Q4-5. Professionalism of police officers	41.8%	39.2%	15.0%	2.6%	1.3%
Q4-6. Overall efforts by City to prevent crime	24.3%	37.9%	27.2%	8.8%	1.9%
Q4-7. City efforts to enforce local traffic laws such as speeding	22.8%	34.5%	21.0%	16.0%	5.8%
Q4-8. Overall quality of fire services	52.7%	41.8%	5.2%	0.3%	0.0%
Q4-9. How quickly fire personnel respond to emergencies	56.8%	37.0%	5.9%	0.3%	0.0%
Q4-10. Fire building inspection program	33.3%	32.9%	32.9%	0.8%	0.0%
Q4-11. Adequacy of fire protection for your property	39.0%	47.9%	11.5%	1.4%	0.3%
Q4-12. Professionalism of fire personnel	59.2%	34.9%	5.3%	0.3%	0.3%
Q4-13. City efforts to ensure the community is prepared for a natural disaster or crisis	23.6%	33.8%	34.2%	6.7%	1.8%
Q4-14. City public safety education programs (police & fire), including school-based programs	32.4%	38.5%	25.9%	2.2%	1.1%

WITHOUT "DON'T KNOW"

Q4. Public Safety and Emergency Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-15. Community engagement efforts	22.9%	36.0%	32.9%	6.9%	1.4%
Q4-16. Professionalism of City's 911 center	38.7%	41.6%	17.2%	1.8%	0.7%
Q4-17. Promptness of 911 center to answer calls	42.6%	41.9%	14.4%	1.1%	0.0%
Q4-18. Overall quality of 911 service	40.6%	44.2%	13.8%	1.4%	0.0%

Q5. Which THREE of the Public Safety and Emergency Services listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	73	17.1 %
How quickly police respond to emergencies	18	4.2 %
Visibility of police in neighborhoods	74	17.4 %
Visibility of police in retail areas	34	8.0 %
Professionalism of police officers	14	3.3 %
Overall efforts by City to prevent crime	59	13.8 %
City efforts to enforce local traffic laws such as speeding	50	11.7 %
Overall quality of fire services	1	0.2 %
How quickly fire personnel respond to emergencies	3	0.7 %
Fire building inspection program	2	0.5 %
Adequacy of fire protection for your property	1	0.2 %
City efforts to ensure the community is prepared for a natural disaster or crisis	16	3.8 %
City public safety education programs (police & fire), including school-based programs	6	1.4 %
Community engagement efforts	17	4.0 %
Professionalism of City's 911 center	1	0.2 %
Promptness of 911 Center to answer calls	2	0.5 %
Overall quality of 911 service	4	0.9 %
<u>None chosen</u>	<u>51</u>	<u>12.0 %</u>
Total	426	100.0 %

Q5. Which THREE of the Public Safety and Emergency Services listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	20	4.7 %
How quickly police respond to emergencies	19	4.5 %
Visibility of police in neighborhoods	65	15.3 %
Visibility of police in retail areas	47	11.0 %
Professionalism of police officers	16	3.8 %
Overall efforts by City to prevent crime	48	11.3 %
City efforts to enforce local traffic laws such as speeding	25	5.9 %
Overall quality of fire services	18	4.2 %
How quickly fire personnel respond to emergencies	7	1.6 %
Fire building inspection program	4	0.9 %
Adequacy of fire protection for your property	4	0.9 %
Professionalism of fire personnel	1	0.2 %
City efforts to ensure the community is prepared for a natural disaster or crisis	49	11.5 %
City public safety education programs (police & fire), including school-based programs	10	2.3 %
Community engagement efforts	19	4.5 %
Promptness of 911 Center to answer calls	6	1.4 %
Overall quality of 911 service	1	0.2 %
<u>None chosen</u>	<u>67</u>	<u>15.7 %</u>
Total	426	100.0 %

Q5. Which THREE of the Public Safety and Emergency Services listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	15	3.5 %
How quickly police respond to emergencies	11	2.6 %
Visibility of police in neighborhoods	37	8.7 %
Visibility of police in retail areas	37	8.7 %
Professionalism of police officers	10	2.3 %
Overall efforts by City to prevent crime	58	13.6 %
City efforts to enforce local traffic laws such as speeding	25	5.9 %
Overall quality of fire services	10	2.3 %
How quickly fire personnel respond to emergencies	8	1.9 %
Fire building inspection program	4	0.9 %
Adequacy of fire protection for your property	7	1.6 %
Professionalism of fire personnel	1	0.2 %
City efforts to ensure the community is prepared for a natural disaster or crisis	44	10.3 %
City public safety education programs (police & fire), including school-based programs	18	4.2 %
Community engagement efforts	32	7.5 %
Professionalism of City's 911 center	5	1.2 %
Promptness of 911 Center to answer calls	3	0.7 %
Overall quality of 911 service	9	2.1 %
<u>None chosen</u>	<u>92</u>	<u>21.6 %</u>
Total	426	100.0 %

SUM OF TOP 3 CHOICES**Q5. Which THREE of the Public Safety and Emergency Services listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q5. Sum of top 3 choices	Number	Percent
Overall quality of local police protection	108	25.4 %
How quickly police respond to emergencies	48	11.3 %
Visibility of police in neighborhoods	176	41.3 %
Visibility of police in retail areas	118	27.7 %
Professionalism of police officers	40	9.4 %
Overall efforts by City to prevent crime	165	38.7 %
City efforts to enforce local traffic laws such as speeding	100	23.5 %
Overall quality of fire services	29	6.8 %
How quickly fire personnel respond to emergencies	18	4.2 %
Fire building inspection program	10	2.3 %
Adequacy of fire protection for your property	12	2.8 %
Professionalism of fire personnel	2	0.5 %
City efforts to ensure the community is prepared for a natural disaster or crisis	109	25.6 %
City public safety education programs (police & fire), including school-based programs	34	8.0 %
Community engagement efforts	68	16.0 %
Professionalism of City's 911 center	6	1.4 %
Promptness of 911 Center to answer calls	11	2.6 %
Overall quality of 911 service	14	3.3 %
None chosen	51	12.0 %
Total	1119	

Q6. Have you ever participated in or attended any public safety related meetings or events?

Q6. Have you ever participated in or attended any public safety related meetings or events	Number	Percent
Yes	67	15.7 %
No	359	84.3 %
Total	426	100.0 %

Q6a. Which public safety related meetings or events?

- A quarterly meeting of many services agencies by representing Habitat for Humanity Cabarrus.
- Active shooter
- active shooter
- An attempt t establish neighborhood watch programs
- Annual neighborhood meeting
- Cabarrus County Sheriff Dept Motorcycle Safety
- Christenbury Neighborhood
- Church Safety (Police Dept.)
- Community meetings , national night out
- Concord 101
- Concord 101
- Concord 101
- Concord 101 and the Police Academy programs
- Concord 101 Public safety
- Downtown meetings
- HOA meeting with police
- HOA Meetings
- I was the presenter/representative from the local pharmacy at an opioid crisis meeting along with several first responders
- Local neighborhood meeting
- Logan meetings
- National night out
- Neighborhood meetings
- Neighborhood meetings
- Neighborhood Watch
- neighborhoods
- Neighborhood police talk
- Nextdoor meeting
- night out
- opening of EMS center
- Opening of the new EMT building
- Police explaining the different areas of the City and how crime is handled in each area
- Police foundation dinner
- police neighborhood meetings
- Public Safety Academy
- Public/crime safety
- Retail theft meeting at Concord Mills
- safety-police/fire dept
- Several years ago town hall meeting about growth and development.
- Sheriff Shaw did a series of public awareness and safety classes and I attended one of them.
- Symposium on opioids
- town meeting
- year end stats meeting, years ago.

Q7. Perceptions of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=426)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7-1. Your neighborhood during the day	54.2%	39.7%	4.7%	0.5%	0.2%	0.7%
Q7-2. Your neighborhood during the night	30.8%	43.0%	18.3%	6.3%	0.7%	0.9%
Q7-3. Retail shopping areas of City	11.3%	45.3%	27.5%	12.4%	1.2%	2.3%
Q7-4. Downtown/Center City area	18.8%	37.3%	25.6%	8.7%	2.1%	7.5%
Q7-5. City parks & greenways	16.9%	45.5%	25.4%	4.7%	0.2%	7.3%
Q7-6. Overall feeling of safety in Concord	20.9%	57.0%	17.8%	3.1%	0.2%	0.9%

WITHOUT "DON'T KNOW"

Q7. Perceptions of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=426)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. Your neighborhood during the day	54.6%	40.0%	4.7%	0.5%	0.2%
Q7-2. Your neighborhood during the night	31.0%	43.4%	18.5%	6.4%	0.7%
Q7-3. Retail shopping areas of City	11.5%	46.4%	28.1%	12.7%	1.2%
Q7-4. Downtown/Center City area	20.3%	40.4%	27.7%	9.4%	2.3%
Q7-5. City parks & greenways	18.2%	49.1%	27.3%	5.1%	0.3%
Q7-6. Overall feeling of safety in Concord	21.1%	57.6%	18.0%	3.1%	0.2%

Q8. Are there any areas of town where you feel unsafe?

Q8. Are there any areas of Town where you feel unsafe	Number	Percent
Yes	159	37.3 %
No	267	62.7 %
Total	426	100.0 %

Q9. Transportation and Roadway Services. For each of the following, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=426)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Ease of getting across town in Concord	10.1%	39.0%	18.5%	23.0%	7.0%	2.3%
Q9-2. Ease of traveling from your home to regional roadways	17.1%	48.8%	17.1%	12.4%	3.8%	0.7%
Q9-3. Traffic signal coordination on major streets	13.8%	45.8%	19.7%	14.6%	5.6%	0.5%
Q9-4. Condition of pavement markings on streets	9.2%	34.7%	23.9%	21.4%	9.6%	1.2%
Q9-5. Maintenance of street signs	18.8%	53.8%	21.8%	4.2%	0.5%	0.9%
Q9-6. Availability of pedestrian walkways/sidewalks	11.3%	37.3%	21.8%	14.8%	9.6%	5.2%
Q9-7. On-street bicycle infrastructure (bike lanes/signs)	6.3%	20.2%	31.2%	16.0%	8.7%	17.6%
Q9-8. Maintenance of sidewalks in City	10.8%	35.9%	27.9%	13.4%	4.2%	7.7%
Q9-9. Condition/maintenance of major streets	11.3%	44.8%	21.8%	16.4%	4.0%	1.6%
Q9-10. Condition/maintenance of streets in your neighborhood	16.7%	47.7%	16.9%	12.0%	5.6%	1.2%
Q9-11. Cleanliness of streets & other public areas	13.4%	47.7%	23.7%	11.3%	2.6%	1.4%
Q9-12. Adequacy of street lighting	13.1%	43.0%	20.2%	16.7%	6.1%	0.9%
Q9-13. Mowing along streets & other public areas	15.7%	46.9%	22.5%	8.2%	4.7%	1.9%
Q9-14. Tree maintenance & landscaping along street corridors	15.7%	46.2%	25.4%	8.2%	3.3%	1.2%
Q9-15. Availability of public transportation services	8.0%	16.4%	26.5%	8.2%	3.5%	37.3%

Q9. Transportation and Roadway Services. For each of the following, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-16. Accessibility of public transportation services for the elderly or those with a disability	8.2%	12.0%	20.7%	7.0%	3.1%	49.1%
Q9-17. Availability of regional public transportation links	5.6%	16.7%	21.1%	6.8%	4.5%	45.3%

WITHOUT "DON'T KNOW"

Q9. Transportation and Roadway Services. For each of the following, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=426)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Ease of getting across town in Concord	10.3%	39.9%	19.0%	23.6%	7.2%
Q9-2. Ease of traveling from your home to regional roadways	17.3%	49.2%	17.3%	12.5%	3.8%
Q9-3. Traffic signal coordination on major streets	13.9%	46.0%	19.8%	14.6%	5.7%
Q9-4. Condition of pavement markings on streets	9.3%	35.2%	24.2%	21.6%	9.7%
Q9-5. Maintenance of street signs	19.0%	54.3%	22.0%	4.3%	0.5%
Q9-6. Availability of pedestrian walkways/sidewalks	11.9%	39.4%	23.0%	15.6%	10.1%
Q9-7. On-street bicycle infrastructure (bike lanes/signs)	7.7%	24.5%	37.9%	19.4%	10.5%
Q9-8. Maintenance of sidewalks in City	11.7%	38.9%	30.3%	14.5%	4.6%
Q9-9. Condition/maintenance of major streets	11.5%	45.6%	22.2%	16.7%	4.1%
Q9-10. Condition/maintenance of streets in your neighborhood	16.9%	48.2%	17.1%	12.1%	5.7%
Q9-11. Cleanliness of streets & other public areas	13.6%	48.3%	24.0%	11.4%	2.6%
Q9-12. Adequacy of street lighting	13.3%	43.4%	20.4%	16.8%	6.2%
Q9-13. Mowing along streets & other public areas	16.0%	47.8%	23.0%	8.4%	4.8%
Q9-14. Tree maintenance & landscaping along street corridors	15.9%	46.8%	25.7%	8.3%	3.3%

WITHOUT "DON'T KNOW"

Q9. Transportation and Roadway Services. For each of the following, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-15. Availability of public transportation services	12.7%	26.2%	42.3%	13.1%	5.6%
Q9-16. Accessibility of public transportation services for the elderly or those with a disability	16.1%	23.5%	40.6%	13.8%	6.0%
Q9-17. Availability of regional public transportation links	10.3%	30.5%	38.6%	12.4%	8.2%

Q10. Which THREE of the transportation and roadway services listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q10. Top choice	Number	Percent
Ease of getting across town in Concord	93	21.8 %
Ease of traveling from your home to regional roadways	26	6.1 %
Traffic signal coordination on major streets	26	6.1 %
Condition of pavement markings on streets	61	14.3 %
Maintenance of street signs	5	1.2 %
Availability of pedestrian walkways/sidewalks	39	9.2 %
On-street bicycle infrastructure (bike lanes/signs)	10	2.3 %
Maintenance of sidewalks in City	9	2.1 %
Condition/maintenance of major streets	29	6.8 %
Condition/maintenance of streets in your neighborhood	14	3.3 %
Cleanliness of streets & other public areas	8	1.9 %
Adequacy of street lighting	22	5.2 %
Mowing along streets & other public areas	5	1.2 %
Tree maintenance & landscaping along street corridors	5	1.2 %
Availability of public transportation services	18	4.2 %
Accessibility of public transportation services for the elderly or those with a disability	12	2.8 %
Availability of regional public transportation links	7	1.6 %
None chosen	37	8.7 %
Total	426	100.0 %

Q10. Which THREE of the transportation and roadway services listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q10. 2nd choice	Number	Percent
Ease of getting across town in Concord	34	8.0 %
Ease of traveling from your home to regional roadways	31	7.3 %
Traffic signal coordination on major streets	36	8.5 %
Condition of pavement markings on streets	27	6.3 %
Maintenance of street signs	9	2.1 %
Availability of pedestrian walkways/sidewalks	35	8.2 %
On-street bicycle infrastructure (bike lanes/signs)	25	5.9 %
Maintenance of sidewalks in City	19	4.5 %
Condition/maintenance of major streets	43	10.1 %
Condition/maintenance of streets in your neighborhood	21	4.9 %
Cleanliness of streets & other public areas	13	3.1 %
Adequacy of street lighting	19	4.5 %
Mowing along streets & other public areas	13	3.1 %
Tree maintenance & landscaping along street corridors	12	2.8 %
Availability of public transportation services	14	3.3 %
Accessibility of public transportation services for the elderly or those with a disability	12	2.8 %
Availability of regional public transportation links	9	2.1 %
None chosen	54	12.7 %
Total	426	100.0 %

Q10. Which THREE of the transportation and roadway services listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q10. 3rd choice	Number	Percent
Ease of getting across town in Concord	22	5.2 %
Ease of traveling from your home to regional roadways	18	4.2 %
Traffic signal coordination on major streets	30	7.0 %
Condition of pavement markings on streets	33	7.7 %
Maintenance of street signs	5	1.2 %
Availability of pedestrian walkways/sidewalks	20	4.7 %
On-street bicycle infrastructure (bike lanes/signs)	26	6.1 %
Maintenance of sidewalks in City	23	5.4 %
Condition/maintenance of major streets	38	8.9 %
Condition/maintenance of streets in your neighborhood	17	4.0 %
Cleanliness of streets & other public areas	32	7.5 %
Adequacy of street lighting	33	7.7 %
Mowing along streets & other public areas	14	3.3 %
Tree maintenance & landscaping along street corridors	11	2.6 %
Availability of public transportation services	13	3.1 %
Accessibility of public transportation services for the elderly or those with a disability	15	3.5 %
Availability of regional public transportation links	12	2.8 %
None chosen	64	15.0 %
Total	426	100.0 %

SUM OF TOP 3 CHOICES

Q10. Which THREE of the transportation and roadway services listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q10. Sum of top 3 choices	Number	Percent
Ease of getting across town in Concord	149	35.0 %
Ease of traveling from your home to regional roadways	75	17.6 %
Traffic signal coordination on major streets	92	21.6 %
Condition of pavement markings on streets	121	28.4 %
Maintenance of street signs	19	4.5 %
Availability of pedestrian walkways/sidewalks	94	22.1 %
On-street bicycle infrastructure (bike lanes/signs)	61	14.3 %
Maintenance of sidewalks in City	51	12.0 %
Condition/maintenance of major streets	110	25.8 %
Condition/maintenance of streets in your neighborhood	52	12.2 %
Cleanliness of streets & other public areas	53	12.4 %
Adequacy of street lighting	74	17.4 %
Mowing along streets & other public areas	32	7.5 %
Tree maintenance & landscaping along street corridors	28	6.6 %
Availability of public transportation services	45	10.6 %
Accessibility of public transportation services for the elderly or those with a disability	39	9.2 %
Availability of regional public transportation links	28	6.6 %
None chosen	37	8.7 %
Total	1160	

Q11. Neighborhood Services. For each of the following, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=426)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Enforcement of cleanup of junk cars & debris on private property	11.3%	26.8%	20.9%	16.4%	6.8%	17.8%
Q11-2. Enforcement of mowing & cutting of weeds on private property	10.3%	34.3%	22.8%	14.1%	4.2%	14.3%
Q11-3. Enforcement of exterior maintenance of residential property	9.9%	31.5%	26.5%	12.4%	4.9%	14.8%
Q11-4. Enforcement of sign regulations	11.0%	34.7%	26.5%	6.8%	1.9%	19.0%
Q11-5. Enforcement of repair of substandard housing	6.1%	20.9%	27.9%	9.9%	4.9%	30.3%
Q11-6. Enforcement of removal of dilapidated housing	5.6%	18.8%	26.1%	14.6%	3.3%	31.7%
Q11-7. Enforcement of yard parking regulations	6.8%	20.9%	24.6%	14.1%	5.9%	27.7%
Q11-8. Appearance of your neighborhood	23.7%	50.5%	14.1%	6.6%	3.1%	2.1%
Q11-9. Availability of programs to assist with home ownership like education & down payment assistance	6.1%	10.6%	22.1%	6.8%	4.5%	50.0%
Q11-10. Availability of affordable rental housing	4.9%	8.9%	20.9%	15.0%	15.3%	35.0%
Q11-11. Availability of affordable housing for purchase	4.5%	9.6%	21.4%	18.8%	15.3%	30.5%
Q11-12. Quality of public housing	4.5%	7.0%	23.0%	7.7%	4.0%	53.8%

WITHOUT "DON'T KNOW"

Q11. Neighborhood Services. For each of the following, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=426)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Enforcement of cleanup of junk cars & debris on private property	13.7%	32.6%	25.4%	20.0%	8.3%
Q11-2. Enforcement of mowing & cutting of weeds on private property	12.1%	40.0%	26.6%	16.4%	4.9%
Q11-3. Enforcement of exterior maintenance of residential property	11.6%	36.9%	31.1%	14.6%	5.8%
Q11-4. Enforcement of sign regulations	13.6%	42.9%	32.8%	8.4%	2.3%
Q11-5. Enforcement of repair of substandard housing	8.8%	30.0%	40.1%	14.1%	7.1%
Q11-6. Enforcement of removal of dilapidated housing	8.2%	27.5%	38.1%	21.3%	4.8%
Q11-7. Enforcement of yard parking regulations	9.4%	28.9%	34.1%	19.5%	8.1%
Q11-8. Appearance of your neighborhood	24.2%	51.6%	14.4%	6.7%	3.1%
Q11-9. Availability of programs to assist with home ownership like education & down payment assistance	12.2%	21.1%	44.1%	13.6%	8.9%
Q11-10. Availability of affordable rental housing	7.6%	13.7%	32.1%	23.1%	23.5%
Q11-11. Availability of affordable housing for purchase	6.4%	13.9%	30.7%	27.0%	22.0%
Q11-12. Quality of public housing	9.6%	15.2%	49.7%	16.8%	8.6%

Q12. Which THREE of the neighborhood services listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcement of clean-up of junk cars & debris on private property	75	17.6 %
Enforcement of mowing & cutting of weeds on private property	30	7.0 %
Enforcement of exterior maintenance of residential property	22	5.2 %
Enforcement of sign regulations	11	2.6 %
Enforcement of repair of substandard housing	25	5.9 %
Enforcement of removal of dilapidated housing	21	4.9 %
Enforcement of yard parking regulations	15	3.5 %
Appearance of your neighborhood	11	2.6 %
Availability of programs to assist with home ownership like education & down payment assistance	29	6.8 %
Availability of affordable rental housing	62	14.6 %
Availability of affordable housing for purchase	53	12.4 %
Quality of public housing	15	3.5 %
None chosen	57	13.4 %
Total	426	100.0 %

Q12. Which THREE of the neighborhood services listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcement of clean-up of junk cars & debris on private property	20	4.7 %
Enforcement of mowing & cutting of weeds on private property	43	10.1 %
Enforcement of exterior maintenance of residential property	42	9.9 %
Enforcement of sign regulations	10	2.3 %
Enforcement of repair of substandard housing	27	6.3 %
Enforcement of removal of dilapidated housing	28	6.6 %
Enforcement of yard parking regulations	16	3.8 %
Appearance of your neighborhood	11	2.6 %
Availability of programs to assist with home ownership like education & down payment assistance	27	6.3 %
Availability of affordable rental housing	58	13.6 %
Availability of affordable housing for purchase	53	12.4 %
Quality of public housing	19	4.5 %
None chosen	72	16.9 %
Total	426	100.0 %

Q12. Which THREE of the neighborhood services listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcement of clean-up of junk cars & debris on private property	35	8.2 %
Enforcement of mowing & cutting of weeds on private property	20	4.7 %
Enforcement of exterior maintenance of residential property	36	8.5 %
Enforcement of sign regulations	13	3.1 %
Enforcement of repair of substandard housing	21	4.9 %
Enforcement of removal of dilapidated housing	25	5.9 %
Enforcement of yard parking regulations	21	4.9 %
Appearance of your neighborhood	14	3.3 %
Availability of programs to assist with home ownership like education & down payment assistance	40	9.4 %
Availability of affordable rental housing	29	6.8 %
Availability of affordable housing for purchase	44	10.3 %
Quality of public housing	36	8.5 %
None chosen	92	21.6 %
Total	426	100.0 %

SUM OF TOP 3 CHOICES

Q12. Which THREE of the neighborhood services listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q12. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Enforcement of clean-up of junk cars & debris on private property	130	30.5 %
Enforcement of mowing & cutting of weeds on private property	93	21.8 %
Enforcement of exterior maintenance of residential property	100	23.5 %
Enforcement of sign regulations	34	8.0 %
Enforcement of repair of substandard housing	73	17.1 %
Enforcement of removal of dilapidated housing	74	17.4 %
Enforcement of yard parking regulations	52	12.2 %
Appearance of your neighborhood	36	8.5 %
Availability of programs to assist with home ownership like education & down payment assistance	96	22.5 %
Availability of affordable rental housing	149	35.0 %
Availability of affordable housing for purchase	150	35.2 %
Quality of public housing	70	16.4 %
None chosen	57	13.4 %
Total	1114	

Q13. Environmental and Utility Services. For each of the following, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=426)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Residential trash collection service	50.5%	38.3%	6.1%	1.9%	0.5%	2.8%
Q13-2. Curbside recycling service	48.1%	37.8%	6.3%	3.3%	1.6%	2.8%
Q13-3. Leaf, yard waste & brush removal services	41.5%	33.6%	11.0%	6.3%	2.1%	5.4%
Q13-4. Bulk trash pickup/removal service (old furniture, appliances, etc.)	42.3%	31.9%	11.0%	6.3%	1.4%	7.0%
Q13-5. Timeliness of water/sewer line break repairs	23.0%	29.3%	14.3%	1.4%	0.0%	31.9%
Q13-6. Reliability of water service	43.2%	38.7%	10.1%	1.6%	0.5%	5.9%
Q13-7. Taste/odor of your drinking water	20.0%	39.4%	20.9%	10.8%	4.7%	4.2%
Q13-8. Overall value that you receive for water & wastewater utility rates	21.8%	40.6%	24.2%	6.1%	2.8%	4.5%
Q13-9. Cleanliness/maintenance of stormwater drains in your neighborhood	23.7%	40.1%	17.8%	7.0%	2.8%	8.5%
Q13-10. Reliability of City electric service	37.6%	38.3%	10.6%	2.1%	1.4%	10.1%
Q13-11. How quickly City restores power after an unplanned outage	35.4%	39.0%	11.0%	3.8%	0.7%	10.1%
Q13-12. Overall value that you receive for electric utility rates	23.2%	35.0%	20.9%	7.7%	3.8%	9.4%
Q13-13. How well City keeps you informed about planned disruptions to your utility service	23.7%	31.7%	19.5%	9.2%	2.3%	13.6%
Q13-14. Courtesy of field employees	38.7%	29.1%	11.0%	0.5%	0.0%	20.7%

Q13. Environmental and Utility Services. For each of the following, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-15. Quality of environmental education & outreach	12.2%	16.4%	24.4%	3.3%	2.1%	41.5%
Q13-16. How well City preserves ecosystems & services they provide	13.8%	24.9%	20.9%	4.2%	3.1%	33.1%
Q13-17. Protection of urban forests & open space	13.1%	22.5%	18.5%	10.8%	8.9%	26.1%

WITHOUT "DON'T KNOW"

Q13. Environmental and Utility Services. For each of the following, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=426)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Residential trash collection service	51.9%	39.4%	6.3%	1.9%	0.5%
Q13-2. Curbside recycling service	49.5%	38.9%	6.5%	3.4%	1.7%
Q13-3. Leaf, yard waste & brush removal services	43.9%	35.5%	11.7%	6.7%	2.2%
Q13-4. Bulk trash pickup/ removal service (old furniture, appliances, etc.)	45.5%	34.3%	11.9%	6.8%	1.5%
Q13-5. Timeliness of water/ sewer line break repairs	33.8%	43.1%	21.0%	2.1%	0.0%
Q13-6. Reliability of water service	45.9%	41.1%	10.7%	1.7%	0.5%
Q13-7. Taste/odor of your drinking water	20.8%	41.2%	21.8%	11.3%	4.9%
Q13-8. Overall value that you receive for water & wastewater utility rates	22.9%	42.5%	25.3%	6.4%	2.9%
Q13-9. Cleanliness/ maintenance of stormwater drains in your neighborhood	25.9%	43.8%	19.5%	7.7%	3.1%
Q13-10. Reliability of City electric service	41.8%	42.6%	11.7%	2.3%	1.6%
Q13-11. How quickly City restores power after an unplanned outage	39.4%	43.3%	12.3%	4.2%	0.8%
Q13-12. Overall value that you receive for electric utility rates	25.6%	38.6%	23.1%	8.5%	4.1%
Q13-13. How well City keeps you informed about planned disruptions to your utility service	27.4%	36.7%	22.6%	10.6%	2.7%

WITHOUT "DON'T KNOW"

Q13. Environmental and Utility Services. For each of the following, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-14. Courtesy of field employees	48.8%	36.7%	13.9%	0.6%	0.0%
Q13-15. Quality of environmental education & outreach	20.9%	28.1%	41.8%	5.6%	3.6%
Q13-16. How well City preserves ecosystems & services they provide	20.7%	37.2%	31.2%	6.3%	4.6%
Q13-17. Protection of urban forests & open space	17.8%	30.5%	25.1%	14.6%	12.1%

Q14. Which THREE of the environmental and utility services listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Residential trash collection service	25	5.9 %
Curbside recycling service	12	2.8 %
Leaf, yard waste & brush removal services	36	8.5 %
Bulk trash pickup/removal service (old furniture, appliances, etc.)	19	4.5 %
Timeliness of water/sewer line break repairs	12	2.8 %
Reliability of water service	11	2.6 %
Taste/odor of your drinking water	59	13.8 %
Overall value that you receive for water & wastewater utility rates	23	5.4 %
Cleanliness/maintenance of stormwater drains in your neighborhood	11	2.6 %
Reliability of City electric service	21	4.9 %
How quickly City restores power after an unplanned outage	15	3.5 %
Overall value that you receive for electric utility rates	36	8.5 %
How well City keeps you informed about planned disruptions to your utility service	8	1.9 %
Quality of environmental education & outreach	6	1.4 %
How well City preserves ecosystems & services they provide	21	4.9 %
Protection of urban forests & open space	56	13.1 %
<u>None chosen</u>	<u>55</u>	<u>12.9 %</u>
Total	426	100.0 %

Q14. Which THREE of the environmental and utility services listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Residential trash collection service	8	1.9 %
Curbside recycling service	20	4.7 %
Leaf, yard waste & brush removal services	17	4.0 %
Bulk trash pickup/removal service (old furniture, appliances, etc.)	19	4.5 %
Timeliness of water/sewer line break repairs	7	1.6 %
Reliability of water service	10	2.3 %
Taste/odor of your drinking water	39	9.2 %
Overall value that you receive for water & wastewater utility rates	30	7.0 %
Cleanliness/maintenance of stormwater drains in your neighborhood	21	4.9 %
Reliability of City electric service	20	4.7 %
How quickly City restores power after an unplanned outage	18	4.2 %
Overall value that you receive for electric utility rates	21	4.9 %
How well City keeps you informed about planned disruptions to your utility service	18	4.2 %
Courtesy of field employees	1	0.2 %
Quality of environmental education & outreach	20	4.7 %
How well City preserves ecosystems & services they provide	41	9.6 %
Protection of urban forests & open space	37	8.7 %
<u>None chosen</u>	<u>79</u>	<u>18.5 %</u>
Total	426	100.0 %

Q14. Which THREE of the environmental and utility services listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q14. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Residential trash collection service	10	2.3 %
Curbside recycling service	5	1.2 %
Leaf, yard waste & brush removal services	10	2.3 %
Bulk trash pickup/removal service (old furniture, appliances, etc.)	23	5.4 %
Timeliness of water/sewer line break repairs	9	2.1 %
Reliability of water service	12	2.8 %
Taste/odor of your drinking water	20	4.7 %
Overall value that you receive for water & wastewater utility rates	25	5.9 %
Cleanliness/maintenance of stormwater drains in your neighborhood	17	4.0 %
Reliability of City electric service	15	3.5 %
How quickly City restores power after an unplanned outage	28	6.6 %
Overall value that you receive for electric utility rates	28	6.6 %
How well City keeps you informed about planned disruptions to your utility service	29	6.8 %
Quality of environmental education & outreach	20	4.7 %
How well City preserves ecosystems & services they provide	41	9.6 %
Protection of urban forests & open space	31	7.3 %
<u>None chosen</u>	<u>103</u>	<u>24.2 %</u>
Total	426	100.0 %

SUM OF TOP 3 CHOICES**Q14. Which THREE of the environmental and utility services listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q14. Sum of top 3 choices	Number	Percent
Residential trash collection service	43	10.1 %
Curbside recycling service	37	8.7 %
Leaf, yard waste & brush removal services	63	14.8 %
Bulk trash pickup/removal service (old furniture, appliances, etc.)	61	14.3 %
Timeliness of water/sewer line break repairs	28	6.6 %
Reliability of water service	33	7.7 %
Taste/odor of your drinking water	118	27.7 %
Overall value that you receive for water & wastewater utility rates	78	18.3 %
Cleanliness/maintenance of stormwater drains in your neighborhood	49	11.5 %
Reliability of City electric service	56	13.1 %
How quickly City restores power after an unplanned outage	61	14.3 %
Overall value that you receive for electric utility rates	85	20.0 %
How well City keeps you informed about planned disruptions to your utility service	55	12.9 %
Courtesy of field employees	1	0.2 %
Quality of environmental education & outreach	46	10.8 %
How well City preserves ecosystems & services they provide	103	24.2 %
Protection of urban forests & open space	124	29.1 %
None chosen	55	12.9 %
Total	1096	

Q15. City Leadership and Communication. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=426)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Leadership of elected officials	12.9%	31.5%	27.9%	9.9%	4.7%	13.1%
Q15-2. Leadership of City Manager & appointed staff	15.5%	27.9%	27.9%	7.5%	4.7%	16.4%
Q15-3. City efforts to keep you informed about local issues	15.3%	29.6%	27.9%	15.0%	4.9%	7.3%
Q15-4. Timeliness of information provided by your local government	15.5%	27.9%	30.0%	12.4%	4.7%	9.4%
Q15-5. Level of public involvement in local decision making	10.3%	19.2%	30.3%	15.7%	7.7%	16.7%
Q15-6. Quality of City's website	16.2%	35.4%	26.5%	6.6%	1.6%	13.6%
Q15-7. Quality of printed materials	19.7%	35.2%	24.2%	3.8%	1.2%	16.0%
Q15-8. Quality of social media outlets (Facebook, Instagram, etc.)	14.8%	29.1%	27.5%	4.5%	1.9%	22.3%
Q15-9. Availability of information about City programs/ services	16.9%	33.3%	25.1%	9.4%	1.9%	13.4%

WITHOUT "DON'T KNOW"

Q15. City Leadership and Communication. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=426)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Leadership of elected officials	14.9%	36.2%	32.2%	11.4%	5.4%
Q15-2. Leadership of City Manager & appointed staff	18.5%	33.4%	33.4%	9.0%	5.6%
Q15-3. City efforts to keep you informed about local issues	16.5%	31.9%	30.1%	16.2%	5.3%
Q15-4. Timeliness of information provided by your local government	17.1%	30.8%	33.2%	13.7%	5.2%
Q15-5. Level of public involvement in local decision making	12.4%	23.1%	36.3%	18.9%	9.3%
Q15-6. Quality of City's website	18.8%	41.0%	30.7%	7.6%	1.9%
Q15-7. Quality of printed materials	23.5%	41.9%	28.8%	4.5%	1.4%
Q15-8. Quality of social media outlets (Facebook, Instagram, etc.)	19.0%	37.5%	35.3%	5.7%	2.4%
Q15-9. Availability of information about City programs/services	19.5%	38.5%	29.0%	10.8%	2.2%

Q16. What is your MOST PREFERRED way to be notified about changes or disruptions to your utility services?

Q16. Your most preferred way to be notified about changes or disruptions to your utility services

	Number	Percent
Phone call	89	20.9 %
Text message	245	57.5 %
Email	65	15.3 %
Social media	17	4.0 %
Other	2	0.5 %
Not provided	8	1.9 %
Total	426	100.0 %

WITHOUT "NOT PROVIDED"

Q16. What is your MOST PREFERRED way to be notified about changes or disruptions to your utility services? (without "not provided")

Q16. Your most preferred way to be notified about changes or disruptions to your utility services

	Number	Percent
Phone call	89	21.3 %
Text message	245	58.6 %
Email	65	15.6 %
Social media	17	4.1 %
Other	2	0.5 %
Total	418	100.0 %

Q16-5. Other

Q16-5. Other

	Number	Percent
Mail	2	100.0 %
Total	2	100.0 %

Q17. Overall, how informed do you feel you are about the City of Concord and its services?

Q17. How informed are you about City of Concord & its services	Number	Percent
Very informed	64	15.0 %
Informed	206	48.4 %
Not very well informed	134	31.5 %
Completely uninformed	11	2.6 %
Not provided	11	2.6 %
Total	426	100.0 %

WITHOUT "NOT PROVIDED"**Q17. Overall, how informed do you feel you are about the City of Concord and its services? (without "not provided")**

Q17. How informed are you about City of Concord & its services	Number	Percent
Very informed	64	15.4 %
Informed	206	49.6 %
Not very well informed	134	32.3 %
Completely uninformed	11	2.7 %
Total	415	100.0 %

Q18. Which of the following ways do you get information about City projects or issues?

Q18. Which following ways do you get information about City projects or issues	Number	Percent
City website, concordnc.gov	193	45.3 %
Local newspapers/magazines	99	23.2 %
Direct mailings such as quarterly City Circular magazine	213	50.0 %
Bi-monthly CityLink email newsletter	57	13.4 %
Information fliers/pamphlets	43	10.1 %
Attending neighborhood meetings	20	4.7 %
CARTology mobile app	131	30.8 %
Automated phone call or text message (Everbridge messaging system)	182	42.7 %
Facebook	127	29.8 %
Twitter	16	3.8 %
Instagram	31	7.3 %
Nextdoor	78	18.3 %
Local radio/television	53	12.4 %
Other	12	2.8 %
Total	1255	

Q18-9. Which department's Facebook page?

Q18-9. Which department Facebook	Number	Percent
City of Concord	22	44.0 %
Police	3	6.0 %
Buildings	1	2.0 %
Parks and recreation, Police, Fire Department	1	2.0 %
Utilities	1	2.0 %
Waste Management	1	2.0 %
City, downtown, Police	1	2.0 %
Police department	1	2.0 %
General city	1	2.0 %
Police, fire, government, parks and Rec	1	2.0 %
City and Police	1	2.0 %
City projects	1	2.0 %
City, Police	1	2.0 %
Posts shared by friends	1	2.0 %
Government, parks, police and fire	1	2.0 %
City, Police, and Fire	1	2.0 %
Trash	1	2.0 %
City of Concord, Fire, Police	1	2.0 %
City of Concord, Cabarrus County Active Living	1	2.0 %
Facebook page	1	2.0 %
Aviation	1	2.0 %
City Government, Police, Parks and Rec	1	2.0 %
City of Concord, Police	1	2.0 %
Downtown	1	2.0 %
City of Concord and Downtown	1	2.0 %
Downtown Concord	1	2.0 %
Utilities, trash	1	2.0 %
Total	50	100.0 %

Q18-10. Which department's Twitter app?

Q18-10. Which department Twitter	Number	Percent
Police	4	36.4 %
Concord Twitter	1	9.1 %
City of Concord, Police and Fire	1	9.1 %
City projects, emergency services	1	9.1 %
Police, Fire, City of Concord	1	9.1 %
City, Police	1	9.1 %
Police, Fire	1	9.1 %
Police, City of Concord	1	9.1 %
Total	11	100.0 %

Q18-11. Which department's Instagram account?

<u>Q18-11. Which department Instagram</u>	<u>Number</u>	<u>Percent</u>
City of Concord	4	28.6 %
Police	3	21.4 %
Concord main account	1	7.1 %
Police, Fire, City government, Parks and Rec	1	7.1 %
Downtown Concord	1	7.1 %
Government and parks	1	7.1 %
All	1	7.1 %
Concordncgov, downtownconcord	1	7.1 %
<u>Concord City</u>	<u>1</u>	<u>7.1 %</u>
Total	14	100.0 %

Q18-14. Other:

<u>Q18-14. Other</u>	<u>Number</u>	<u>Percent</u>
Neighbors	3	37.5 %
Google	1	12.5 %
Neighborhood	1	12.5 %
Business owners/employees	1	12.5 %
Neighbors, friends in area	1	12.5 %
<u>Email</u>	<u>1</u>	<u>12.5 %</u>
Total	8	100.0 %

Q19. What are your MOST PREFERRED ways to get information about City projects or issues?

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
City website, concordnc.gov	66	15.5 %
Local newspapers/magazines	16	3.8 %
Direct mailings such as quarterly City Circular magazine	77	18.1 %
Bi-monthly CityLink email newsletter	35	8.2 %
Information fliers/pamphlets	7	1.6 %
Attending neighborhood meetings	2	0.5 %
CARTology mobile app	27	6.3 %
Automated phone call or text message (Everbridge messaging system)	115	27.0 %
Facebook	36	8.5 %
Instagram	3	0.7 %
Nextdoor	4	0.9 %
Local radio/television	5	1.2 %
Other	5	1.2 %
None chosen	28	6.6 %
Total	426	100.0 %

Q19. What are your MOST PREFERRED ways to get information about City projects or issues?

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City website, concordnc.gov	41	9.6 %
Local newspapers/magazines	9	2.1 %
Direct mailings such as quarterly City Circular magazine	80	18.8 %
Bi-monthly CityLink email newsletter	30	7.0 %
Information fliers/pamphlets	22	5.2 %
Attending neighborhood meetings	4	0.9 %
CARTology mobile app	28	6.6 %
Automated phone call or text message (Everbridge messaging system)	67	15.7 %
Facebook	57	13.4 %
Twitter	2	0.5 %
Instagram	9	2.1 %
Nextdoor	4	0.9 %
Local radio/television	12	2.8 %
Other	1	0.2 %
None chosen	60	14.1 %
Total	426	100.0 %

Q19. What are your MOST PREFERRED ways to get information about City projects or issues?

Q19. 3rd choice	Number	Percent
City website, concordnc.gov	51	12.0 %
Local newspapers/magazines	25	5.9 %
Direct mailings such as quarterly City Circular magazine	46	10.8 %
Bi-monthly CityLink email newsletter	24	5.6 %
Information fliers/pamphlets	30	7.0 %
Attending neighborhood meetings	6	1.4 %
CARTology mobile app	12	2.8 %
Automated phone call or text message (Everbridge messaging system)	50	11.7 %
Facebook	26	6.1 %
Twitter	5	1.2 %
Instagram	10	2.3 %
Nextdoor	21	4.9 %
Local radio/television	15	3.5 %
Other	4	0.9 %
None chosen	101	23.7 %
Total	426	100.0 %

SUM OF TOP 3 CHOICES**Q19. What are your MOST PREFERRED ways to get information about City projects or issues? (top 3)**

Q19. Sum of top 3 choices	Number	Percent
City website, concordnc.gov	158	37.1 %
Local newspapers/magazines	50	11.7 %
Direct mailings such as quarterly City Circular magazine	203	47.7 %
Bi-monthly CityLink email newsletter	89	20.9 %
Information fliers/pamphlets	59	13.8 %
Attending neighborhood meetings	12	2.8 %
CARTology mobile app	67	15.7 %
Automated phone call or text message (Everbridge messaging system)	232	54.5 %
Facebook	119	27.9 %
Twitter	7	1.6 %
Instagram	22	5.2 %
Nextdoor	29	6.8 %
Local radio/television	32	7.5 %
Other	10	2.3 %
None chosen	28	6.6 %
Total	1117	

Q20. Customer Service. Have you called the City's Customer Care Center (704-920-5555) within the past year?

Q20. Have you called City's Customer Care Center within past year	Number	Percent
Yes	216	50.7 %
No	210	49.3 %
Total	426	100.0 %

Q20a. The LAST time you called, was your concern resolved the first time?

Q20a. Was your concern resolved first time you called	Number	Percent
Yes	173	80.1 %
No	35	16.2 %
Don't remember	8	3.7 %
Total	216	100.0 %

WITHOUT "DON'T REMEMBER"**Q20a. The LAST time you called, was your concern resolved the first time? (without "don't remember")**

Q20a. Was your concern resolved first time you called	Number	Percent
Yes	173	83.2 %
No	35	16.8 %
Total	208	100.0 %

Q20b. The LAST time you called, how long did you wait before speaking with a representative?

Q20b. How long did you wait before speaking with a representative	Number	Percent
0-1 minutes	77	35.6 %
2-5 minutes	103	47.7 %
6-10 minutes	17	7.9 %
11-15 minutes	7	3.2 %
15+ minutes	8	3.7 %
Not provided	4	1.9 %
Total	216	100.0 %

WITHOUT "NOT PROVIDED"**Q20b. The LAST time you called, how long did you wait before speaking with a representative? (without "not provided")**

Q20b. How long did you wait before speaking with a representative	Number	Percent
0-1 minutes	77	36.3 %
2-5 minutes	103	48.6 %
6-10 minutes	17	8.0 %
11-15 minutes	7	3.3 %
15+ minutes	8	3.8 %
Total	212	100.0 %

Q21. Have you visited City Hall to discuss your utility account with a customer service representative?

Q21. Have you visited City Hall to discuss your utility account with a customer service representative	Number	Percent
Yes	48	11.3 %
No	378	88.7 %
Total	426	100.0 %

Q21a. Were you assisted in a prompt and professional manner?

Q21a. Were you assisted in a prompt & professional manner	Number	Percent
Yes	47	97.9 %
No	1	2.1 %
Total	48	100.0 %

Q22. Quality of Life. Several reasons for deciding where to live are listed below. On a scale of 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," how important was each reason in your decision to live where you live?

(N=426)

	Very important	Somewhat important	Not sure	Unimportant	Not provided
Q22-1. Sense of community	51.4%	34.3%	4.5%	6.8%	3.1%
Q22-2. Quality of public education	62.7%	15.7%	3.8%	12.4%	5.4%
Q22-3. Employment opportunities (proximity to job)	49.1%	25.1%	4.0%	14.3%	7.5%
Q22-4. Types of housing	68.1%	20.9%	3.1%	3.1%	4.9%
Q22-5. Quality of housing	77.7%	14.6%	2.1%	1.2%	4.5%
Q22-6. Access to quality shopping	47.2%	41.3%	3.1%	5.9%	2.6%
Q22-7. Availability of parks & recreation opportunities	47.9%	37.3%	3.1%	7.5%	4.2%
Q22-8. Proximity to family & friends	47.9%	31.9%	4.5%	12.0%	3.8%
Q22-9. Safety & security	87.6%	8.9%	0.9%	0.5%	2.1%
Q22-10. Accessibility to airport & other communities	29.8%	45.1%	5.2%	16.7%	3.3%
Q22-11. Educational opportunities for preschool age children	32.6%	23.5%	6.3%	27.2%	10.3%
Q22-12. Quality health care	75.1%	16.7%	1.2%	4.5%	2.6%
Q22-13. Public transportation	18.5%	24.9%	10.1%	38.7%	7.7%
Q22-14. Opportunities and/or resources for senior citizens	39.2%	26.5%	8.5%	20.4%	5.4%
Q22-15. Natural spaces	55.6%	29.8%	4.2%	6.1%	4.2%

WITHOUT "NOT PROVIDED"

Q22. Quality of Life. Several reasons for deciding where to live are listed below. On a scale of 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," how important was each reason in your decision to live where you live? (without "not provided")

(N=426)

	Very important	Somewhat important	Not sure	Unimportant
Q22-1. Sense of community	53.0%	35.4%	4.6%	7.0%
Q22-2. Quality of public education	66.3%	16.6%	4.0%	13.2%
Q22-3. Employment opportunities (proximity to job)	53.0%	27.2%	4.3%	15.5%
Q22-4. Types of housing	71.6%	22.0%	3.2%	3.2%
Q22-5. Quality of housing	81.3%	15.2%	2.2%	1.2%
Q22-6. Access to quality shopping	48.4%	42.4%	3.1%	6.0%
Q22-7. Availability of parks & recreation opportunities	50.0%	39.0%	3.2%	7.8%
Q22-8. Proximity to family & friends	49.8%	33.2%	4.6%	12.4%
Q22-9. Safety & security	89.4%	9.1%	1.0%	0.5%
Q22-10. Accessibility to airport & other communities	30.8%	46.6%	5.3%	17.2%
Q22-11. Educational opportunities for preschool age children	36.4%	26.2%	7.1%	30.4%
Q22-12. Quality health care	77.1%	17.1%	1.2%	4.6%
Q22-13. Public transportation	20.1%	27.0%	10.9%	42.0%
Q22-14. Opportunities and/or resources for senior citizens	41.4%	28.0%	8.9%	21.6%
Q22-15. Natural spaces	58.1%	31.1%	4.4%	6.4%

Q22. Then, please indicate if your needs are being met in Concord.

(N=426)

	Yes	No	Not provided
Q22-1. Sense of community	66.0%	12.7%	21.4%
Q22-2. Quality of public education	48.8%	14.3%	36.9%
Q22-3. Employment opportunities (proximity to job)	52.3%	10.3%	37.3%
Q22-4. Types of housing	60.6%	14.3%	25.1%
Q22-5. Quality of housing	58.2%	16.7%	25.1%
Q22-6. Access to quality shopping	67.8%	11.7%	20.4%
Q22-7. Availability of parks & recreation opportunities	69.2%	7.5%	23.2%
Q22-8. Proximity to family & friends	65.0%	8.0%	27.0%
Q22-9. Safety & security	70.2%	8.5%	21.4%
Q22-10. Accessibility to airport & other communities	66.7%	6.3%	27.0%
Q22-11. Educational opportunities for preschool age children	38.7%	11.5%	49.8%
Q22-12. Quality health care	69.7%	8.2%	22.1%
Q22-13. Public transportation	34.0%	17.1%	48.8%
Q22-14. Opportunities and/or resources for senior citizens	40.4%	14.1%	45.5%
Q22-15. Natural spaces	56.6%	15.7%	27.7%

WITHOUT "NOT PROVIDED"**Q22. Then, please indicate if your needs are being met in Concord. (without "not provided")**

(N=426)

	Yes	No
Q22-1. Sense of community	83.9%	16.1%
Q22-2. Quality of public education	77.3%	22.7%
Q22-3. Employment opportunities (proximity to job)	83.5%	16.5%
Q22-4. Types of housing	80.9%	19.1%
Q22-5. Quality of housing	77.7%	22.3%
Q22-6. Access to quality shopping	85.3%	14.7%
Q22-7. Availability of parks & recreation opportunities	90.2%	9.8%
Q22-8. Proximity to family & friends	89.1%	10.9%
Q22-9. Safety & security	89.3%	10.7%
Q22-10. Accessibility to airport & other communities	91.3%	8.7%
Q22-11. Educational opportunities for preschool age children	77.1%	22.9%
Q22-12. Quality health care	89.5%	10.5%
Q22-13. Public transportation	66.5%	33.5%
Q22-14. Opportunities and/or resources for senior citizens	74.1%	25.9%
Q22-15. Natural spaces	78.2%	21.8%

Q23. Parks and Recreation Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=426)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Appearance/maintenance of City parks	40.1%	42.5%	9.4%	0.2%	0.5%	7.3%
Q23-2. Number of City parks	29.8%	37.6%	15.0%	8.2%	1.6%	7.7%
Q23-3. Quality of facilities at City parks (picnic shelters, playgrounds, etc.)	32.6%	43.4%	11.7%	3.8%	0.2%	8.2%
Q23-4. Quality of walking/biking trails in City	29.6%	36.2%	14.8%	6.6%	1.6%	11.3%
Q23-5. Number of walking/biking trails in City	24.2%	31.7%	16.4%	12.0%	3.1%	12.7%
Q23-6. Quality & availability of outdoor athletic fields (baseball, soccer, softball, etc.)	23.5%	29.6%	19.7%	5.2%	0.9%	21.1%
Q23-7. Maintenance & appearance of community centers	24.6%	34.0%	16.9%	2.1%	0.2%	22.1%
Q23-8. Recreation centers & programs for youth	17.4%	25.6%	16.7%	5.6%	0.5%	34.3%
Q23-9. Recreation centers & programs for adults including seniors	17.4%	23.7%	20.9%	5.6%	0.7%	31.7%
Q23-10. Rocky River Golf Club (City-owned public course)	12.4%	13.6%	19.0%	1.6%	0.2%	53.1%
Q23-11. McInnis Aquatic Center (outdoor swimming pool)	5.9%	11.7%	17.8%	1.6%	0.2%	62.7%
Q23-12. Aquatic based programs like fishing, boating, swimming	7.0%	16.2%	19.5%	7.0%	1.6%	48.6%
Q23-13. Special events & festivals in City	17.4%	37.8%	22.3%	5.4%	2.8%	14.3%
Q23-14. Receiving information on parks & recreation programs	16.4%	34.7%	23.7%	10.6%	2.6%	12.0%
Q23-15. Ease of registering for programs	13.1%	25.6%	22.1%	4.2%	0.9%	34.0%

Q23. Parks and Recreation Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-16. Nature programming	11.0%	17.8%	23.5%	3.3%	1.4%	43.0%
Q23-17. Quality of nature space, wildlife habitat & natural areas in parks	19.7%	30.0%	18.5%	8.0%	3.3%	20.4%
Q23-18. Quality & availability of mature forests within parks & greenways	16.9%	32.4%	18.1%	10.8%	4.2%	17.6%

WITHOUT "DON'T KNOW"

Q23. Parks and Recreation Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=426)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Appearance/ maintenance of City parks	43.3%	45.8%	10.1%	0.3%	0.5%
Q23-2. Number of City parks	32.3%	40.7%	16.3%	8.9%	1.8%
Q23-3. Quality of facilities at City parks (picnic shelters, playgrounds, etc.)	35.5%	47.3%	12.8%	4.1%	0.3%
Q23-4. Quality of walking/ biking trails in City	33.3%	40.7%	16.7%	7.4%	1.9%
Q23-5. Number of walking/ biking trails in City	27.7%	36.3%	18.8%	13.7%	3.5%
Q23-6. Quality & availability of outdoor athletic fields (baseball, soccer, softball, etc.)	29.8%	37.5%	25.0%	6.5%	1.2%
Q23-7. Maintenance & appearance of community centers	31.6%	43.7%	21.7%	2.7%	0.3%
Q23-8. Recreation centers & programs for youth	26.4%	38.9%	25.4%	8.6%	0.7%
Q23-9. Recreation centers & programs for adults including seniors	25.4%	34.7%	30.6%	8.2%	1.0%
Q23-10. Rocky River Golf Club (City-owned public course)	26.5%	29.0%	40.5%	3.5%	0.5%
Q23-11. McInnis Aquatic Center (outdoor swimming pool)	15.7%	31.4%	47.8%	4.4%	0.6%
Q23-12. Aquatic based programs like fishing, boating, swimming	13.7%	31.5%	37.9%	13.7%	3.2%
Q23-13. Special events & festivals in City	20.3%	44.1%	26.0%	6.3%	3.3%

WITHOUT "DON'T KNOW"

Q23. Parks and Recreation Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-14. Receiving information on parks & recreation programs	18.7%	39.5%	26.9%	12.0%	2.9%
Q23-15. Ease of registering for programs	19.9%	38.8%	33.5%	6.4%	1.4%
Q23-16. Nature programming	19.3%	31.3%	41.2%	5.8%	2.5%
Q23-17. Quality of nature space, wildlife habitat & natural areas in parks	24.8%	37.8%	23.3%	10.0%	4.1%
Q23-18. Quality & availability of mature forests within parks & greenways	20.5%	39.3%	21.9%	13.1%	5.1%

Q24. Which THREE of the Parks and Recreation services listed in Question 23 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q24. Top choice</u>	<u>Number</u>	<u>Percent</u>
Appearance/maintenance of City parks	54	12.7 %
Number of City parks	27	6.3 %
Quality of facilities at City parks (picnic shelters, playgrounds, etc.)	19	4.5 %
Quality of walking/biking trails in City	27	6.3 %
Number of walking/biking trails in City	36	8.5 %
Quality & availability of outdoor athletic fields (e.g. baseball, soccer, softball, etc.)	11	2.6 %
Maintenance & appearance of community centers	9	2.1 %
Recreation centers & programs for youth	14	3.3 %
Recreation centers & programs for adults including seniors	21	4.9 %
Rocky River Golf Club (City-owned public course)	5	1.2 %
Mclnnis Aquatic Center (outdoor swimming pool)	1	0.2 %
Aquatic based programs like fishing, boating, swimming	10	2.3 %
Special events & festivals in City	26	6.1 %
Receiving information on parks & recreation programs	22	5.2 %
Ease of registering for programs	3	0.7 %
Nature programming	6	1.4 %
Quality of nature space, wildlife habitat & natural areas in parks	25	5.9 %
Quality & availability of mature forests within parks & greenways	32	7.5 %
<u>None chosen</u>	<u>78</u>	<u>18.3 %</u>
Total	426	100.0 %

Q24. Which THREE of the Parks and Recreation services listed in Question 23 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q24. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Appearance/maintenance of City parks	17	4.0 %
Number of City parks	20	4.7 %
Quality of facilities at City parks (picnic shelters, playgrounds, etc.)	27	6.3 %
Quality of walking/biking trails in City	25	5.9 %
Number of walking/biking trails in City	40	9.4 %
Quality & availability of outdoor athletic fields (e.g. baseball, soccer, softball, etc.)	15	3.5 %
Maintenance & appearance of community centers	14	3.3 %
Recreation centers & programs for youth	15	3.5 %
Recreation centers & programs for adults including seniors	23	5.4 %
Rocky River Golf Club (City-owned public course)	4	0.9 %
McInnis Aquatic Center (outdoor swimming pool)	2	0.5 %
Aquatic based programs like fishing, boating, swimming	12	2.8 %
Special events & festivals in City	25	5.9 %
Receiving information on parks & recreation programs	22	5.2 %
Ease of registering for programs	10	2.3 %
Nature programming	4	0.9 %
Quality of nature space, wildlife habitat & natural areas in parks	28	6.6 %
Quality & availability of mature forests within parks & greenways	23	5.4 %
<u>None chosen</u>	<u>100</u>	<u>23.5 %</u>
Total	426	100.0 %

Q24. Which THREE of the Parks and Recreation services listed in Question 23 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q24. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Appearance/maintenance of City parks	21	4.9 %
Number of City parks	17	4.0 %
Quality of facilities at City parks (picnic shelters, playgrounds, etc.)	19	4.5 %
Quality of walking/biking trails in City	18	4.2 %
Number of walking/biking trails in City	20	4.7 %
Quality & availability of outdoor athletic fields (e.g. baseball, soccer, softball, etc.)	10	2.3 %
Maintenance & appearance of community centers	17	4.0 %
Recreation centers & programs for youth	23	5.4 %
Recreation centers & programs for adults including seniors	21	4.9 %
Rocky River Golf Club (City-owned public course)	4	0.9 %
Mclnnis Aquatic Center (outdoor swimming pool)	5	1.2 %
Aquatic based programs like fishing, boating, swimming	7	1.6 %
Special events & festivals in City	35	8.2 %
Receiving information on parks & recreation programs	10	2.3 %
Ease of registering for programs	11	2.6 %
Nature programming	13	3.1 %
Quality of nature space, wildlife habitat & natural areas in parks	35	8.2 %
Quality & availability of mature forests within parks & greenways	22	5.2 %
<u>None chosen</u>	<u>118</u>	<u>27.7 %</u>
Total	426	100.0 %

SUM OF TOP 3 CHOICES**Q24. Which THREE of the Parks and Recreation services listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q24. Sum of top 3 choices	Number	Percent
Appearance/maintenance of City parks	92	21.6 %
Number of City parks	64	15.0 %
Quality of facilities at City parks (picnic shelters, playgrounds, etc.)	65	15.3 %
Quality of walking/biking trails in City	70	16.4 %
Number of walking/biking trails in City	96	22.5 %
Quality & availability of outdoor athletic fields (e.g. baseball, soccer, softball, etc.)	36	8.5 %
Maintenance & appearance of community centers	40	9.4 %
Recreation centers & programs for youth	52	12.2 %
Recreation centers & programs for adults including seniors	65	15.3 %
Rocky River Golf Club (City-owned public course)	13	3.1 %
McInnis Aquatic Center (outdoor swimming pool)	8	1.9 %
Aquatic based programs like fishing, boating, swimming	29	6.8 %
Special events & festivals in City	86	20.2 %
Receiving information on parks & recreation programs	54	12.7 %
Ease of registering for programs	24	5.6 %
Nature programming	23	5.4 %
Quality of nature space, wildlife habitat & natural areas in parks	88	20.7 %
Quality & availability of mature forests within parks & greenways	77	18.1 %
None chosen	78	18.3 %
Total	1060	

Q25. Issues for the Future. Please rate your opinion of the importance of the following issues to the City of Concord using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Very Unimportant."

(N=426)

	Very important	Important	Neutral	Unimportant	Very unimportant	Don't know
Q25-1. Providing incentives to attract & retain businesses, industries, & jobs	47.4%	29.1%	11.3%	4.9%	2.6%	4.7%
Q25-2. Supporting small/local businesses	71.4%	22.8%	2.6%	0.0%	0.2%	3.1%
Q25-3. Public/private partnerships to encourage Core City revitalization	43.2%	31.7%	13.1%	3.1%	1.4%	7.5%
Q25-4. Managing pace of development & growth	67.4%	21.6%	4.9%	1.4%	0.9%	3.8%
Q25-5. Availability of high-quality affordable housing in a neighborhood near you	39.0%	25.8%	17.6%	6.3%	4.2%	7.0%
Q25-6. Maintaining a fiscally sound City budget	65.5%	24.2%	5.2%	0.2%	0.5%	4.5%
Q25-7. Keeping taxes low	69.7%	18.1%	6.8%	1.6%	0.5%	3.3%
Q25-8. Improving public safety & crime prevention	66.9%	23.0%	6.8%	0.5%	0.2%	2.6%
Q25-9. Eliminating or repairing deteriorating buildings	50.0%	32.2%	10.1%	2.8%	0.2%	4.7%
Q25-10. Maintaining an adequate & healthy drinking water supply	87.1%	8.0%	1.6%	0.0%	0.0%	3.3%
Q25-11. Improving traffic flow around City	65.5%	25.4%	5.9%	0.7%	0.0%	2.6%
Q25-12. Improving road infrastructure/maintenance	61.5%	30.3%	4.7%	0.7%	0.2%	2.6%
Q25-13. Enhancing public transit/congestion mitigation	41.5%	25.6%	14.8%	5.6%	2.3%	10.1%
Q25-14. Improving stormwater management	30.5%	36.4%	20.7%	2.8%	0.5%	9.2%

Q25. Issues for the Future. Please rate your opinion of the importance of the following issues to the City of Concord using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Very Unimportant."

	Very important	Important	Neutral	Unimportant	Very unimportant	Don't know
Q25-15. Reducing environmental impacts & conserving natural resources	45.3%	33.3%	11.0%	2.3%	1.2%	6.8%
Q25-16. Preserving remnant forests & tree canopy	56.8%	24.6%	9.9%	1.9%	0.7%	6.1%
Q25-17. Other	5.2%	1.2%	0.2%	0.0%	0.2%	93.2%

WITHOUT "DON'T KNOW"**Q25. Issues for the Future. Please rate your opinion of the importance of the following issues to the City of Concord using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Very Unimportant." (without "don't know")**

(N=426)

	Very important	Important	Neutral	Unimportant	Very important
Q25-1. Providing incentives to attract & retain businesses, industries, & jobs	49.8%	30.5%	11.8%	5.2%	2.7%
Q25-2. Supporting small/local businesses	73.6%	23.5%	2.7%	0.0%	0.2%
Q25-3. Public/private partnerships to encourage Core City revitalization	46.7%	34.3%	14.2%	3.3%	1.5%
Q25-4. Managing pace of development & growth	70.0%	22.4%	5.1%	1.5%	1.0%
Q25-5. Availability of high-quality affordable housing in a neighborhood near you	41.9%	27.8%	18.9%	6.8%	4.5%
Q25-6. Maintaining a fiscally sound City budget	68.6%	25.3%	5.4%	0.2%	0.5%
Q25-7. Keeping taxes low	72.1%	18.7%	7.0%	1.7%	0.5%
Q25-8. Improving public safety & crime prevention	68.7%	23.6%	7.0%	0.5%	0.2%
Q25-9. Eliminating or repairing deteriorating buildings	52.5%	33.7%	10.6%	3.0%	0.2%
Q25-10. Maintaining an adequate & healthy drinking water supply	90.0%	8.3%	1.7%	0.0%	0.0%
Q25-11. Improving traffic flow around City	67.2%	26.0%	6.0%	0.7%	0.0%
Q25-12. Improving road infrastructure/maintenance	63.1%	31.1%	4.8%	0.7%	0.2%
Q25-13. Enhancing public transit/congestion mitigation	46.2%	28.5%	16.4%	6.3%	2.6%
Q25-14. Improving stormwater management	33.6%	40.1%	22.7%	3.1%	0.5%

WITHOUT "DON'T KNOW"

Q25. Issues for the Future. Please rate your opinion of the importance of the following issues to the City of Concord using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Very Unimportant." (without "don't know")

	Very important	Important	Neutral	Unimportant	Very unimportant
Q25-15. Reducing environmental impacts & conserving natural resources	48.6%	35.8%	11.8%	2.5%	1.3%
Q25-16. Preserving remnant forests & tree canopy	60.5%	26.3%	10.5%	2.0%	0.8%
Q25-17. Other	75.9%	17.2%	3.4%	0.0%	3.4%

Q28. Over the next 5 years, what areas will require additional investment or improvement to bring Concord closer to what you hope it will be like in 10 years?

Q28. What areas will require additional investment or improvement	Number	Percent
Providing incentives to attract & retain businesses, industries, & jobs	185	43.4 %
Supporting small/local businesses	272	63.8 %
Public/private partnerships to encourage Core City revitalization	110	25.8 %
Managing pace of development & growth	278	65.3 %
Availability of high-quality affordable housing in a neighborhood near you	134	31.5 %
Maintaining a fiscally sound budget	205	48.1 %
Keeping taxes low	263	61.7 %
Improving public safety & crime prevention	213	50.0 %
Eliminating or repairing deteriorating buildings	140	32.9 %
Maintaining an adequate & healthy drinking water supply	216	50.7 %
Improving traffic flow around City	219	51.4 %
Improving road infrastructure/maintenance	194	45.5 %
Enhancing public transit/congestion mitigation	90	21.1 %
Improving stormwater management	63	14.8 %
Reducing environmental impacts & conserving natural resources	121	28.4 %
Preserving remnant forests & tree canopy	157	36.9 %
Enhancing parks & open spaces	149	35.0 %
Improving recreational facilities	84	19.7 %
Increasing special events	100	23.5 %
Other	12	2.8 %
Total	3205	

Q28-20. Other

- Adequate sewer allotment for growth
- Efforts to get and keep high quality teachers
- Enhance public schools and add at least one pre-K school, the private ones expenses are unbearable for single income families and for mothers looking for a job. Public transport is a big issue too, if one doesn't have a townhouse, he must have a car for each member of the family?!
- find ways to make improvements without displacing businesses
- improve Harris and Poplar Tent intersection and traffic flow.
- outdoor events, concerts, ethnic restaurants, public square
- Proper budgeting for school growth and development with increased teacher pay
- Quality of education
- Safety more police presence. Remove rented homes.
- sidewalks
- Take back our roads and highways. Maintain traffic patrols and eliminate reckless and speeding drivers. Too many drifting, texting and distracted drivers.
- Use high school and college students as well as retirees to support the ideas I've suggested at the end. Let's use our talent and respect contributions from all capable candidates. What if we had a housing-first nonprofit that supported the housing insecure and those who suffer from addiction. Better shopping like Whole Foods, Trader Joe's, Fresh Market; a robust and inclusive plan for preschool, more diversity equity and inclusion in businesses, bike paths and safe walking paths (ramps not stairs) for traveling over/under busy or main corridors. The neighborhood SE of downtown has to cross Branchview to access Les Myers and McGee parks. Would be great if there were a pedestrian crossing over or under like there is for Corban. Better pay for teachers. What if Concord was the highest paying school district in NC? California has a Mello-Roos law that requires developers to pay into the necessary infrastructure to support the growth. Many school districts across the US have inclusive policies for the children who can attend their local school. We need a community who respects disabled as part of the community vs parasites or unimportant minority. Could Concord have a citywide livable wage? Wouldn't that be amazing? I bet we'd pay higher taxes to support that. Businesses who are unable to pay livable wages when starting up could have an exemption with a plan to get there after year one, as an example. A city consultant for marketing services could truly benefit the small businesses. A consultant for Federal Grants for public infrastructure and individuals in the community could be a huge boon for city residents and employers alike. Taking advantage of federal grants would be a wonderful way to take us to Next-Level quality of living. What if we encouraged area businesses to set up workers and students for a 4x10s schedule. Have more recess and breaktime in schools which would provide better support for food-and-housing insecure students. There's so many possibilities and dreams can be big. Goals can be achieved with willpower and teaming. Thanks for offering the chance for citizens to provide feedback. I'd love to participate in making Concord the best little-city in NC. Why is Hickory the happiest city? We could compete!!

Q29. Approximately how many years have you lived in Concord?

Q29. How many years have you lived in Concord	Number	Percent
0-5	76	17.8 %
6-10	59	13.8 %
11-15	36	8.5 %
16-20	56	13.1 %
21-30	77	18.1 %
31+	113	26.5 %
Not provided	9	2.1 %
Total	426	100.0 %

WITHOUT "NOT PROVIDED"**Q29. Approximately how many years have you lived in Concord? (without "not provided")**

Q29. How many years have you lived in Concord	Number	Percent
0-5	76	18.2 %
6-10	59	14.1 %
11-15	36	8.6 %
16-20	56	13.4 %
21-30	77	18.5 %
31+	113	27.1 %
Total	417	100.0 %

Q30. Do you own or rent your current residence?

Q30. Do you own or rent your current residence	Number	Percent
Own	354	83.1 %
Rent	67	15.7 %
Not provided	5	1.2 %
Total	426	100.0 %

WITHOUT "NOT PROVIDED"**Q30. Do you own or rent your current residence? (without "not provided")**

Q30. Do you own or rent your current residence	Number	Percent
Own	354	84.1 %
Rent	67	15.9 %
Total	421	100.0 %

Q31. Including yourself, how many persons in your household are in each of the following age groups?

	Mean	Sum
number	2.5	1033
Under age 5	0.1	47
Ages 5-19	0.4	151
Ages 20-34	0.5	191
Ages 35-49	0.5	206
Ages 50-64	0.5	217
Ages 65+	0.5	221

Q32. Which of the following best describes your race/ethnicity?

Q32. Your race/ethnicity	Number	Percent
Asian or Asian Indian	24	5.6 %
Black or African American	90	21.1 %
American Indian or Alaska Native	2	0.5 %
White or Caucasian	249	58.5 %
Hispanic, Spanish, or Latino/a/x	58	13.6 %
Other	3	0.7 %
Total	426	

Q32-6. Self-describe your race/ethnicity:

Q32-6. Self-describe your race/ethnicity	Number	Percent
Multi-racial	1	33.3 %
West Indian	1	33.3 %
Mixed	1	33.3 %
Total	3	100.0 %

Q33. What is your gender?

Q33. Your gender	Number	Percent
Male	208	48.8 %
Female	215	50.5 %
Not provided	3	0.7 %
Total	426	100.0 %

WITHOUT "NOT PROVIDED"**Q33. What is your gender? (without "not provided")**

Q33. Your gender	Number	Percent
Male	208	49.2 %
Female	215	50.8 %
Total	423	100.0 %

Q34. Which of the following best describes your current employment status?

Q34. Which following best describes your current employment status	Number	Percent
Employed outside the home	273	64.1 %
Employed in the home/have a home-based business	33	7.7 %
Student	1	0.2 %
Retired	99	23.2 %
Not currently employed outside the home	17	4.0 %
Not provided	3	0.7 %
Total	426	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Which of the following best describes your current employment status? (without "not provided")**

Q34. Which following best describes your current employment status	Number	Percent
Employed outside the home	273	64.5 %
Employed in the home/have a home-based business	33	7.8 %
Student	1	0.2 %
Retired	99	23.4 %
Not currently employed outside the home	17	4.0 %
Total	423	100.0 %

Q34-1. In what zip code do you work?

<u>Q34-1. In what zip code do you work</u>	<u>Number</u>	<u>Percent</u>
28025	77	30.7 %
28027	61	24.3 %
28262	13	5.2 %
28202	11	4.4 %
28144	7	2.8 %
28269	7	2.8 %
28204	6	2.4 %
28223	6	2.4 %
28078	5	2.0 %
28216	4	1.6 %
28277	4	1.6 %
28205	4	1.6 %
28214	4	1.6 %
28203	3	1.2 %
28208	3	1.2 %
28213	3	1.2 %
28083	3	1.2 %
28206	2	0.8 %
28107	2	0.8 %
28210	2	0.8 %
27101	1	0.4 %
28117	1	0.4 %
28925	1	0.4 %
28228	1	0.4 %
28255	1	0.4 %
28071	1	0.4 %
28146	1	0.4 %
27603	1	0.4 %
28147	1	0.4 %
27503	1	0.4 %
28120	1	0.4 %
28227	1	0.4 %
28026	1	0.4 %
28134	1	0.4 %
28217	1	0.4 %
28105	1	0.4 %
28211	1	0.4 %
28037	1	0.4 %
28209	1	0.4 %
28081	1	0.4 %
28023	1	0.4 %
28207	1	0.4 %
28024	1	0.4 %
28036	1	0.4 %
Total	251	100.0 %

Q35. Would you say your total annual household income is...

Q35. Your total annual household income	Number	Percent
Under \$25K	42	9.9 %
\$25K to \$49,999	72	16.9 %
\$50K to \$74,999	82	19.2 %
\$75K to \$99,999	80	18.8 %
\$100K+	105	24.6 %
Not provided	45	10.6 %
Total	426	100.0 %

WITHOUT "NOT PROVIDED"**Q35. Would you say your total annual household income is... (without "not provided")**

Q35. Your total annual household income	Number	Percent
Under \$25K	42	11.0 %
\$25K to \$49,999	72	18.9 %
\$50K to \$74,999	82	21.5 %
\$75K to \$99,999	80	21.0 %
\$100K+	105	27.6 %
Total	381	100.0 %



5

Survey Instrument

October 2023

Dear Concord resident:

Thanks to you, Concord continues to receive national recognition as a desired place to live, work, and visit. As we continue to grow and meet new challenges, it is important that we also gather input on a wide range of issues impacting our quality of life. We also want feedback on the public services delivered by over 1,000 professionals working for the City of Concord.

We want you to be a part of this process by taking a few minutes to complete the enclosed **2023 Concord Customer Satisfaction Survey**. We greatly appreciate your participation. If you prefer, you may complete the survey online at ConcordNCSurvey.org. The City has contracted with ETC Institute, a national market research firm that specializes in surveys for local governments, to conduct this survey.

We estimate it should take approximately 15 minutes to answer all the questions, and your individual responses to the questions will remain confidential.


By completing and returning this survey, you will help the City's leaders make critical decisions about prioritizing resources and the future direction of our community.


Please return your completed survey in the enclosed postage-paid envelope ***within the next two weeks*** to:

ETC Institute
725 W. Frontier Circle
Olathe, KS 66061

If you have any questions about this survey, please contact the City Manager's Office at 704-920-5215. Thanks again for your help in making Concord better.

Sincerely,


William C. "Bill" Dusch
Mayor


Lloyd Wm. Payne, Jr.
City Manager

Para completar esta encuesta en español, llame al ETC Institute al 844-811-0411.



2023 City of Concord Citizen Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to resident priorities. If you prefer, you can complete the survey online at ConcordNCSurvey.org. If you have any questions about the survey, please call the City Manager's Office at 704-920-5215.

- 1. Overall Satisfaction with City Services. Please rate your overall satisfaction with major services provided by the City of Concord on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of police services	5	4	3	2	1	9
02. Overall quality of fire services and fire dept. response to medical emergencies	5	4	3	2	1	9
03. Overall enforcement of City codes and ordinances	5	4	3	2	1	9
04. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
05. Overall maintenance of City streets, sidewalks, and infrastructure	5	4	3	2	1	9
06. Overall flow of traffic and the ease of getting around the City	5	4	3	2	1	9
07. Overall quality of trash, recycling and yard waste services	5	4	3	2	1	9
08. Overall quality of the City's stormwater management system	5	4	3	2	1	9
09. Overall quality of City water and sewer utilities	5	4	3	2	1	9
10. Overall quality of City electric utility services	5	4	3	2	1	9
11. Overall appearance of City facilities	5	4	3	2	1	9
12. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
13. Overall effectiveness of City communication with the public	5	4	3	2	1	9
14. Overall quality of economic development	5	4	3	2	1	9
15. Overall quality of public transportation services	5	4	3	2	1	9
16. Overall quality of natural resource protection	5	4	3	2	1	9

- 2. Which THREE of the overall City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 1.]**

1st: ____ 2nd: ____ 3rd: ____

- 3. Overall Perception of the City. Several items that may influence your perception of the City of Concord are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."**

How would you rate the City of Concord:	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. Overall impression of the community	5	4	3	2	1	9
02. Overall as a place to live	5	4	3	2	1	9
03. Overall as a place to raise children	5	4	3	2	1	9
04. Overall as a place to work	5	4	3	2	1	9
05. Overall cultural and recreational opportunities	5	4	3	2	1	9
06. Overall quality of life	5	4	3	2	1	9
07. Overall quality of City services	5	4	3	2	1	9
08. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
09. Overall physical appearance of the City	5	4	3	2	1	9
10. How well the City is managing growth	5	4	3	2	1	9
11. How well the City is managing natural resources	5	4	3	2	1	9

4. Public Safety and Emergency Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of local police protection	5	4	3	2	1	9
02. How quickly police respond to emergencies	5	4	3	2	1	9
03. Visibility of police in neighborhoods	5	4	3	2	1	9
04. Visibility of police in retail areas	5	4	3	2	1	9
05. Professionalism of police officers	5	4	3	2	1	9
06. Overall efforts by the City to prevent crime	5	4	3	2	1	9
07. City efforts to enforce local traffic laws such as speeding	5	4	3	2	1	9
08. Overall quality of fire services	5	4	3	2	1	9
09. How quickly fire personnel respond to emergencies	5	4	3	2	1	9
10. Fire building inspection program	5	4	3	2	1	9
11. Adequacy of fire protection for your property	5	4	3	2	1	9
12. Professionalism of fire personnel	5	4	3	2	1	9
13. City efforts to ensure the community is prepared for a natural disaster or crisis	5	4	3	2	1	9
14. City public safety education programs (police and fire), including school-based programs	5	4	3	2	1	9
15. Community engagement efforts	5	4	3	2	1	9
16. Professionalism of the City's 911 center	5	4	3	2	1	9
17. Promptness of the 911 center to answer calls	5	4	3	2	1	9
18. Overall quality of 911 service	5	4	3	2	1	9

4a. If you answered "Dissatisfied" or "Very Dissatisfied" to any item in Question 4, please explain why.

5. Which THREE of the Public Safety and Emergency Services listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 4.]

1st: ____ 2nd: ____ 3rd: ____

6. Have you ever participated in or attended any public safety related meetings or events?

____(1) Yes: which ones? _____ (2) No

7. Perceptions of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

How safe do you feel in:	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Your neighborhood during the day	5	4	3	2	1	9
2. Your neighborhood during the night	5	4	3	2	1	9
3. Retail shopping areas of the City	5	4	3	2	1	9
4. Downtown/Center City area	5	4	3	2	1	9
5. City parks and greenways	5	4	3	2	1	9
6. Overall feeling of safety in Concord	5	4	3	2	1	9

8. Are there any areas of town where you feel unsafe? ____ (1) Yes [Answer Q8a-b.] ____ (2) No [Skip to Q9.]

8a. If there are areas of town where you do not feel safe, where are they?

8b. If there are areas of town where you do not feel safe, why do you not feel safe there?

9. Transportation and Roadway Services. For each of the following, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Ease of getting across town in Concord	5	4	3	2	1	9
02. Ease of traveling from your home to regional roadways	5	4	3	2	1	9
03. Traffic signal coordination on major streets	5	4	3	2	1	9
04. Condition of pavement markings on streets	5	4	3	2	1	9
05. Maintenance of street signs	5	4	3	2	1	9
06. Availability of pedestrian walkways/sidewalks	5	4	3	2	1	9
07. On-street bicycle infrastructure (bike lanes/signs)	5	4	3	2	1	9
08. Maintenance of sidewalks in the City	5	4	3	2	1	9
09. Condition/maintenance of major streets	5	4	3	2	1	9
10. Condition/maintenance of streets in your neighborhood	5	4	3	2	1	9
11. Cleanliness of streets and other public areas	5	4	3	2	1	9
12. Adequacy of street lighting	5	4	3	2	1	9
13. Mowing along streets and other public areas	5	4	3	2	1	9
14. Tree maintenance and landscaping along street corridors	5	4	3	2	1	9
15. Availability of public transportation services	5	4	3	2	1	9
16. Accessibility of public transportation services for the elderly or those with a disability	5	4	3	2	1	9
17. Availability of regional public transportation links	5	4	3	2	1	9

10. Which THREE of the transportation and roadway services listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 9.]

1st: ____ 2nd: ____ 3rd: ____

11. Neighborhood Services. For each of the following, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Enforcement of the clean-up of junk cars and debris on private property	5	4	3	2	1	9
02. Enforcement of the mowing and cutting of weeds on private property	5	4	3	2	1	9
03. Enforcement of the exterior maintenance of residential property	5	4	3	2	1	9
04. Enforcement of sign regulations	5	4	3	2	1	9
05. Enforcement of the repair of substandard housing	5	4	3	2	1	9
06. Enforcement of the removal of dilapidated housing	5	4	3	2	1	9
07. Enforcement of yard parking regulations	5	4	3	2	1	9
08. Appearance of your neighborhood	5	4	3	2	1	9
09. Availability of programs to assist with home ownership like education and down payment assistance	5	4	3	2	1	9
10. Availability of affordable rental housing	5	4	3	2	1	9
11. Availability of affordable housing for purchase	5	4	3	2	1	9
12. Quality of public housing	5	4	3	2	1	9

12. Which THREE of the neighborhood services listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 11.]

1st: ____ 2nd: ____ 3rd: ____

13. Environmental and Utility Services. For each of the following, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Residential trash collection service	5	4	3	2	1	9
02. Curbside recycling service	5	4	3	2	1	9
03. Leaf, yard waste and brush removal services	5	4	3	2	1	9
04. Bulk trash pickup/removal service (old furniture, appliances, etc.)	5	4	3	2	1	9
05. Timeliness of water/sewer line break repairs	5	4	3	2	1	9
06. Reliability of water service	5	4	3	2	1	9
07. Taste/odor of your drinking water	5	4	3	2	1	9
08. Overall value that you receive for water and wastewater utility rates	5	4	3	2	1	9
09. Cleanliness/maintenance of stormwater drains in your neighborhood	5	4	3	2	1	9
10. Reliability of City electric service	5	4	3	2	1	9
11. How quickly the City restores power after an unplanned outage	5	4	3	2	1	9
12. Overall value that you receive for electric utility rates	5	4	3	2	1	9
13. How well the City keeps you informed about planned disruptions to your utility service	5	4	3	2	1	9
14. Courtesy of field employees	5	4	3	2	1	9
15. Quality of environmental education and outreach	5	4	3	2	1	9
16. How well the City preserves ecosystems and the services they provide	5	4	3	2	1	9
17. Protection of urban forests and open space	5	4	3	2	1	9

14. Which THREE of the environmental and utility services listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 13.]

1st: ____ 2nd: ____ 3rd: ____

15. City Leadership and Communication. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Leadership of elected officials	5	4	3	2	1	9
2. Leadership of the City Manager and appointed staff	5	4	3	2	1	9
3. City efforts to keep you informed about local issues	5	4	3	2	1	9
4. Timeliness of information provided by your local government	5	4	3	2	1	9
5. Level of public involvement in local decision making	5	4	3	2	1	9
6. Quality of the City's website	5	4	3	2	1	9
7. Quality of printed materials	5	4	3	2	1	9
8. Quality of social media outlets (Facebook, Instagram, etc.)	5	4	3	2	1	9
9. Availability of information about City programs/services	5	4	3	2	1	9

16. What is your MOST PREFERRED way to be notified about changes or disruptions to your utility services?

____(1) Phone call ____ (3) Email ____ (5) Other: _____
 ____ (2) Text message ____ (4) Social media

17. Overall, how informed do you feel you are about the City of Concord and its services?

____ (1) Very informed ____ (3) Not very well informed
 ____ (2) Informed ____ (4) Completely uninformed

18. Which of the following ways do you get information about City projects or issues? [Check all that apply.]

- (01) City website, *concordnc.gov*
- (02) Local newspapers/magazines
- (03) Direct mailings such as quarterly City Circular magazine
- (04) Bi-monthly CityLink email newsletter
- (05) Information fliers/pamphlets
- (06) Attending neighborhood meetings
- (07) CARTology mobile app
- (08) Automated phone call or text message (Everbridge messaging system)
- (09) Facebook: (which department: _____)
- (10) Twitter: (which department: _____)
- (11) Instagram: (which department: _____)
- (12) Nextdoor
- (13) Local Radio/Television
- (14) Other: _____

19. What are your MOST PREFERRED ways to get information about City projects or issues? [Write in your answers below using the numbers from the list in Question 18.]

1st: _____ 2nd: _____ 3rd: _____

20. **Customer Service.** Have you called the City's Customer Care Center (704-920-5555) within the past year?

- (1) Yes [Answer Q20a-b.] (2) No [Skip to Q21.]

20a. The LAST time you called, was your concern resolved the first time?

- (1) Yes (2) No (9) Don't remember

20b. The LAST time you called, how long did you wait before speaking with a representative?

- (1) 0-1 minutes (3) 6-10 minutes (5) More than 15 minutes
 (2) 2-5 minutes (4) 11-15 minutes

21. Have you visited City Hall to discuss your utility account with a Customer Service Representative?

- (1) Yes [Answer Q21a.] (2) No [Skip to Q22.]

21a. Were you assisted in a prompt and professional manner? (1) Yes (2) No

22. **Quality of Life.** Several reasons for deciding where to live are listed below. On a scale of 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," how important was each reason in your decision to live where you live? Then, please indicate if your needs are being met in Concord.

Reasons for choosing a community to live in:					Are your needs being met in Concord?	
	Very Important	Somewhat Important	Not Sure	Unimportant	Yes	No
01. Sense of community	4	3	2	1	1	2
02. Quality of public education	4	3	2	1	1	2
03. Employment opportunities (proximity to job)	4	3	2	1	1	2
04. Types of housing	4	3	2	1	1	2
05. Quality of housing	4	3	2	1	1	2
06. Access to quality shopping	4	3	2	1	1	2
07. Availability of parks and recreation opportunities	4	3	2	1	1	2
08. Proximity to family and friends	4	3	2	1	1	2
09. Safety and security	4	3	2	1	1	2
10. Accessibility to airport and other communities	4	3	2	1	1	2
11. Educational opportunities for preschool age children	4	3	2	1	1	2
12. Quality health care	4	3	2	1	1	2
13. Public transportation	4	3	2	1	1	2
14. Opportunities and/or resources for senior citizens	4	3	2	1	1	2
15. Natural spaces	4	3	2	1	1	2

23. Parks and Recreation Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Appearance/maintenance of City parks	5	4	3	2	1	9
02. Number of City parks	5	4	3	2	1	9
03. Quality of facilities at City parks (picnic shelters, playgrounds, etc.)	5	4	3	2	1	9
04. Quality of walking/biking trails in the City	5	4	3	2	1	9
05. Number of walking/biking trails in the City	5	4	3	2	1	9
06. Quality and availability of outdoor athletic fields (baseball, soccer, softball, etc.)	5	4	3	2	1	9
07. Maintenance and appearance of community centers	5	4	3	2	1	9
08. Recreation centers and programs for youth	5	4	3	2	1	9
09. Recreation centers and programs for adults including seniors	5	4	3	2	1	9
10. Rocky River Golf Club (City-owned public course)	5	4	3	2	1	9
11. McInnis Aquatic Center (outdoor swimming pool)	5	4	3	2	1	9
12. Aquatic based programs like fishing, boating, swimming	5	4	3	2	1	9
13. Special events and festivals in the City	5	4	3	2	1	9
14. Receiving information on parks and recreation programs	5	4	3	2	1	9
15. Ease of registering for programs	5	4	3	2	1	9
16. Nature programming	5	4	3	2	1	9
17. Quality of nature space, wildlife habitat and natural areas in parks	5	4	3	2	1	9
18. Quality and availability of mature forests within parks and greenways	5	4	3	2	1	9

24. Which THREE of the Parks and Recreation services listed in Question 23 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 23.]

1st: ____ 2nd: ____ 3rd: ____

25. Issues for the Future. Please rate your opinion of the importance of the following issues to the City of Concord using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Very Unimportant".

How important are the following to the City of Concord in the coming years?	Very Important	Important	Neutral	Unimportant	Very Unimportant	Don't Know
01. Providing incentives to attract and retain businesses, industries, and jobs	5	4	3	2	1	9
02. Supporting small/local businesses	5	4	3	2	1	9
03. Public/private partnerships to encourage Core City revitalization	5	4	3	2	1	9
04. Managing the pace of development and growth	5	4	3	2	1	9
05. Availability of high-quality affordable housing in a neighborhood near you	5	4	3	2	1	9
06. Maintaining a fiscally sound City budget	5	4	3	2	1	9
07. Keeping taxes low	5	4	3	2	1	9
08. Improving public safety and crime prevention	5	4	3	2	1	9
09. Eliminating or repairing deteriorating buildings	5	4	3	2	1	9
10. Maintaining an adequate and healthy drinking water supply	5	4	3	2	1	9
11. Improving traffic flow around the City	5	4	3	2	1	9
12. Improving road infrastructure/maintenance	5	4	3	2	1	9
13. Enhancing public transit/congestion mitigation	5	4	3	2	1	9
14. Improving stormwater management	5	4	3	2	1	9
15. Reducing environmental impacts and conserving natural resources	5	4	3	2	1	9
16. Preserving remnant forests and tree canopy	5	4	3	2	1	9
17. Other: _____	5	4	3	2	1	9

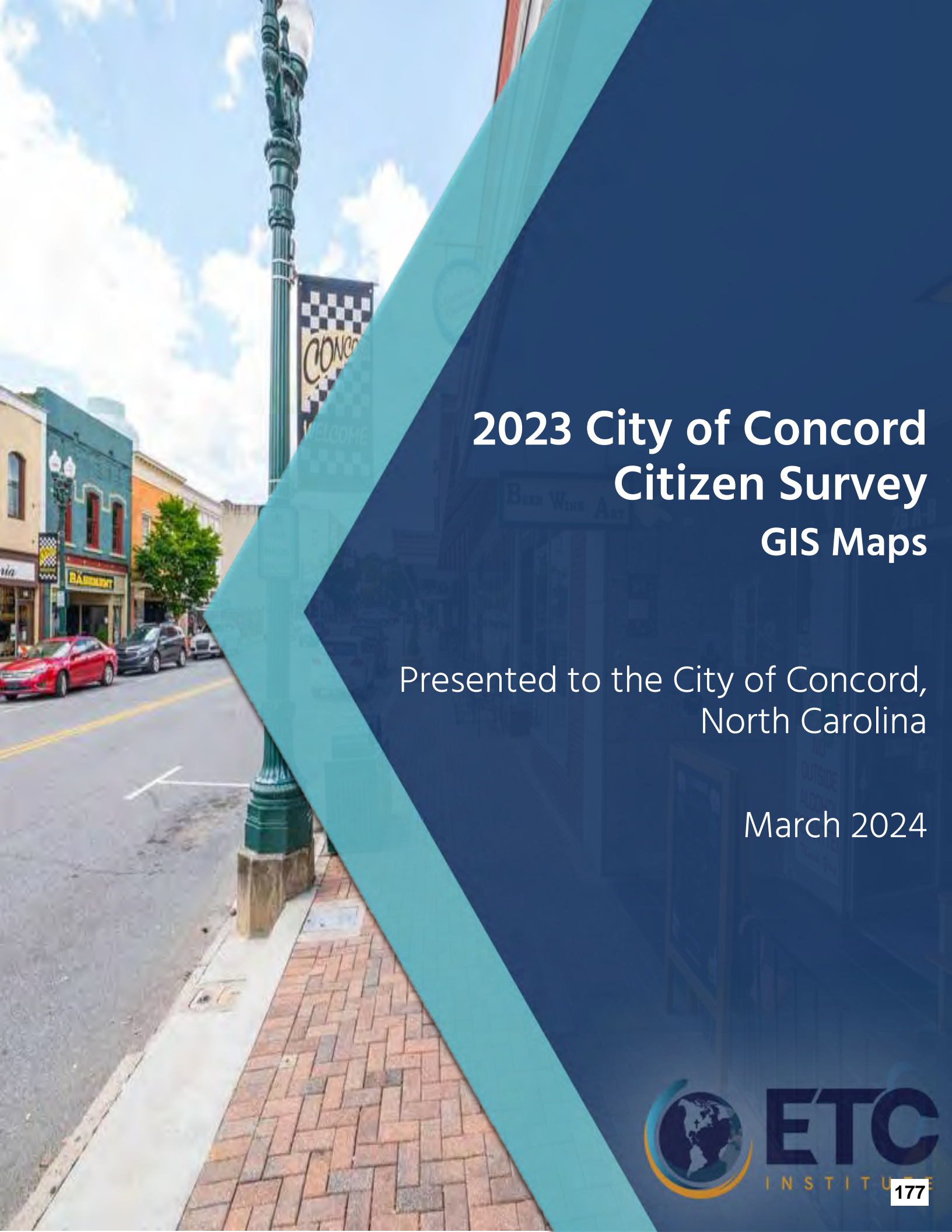
26. Do you have any comments you would like to pass on to the City Manager about any of the services the City provides?

27. **Fast forward 10 years. In 5 to 7 words, how would you like to be able to describe Concord?**
-
28. **Over the next 5 years, what areas will require additional investment or improvement to bring Concord closer to what you hope it will be like in 10 years? [Check all that apply.]**
- | | |
|---|---|
| <input type="checkbox"/> (01) Providing incentives to attract and retain businesses, industries, and jobs | <input type="checkbox"/> (10) Maintaining an adequate and healthy drinking water supply |
| <input type="checkbox"/> (02) Supporting small/local businesses | <input type="checkbox"/> (11) Improving traffic flow around the City |
| <input type="checkbox"/> (03) Public/private partnerships to encourage Core City revitalization | <input type="checkbox"/> (12) Improving road infrastructure/maintenance |
| <input type="checkbox"/> (04) Managing the pace of development and growth | <input type="checkbox"/> (13) Enhancing public transit/congestion mitigation |
| <input type="checkbox"/> (05) Availability of high-quality affordable housing in a neighborhood near you | <input type="checkbox"/> (14) Improving stormwater management |
| <input type="checkbox"/> (06) Maintaining a fiscally sound budget | <input type="checkbox"/> (15) Reducing environmental impacts and conserving natural resources |
| <input type="checkbox"/> (07) Keeping taxes low | <input type="checkbox"/> (16) Preserving remnant forests and tree canopy |
| <input type="checkbox"/> (08) Improving public safety and crime prevention | <input type="checkbox"/> (17) Enhancing parks and open spaces |
| <input type="checkbox"/> (09) Eliminating or repairing deteriorating buildings | <input type="checkbox"/> (18) Improving recreational facilities |
| | <input type="checkbox"/> (19) Increasing special events |
| | <input type="checkbox"/> (20) Other: _____ |
29. **Approximately how many years have you lived in Concord?** _____ years
30. **Do you own or rent your current residence?** (1) Own (2) Rent
31. **Including yourself, how many persons in your household are in each of the following age groups?**
- | | | |
|--------------------|-------------------|-------------------|
| Under age 5: _____ | Ages 20-34: _____ | Ages 50-64: _____ |
| Ages 5-19: _____ | Ages 35-49: _____ | Ages 65+: _____ |
32. **Which of the following best describes your race/ethnicity? [Check all that apply.]**
- | | |
|--|---|
| <input type="checkbox"/> (01) Asian or Asian Indian | <input type="checkbox"/> (05) Native Hawaiian or other Pacific Islander |
| <input type="checkbox"/> (02) Black or African American | <input type="checkbox"/> (06) Hispanic, Spanish, or Latino/a/x |
| <input type="checkbox"/> (03) American Indian or Alaska Native | <input type="checkbox"/> (09) Other: _____ |
| <input type="checkbox"/> (04) White or Caucasian | |
33. **What is your gender?** (1) Male (2) Female
34. **Which of the following best describes your current employment status? [Check only one.]**
- | | |
|---|--|
| <input type="checkbox"/> (1) Employed outside the home
(In what zip code do you work? _____) | <input type="checkbox"/> (3) Student |
| <input type="checkbox"/> (2) Employed in the home/Have a home-based business | <input type="checkbox"/> (4) Retired |
| | <input type="checkbox"/> (5) Not currently employed outside the home |
35. **Would you say your total annual household income is...**
- | | | |
|---|---|--|
| <input type="checkbox"/> (1) Under \$25,000 | <input type="checkbox"/> (3) \$50,000 to \$74,999 | <input type="checkbox"/> (5) \$100,000 or more |
| <input type="checkbox"/> (2) \$25,000 to \$49,999 | <input type="checkbox"/> (4) \$75,000 to \$99,999 | |
36. **Would you be willing to participate in future surveys sponsored by the City of Concord?**
- (1) Yes [Please provide your contact information below.] (2) No
- Mobile Phone Number: _____ Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your response will remain completely confidential. The address information printed to the right will ONLY be used to help identify areas with specific needs. If your address is not correct, please provide the correct information. Thank You.



2023 City of Concord Citizen Survey GIS Maps

Presented to the City of Concord,
North Carolina

March 2024

Interpreting the Maps

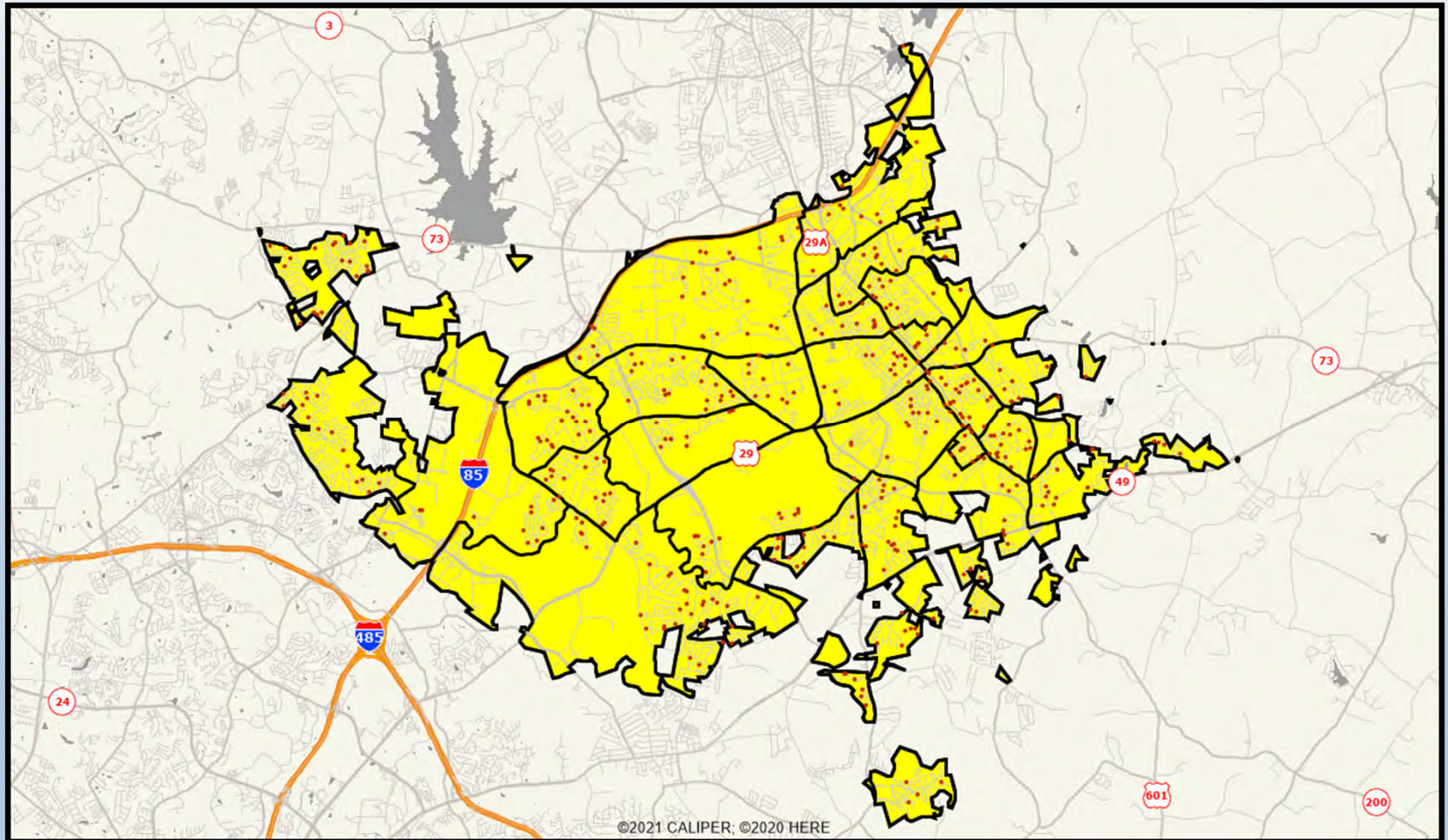
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

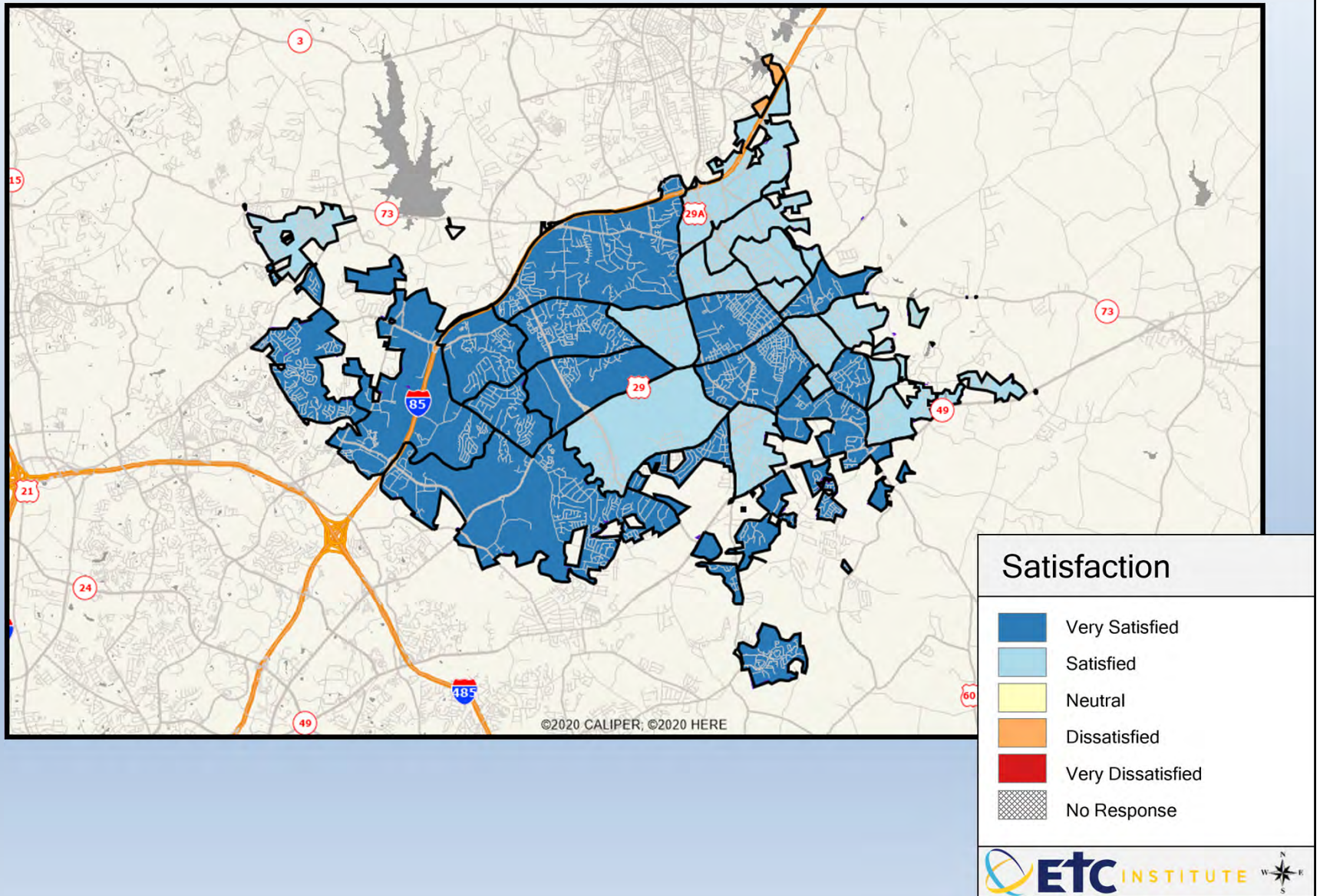
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

Location of Respondents

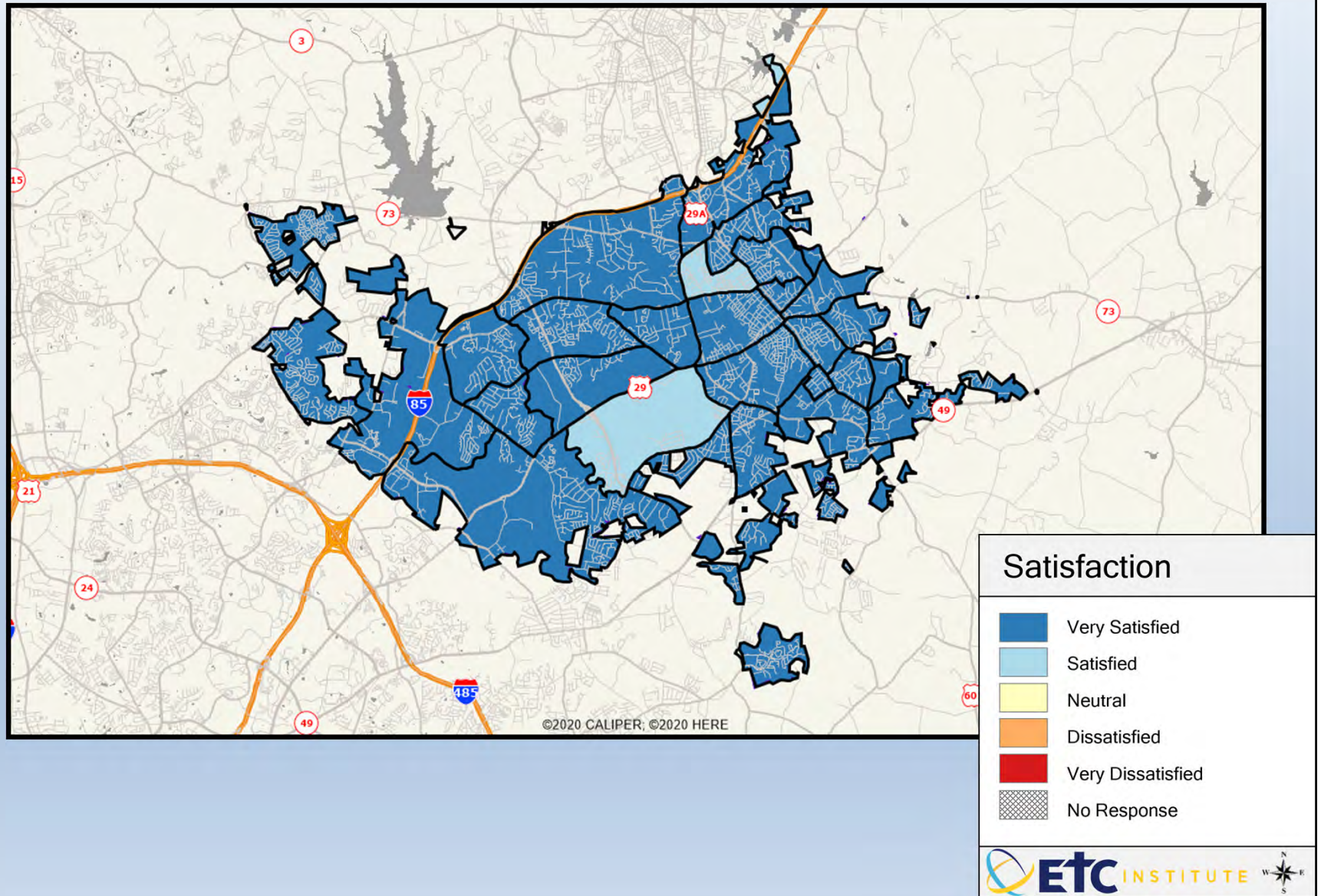
(Boundaries by CBG)



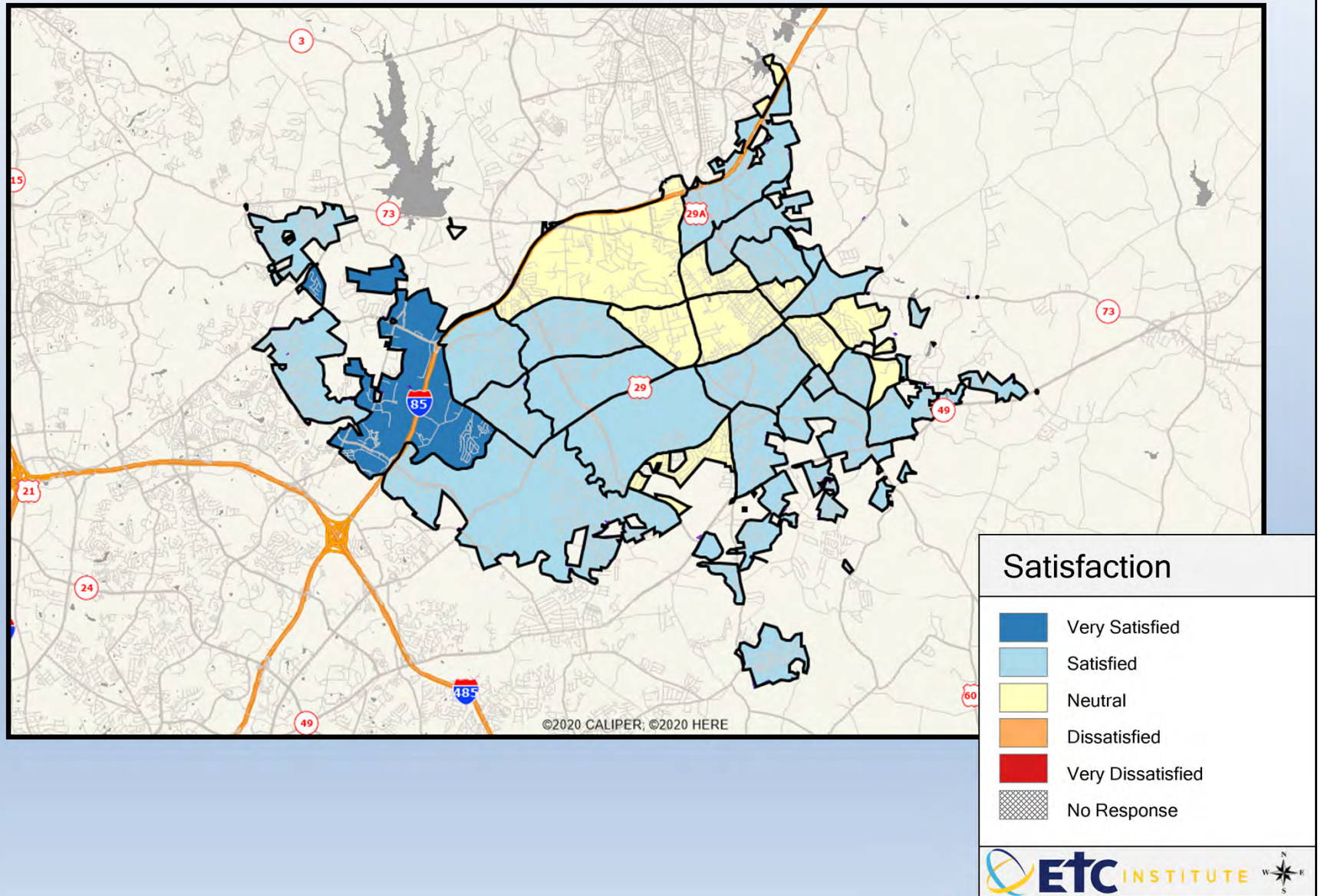
Q1-01. Overall quality of police services



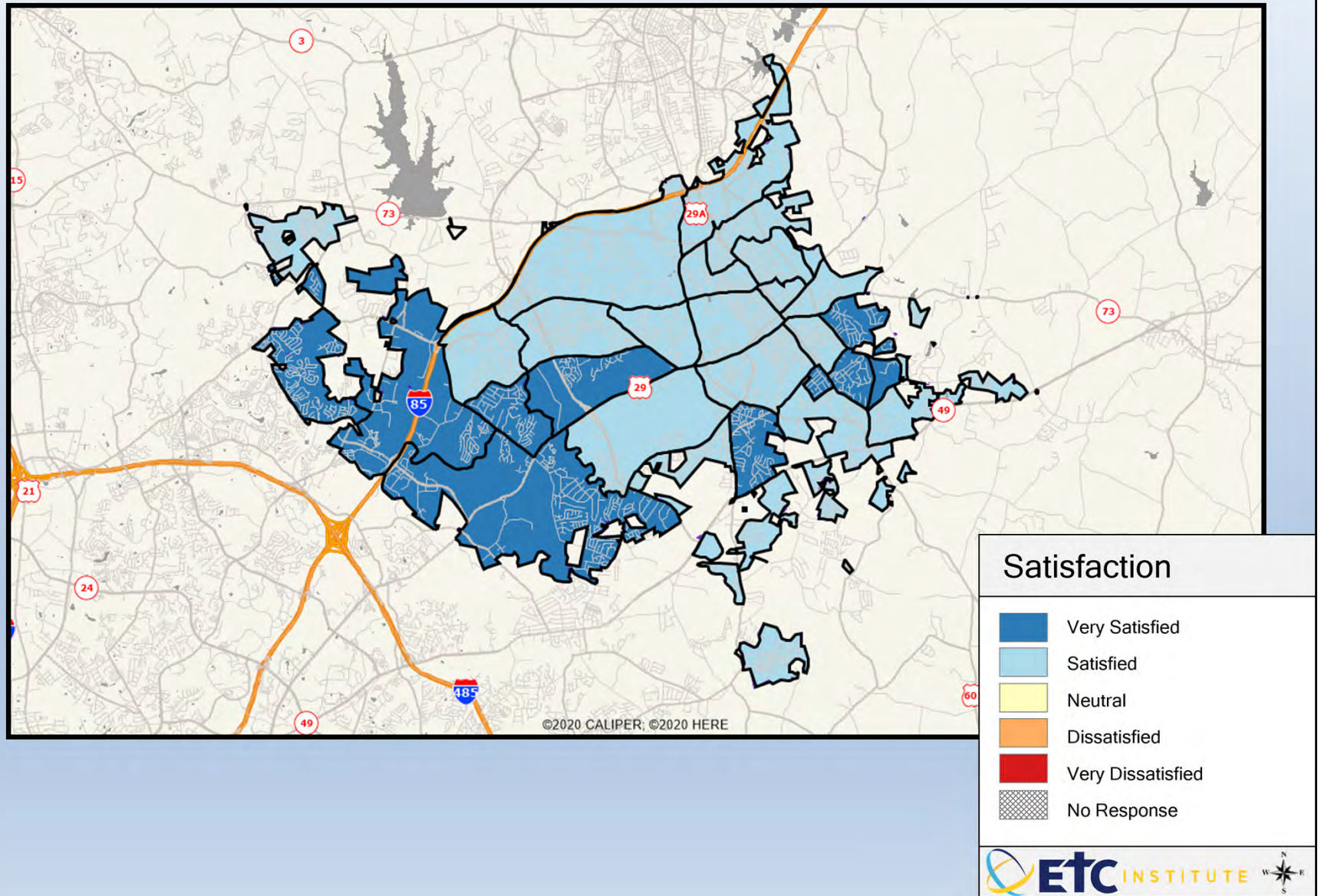
Q1-02. Overall quality of fire services and fire department response to medical emergencies



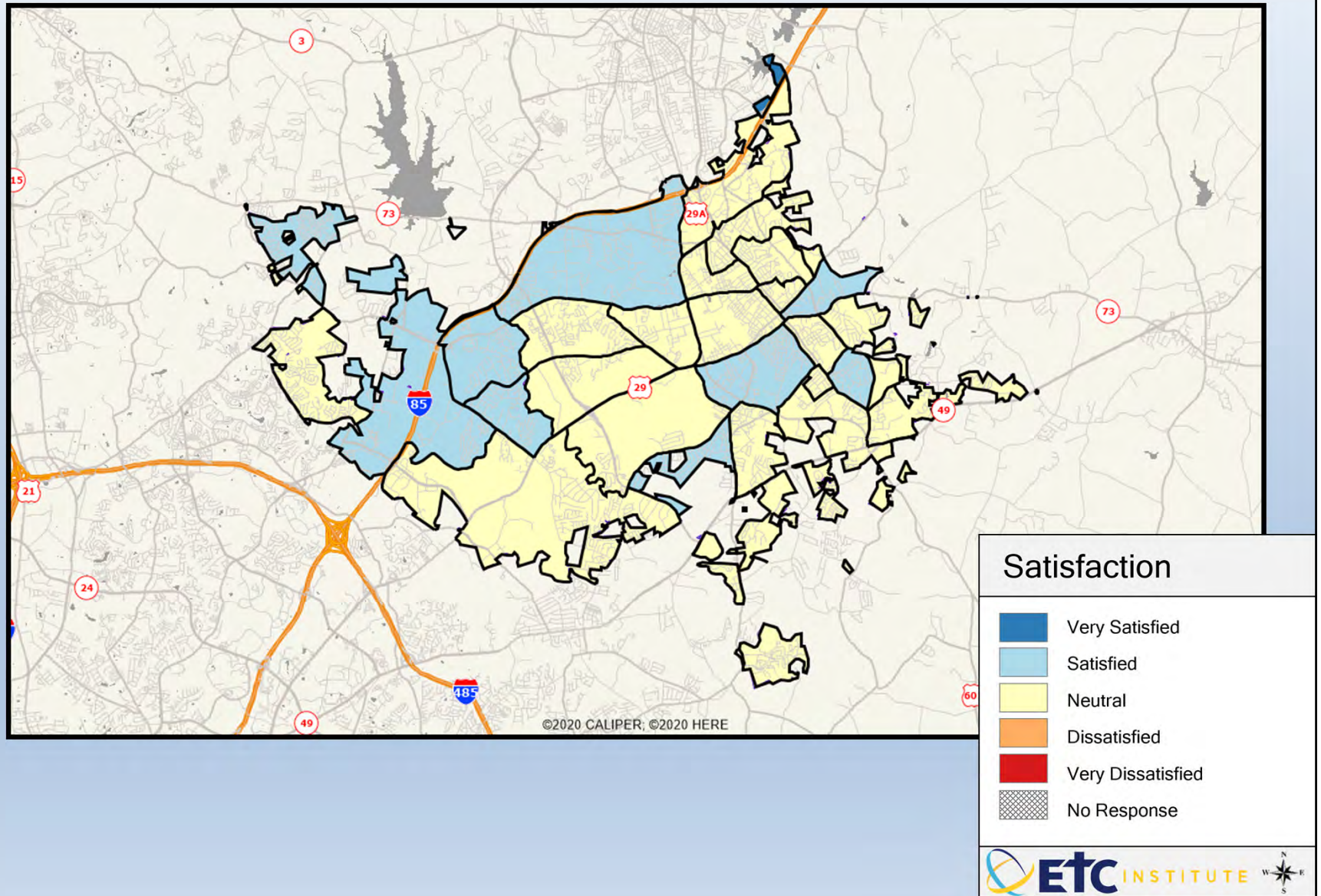
Q1-03. Overall enforcement of City codes and ordinances



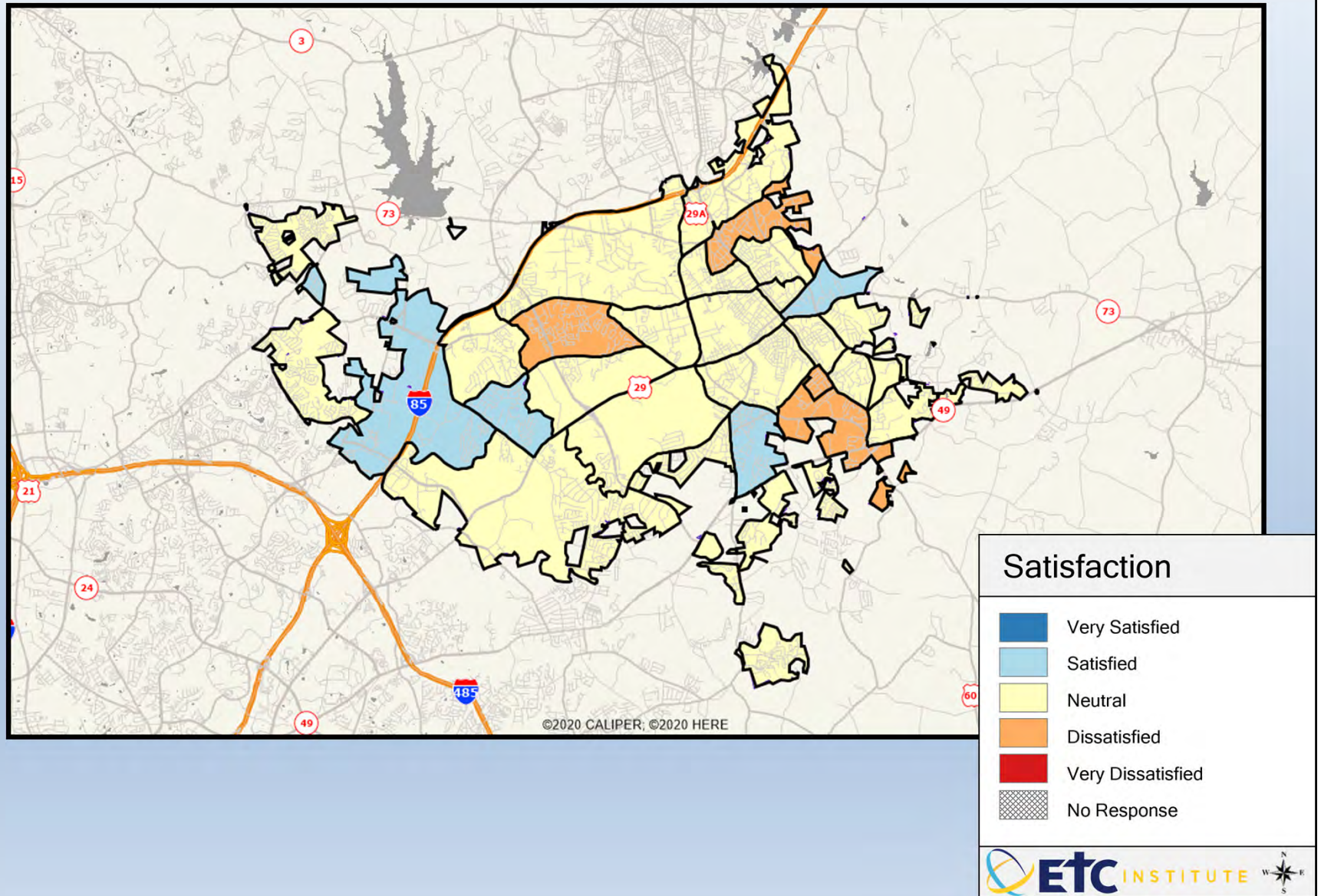
Q1-04. Overall quality of City parks and recreation programs and facilities



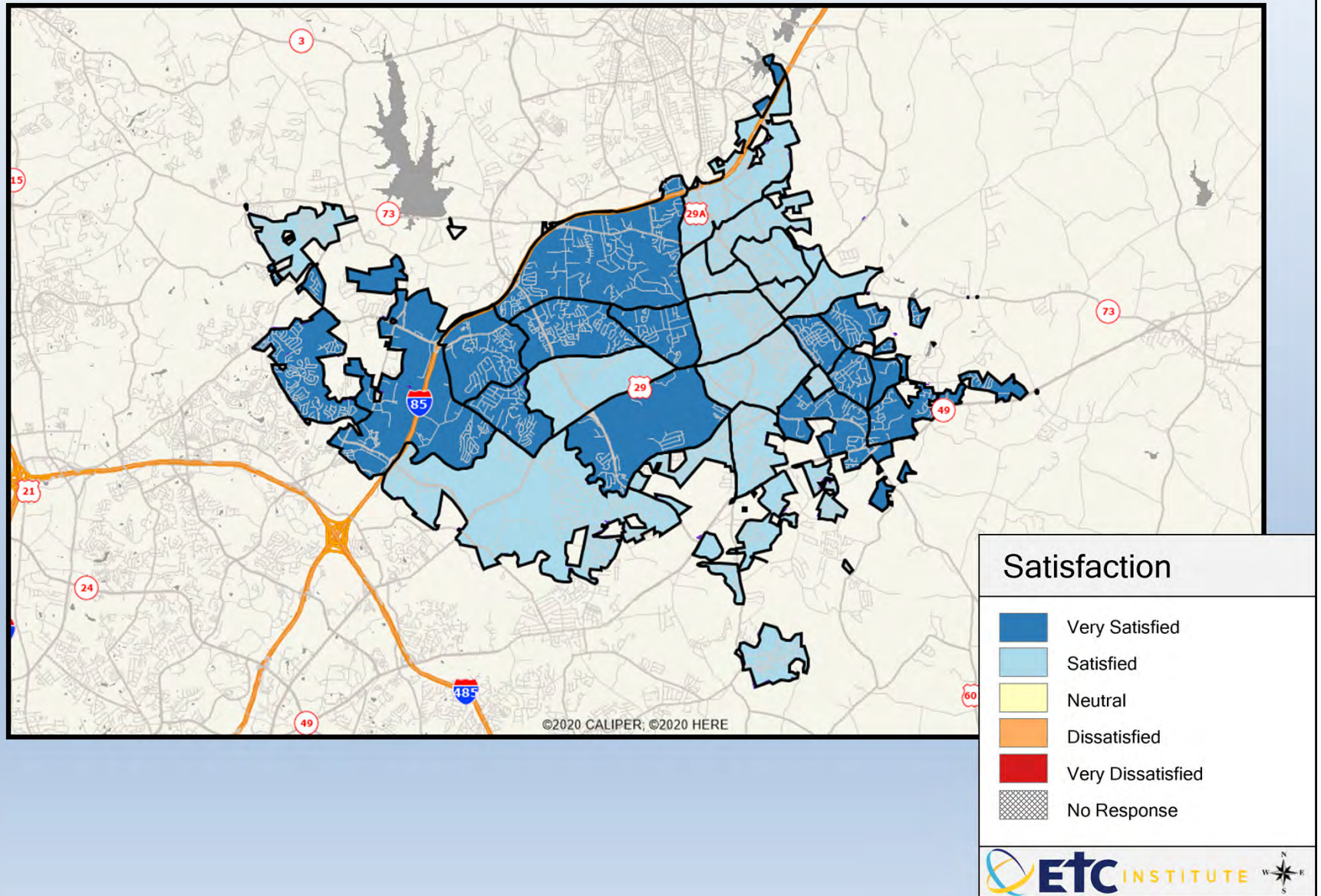
Q1-05. Overall maintenance of City streets, sidewalks, and infrastructure



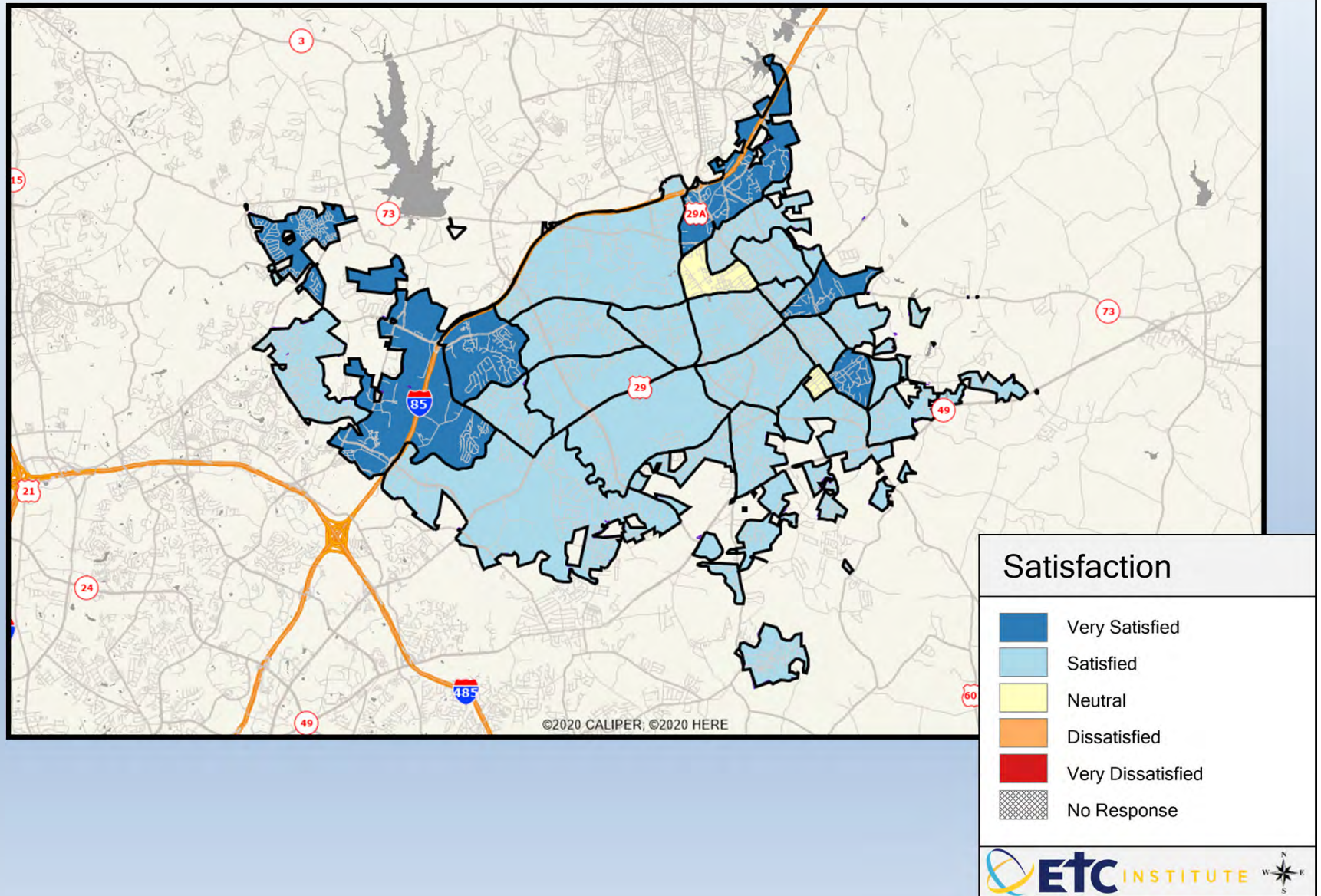
Q1-06. Overall flow of traffic and the ease of getting around the City



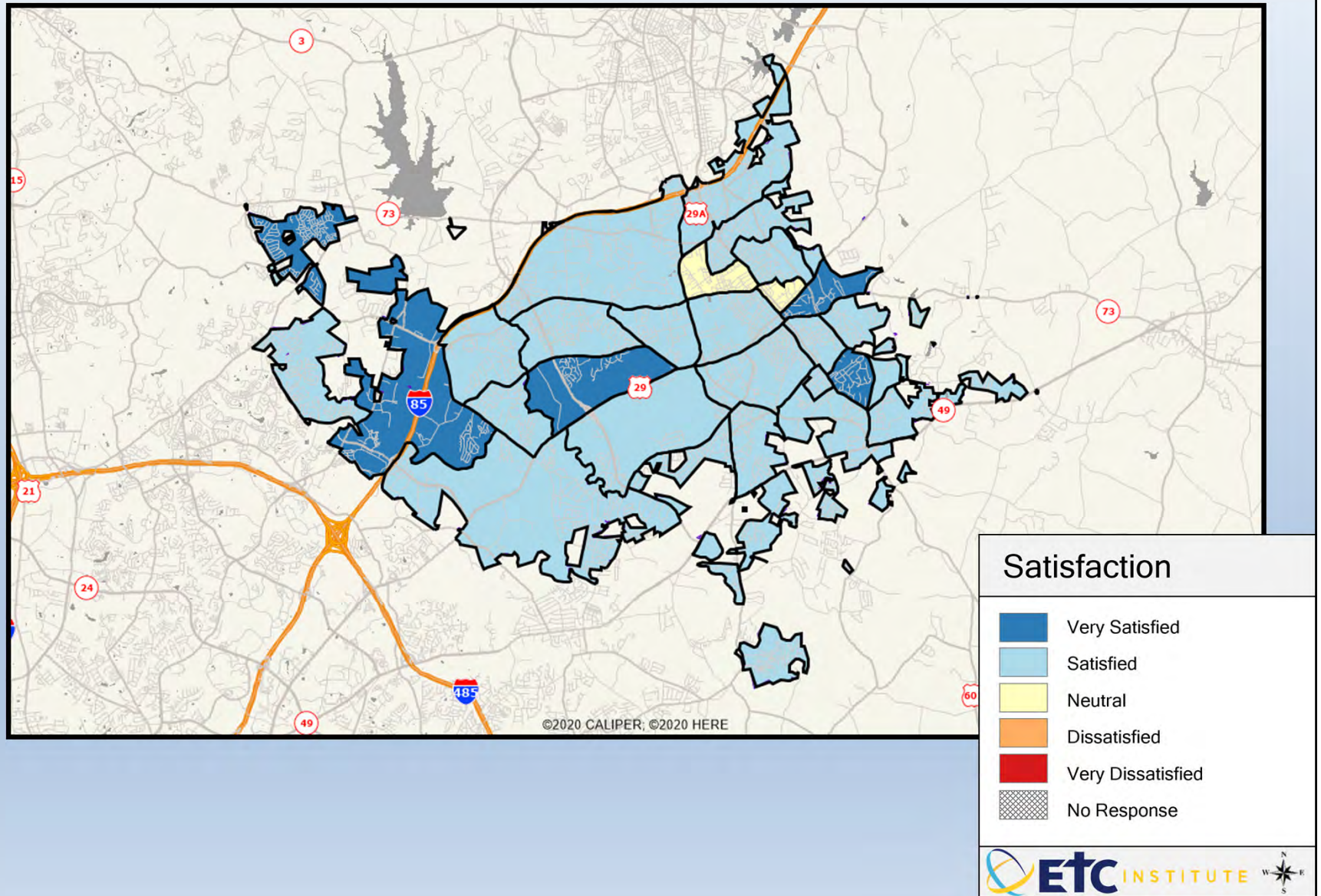
Q1-07. Overall quality of trash, recycling, and yard waste services



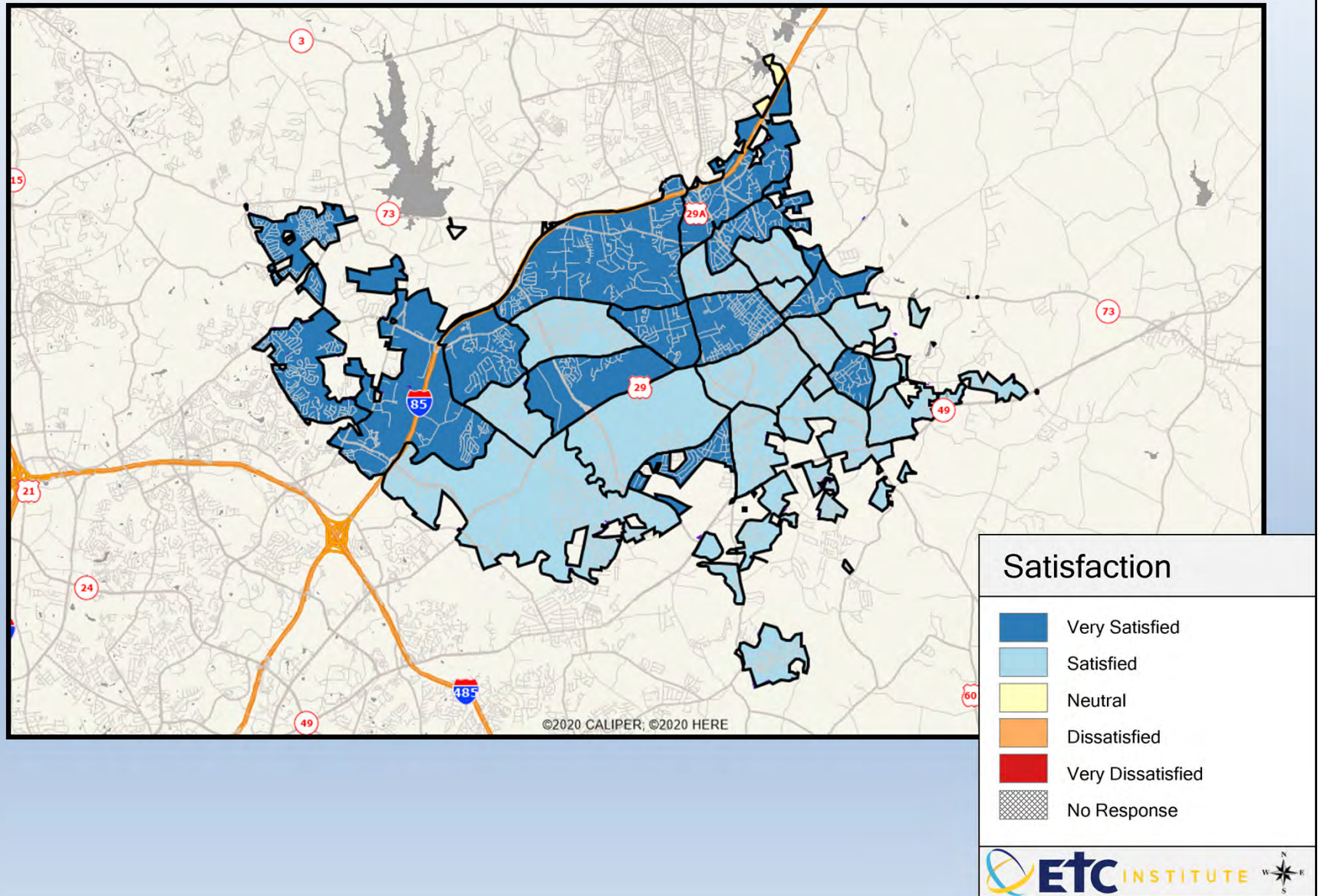
Q1-08. Overall quality of the City's stormwater management system



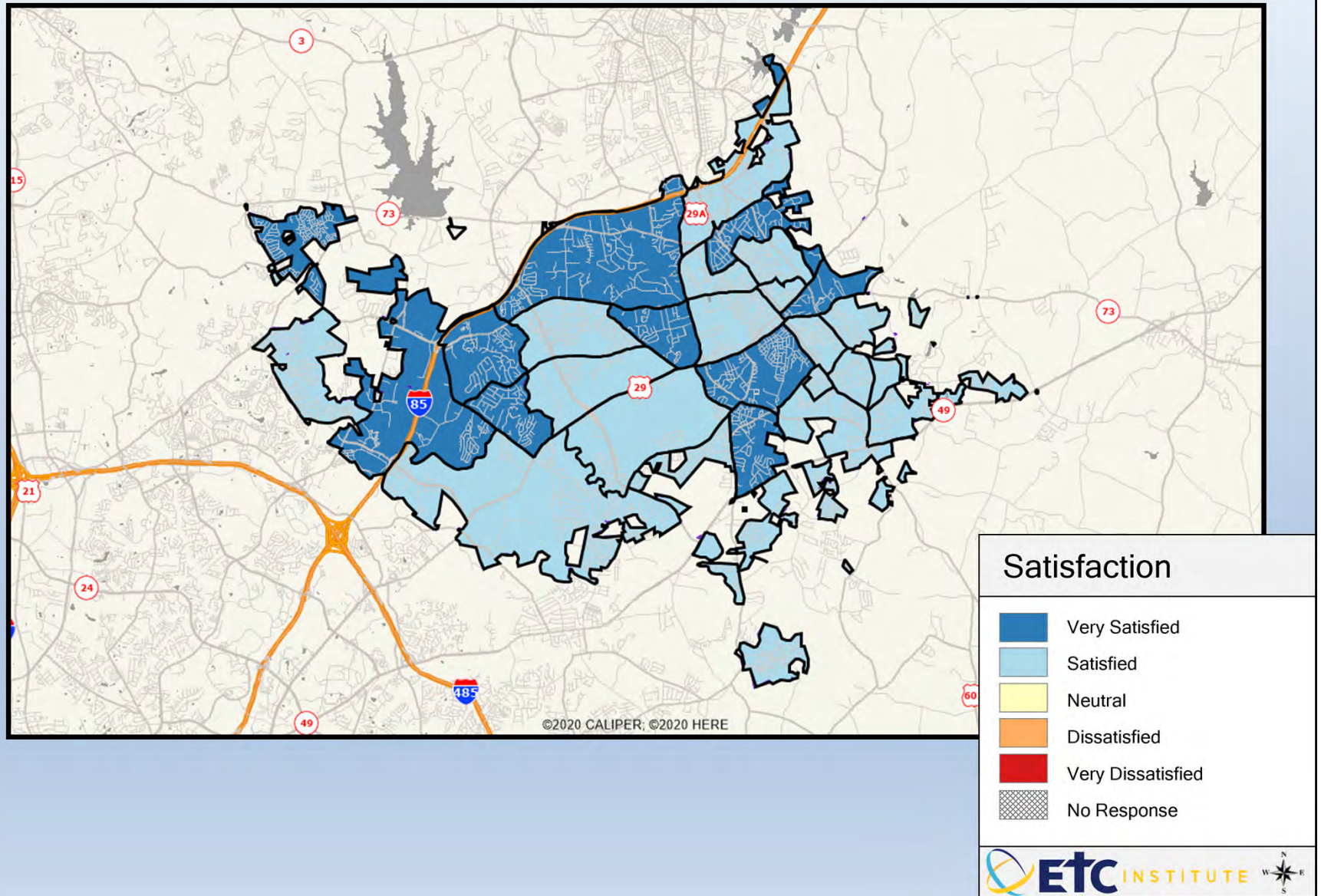
Q1-09. Overall quality of City water and sewer utilities



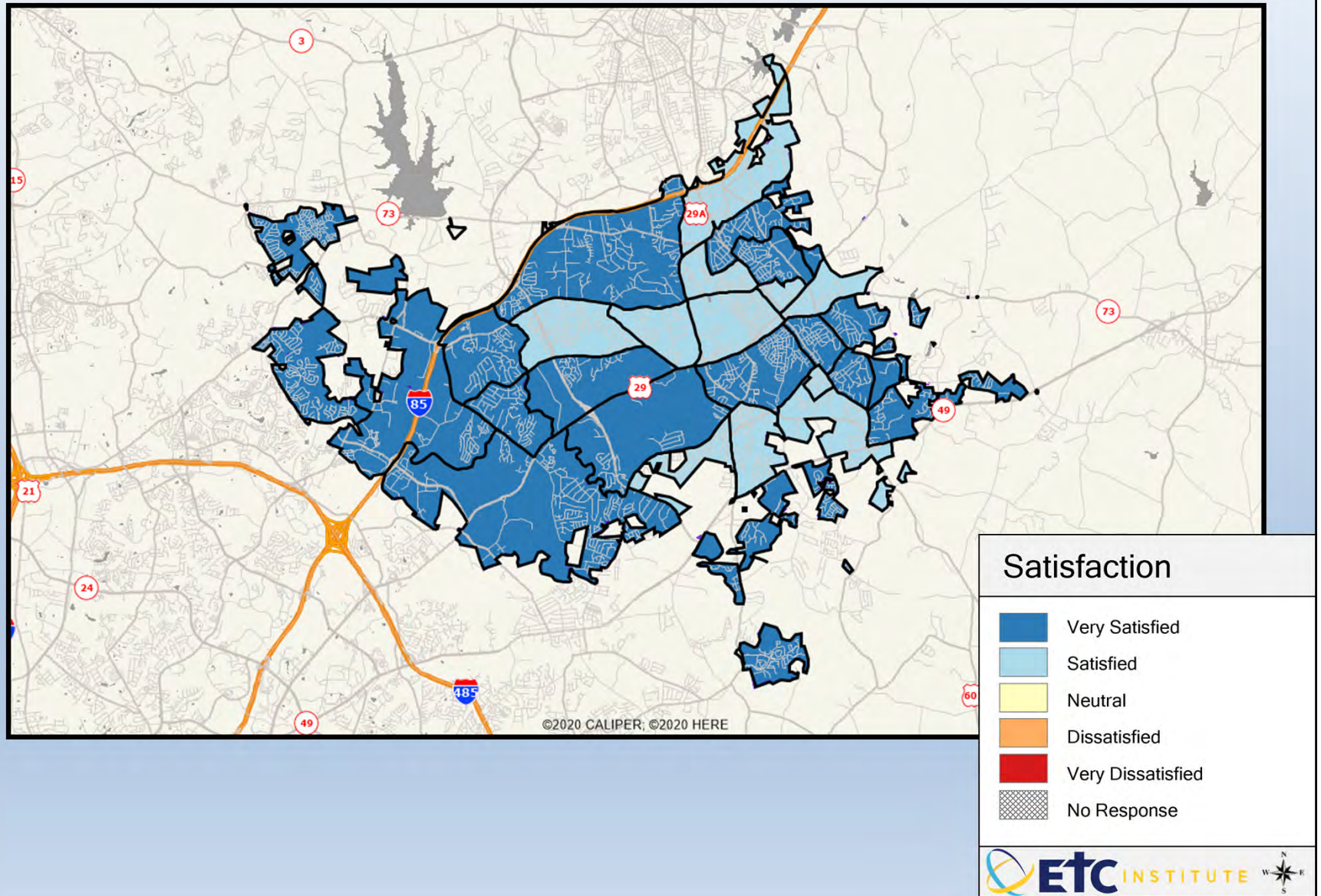
Q1-10. Overall quality of City electric utility services



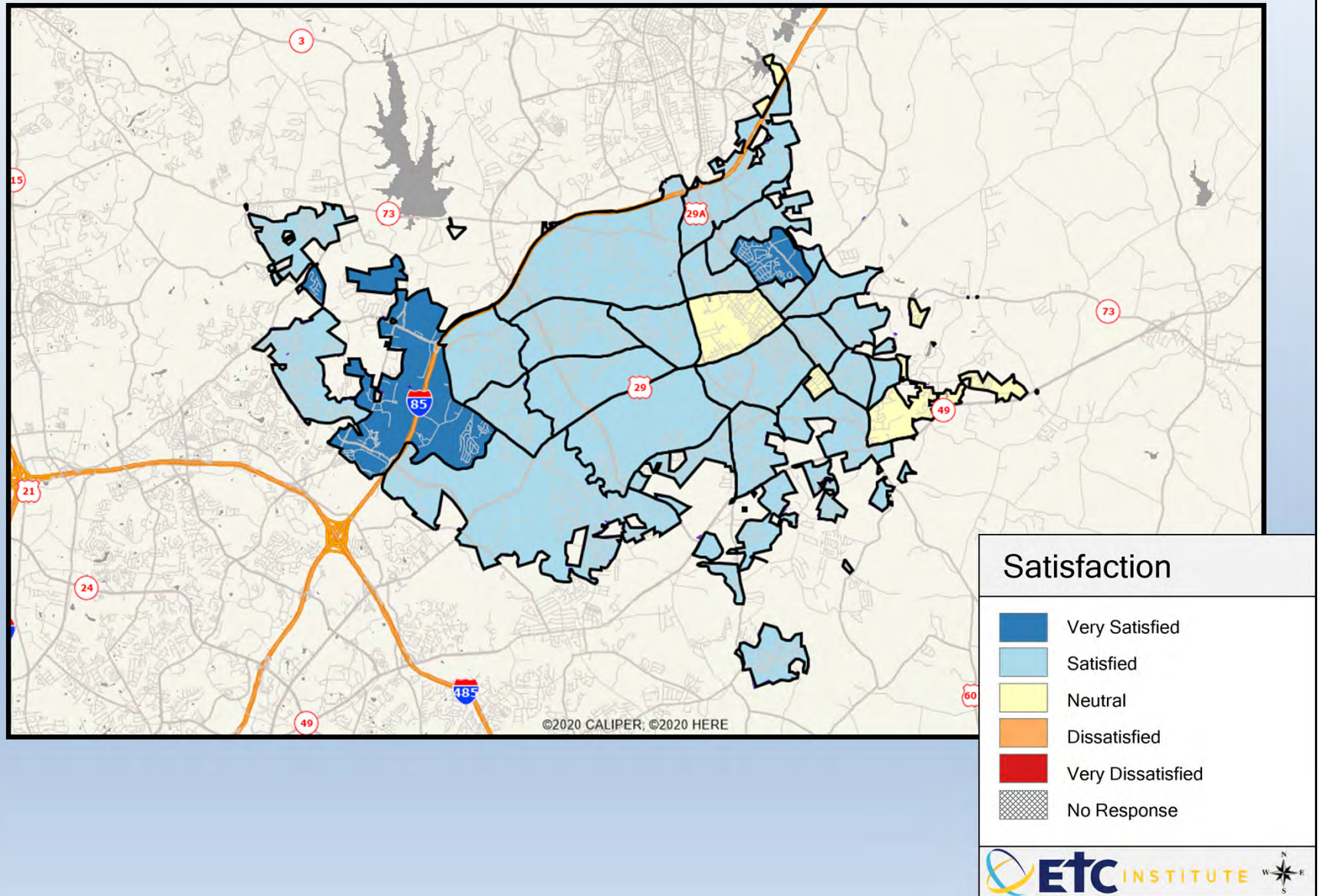
Q1-11. Overall appearance of City facilities



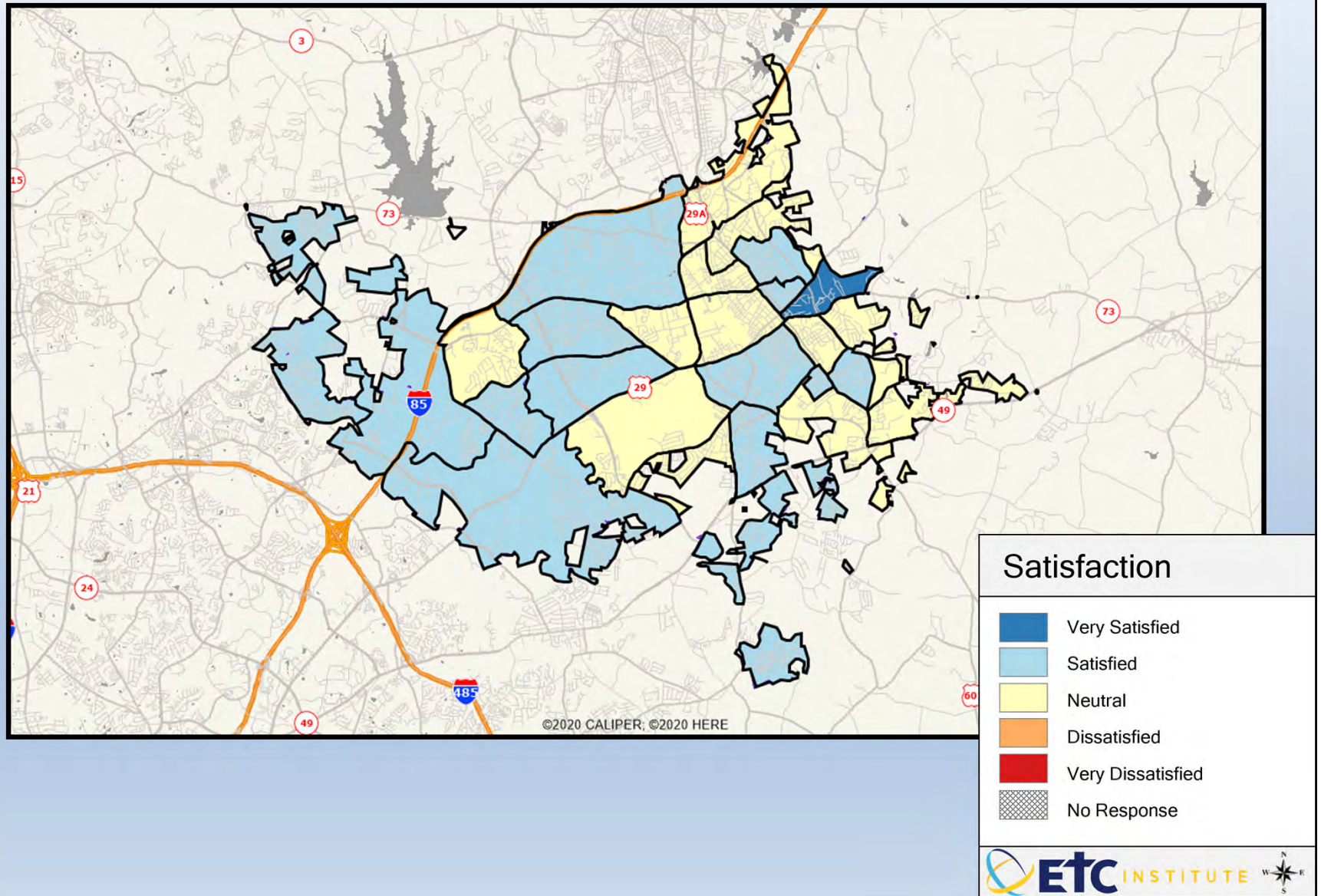
Q1-12. Overall quality of customer service you receive from City employees



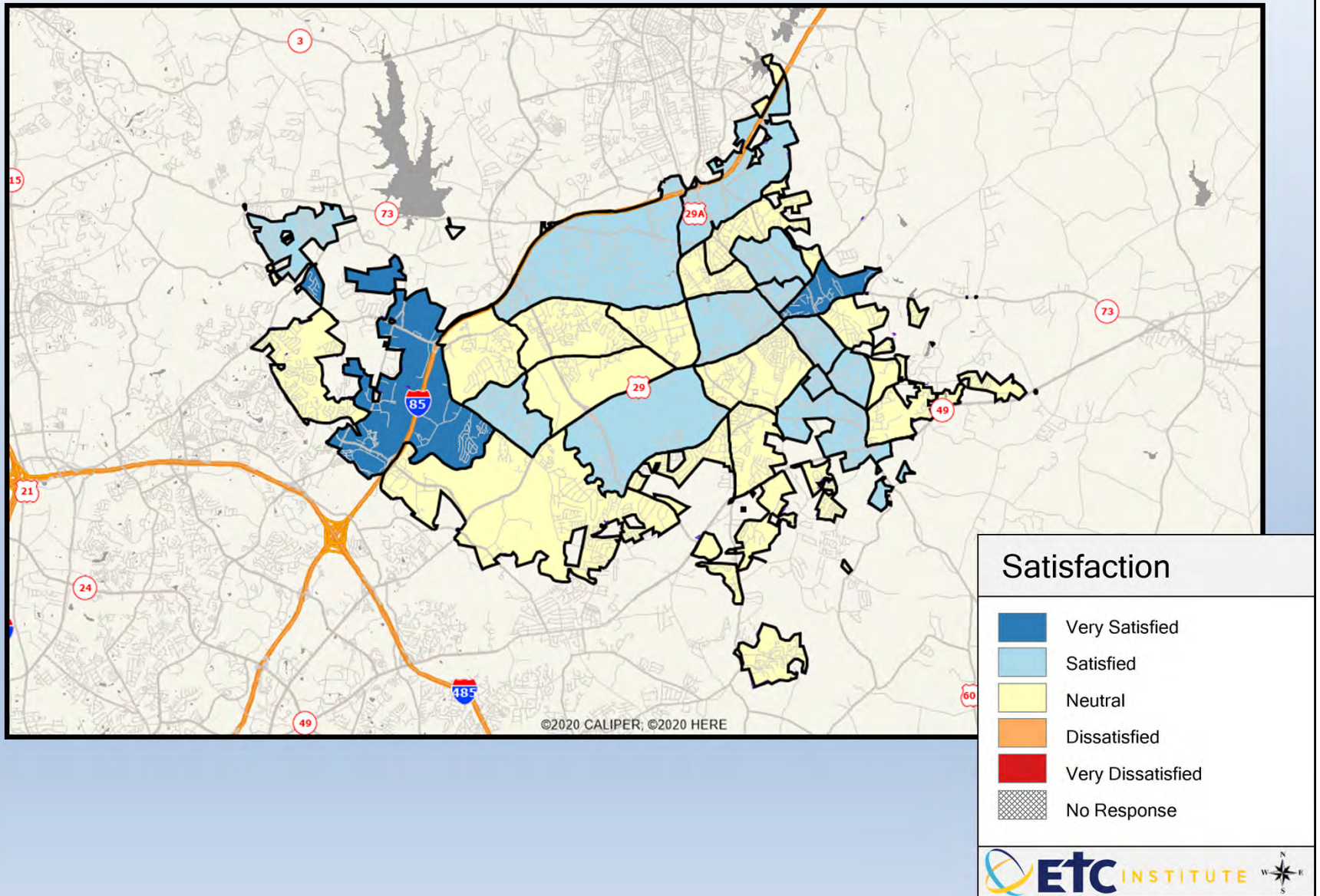
Q1-13. Overall effectiveness of City communication with the public



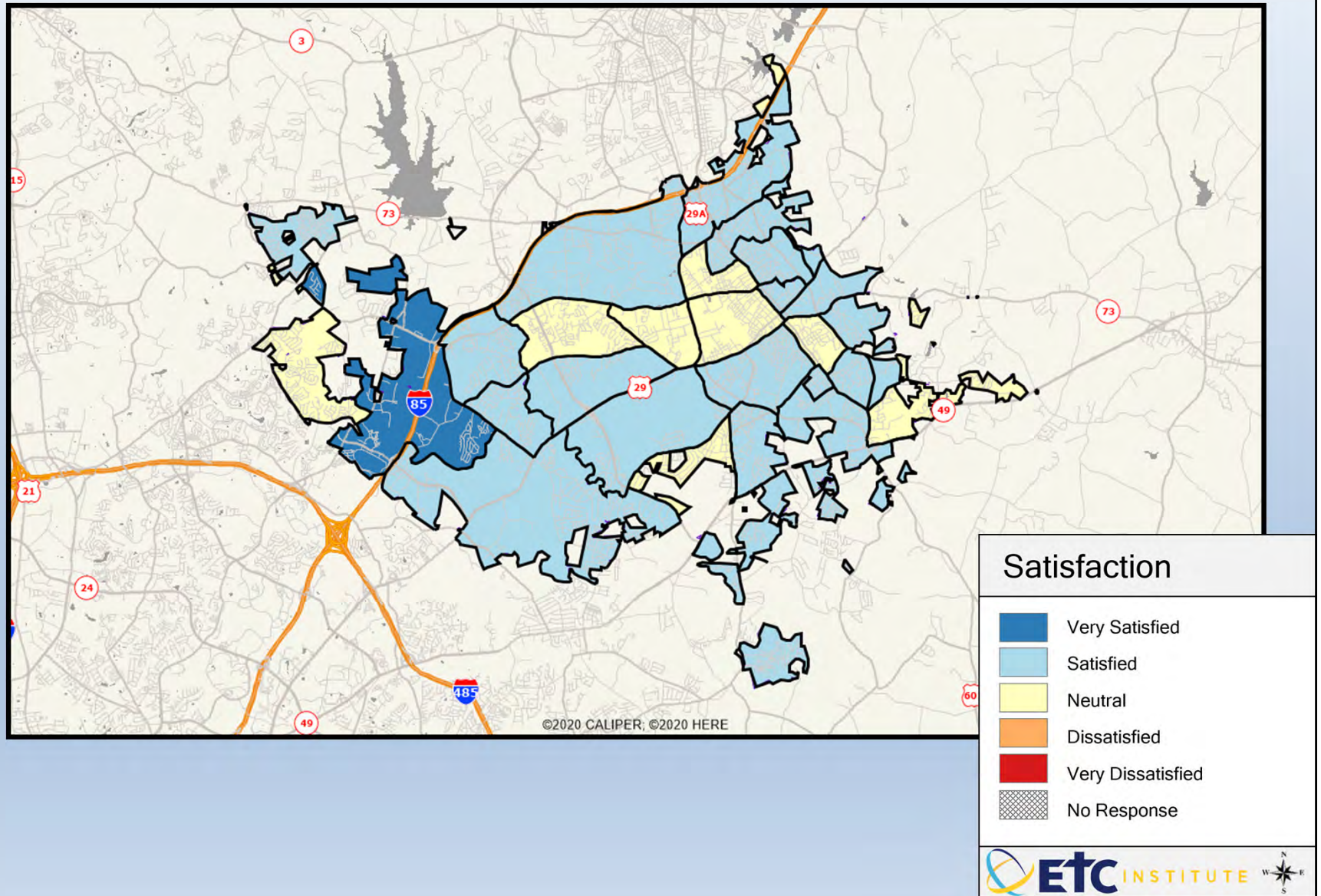
Q1-14. Overall quality of economic development



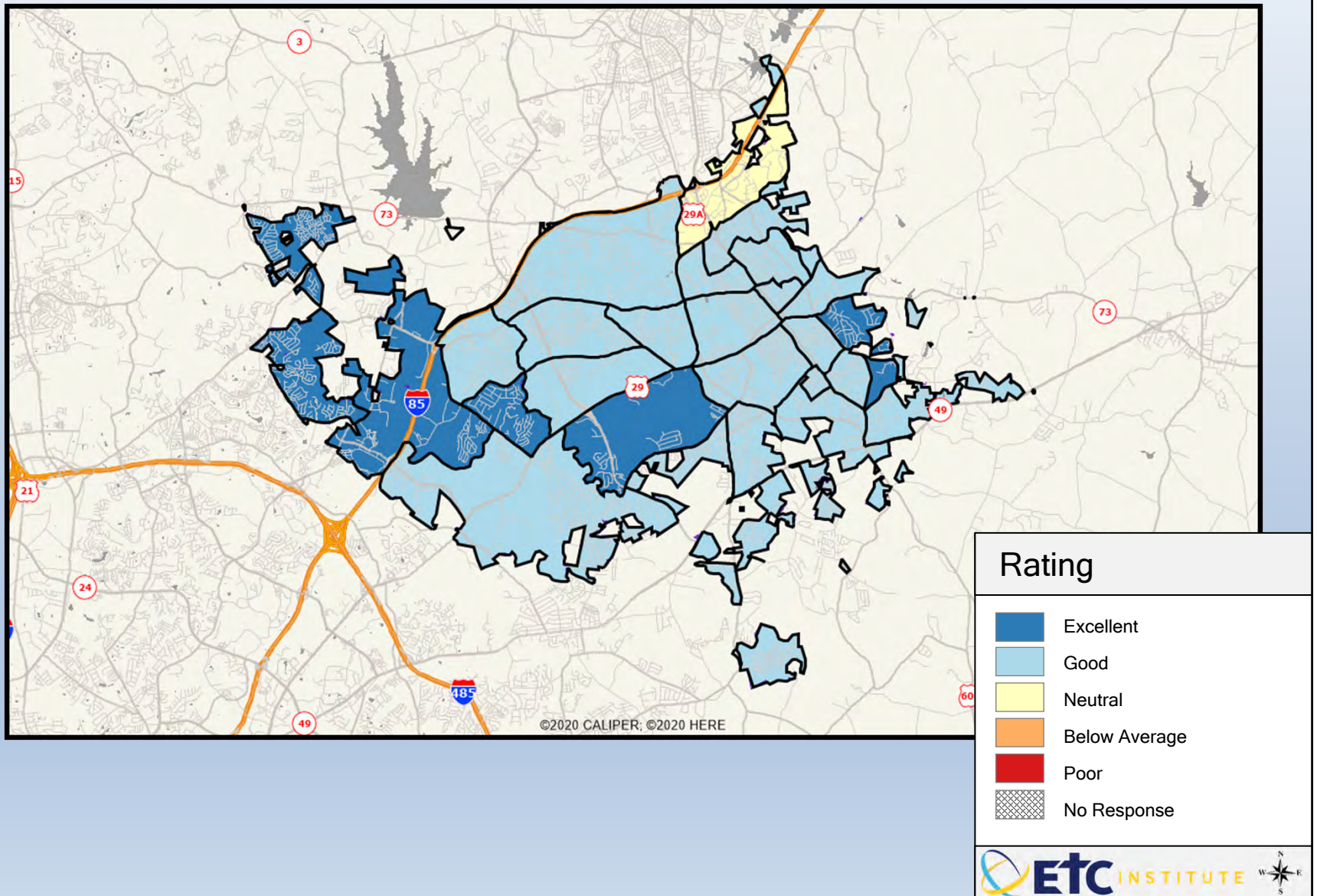
Q1-15. Overall quality of public transportation services



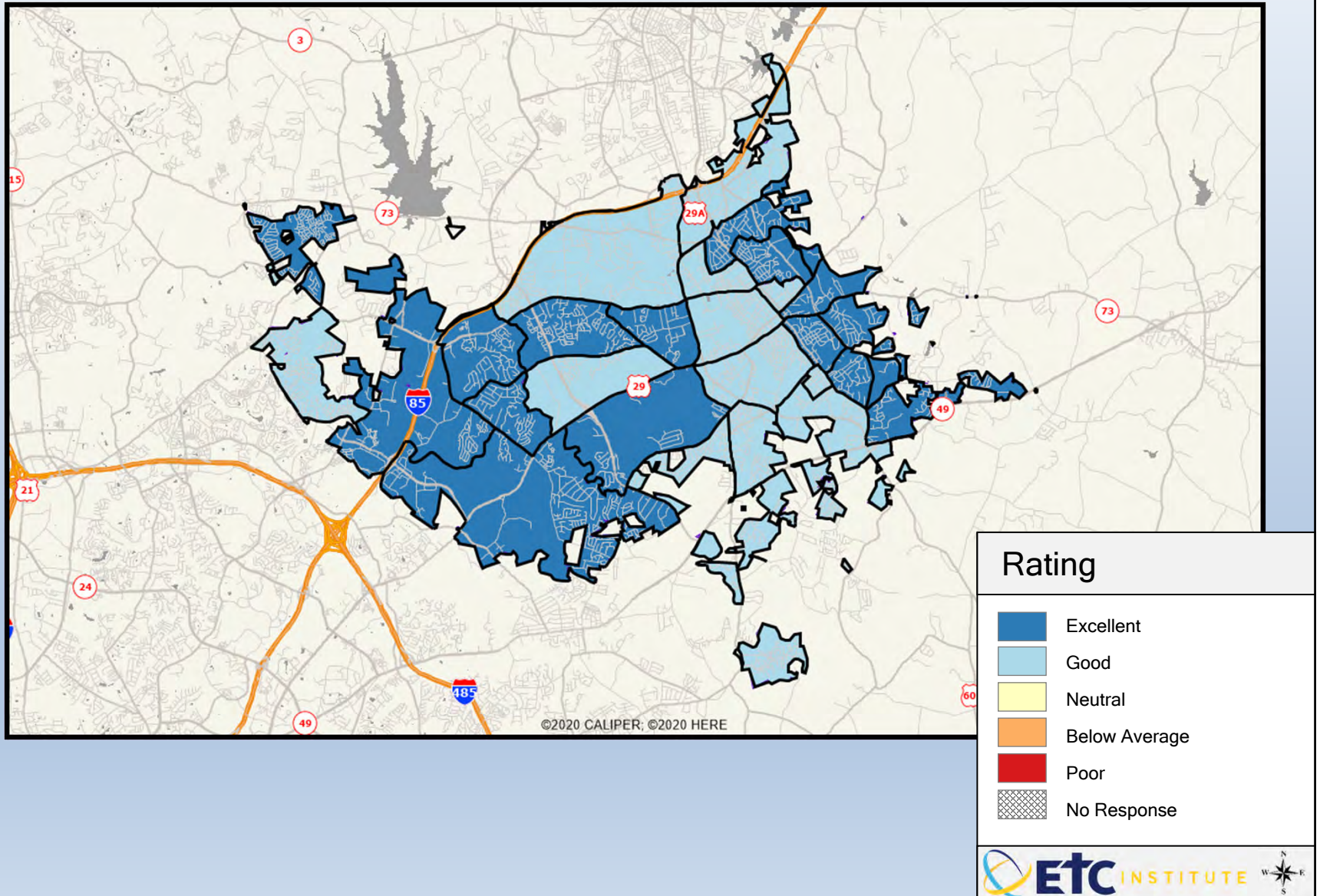
Q1-16. Overall quality of natural resource protection



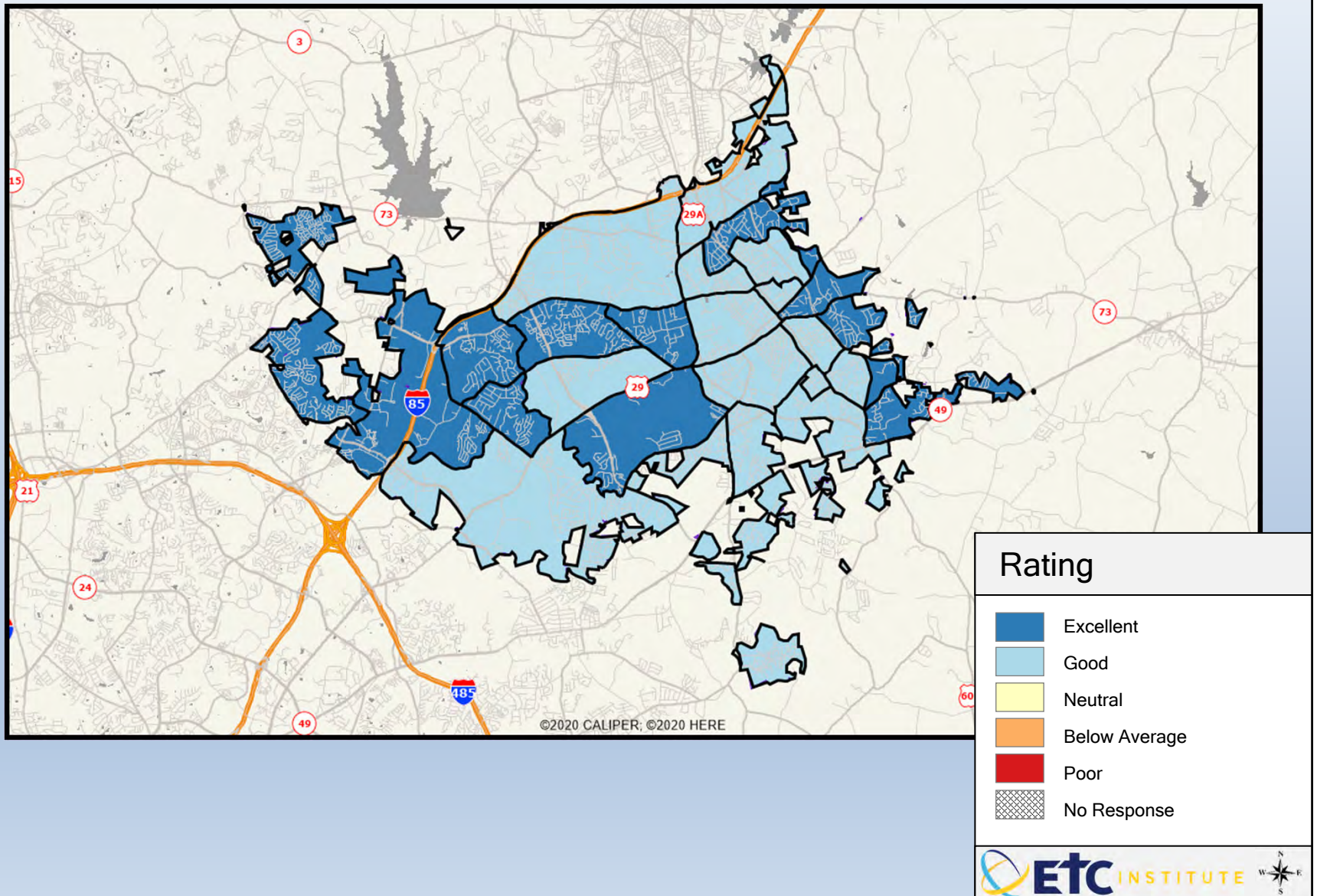
Q3-01. Overall impression of the community



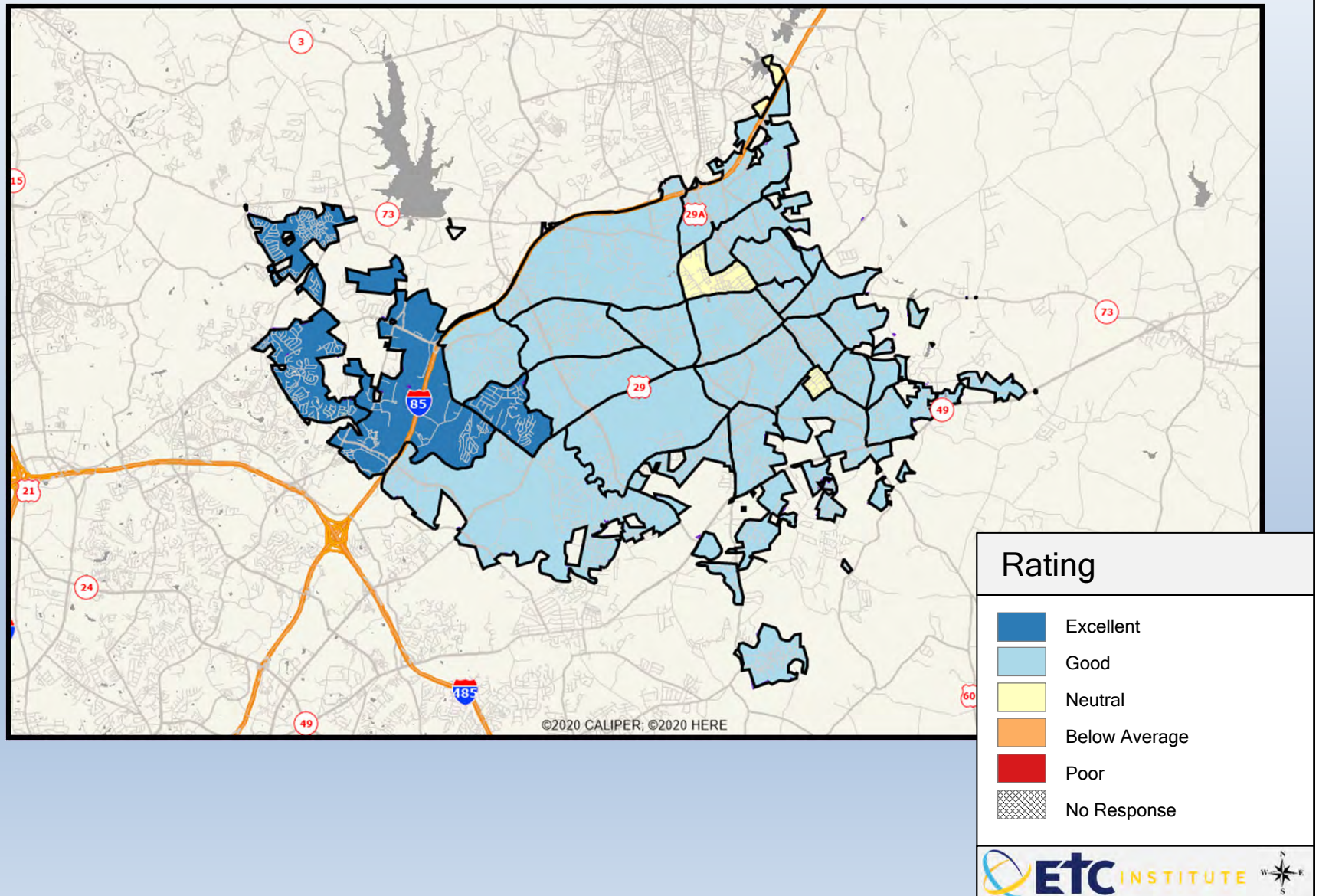
Q3-02. Overall as a place to live



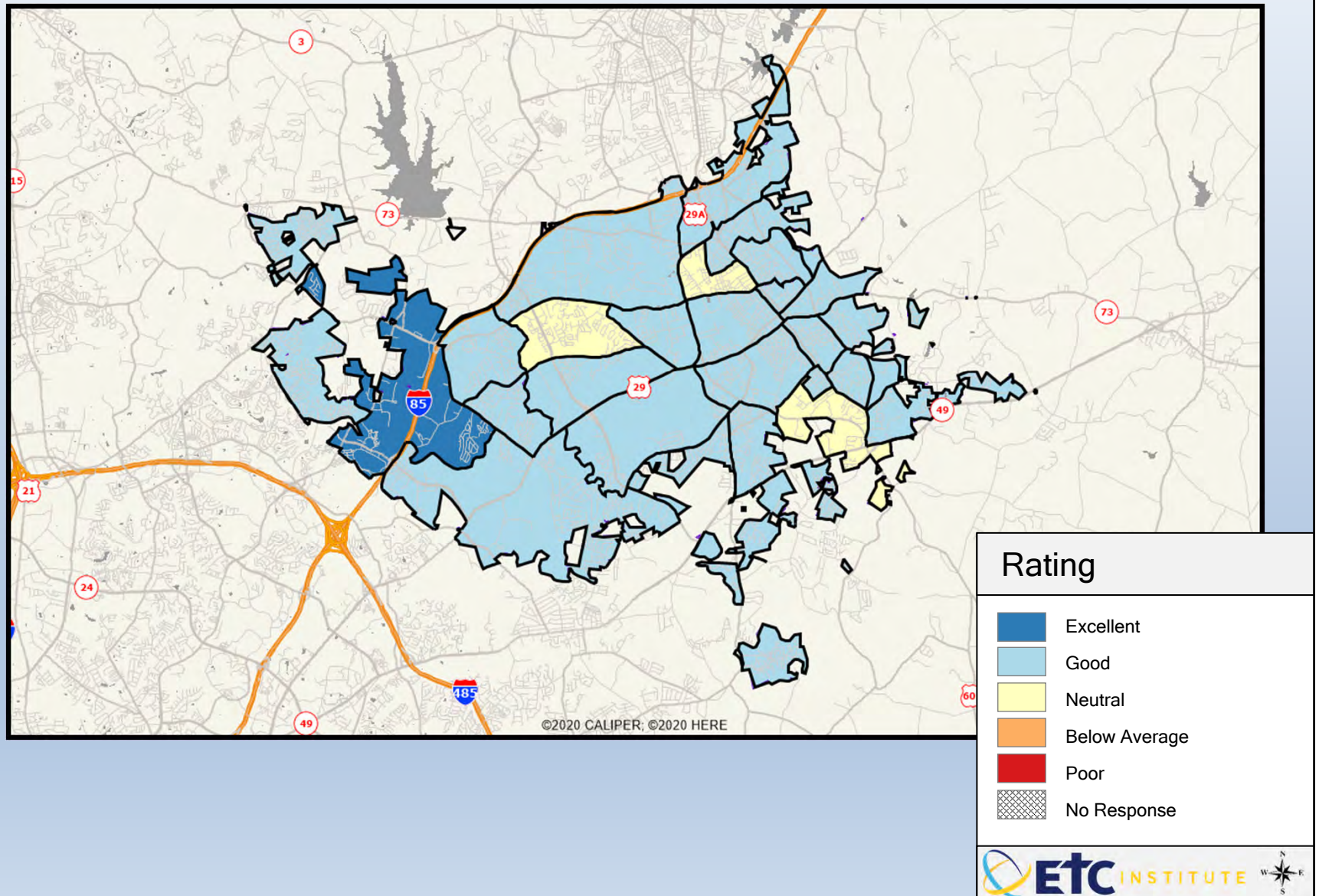
Q3-03. Overall as a place to raise children



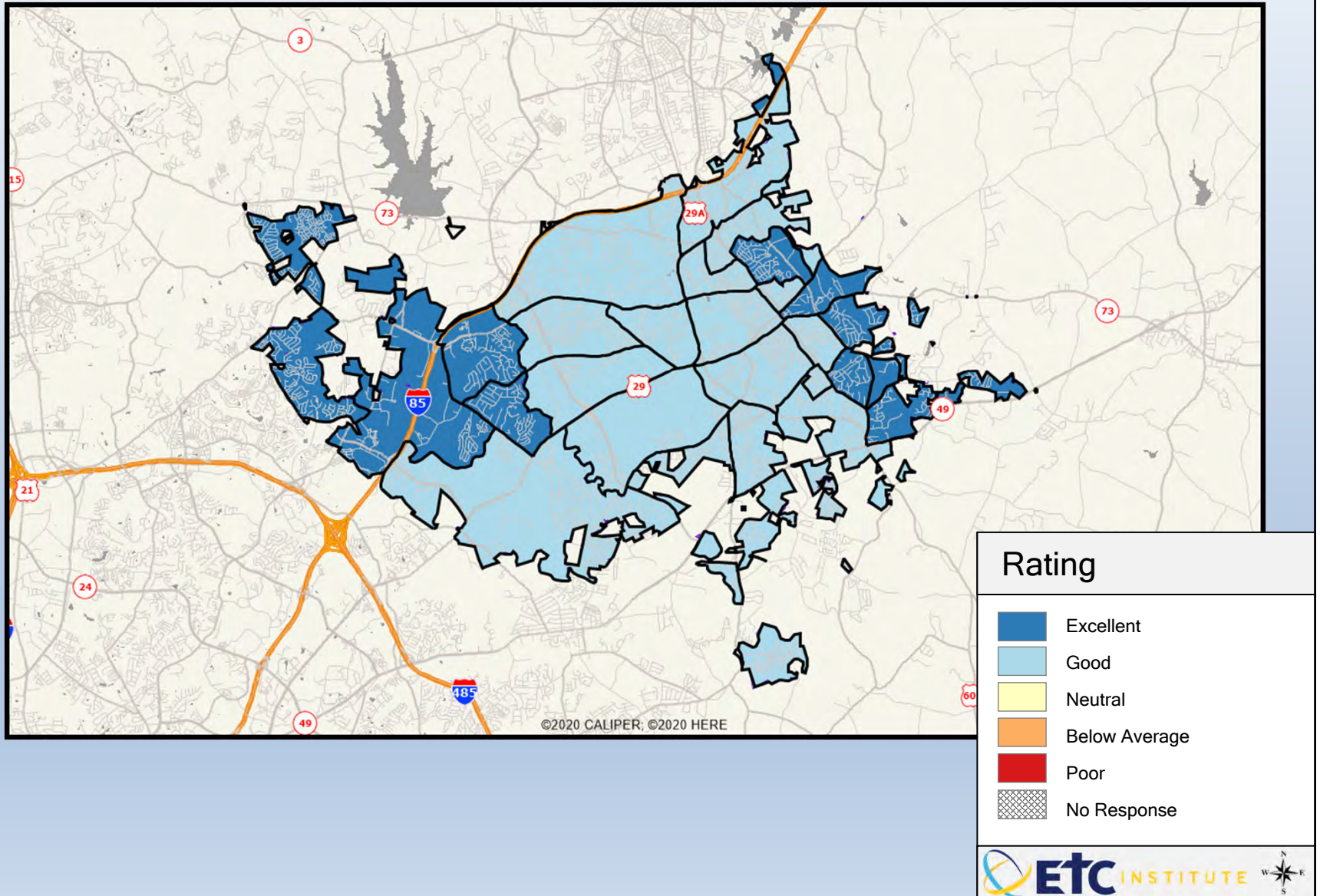
Q3-04. Overall as a place to work



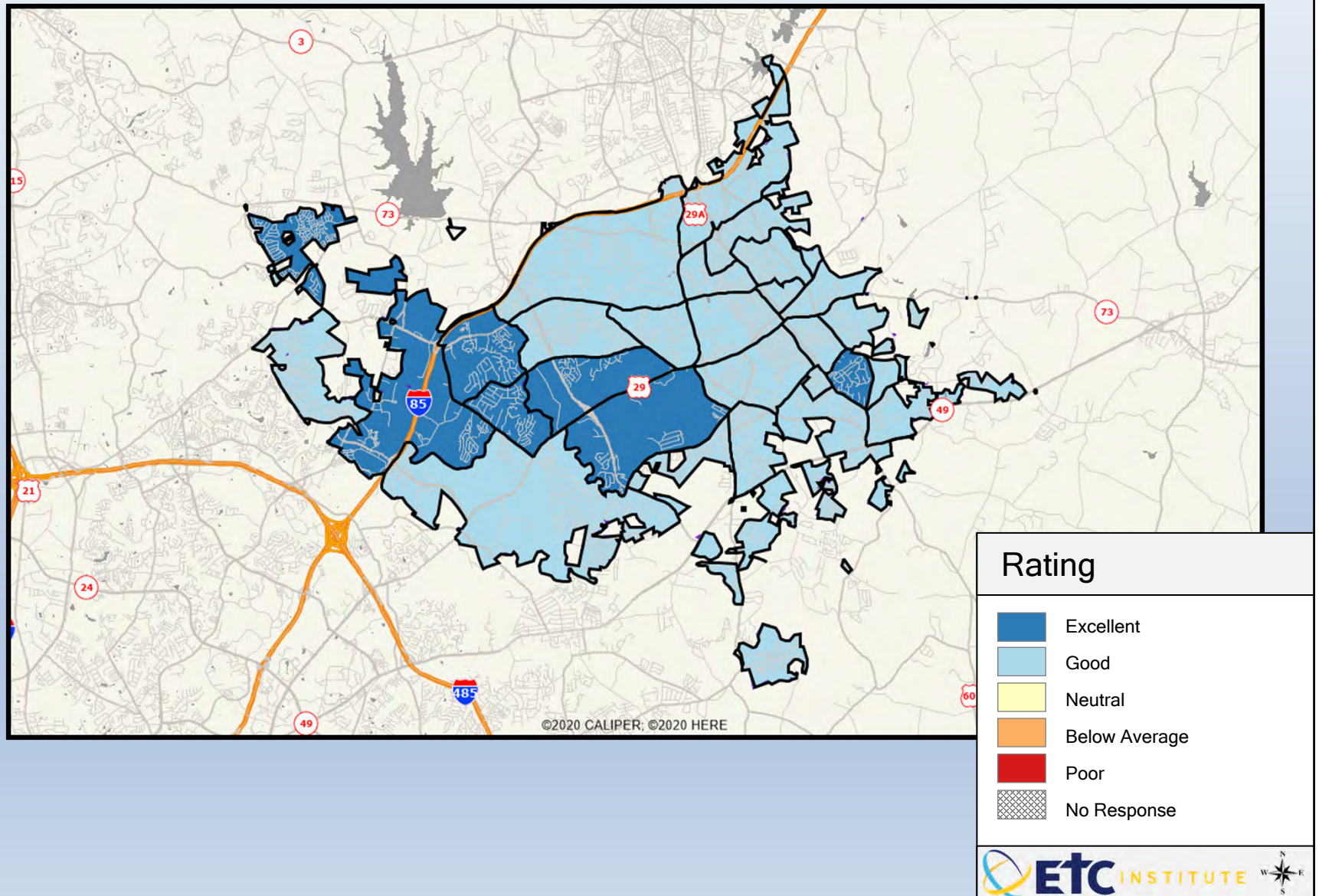
Q3-05. Overall cultural and recreational opportunities



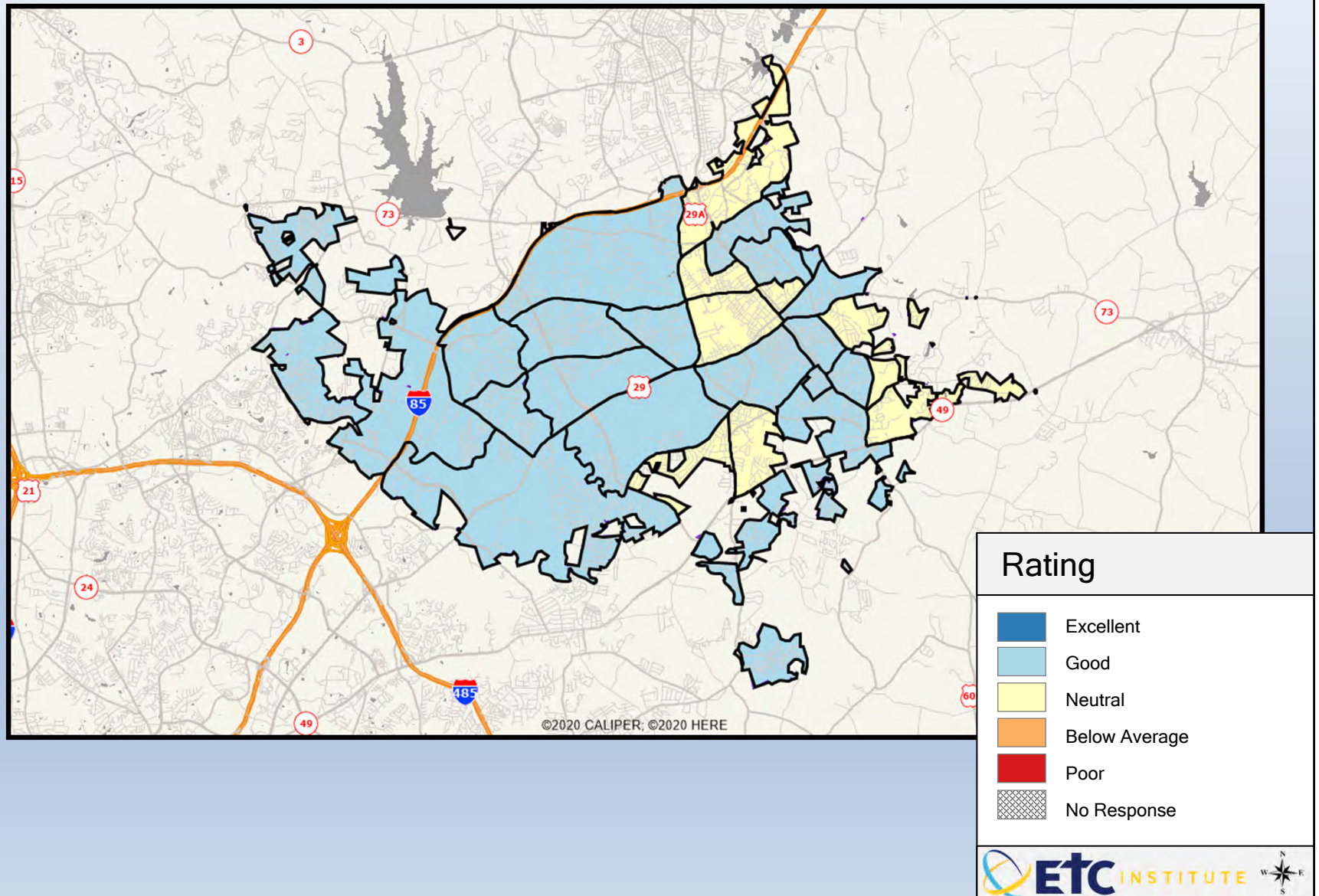
Q3-06. Overall quality of life



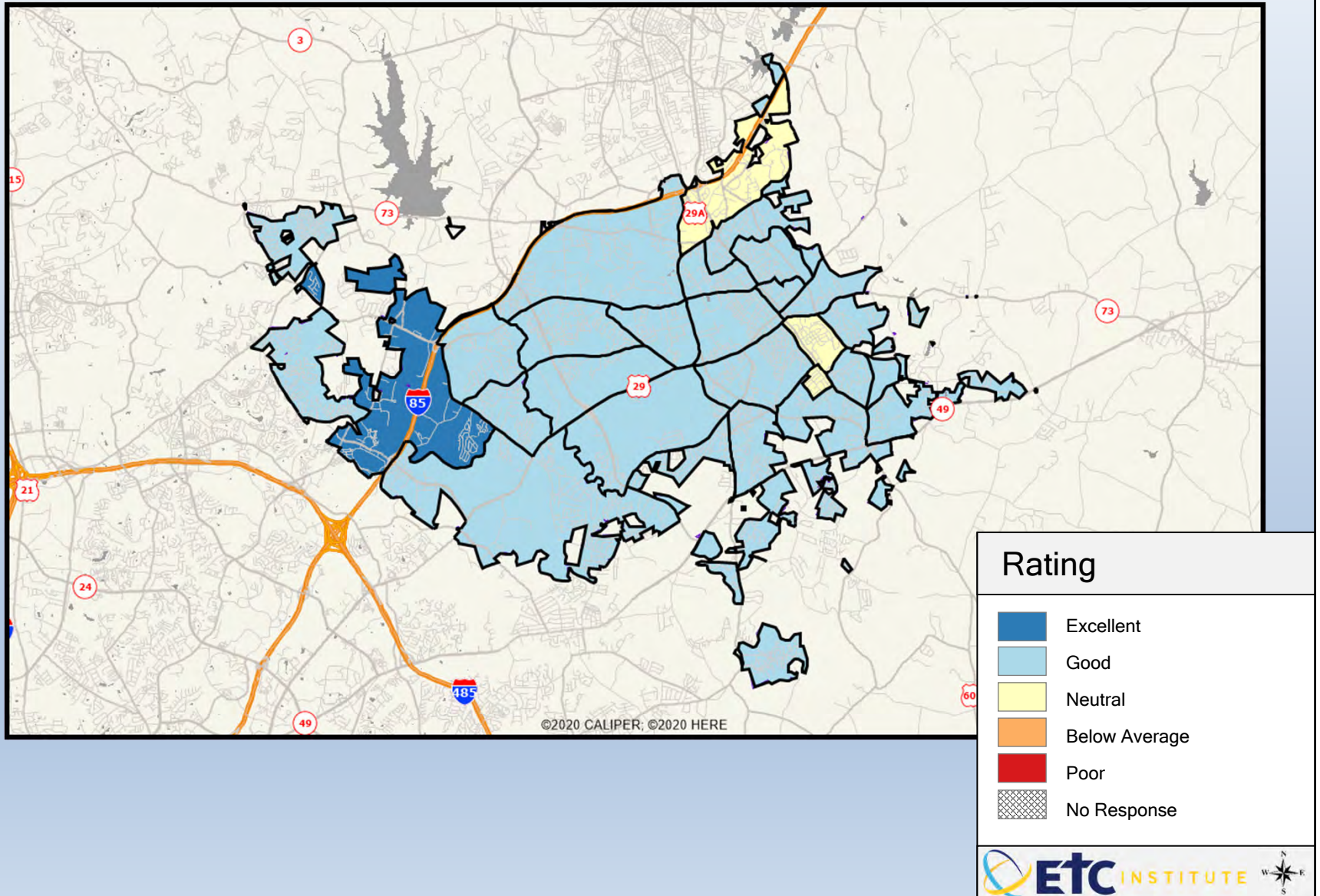
Q3-07. Overall quality of City services



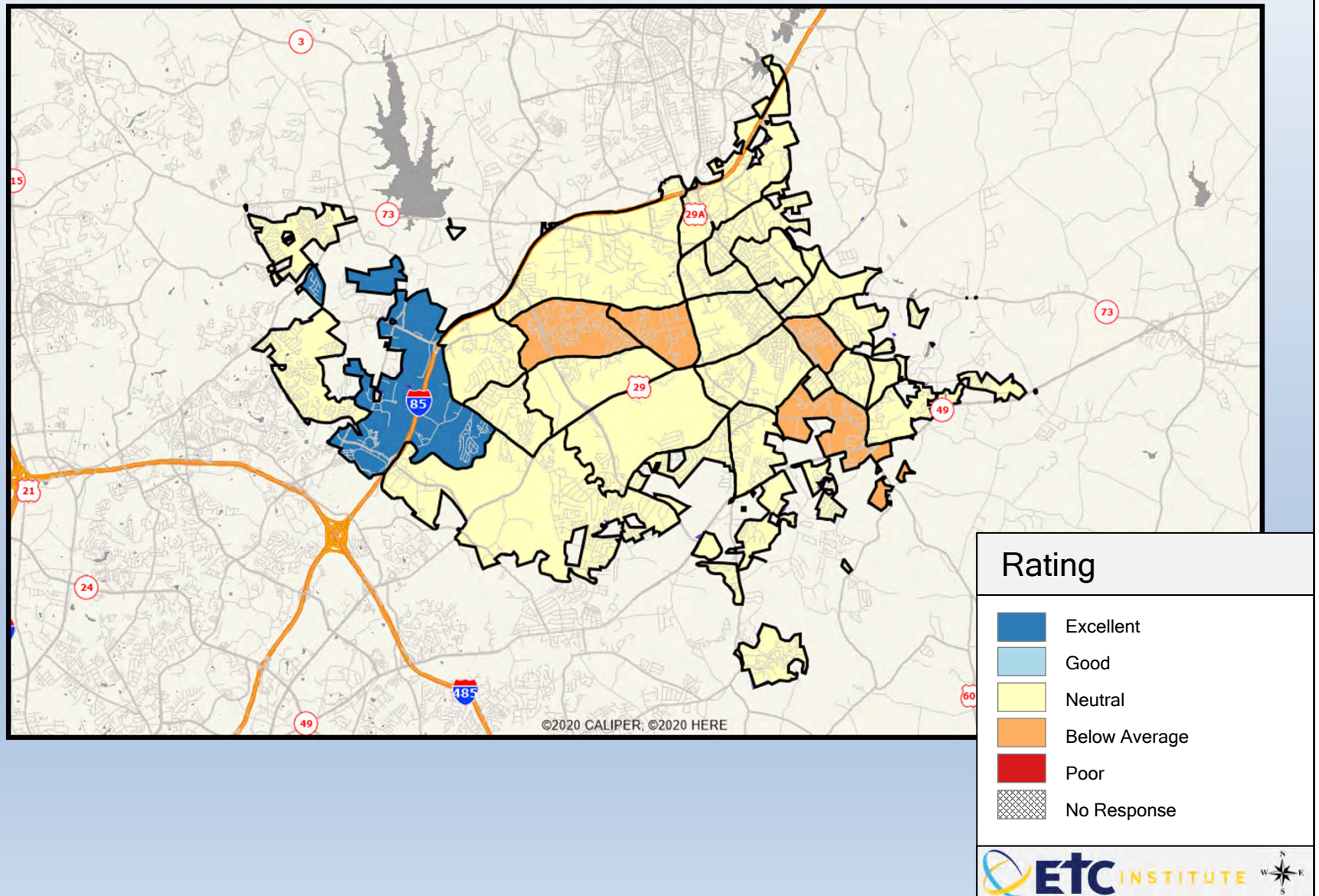
Q3-08. Overall value that you receive for your City tax dollars and fees



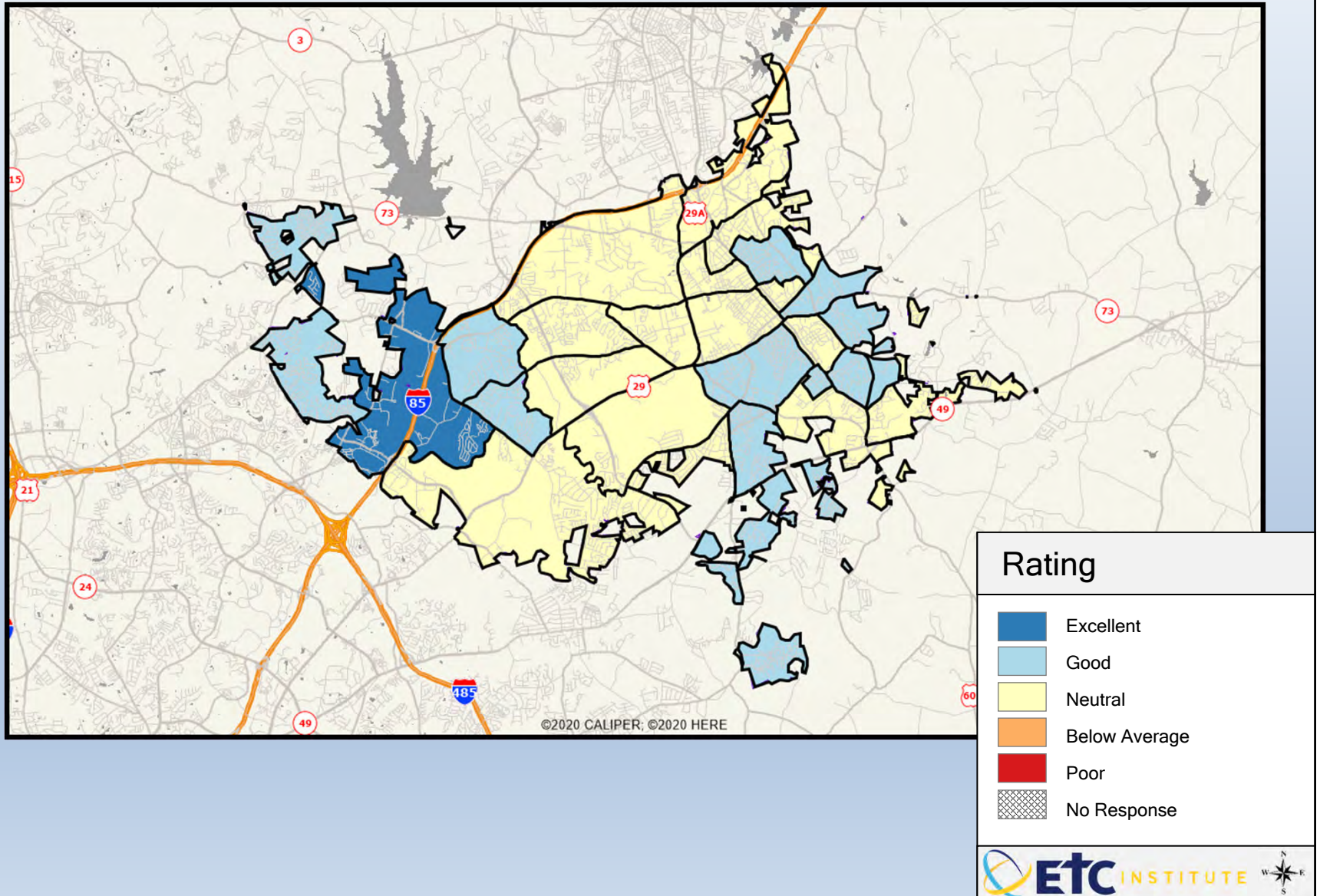
Q3-09. Overall physical appearance of the City



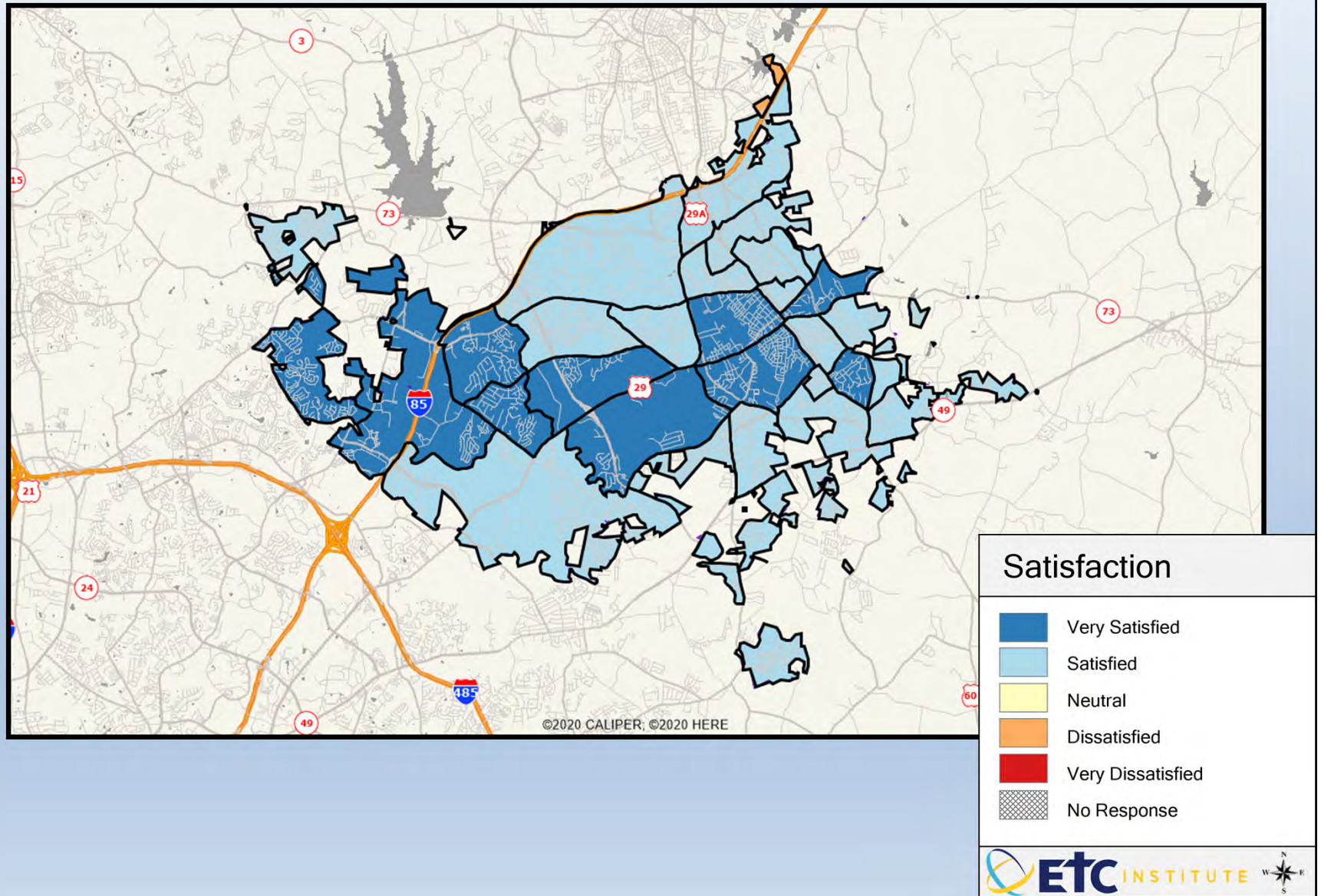
Q3-10. How well the City is managing growth



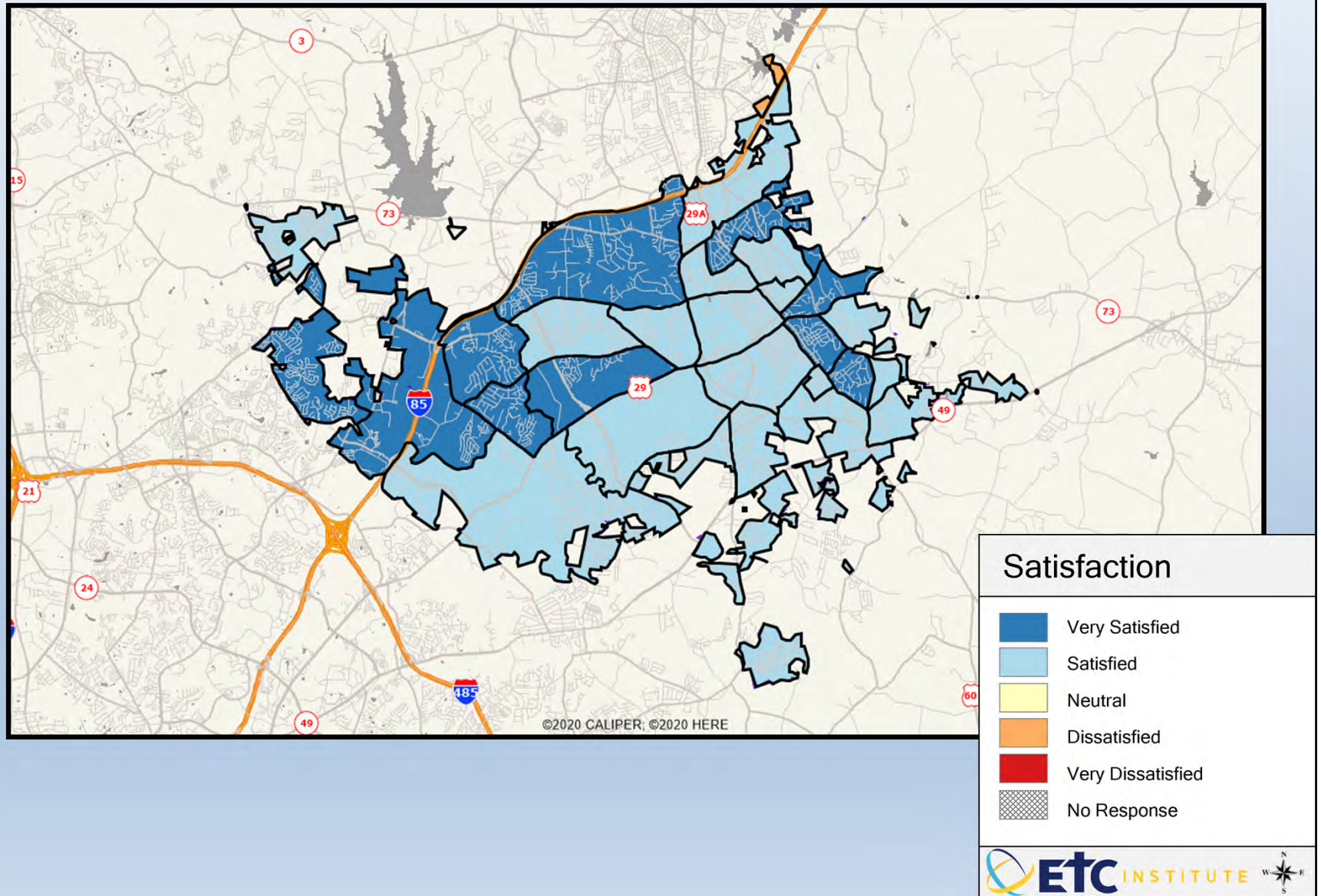
Q3-11. How well the City is managing natural resources



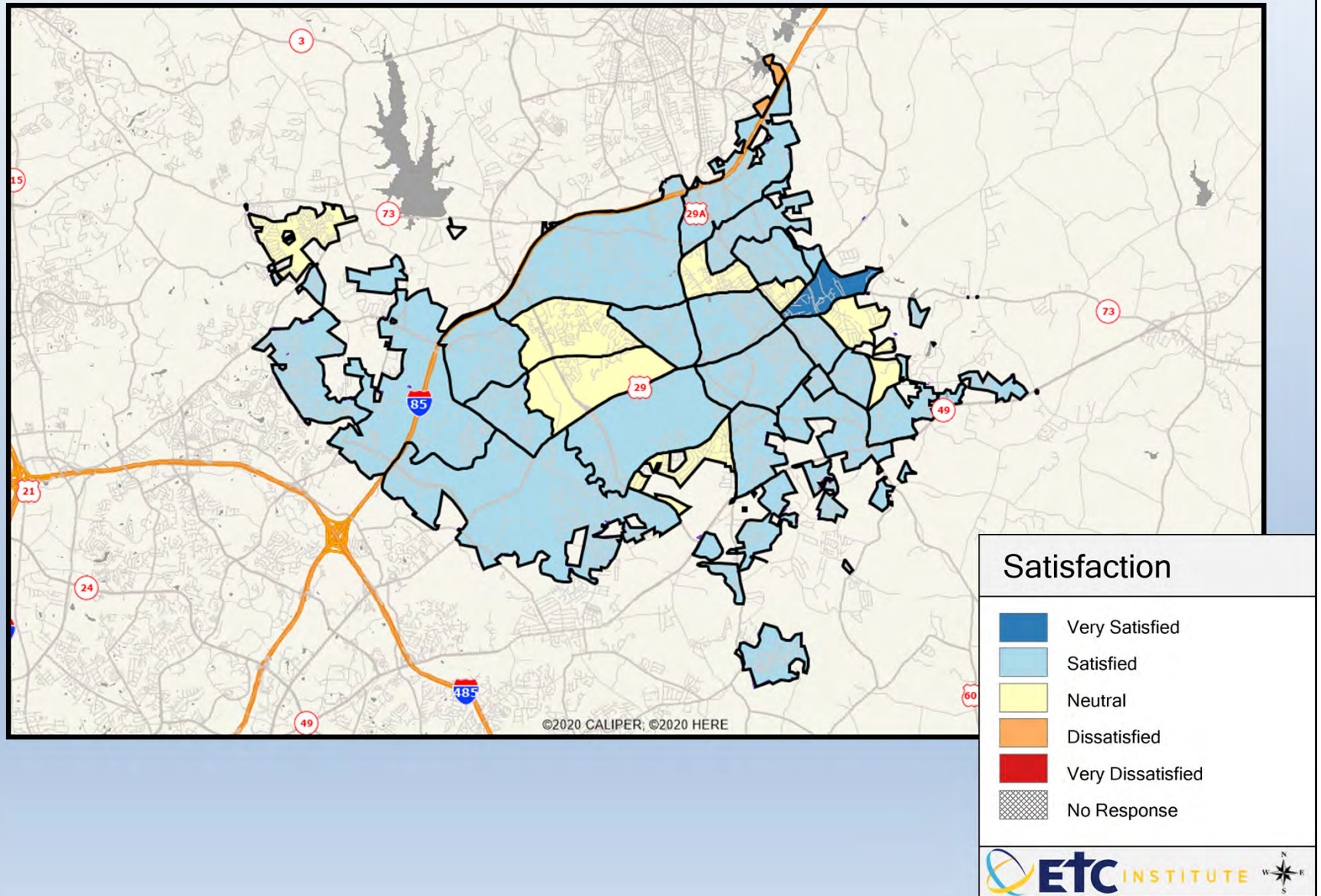
Q4-01. Overall quality of local police protection



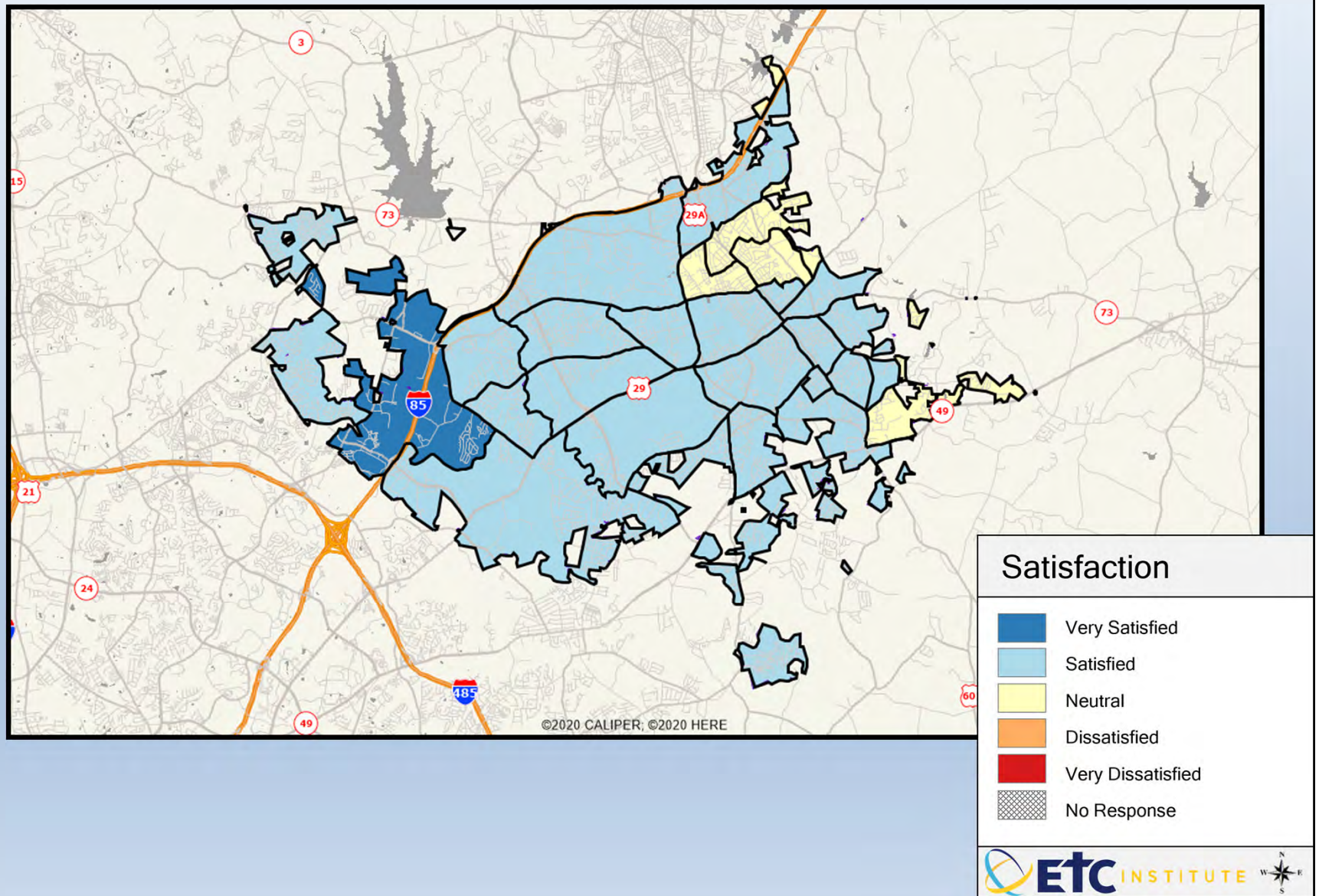
Q4-02. How quickly police respond to emergencies



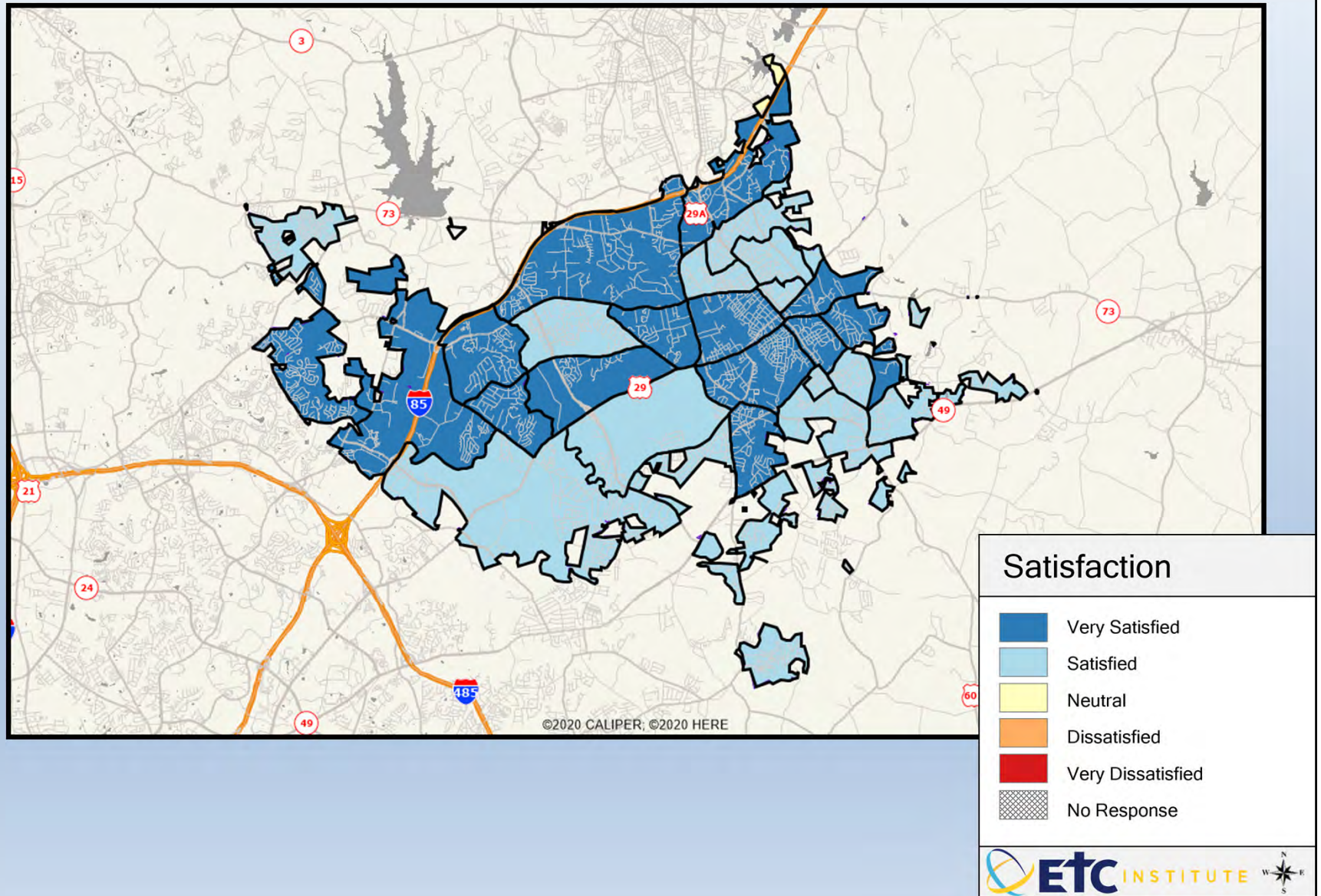
Q4-03. Visibility of police in neighborhoods



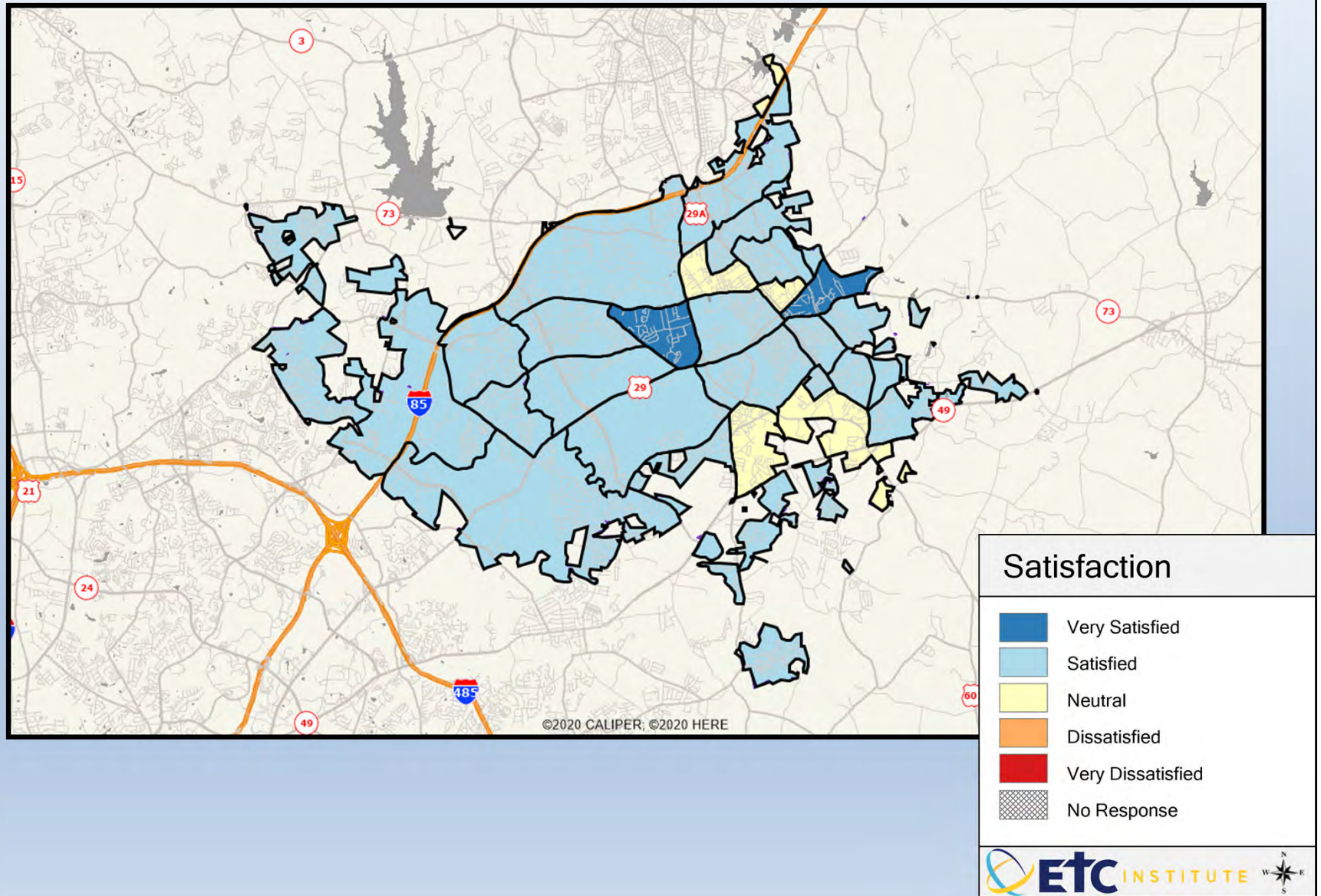
Q4-04. Visibility of police in retail areas



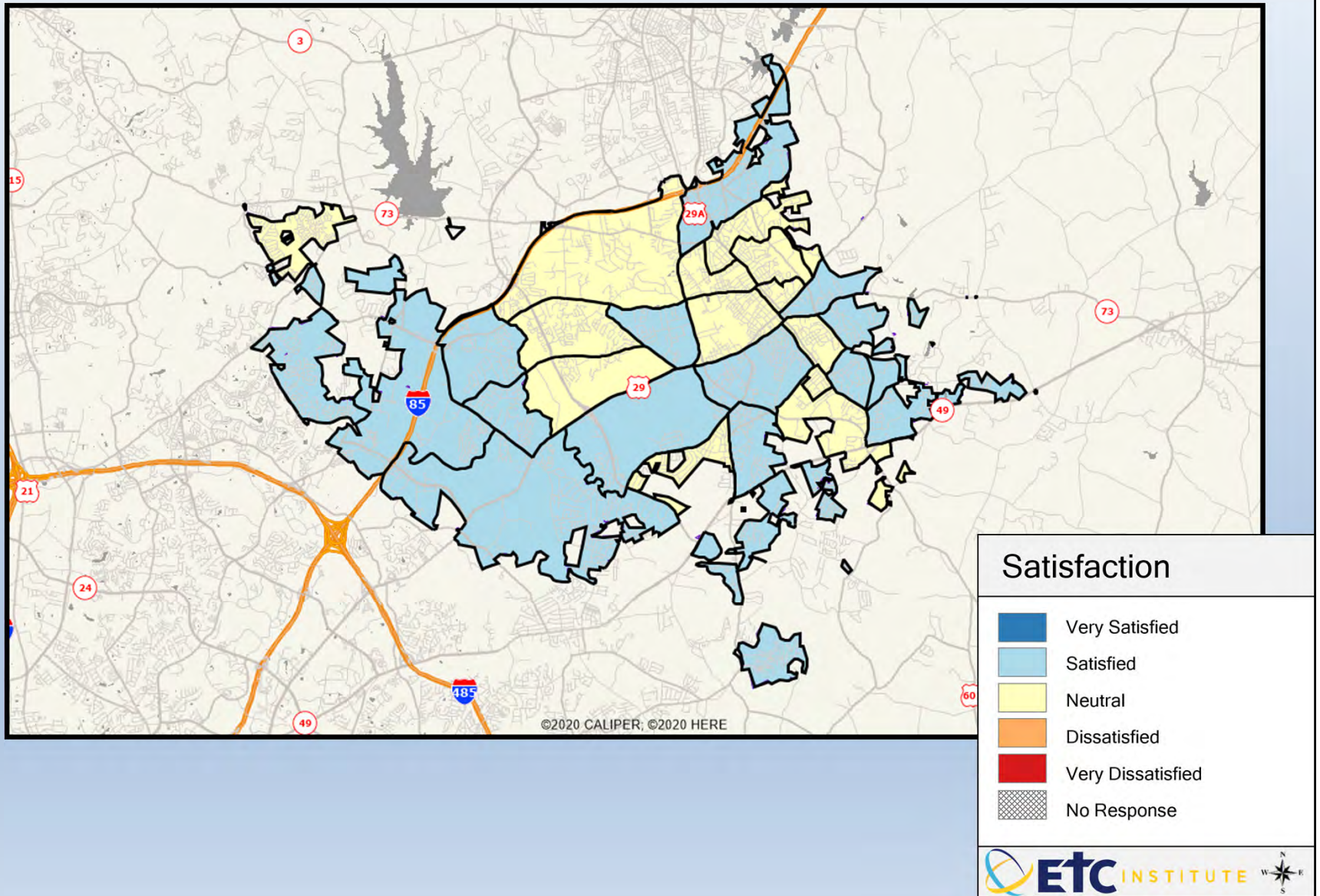
Q4-05. Professionalism of police officers



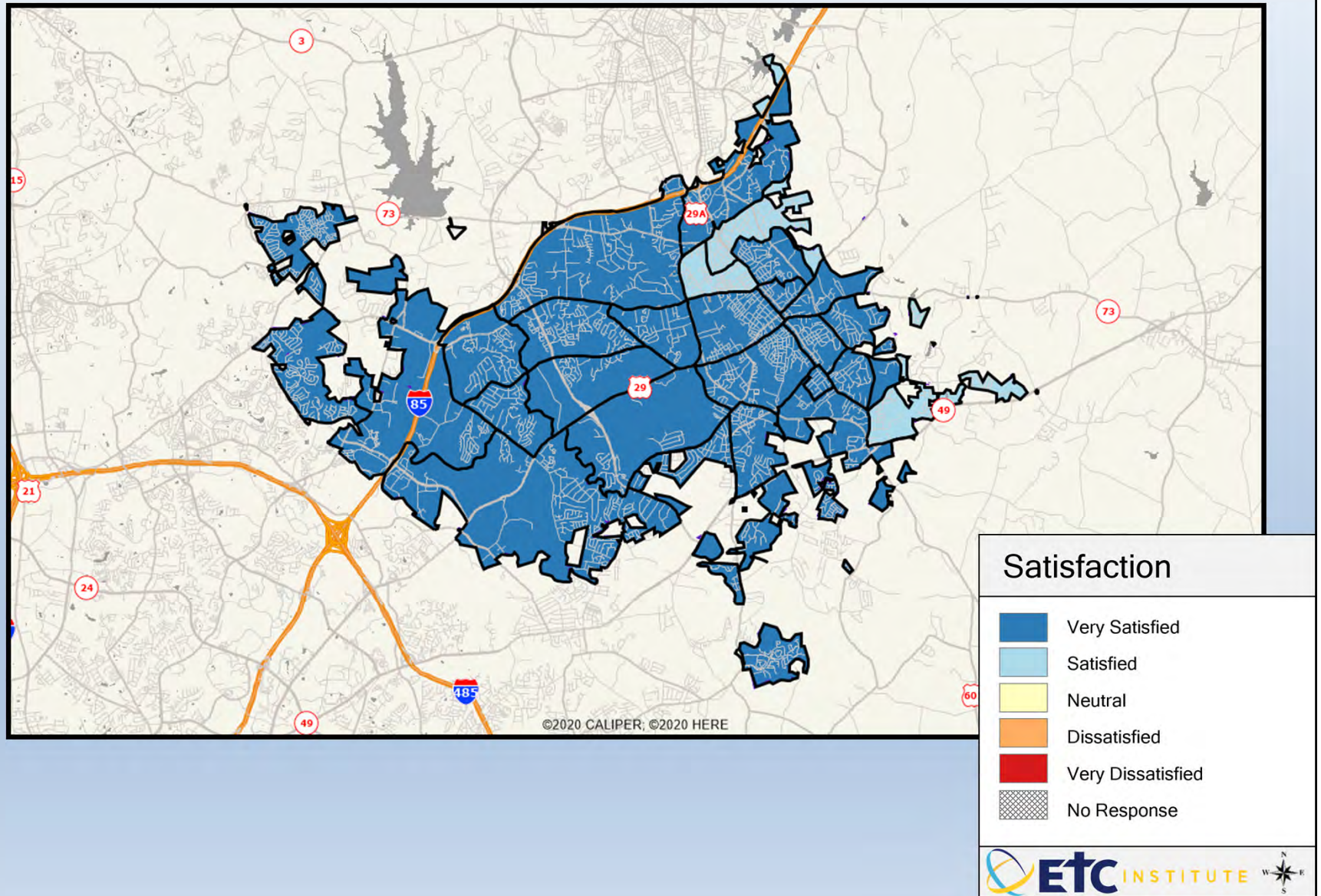
Q4-06. Overall efforts by the City to prevent crime



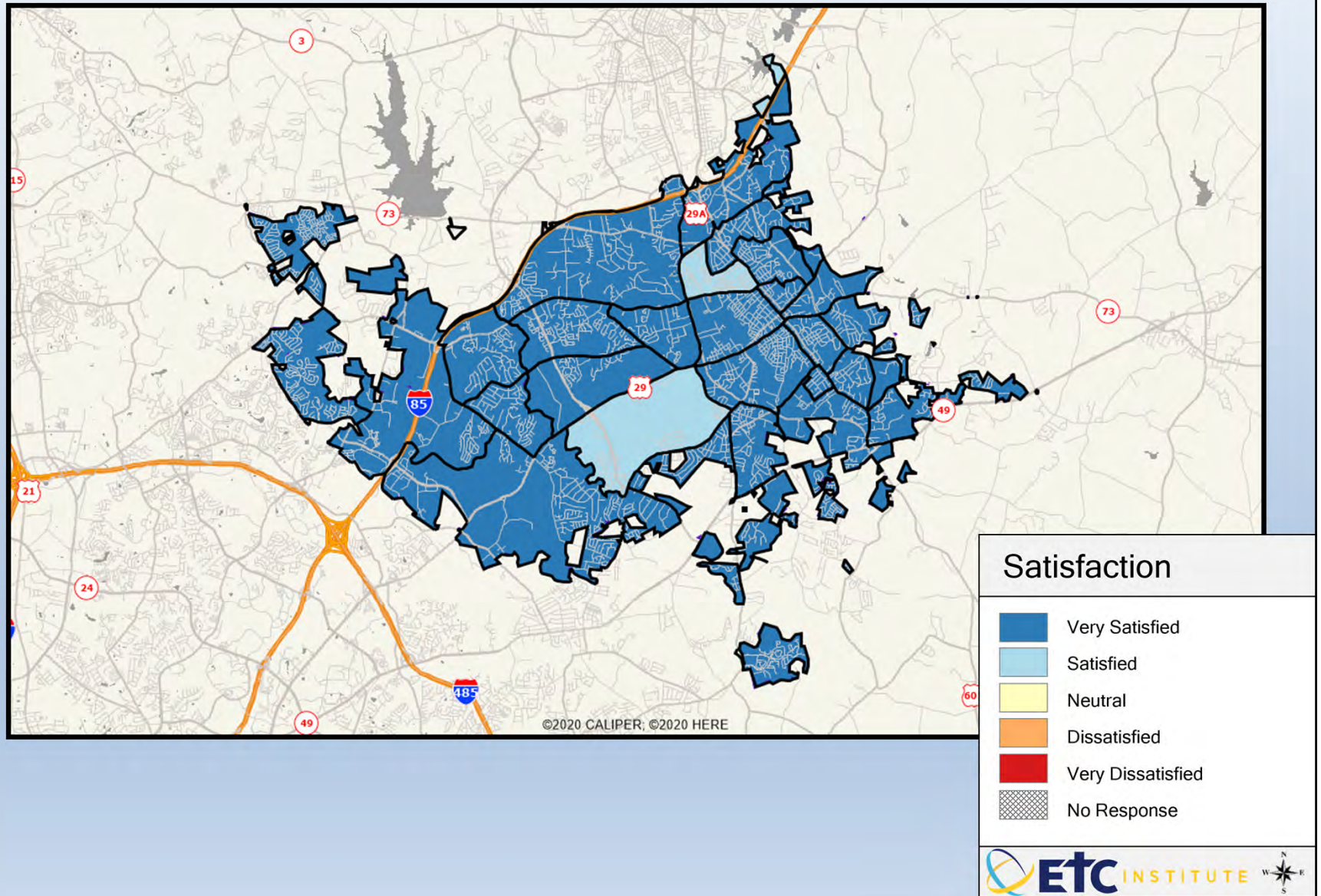
Q4-07. City efforts to enforce local traffic laws such as speeding



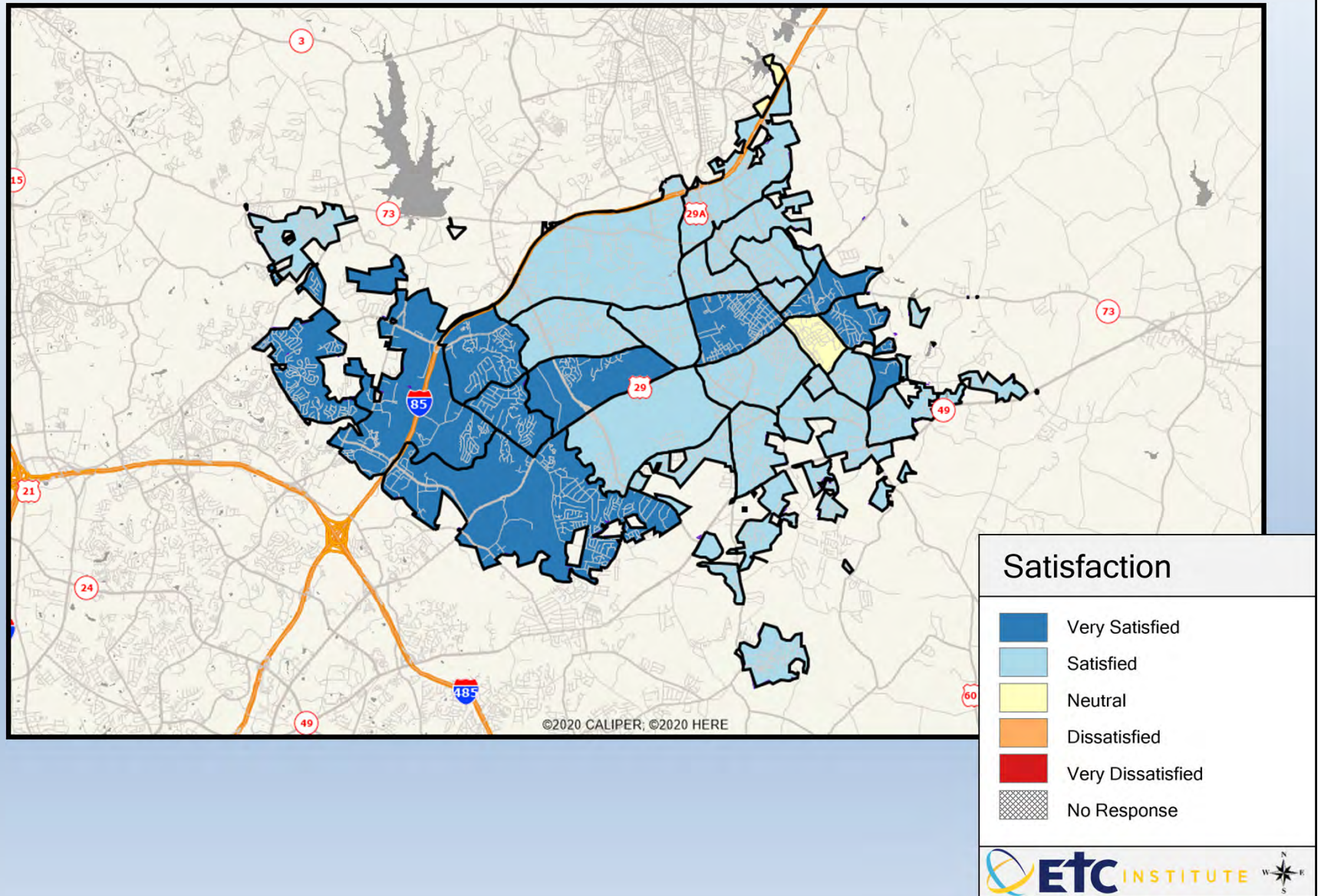
Q4-08. Overall quality of fire services



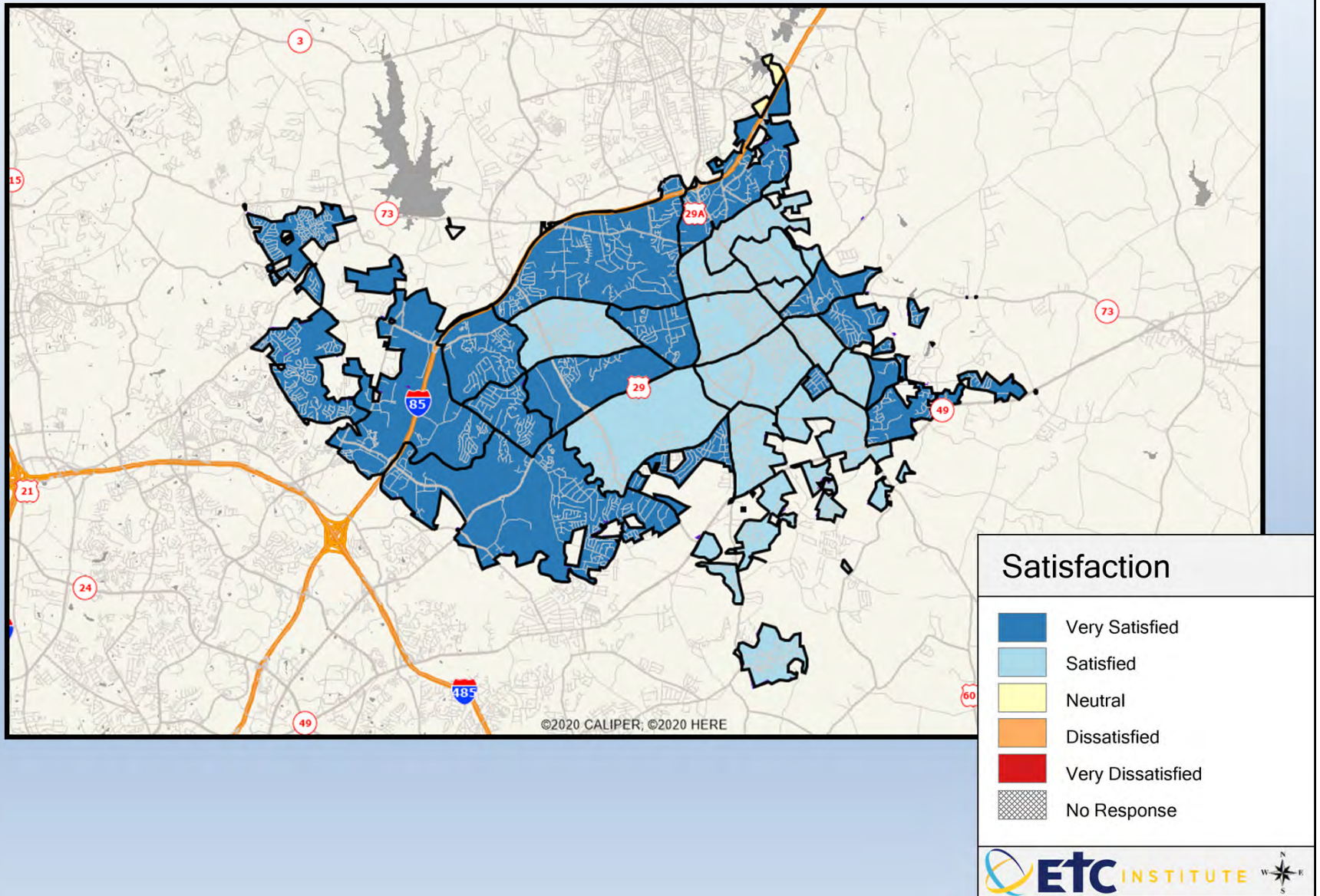
Q4-09. How quickly fire personnel respond to emergencies



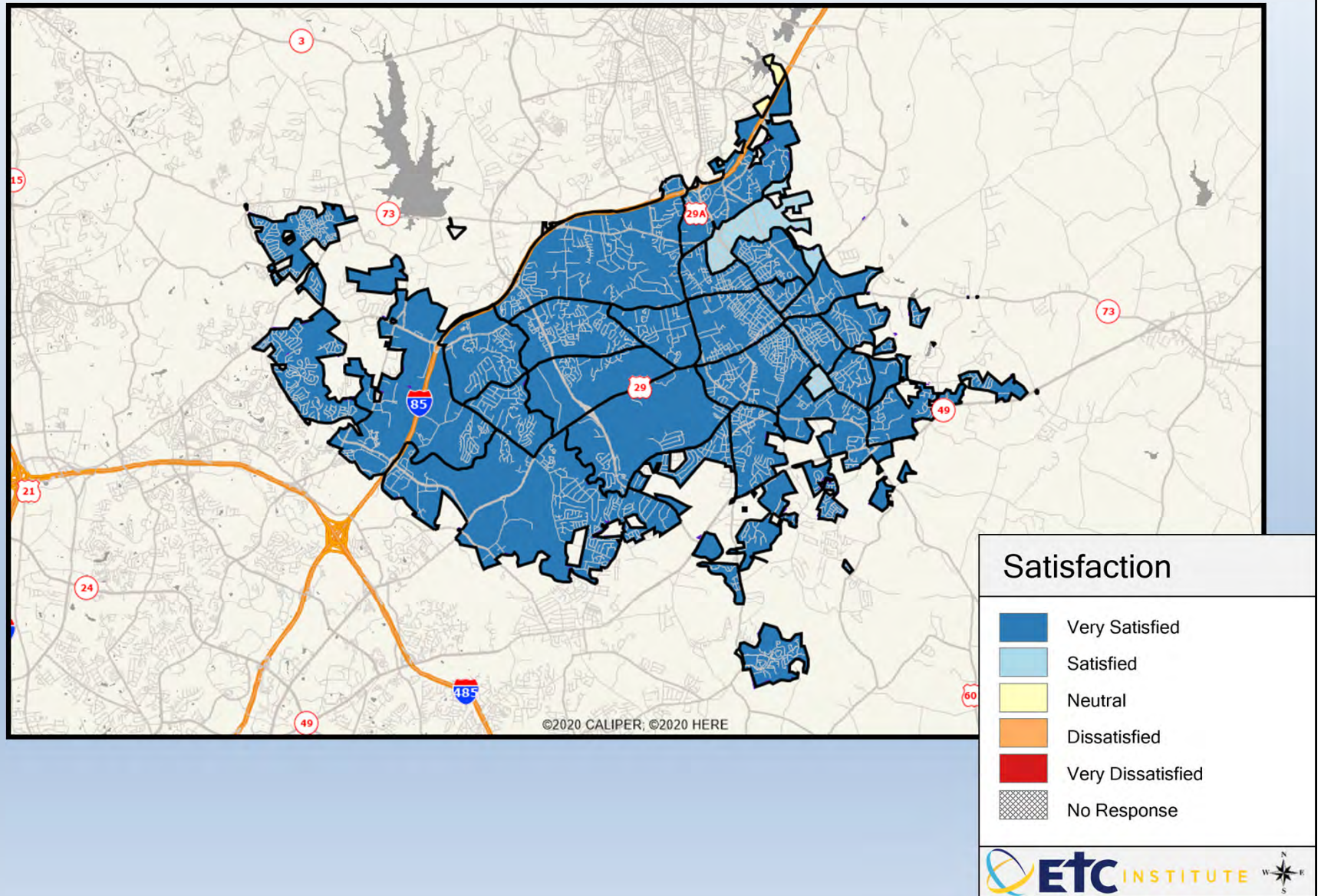
Q4-10. Fire building inspection program



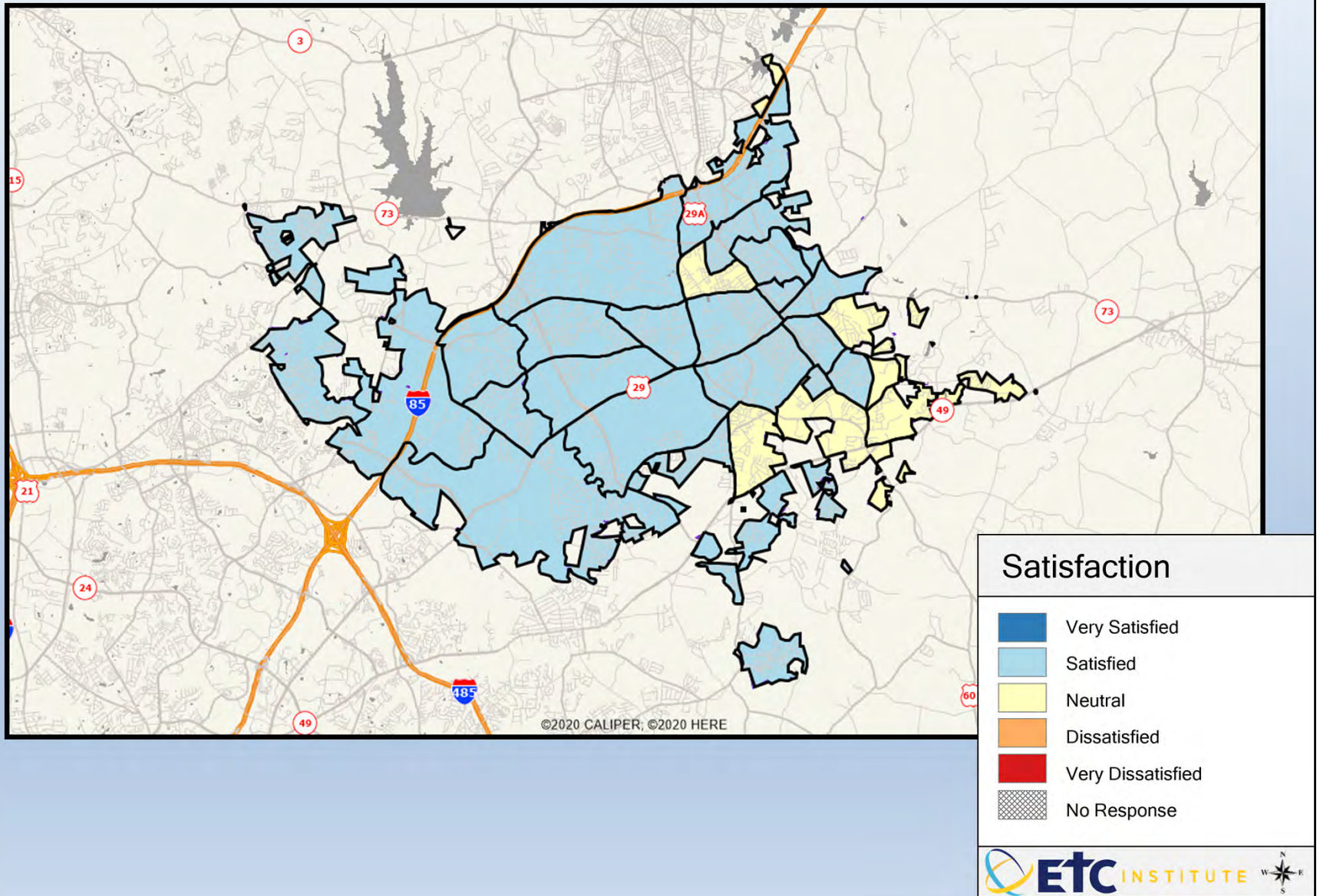
Q4-11. Adequacy of fire protection for your property



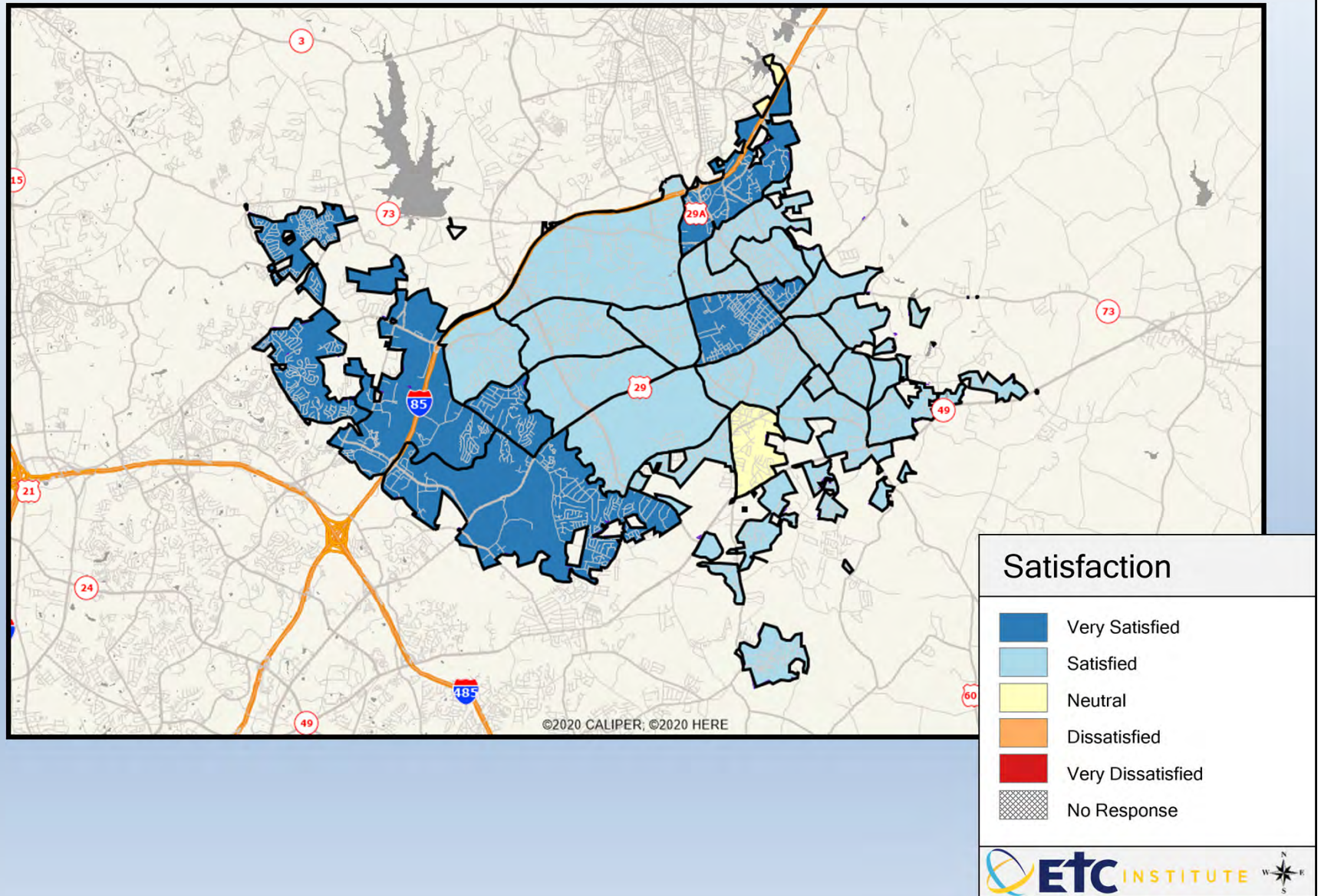
Q4-12. Professionalism of fire personnel



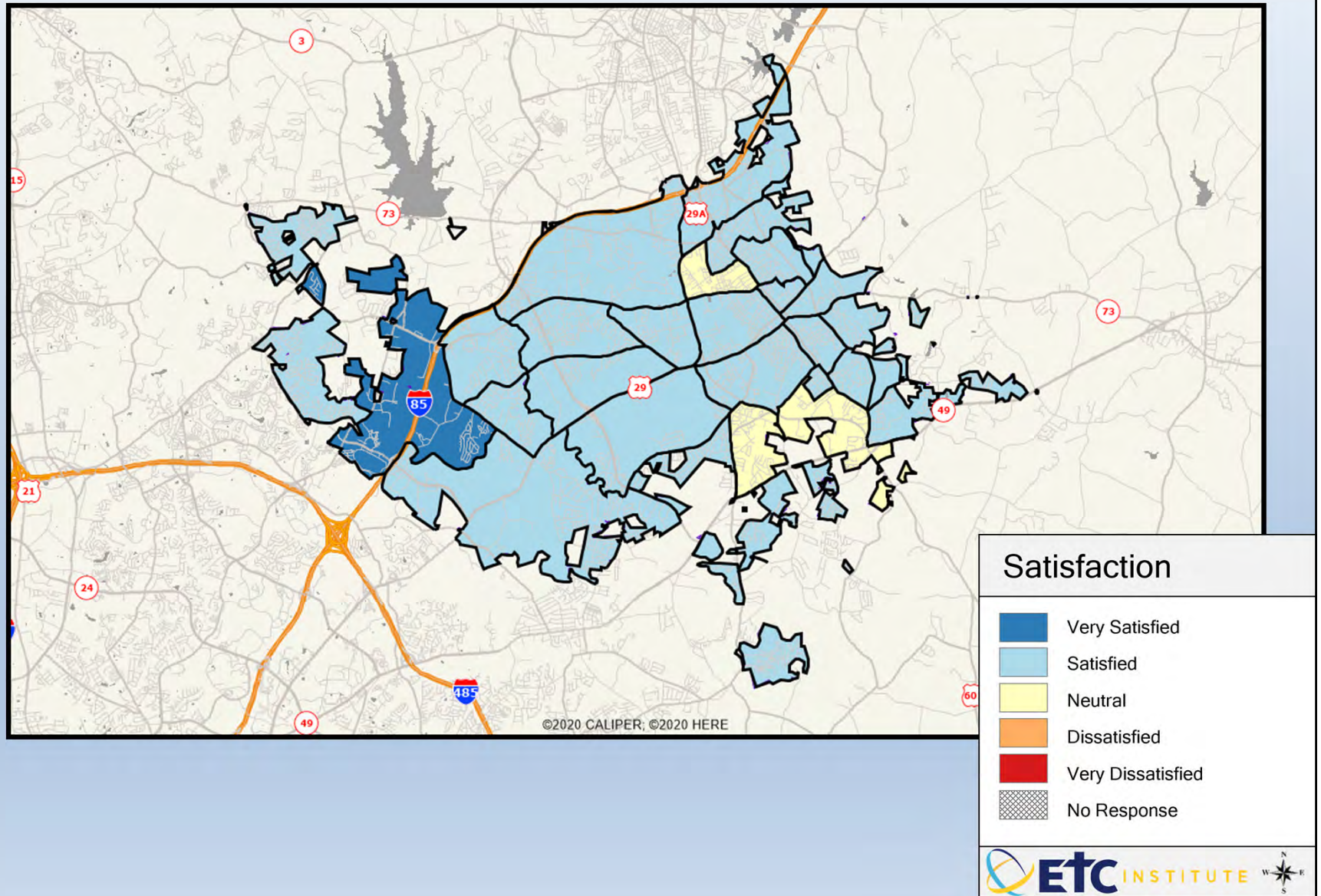
Q4-13. City efforts to ensure the community is prepared for a natural disaster or crisis



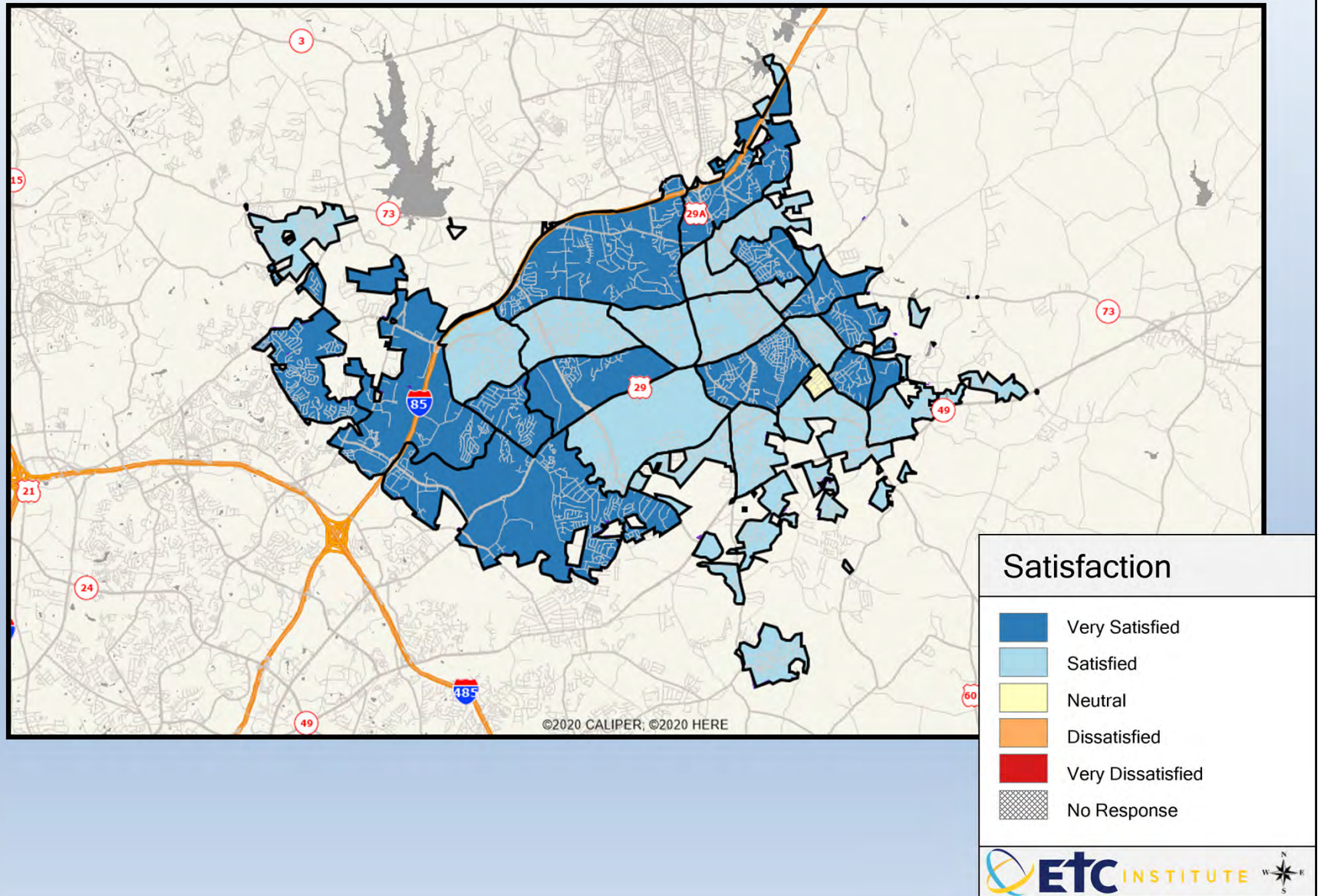
Q4-14. City public safety education programs, including school-based programs



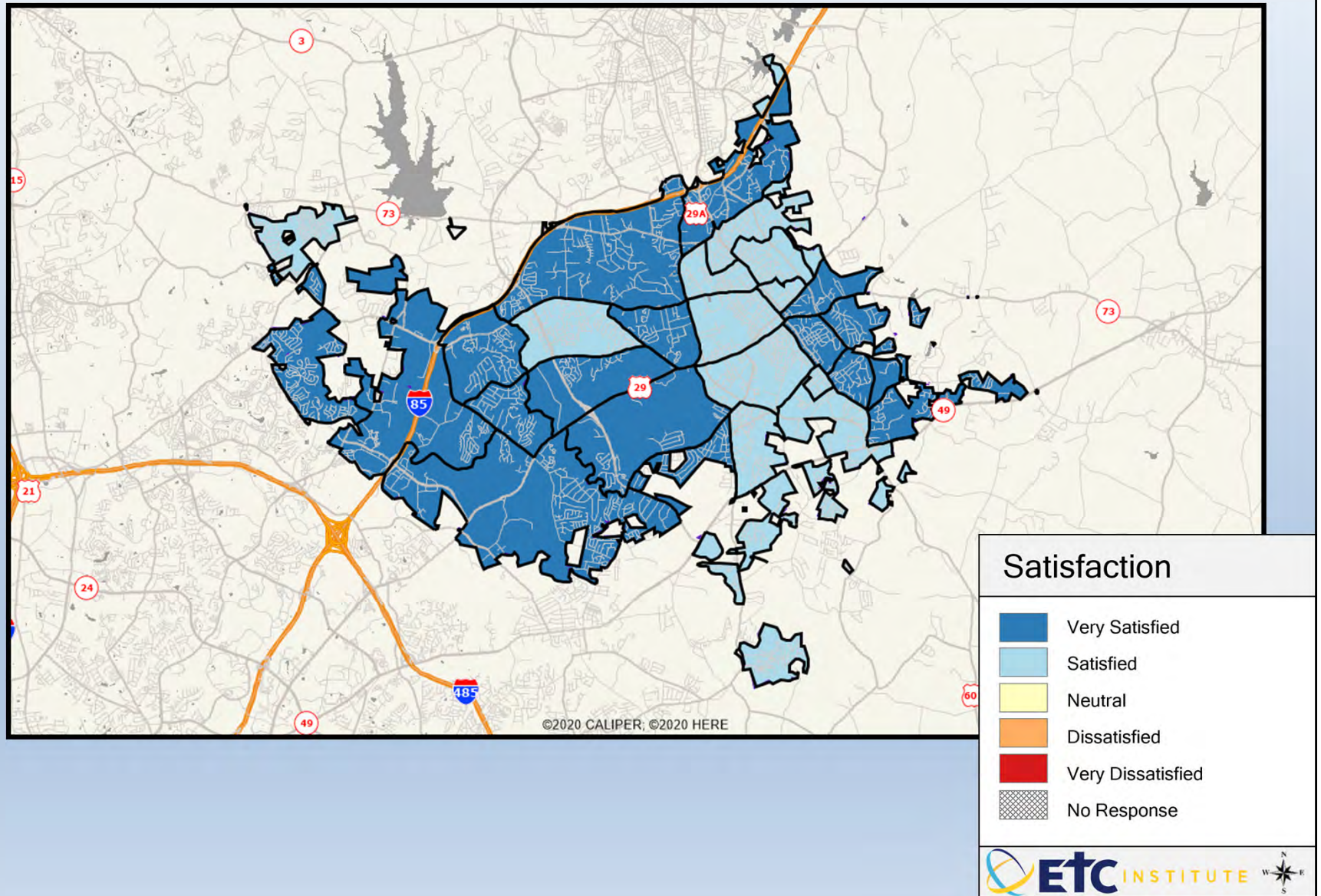
Q4-15. Community engagement efforts



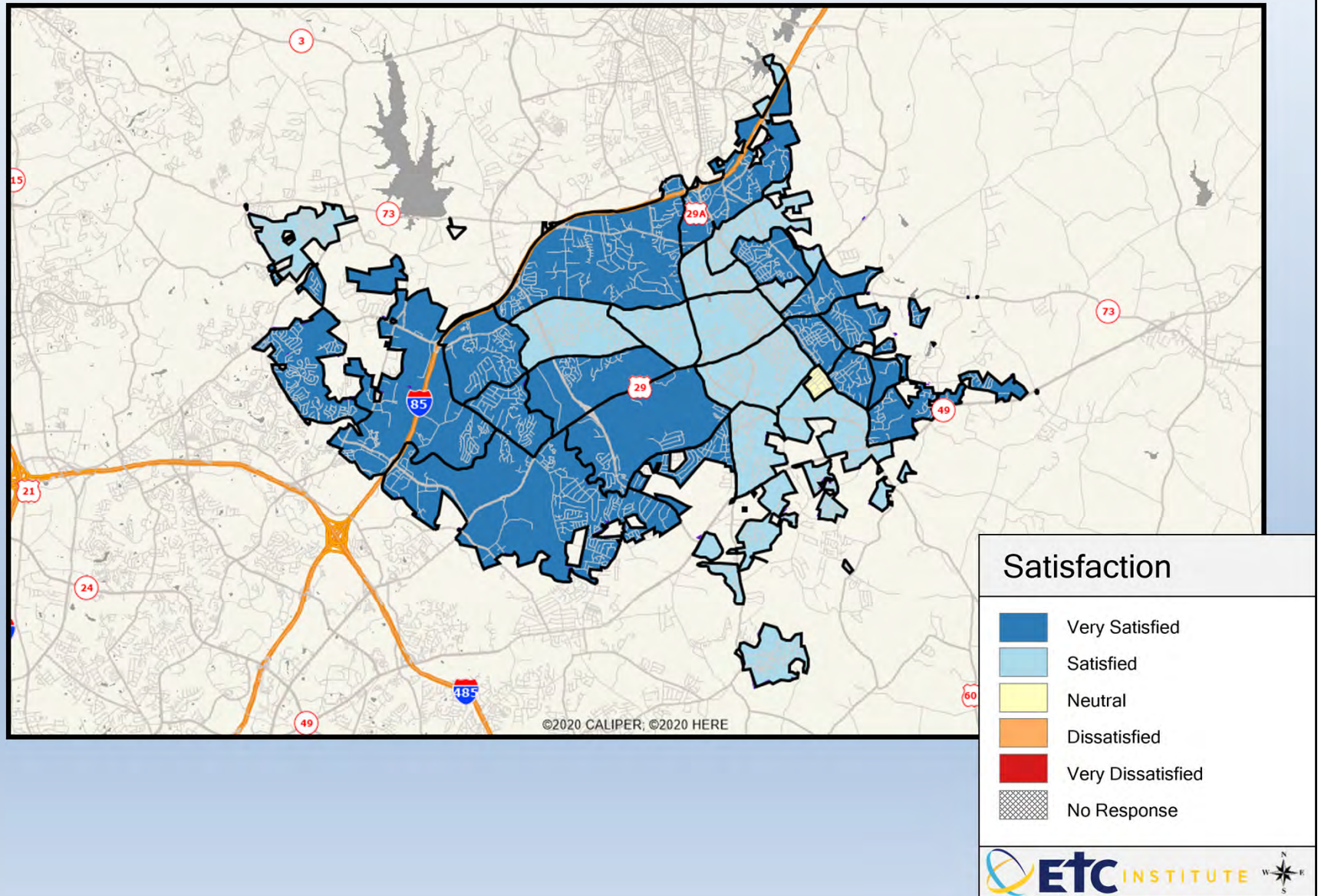
Q4-16. Professionalism of the City's 911 center



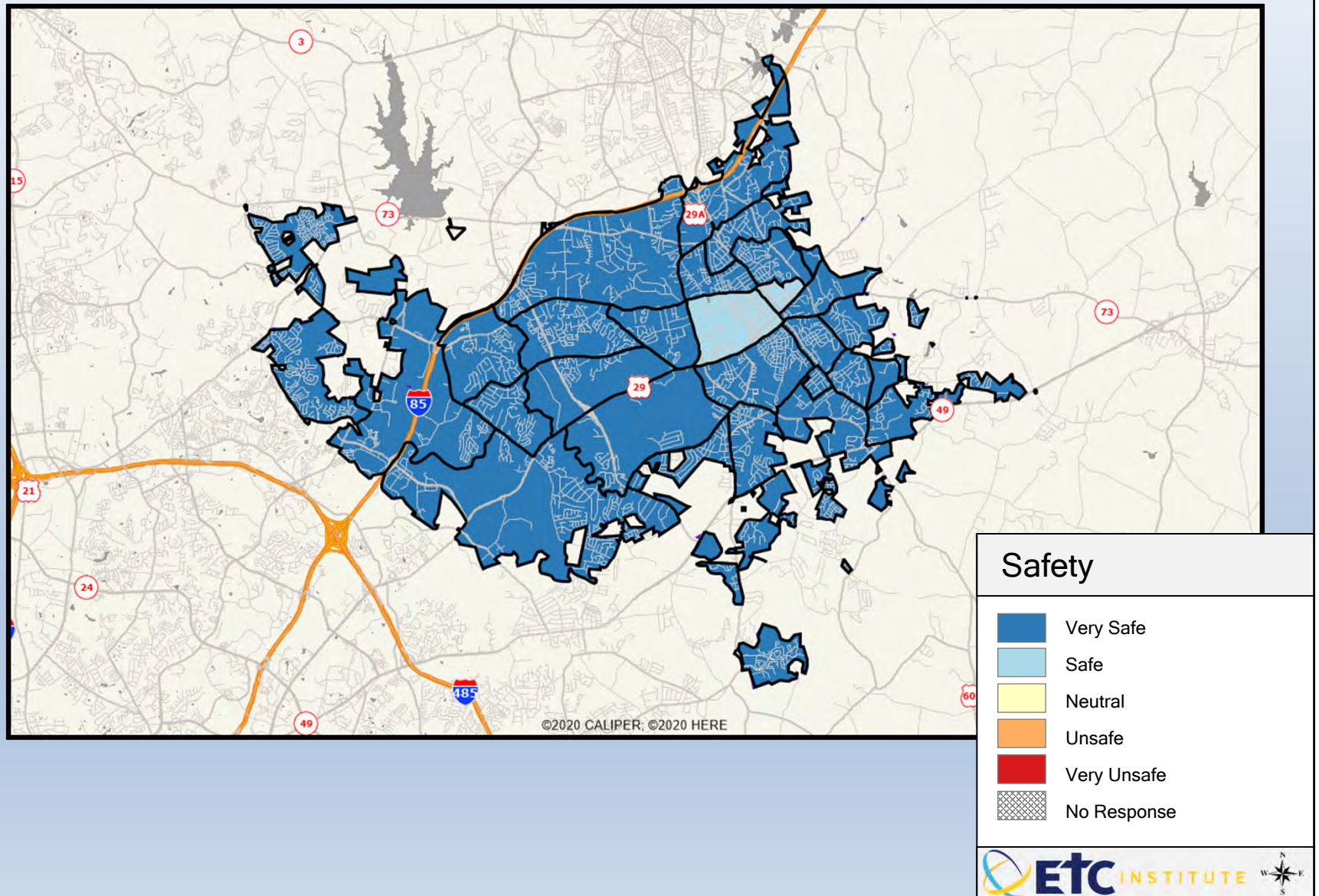
Q4-17. Promptness of the 911 center to answer calls



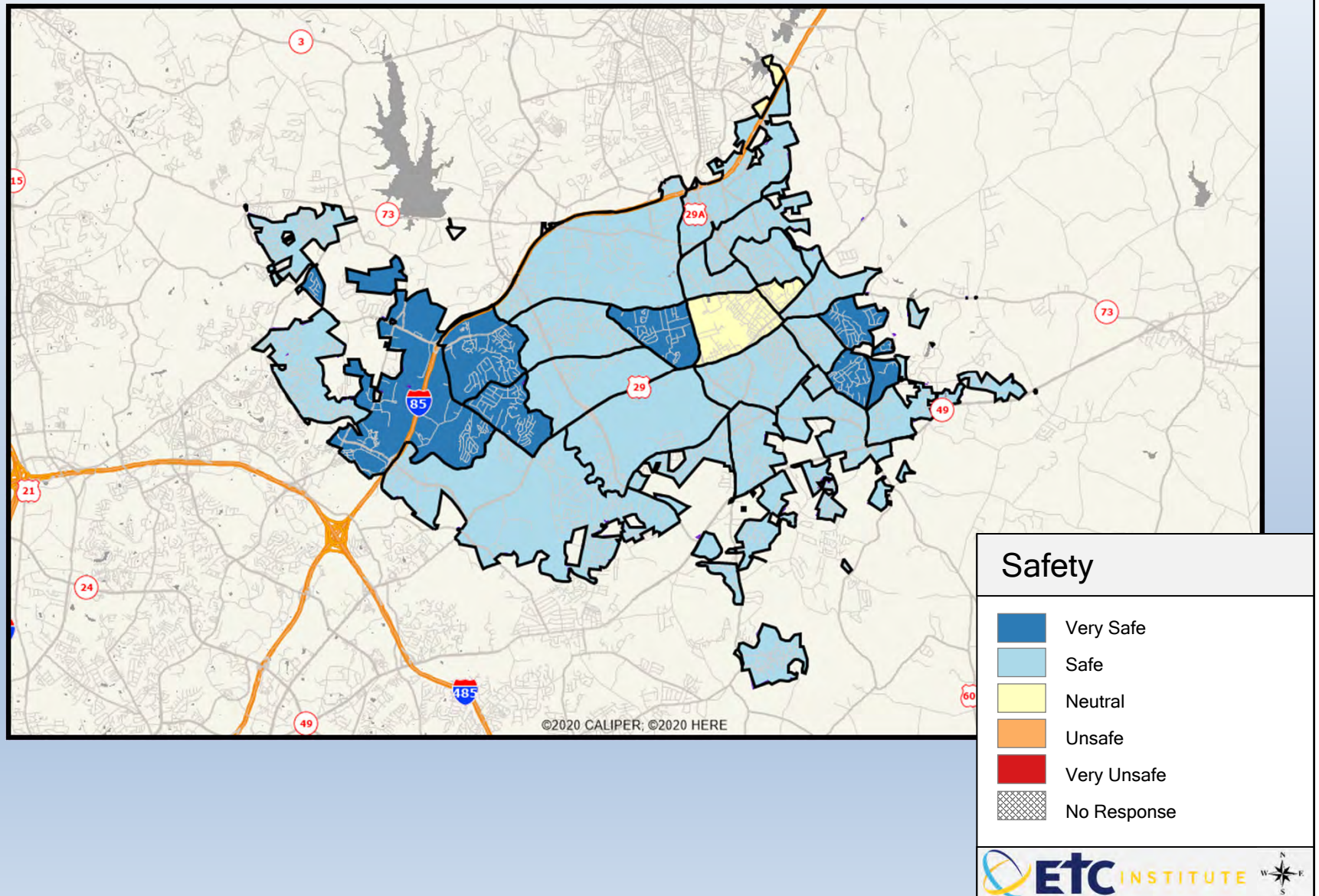
Q4-18. Overall quality of 911 service



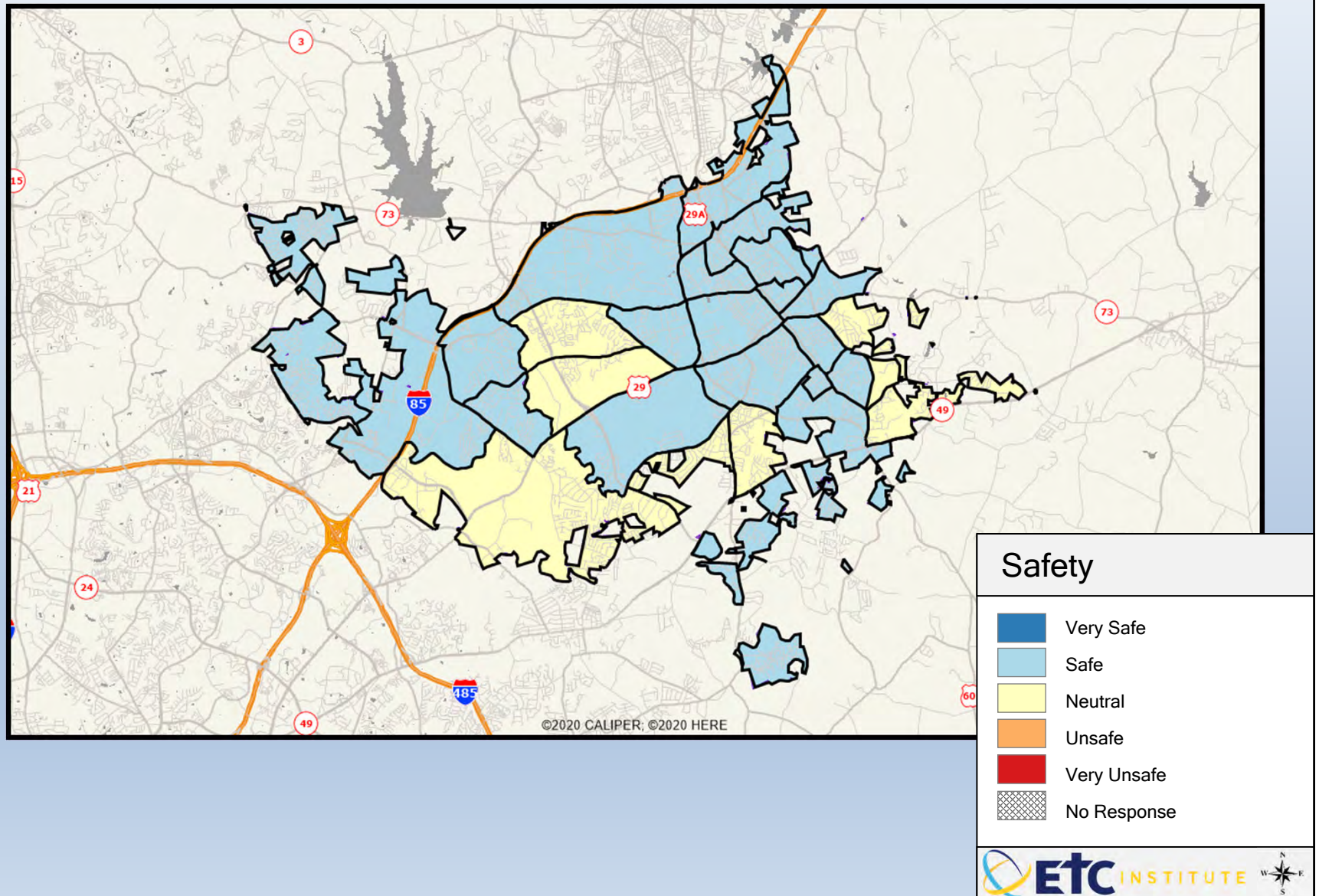
Q7-1. Your neighborhood during the day



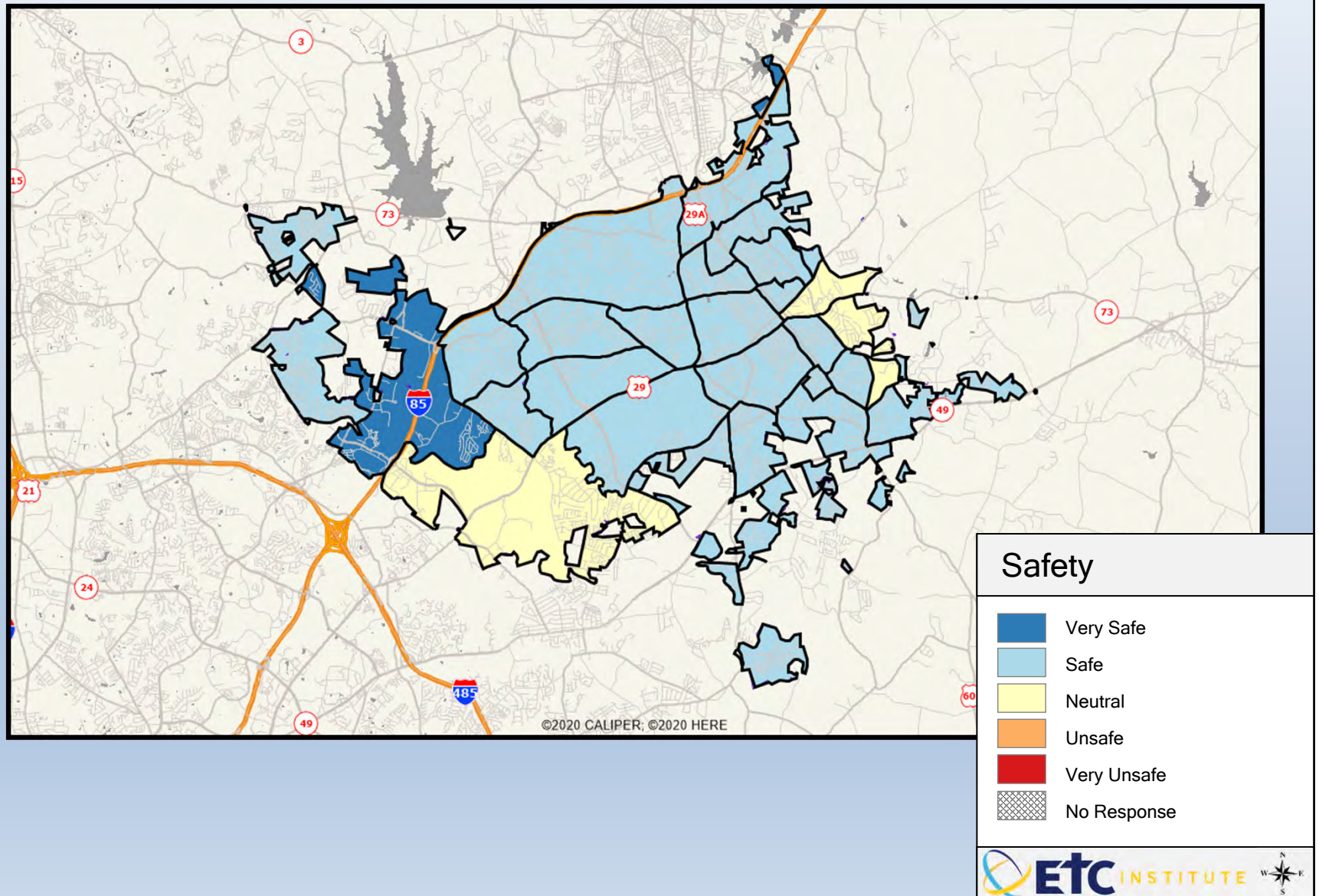
Q7-2. Your neighborhood during the night



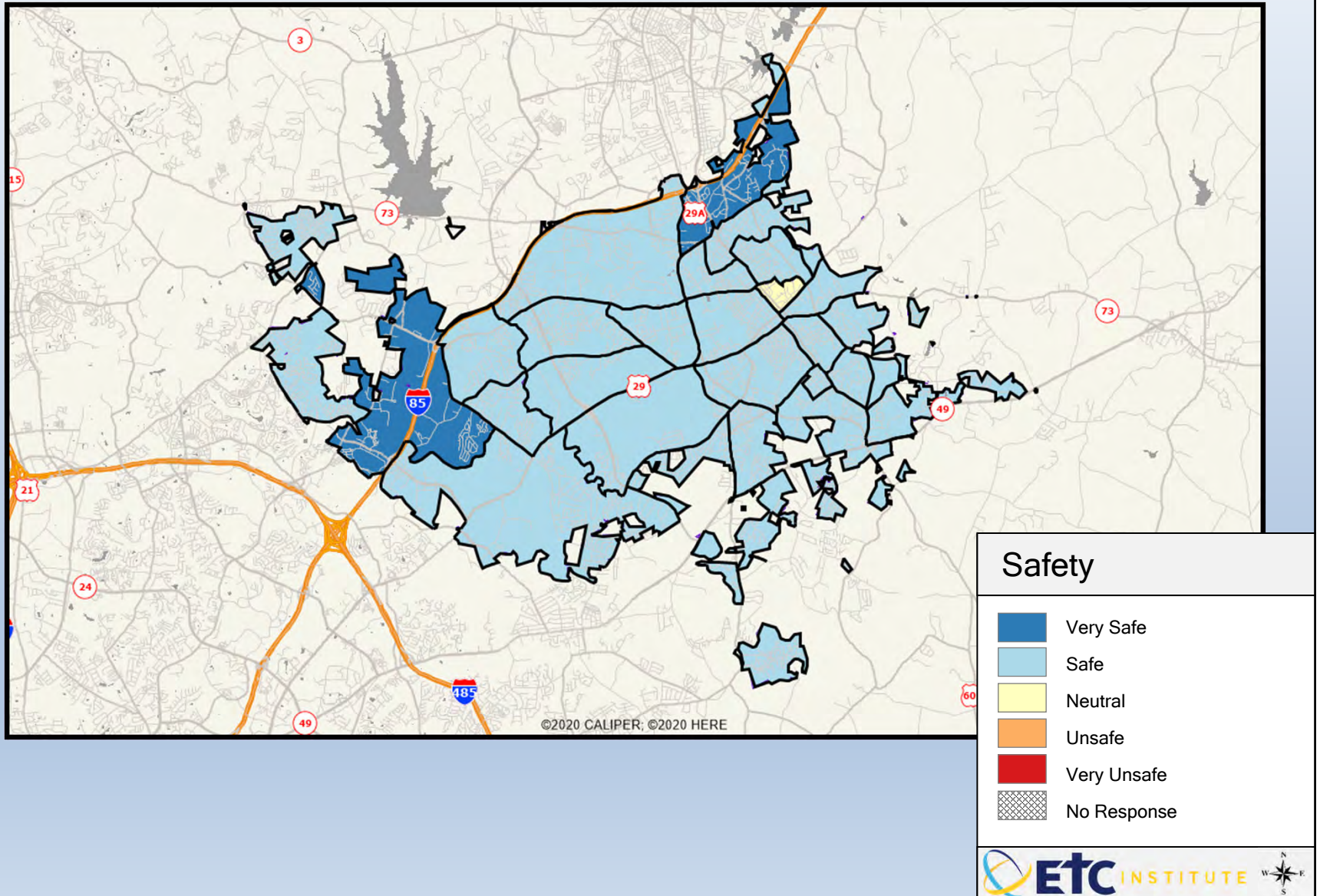
Q7-3. Retail shopping areas of the City



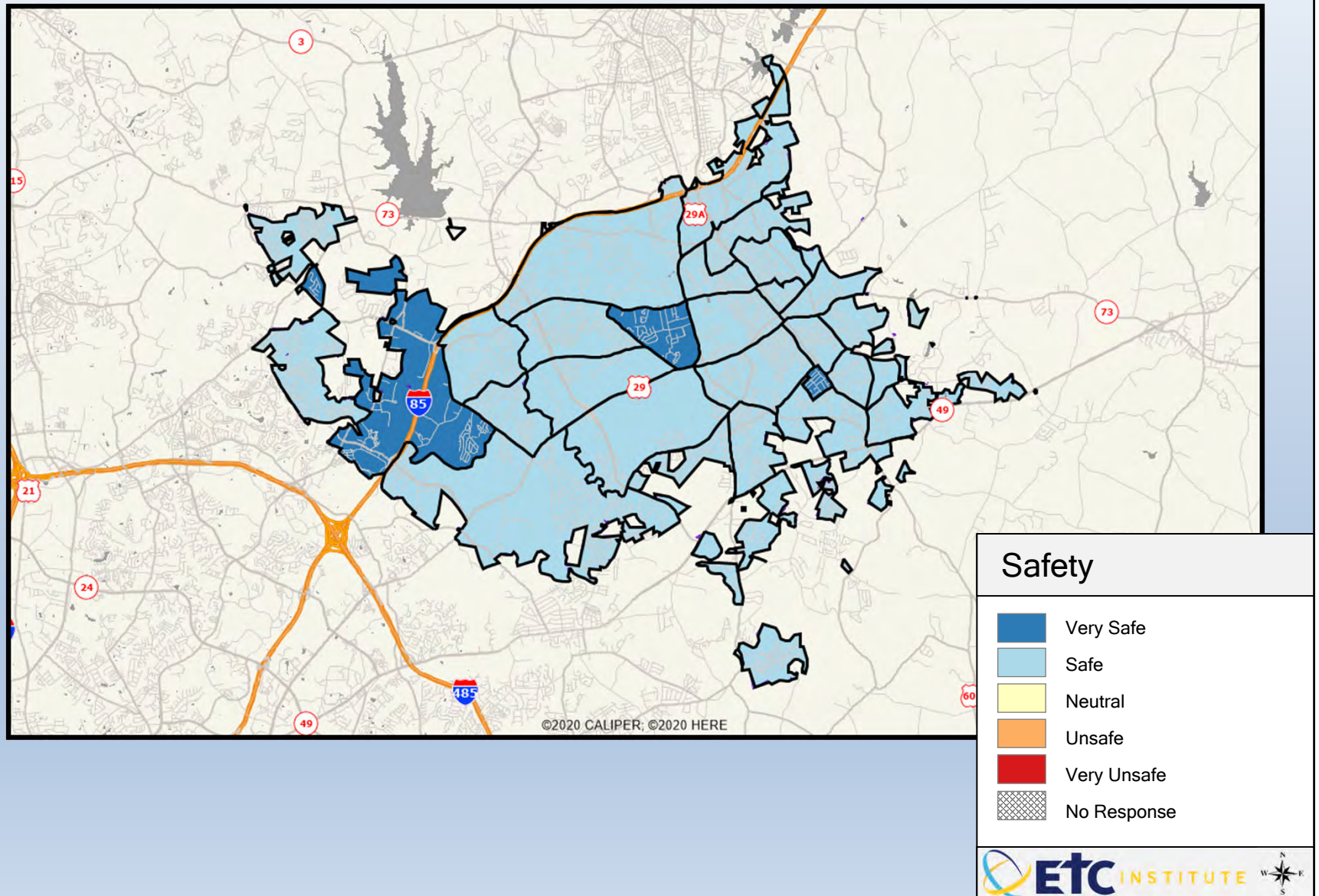
Q7-4. Downtown and Center City area



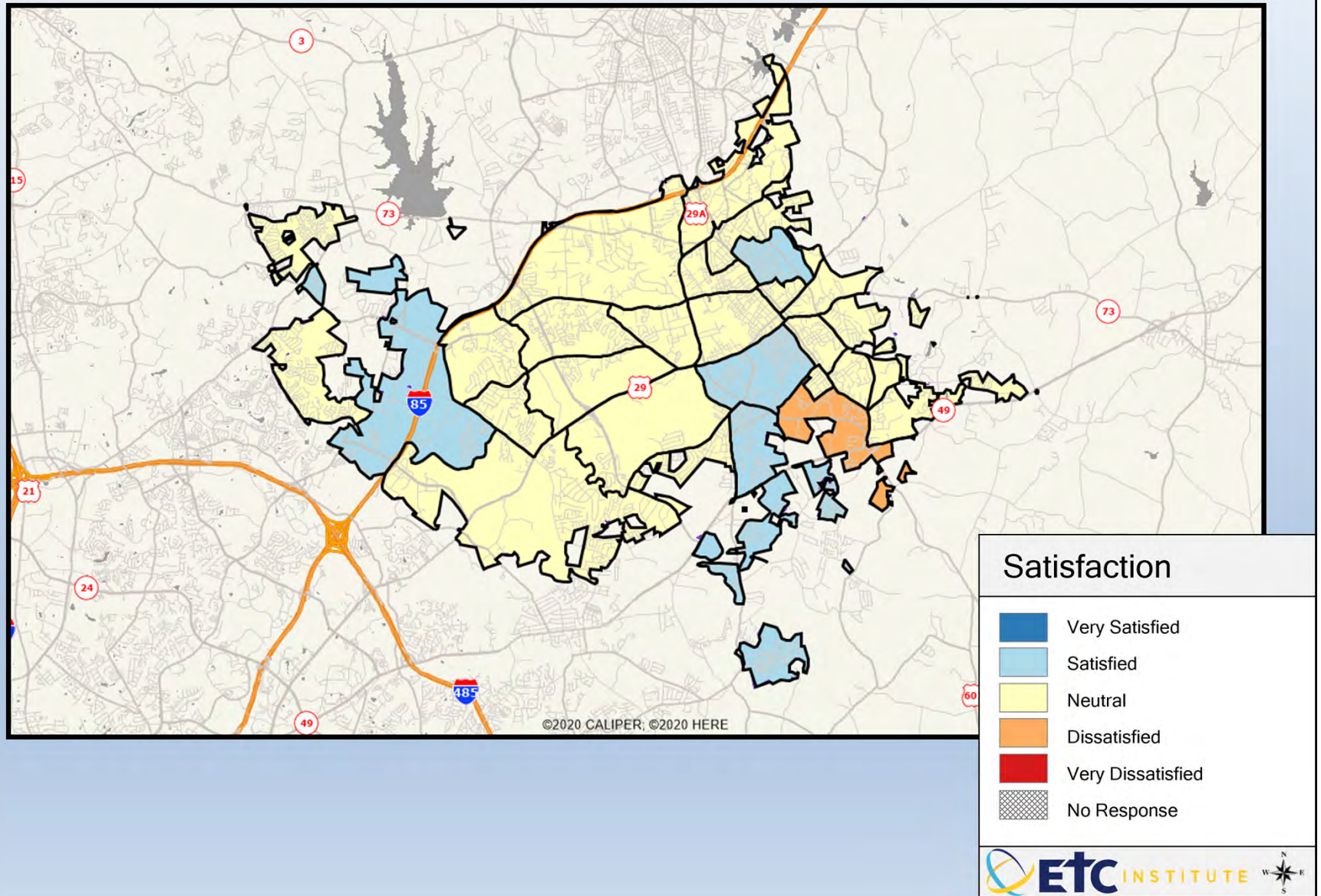
Q7-5. City parks and greenways



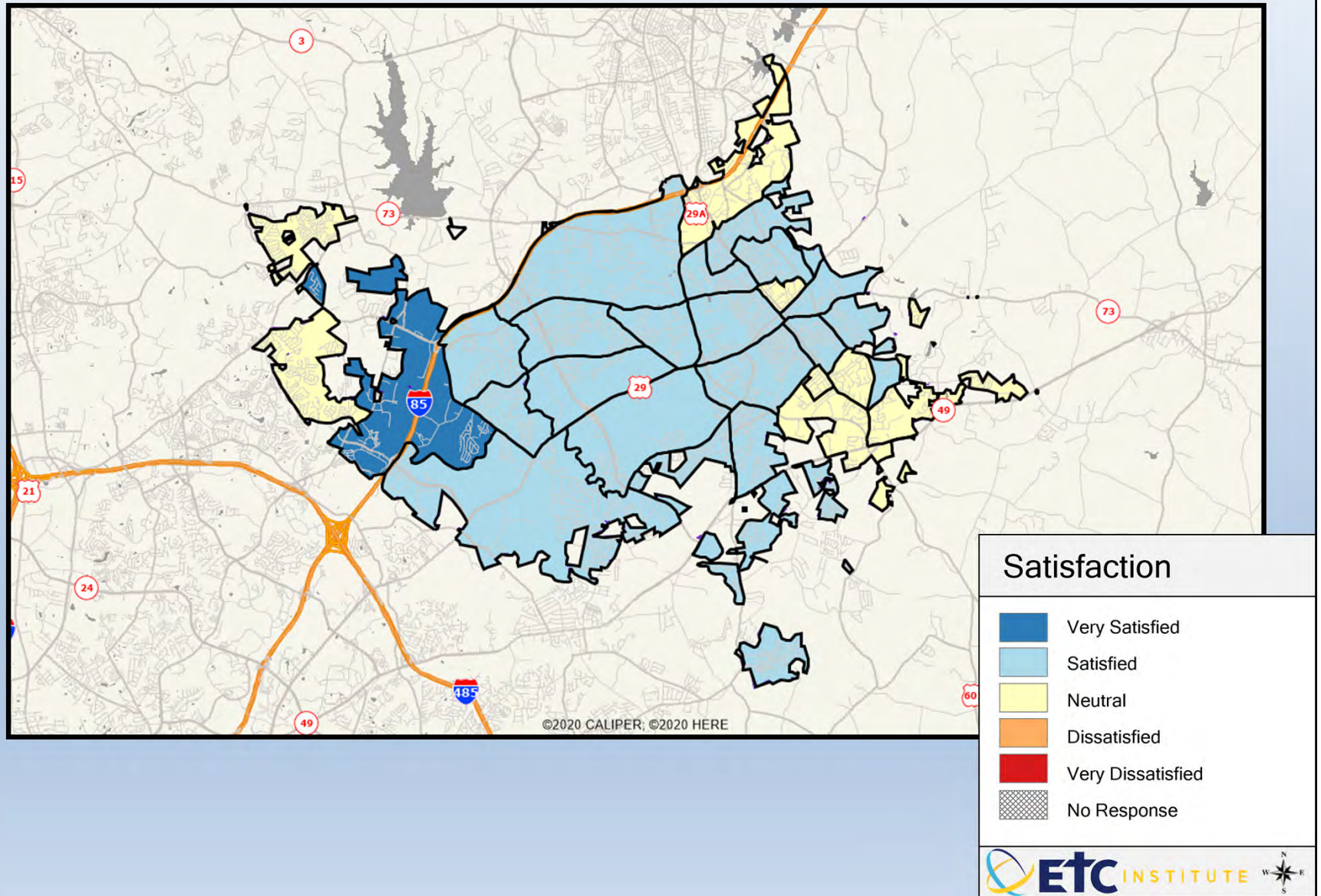
Q7-6. Overall feeling of safety in Concord



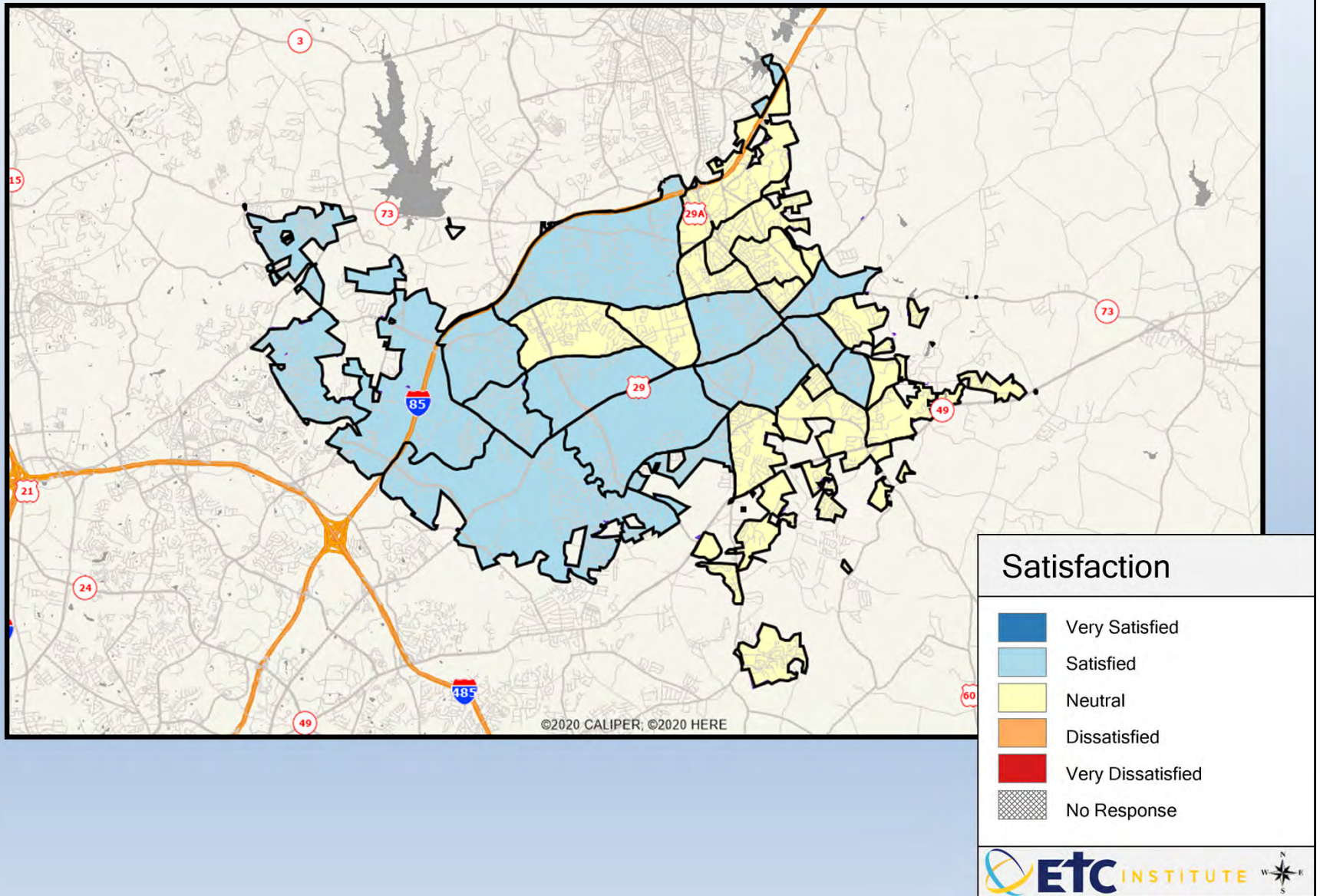
Q9-01. Ease of getting across town in Concord



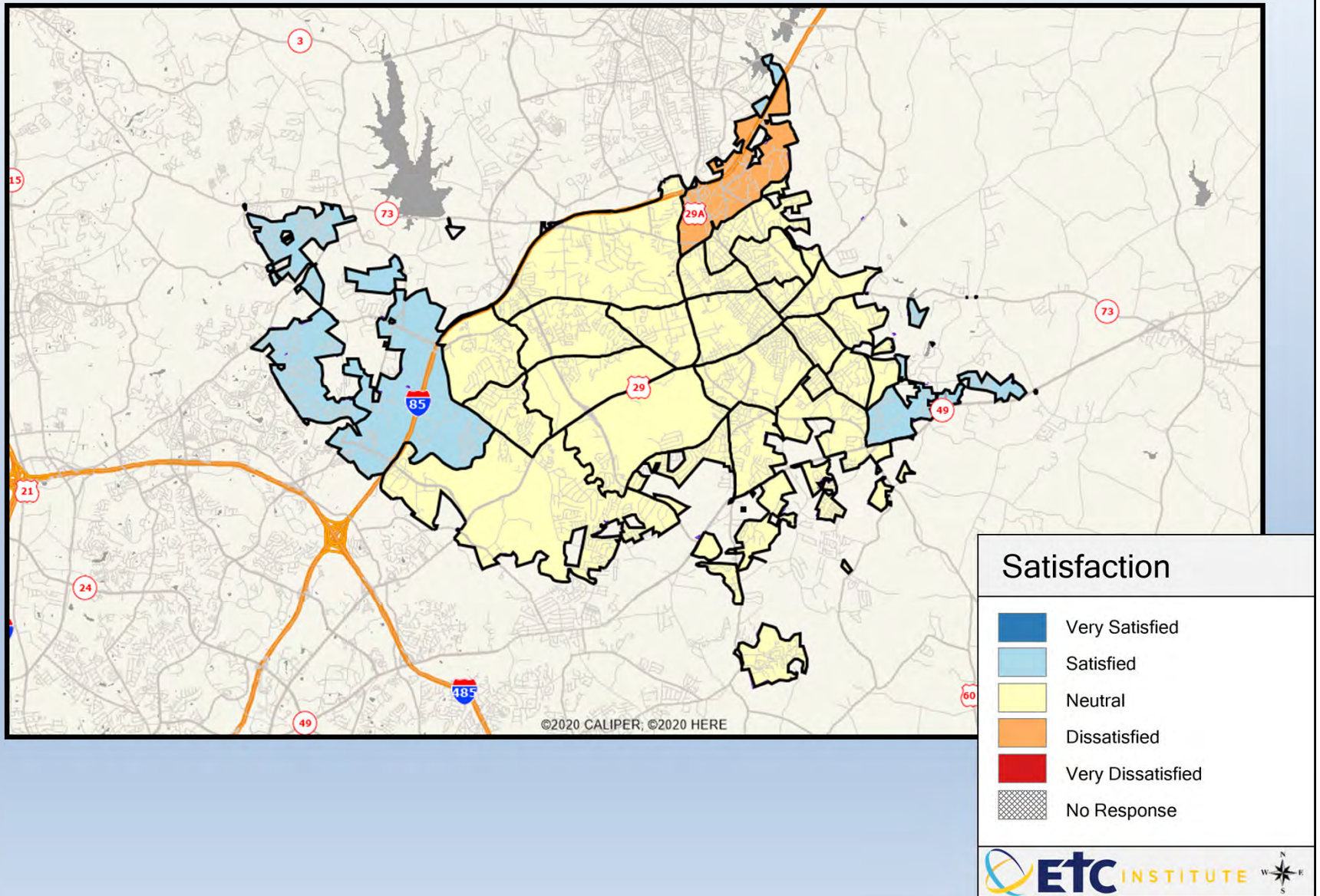
Q9-02. Ease of traveling from your home to regional roadways



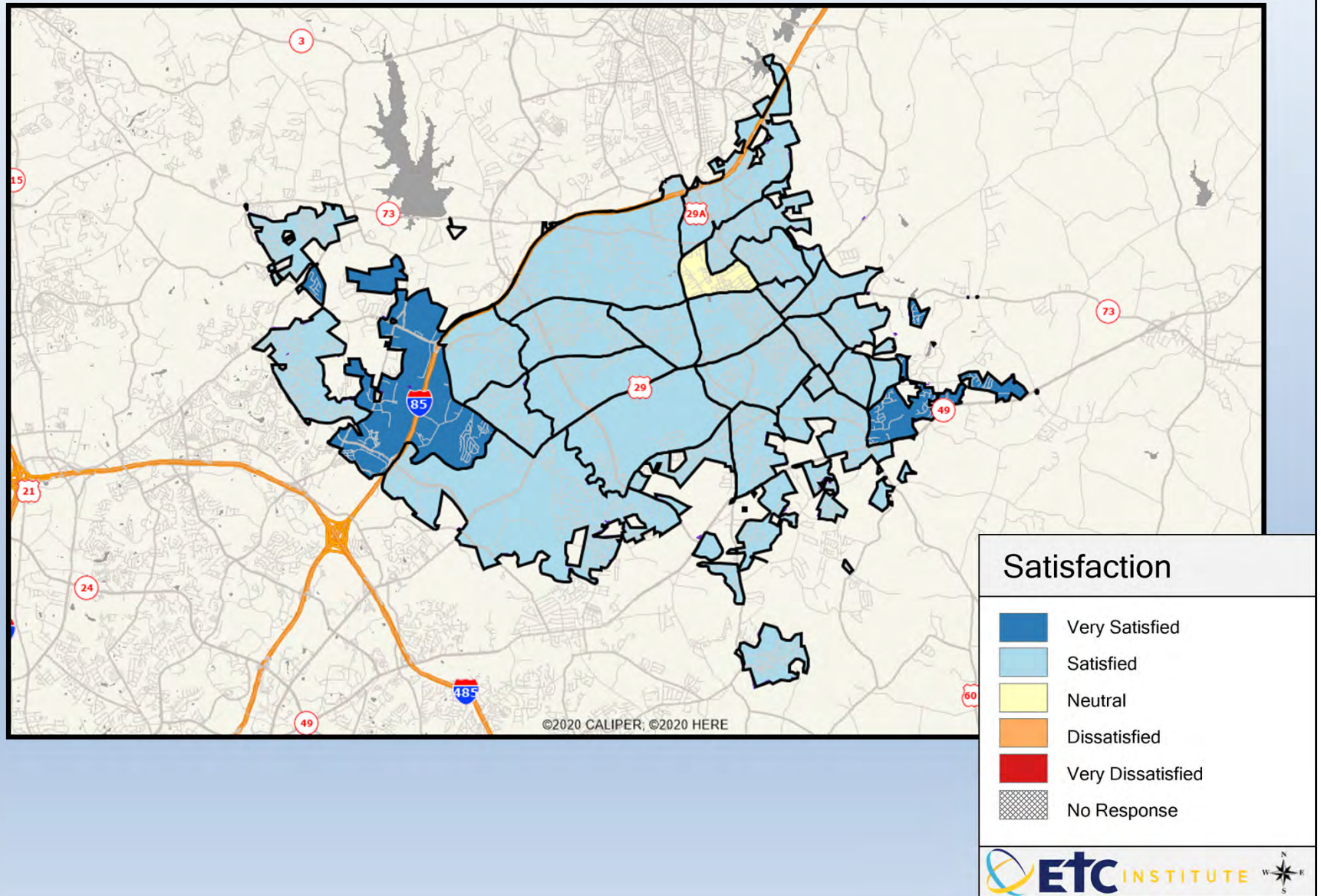
Q9-03. Traffic signal coordination on major streets



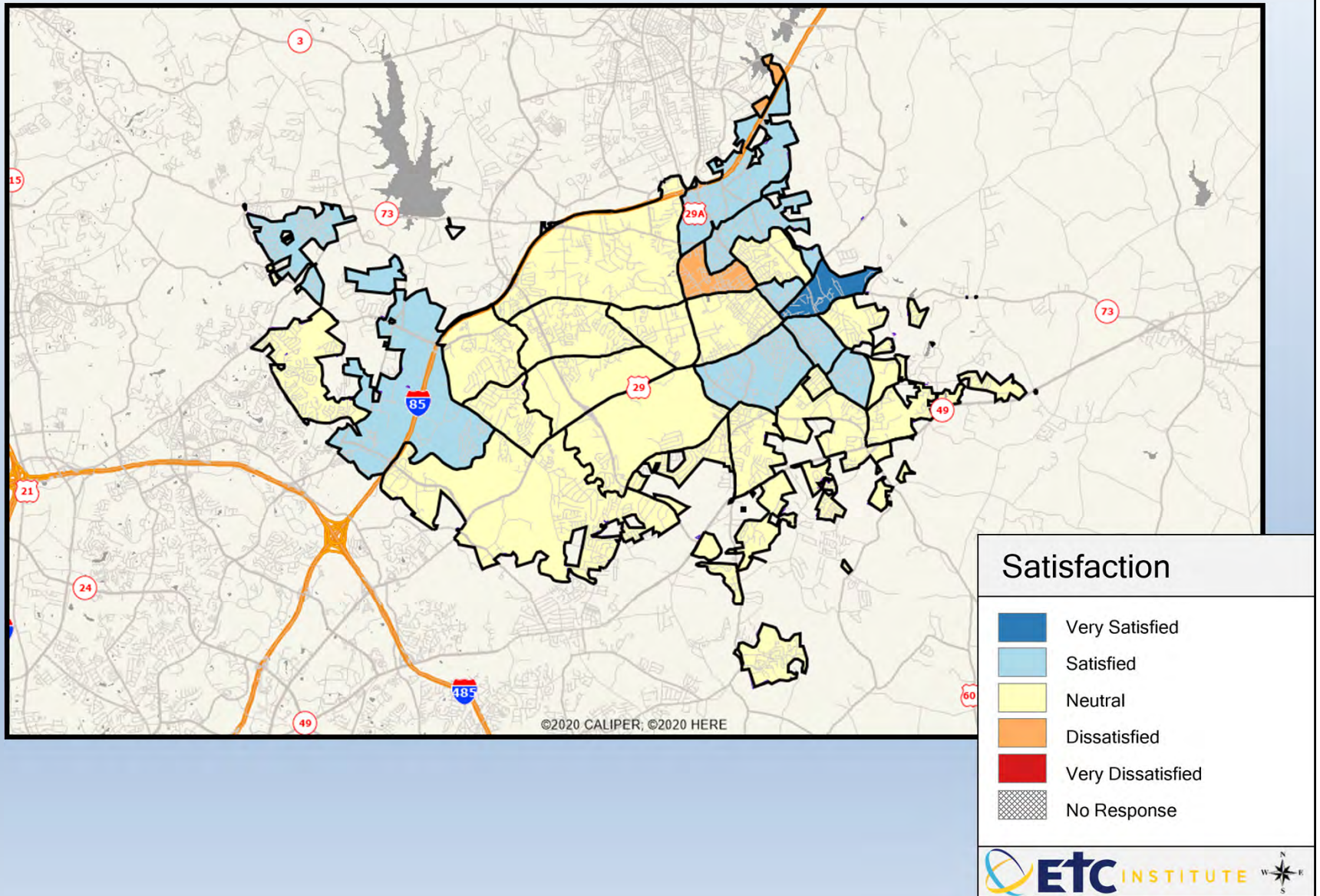
Q9-04. Condition of pavement markings on streets



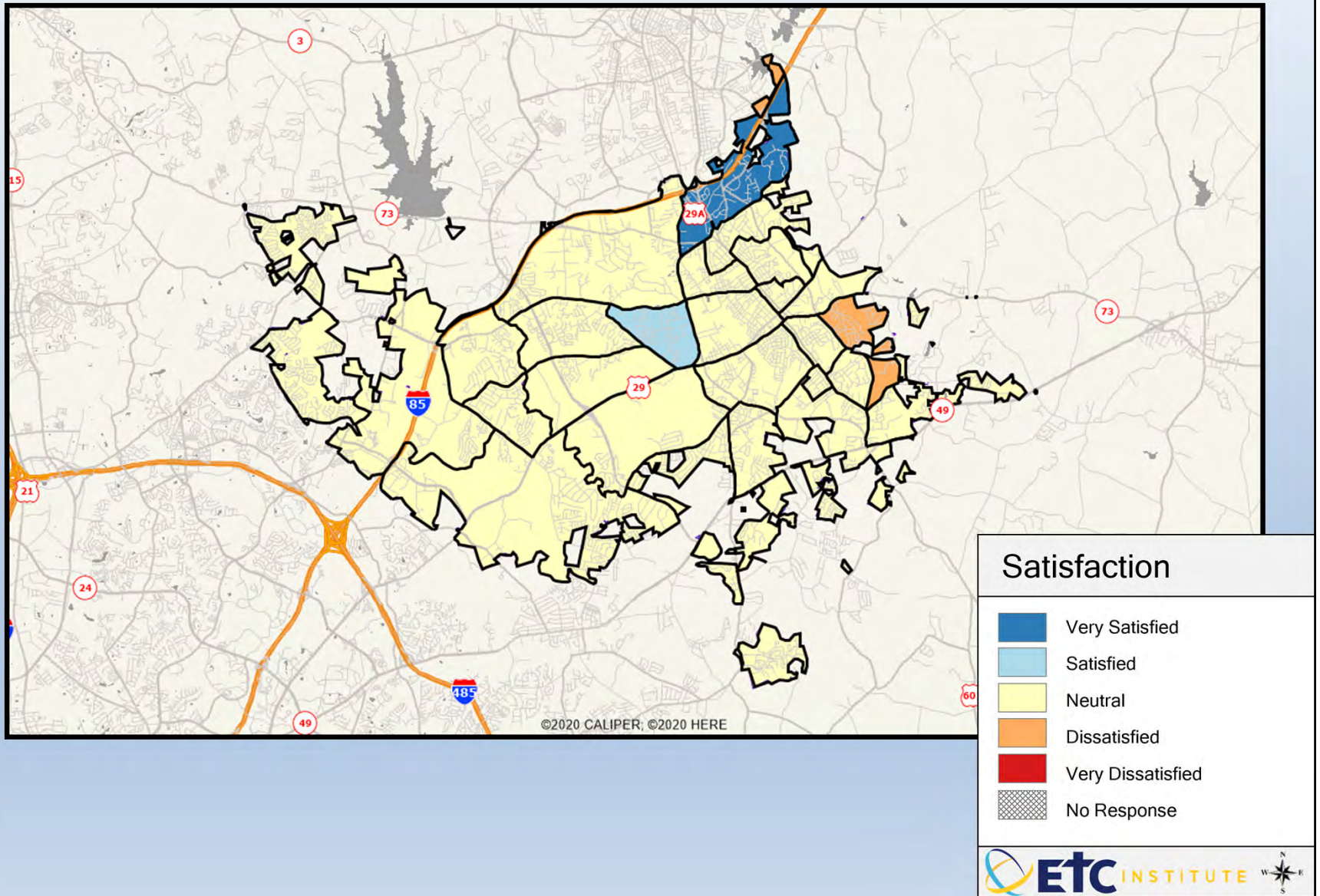
Q9-05. Maintenance of street signs



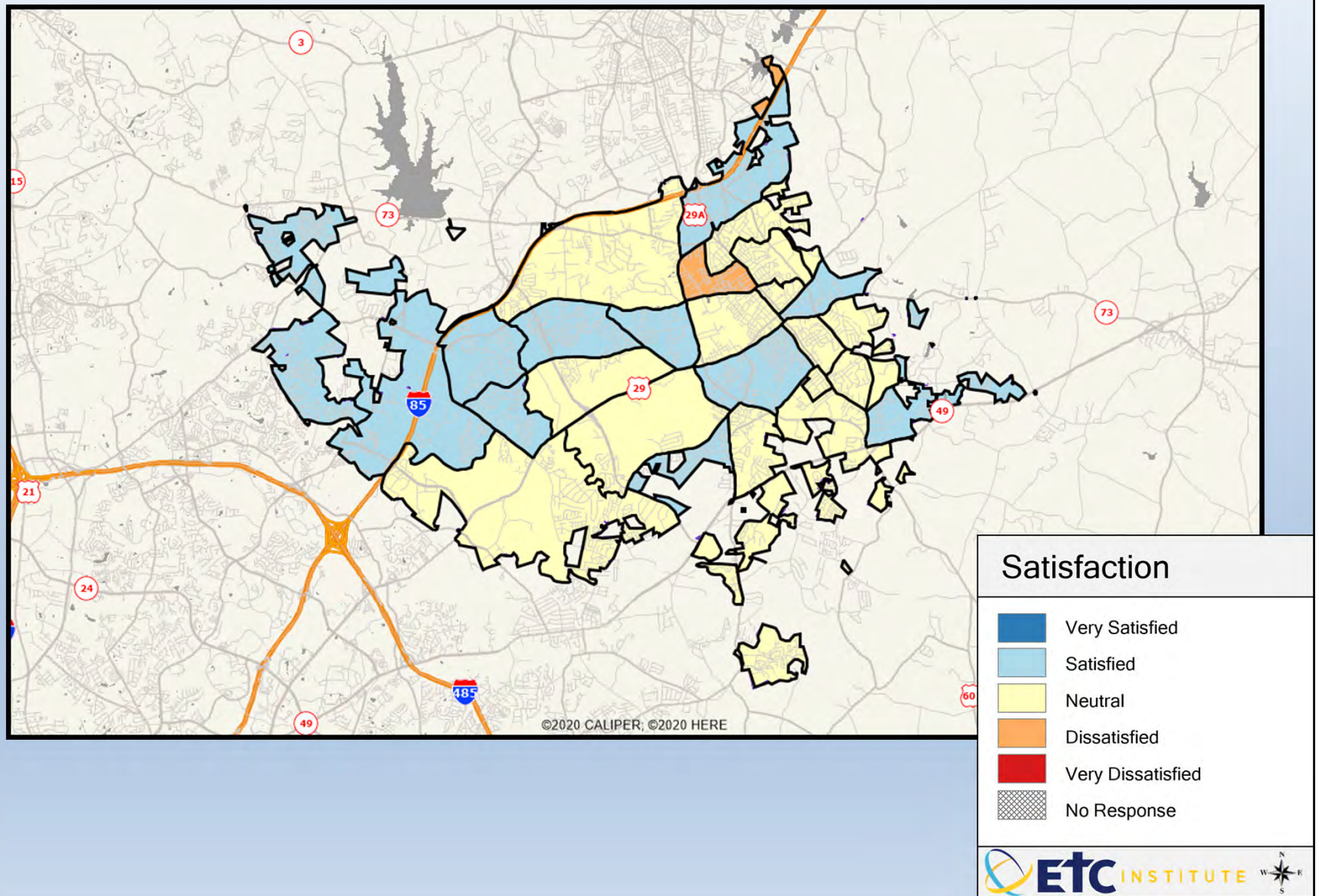
Q9-06. Availability of pedestrian walkways and sidewalks



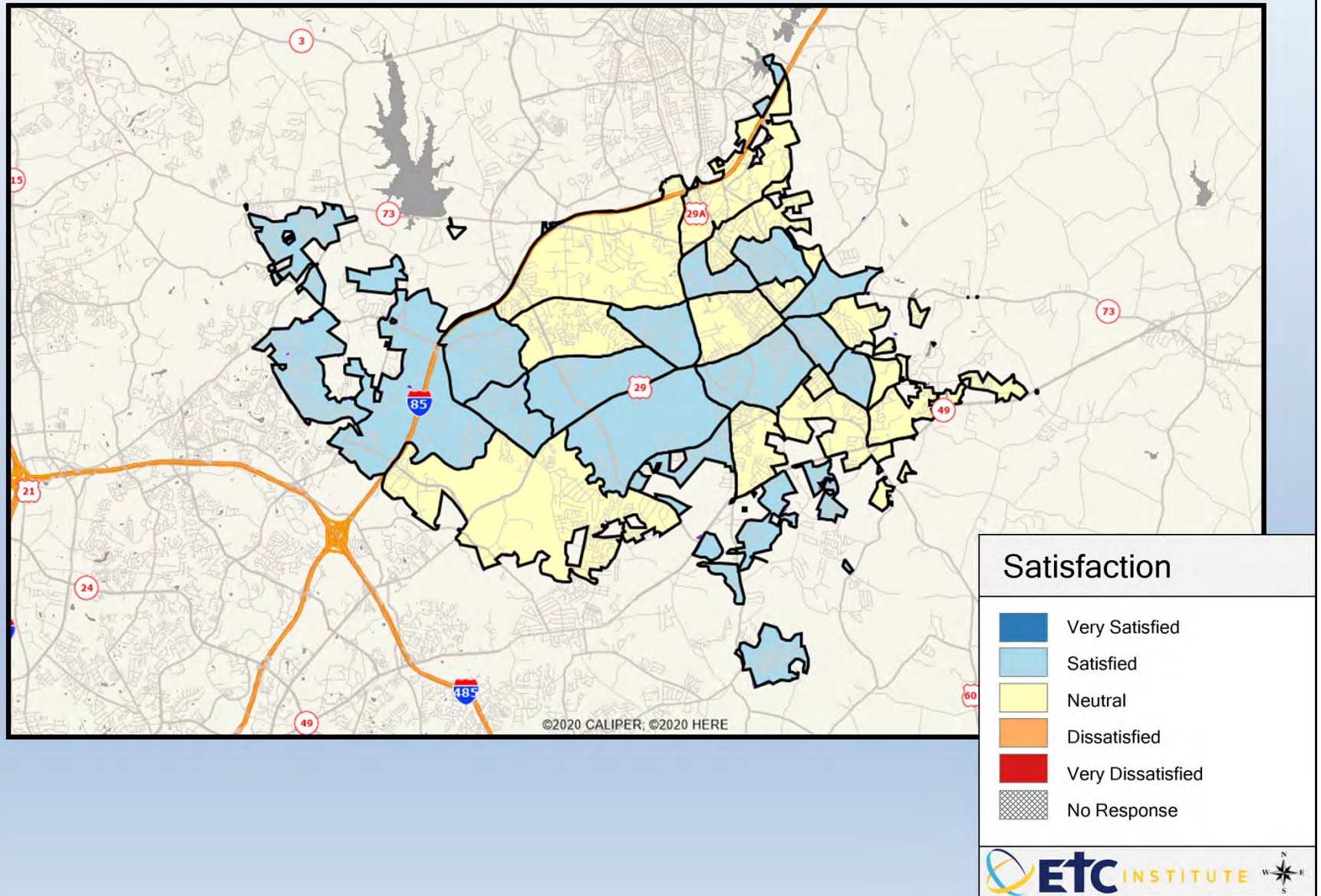
Q9-07. On-street bicycle infrastructure



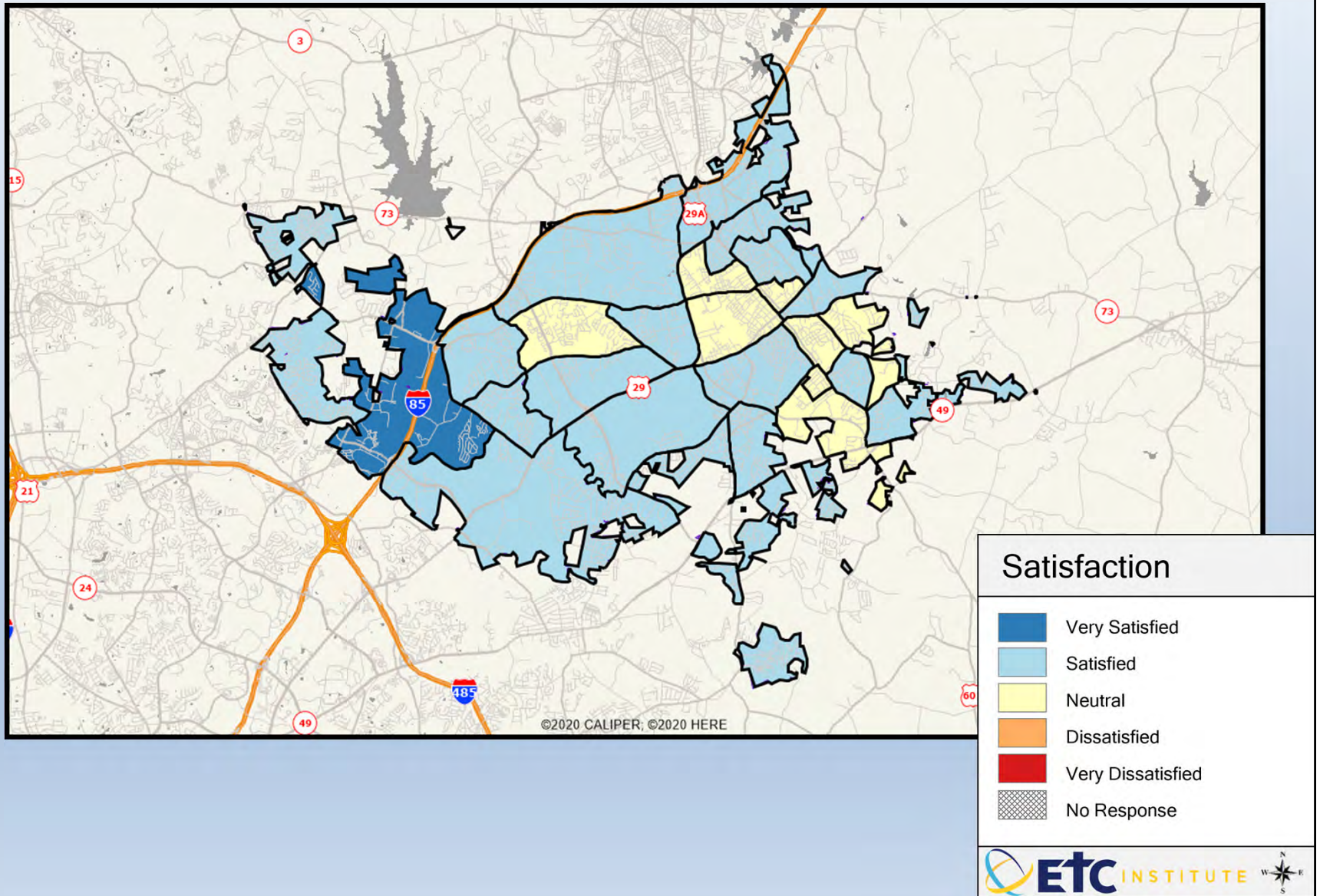
Q9-08. Maintenance of sidewalks in the City



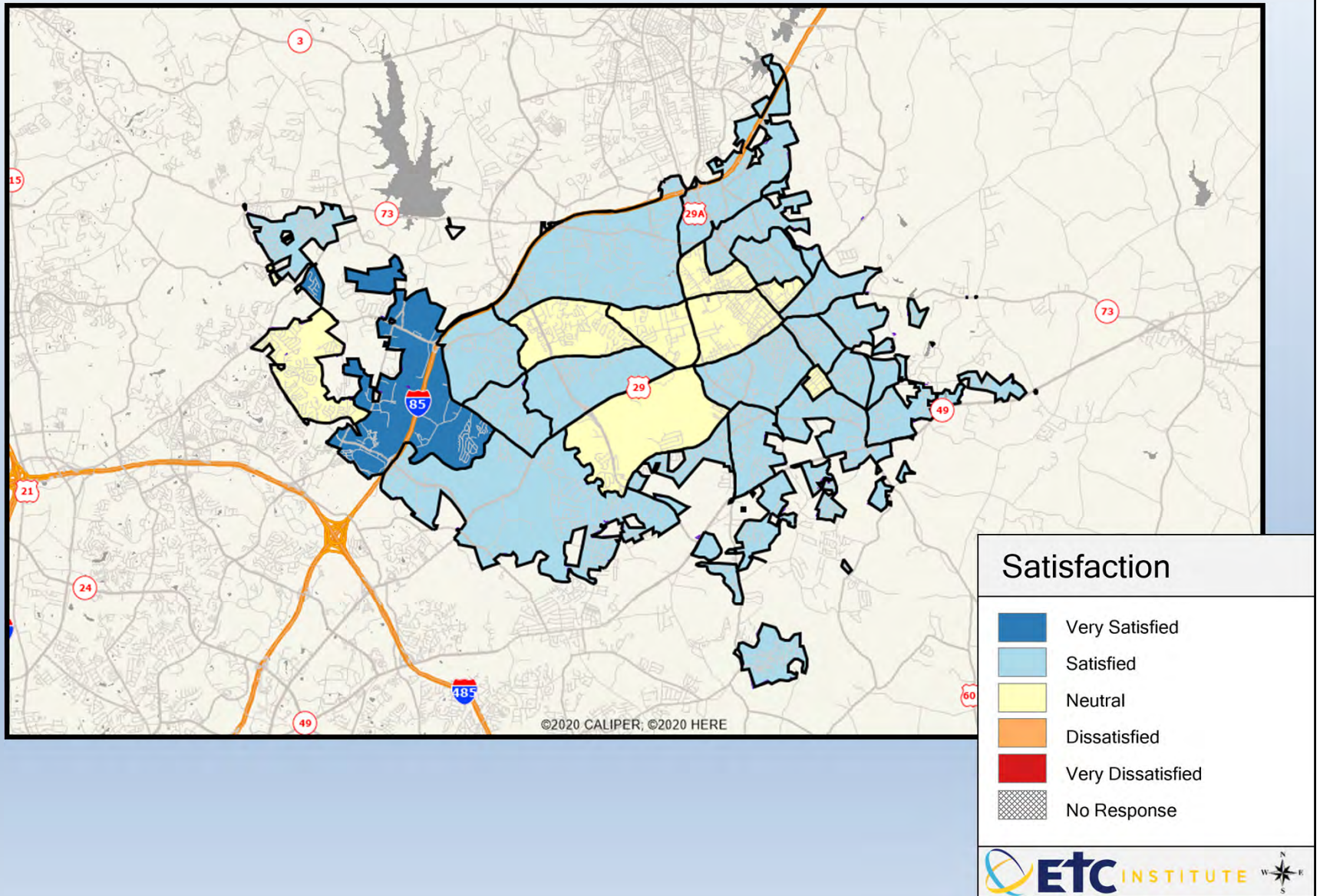
Q9-09. Condition and maintenance of major streets



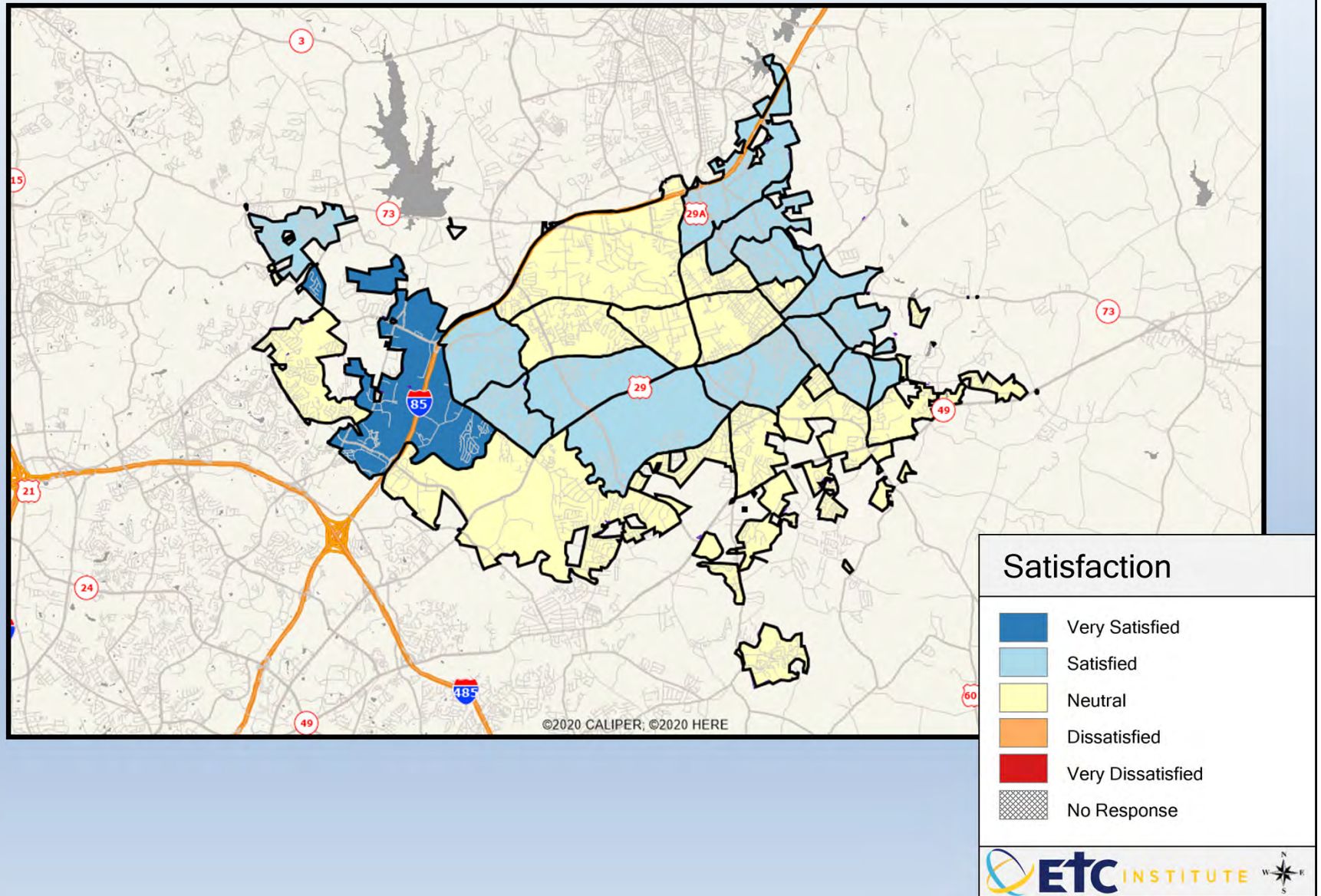
Q9-10. Condition and maintenance of streets in your neighborhood



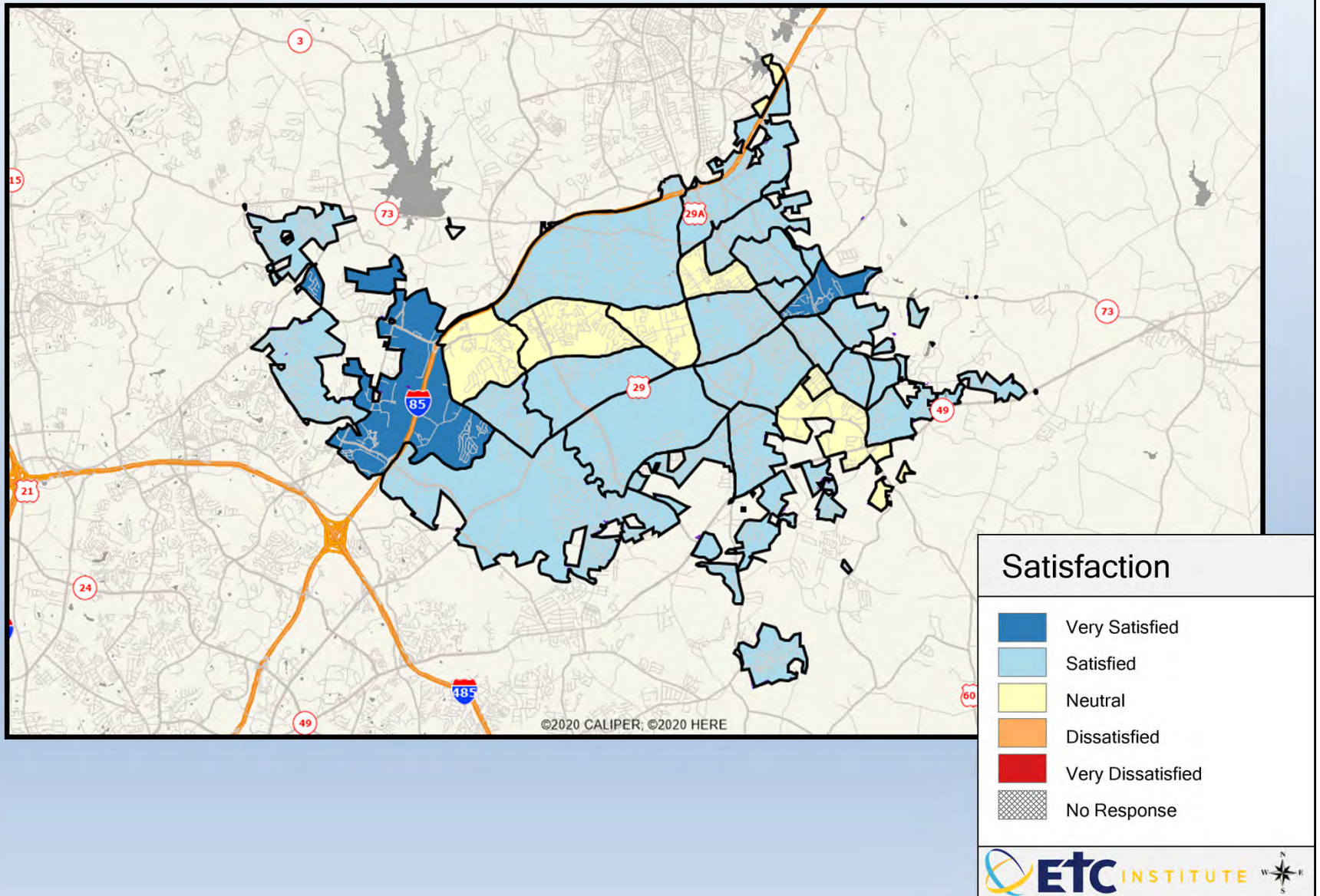
Q9-11. Cleanliness of streets and other public areas



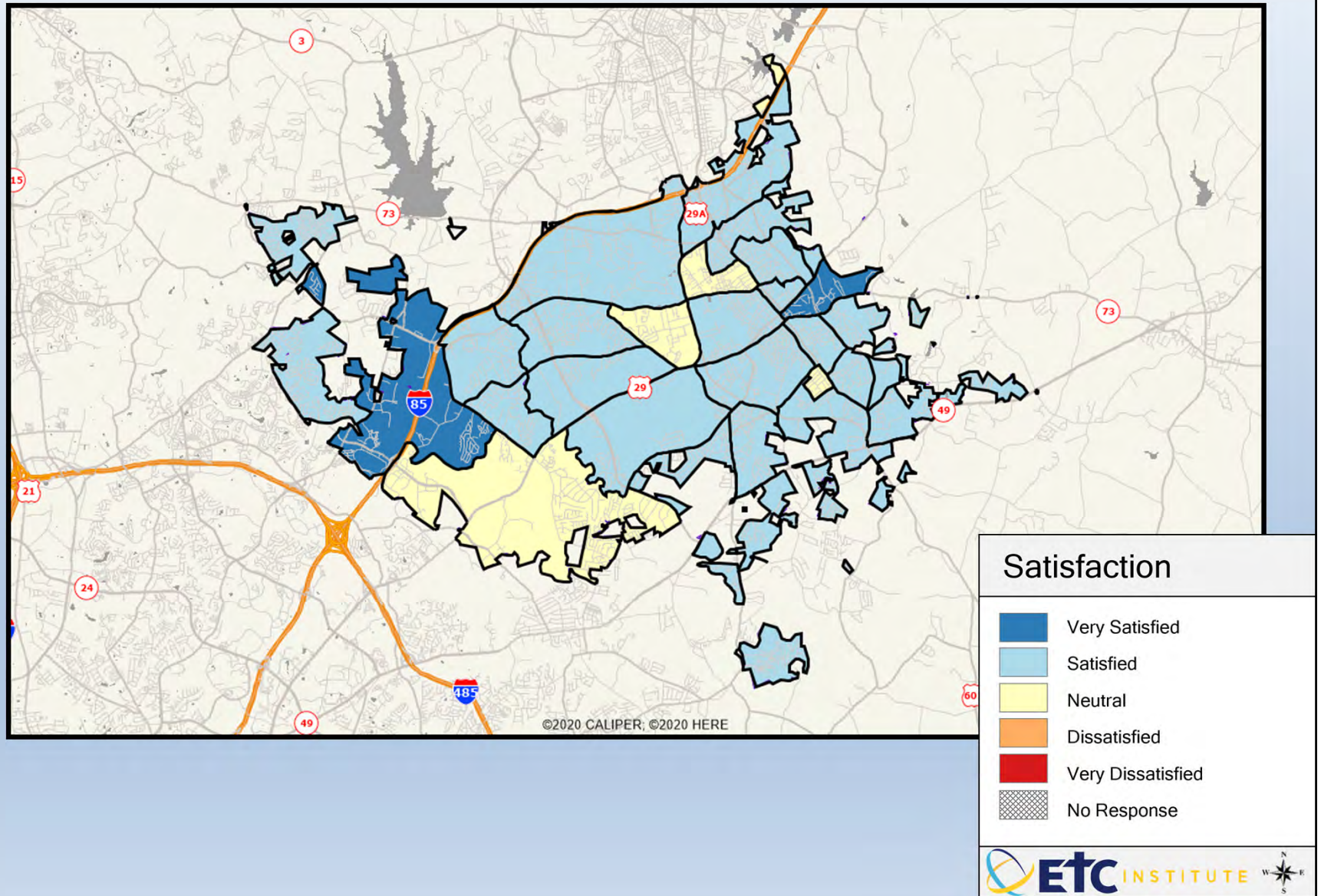
Q9-12. Adequacy of street lighting



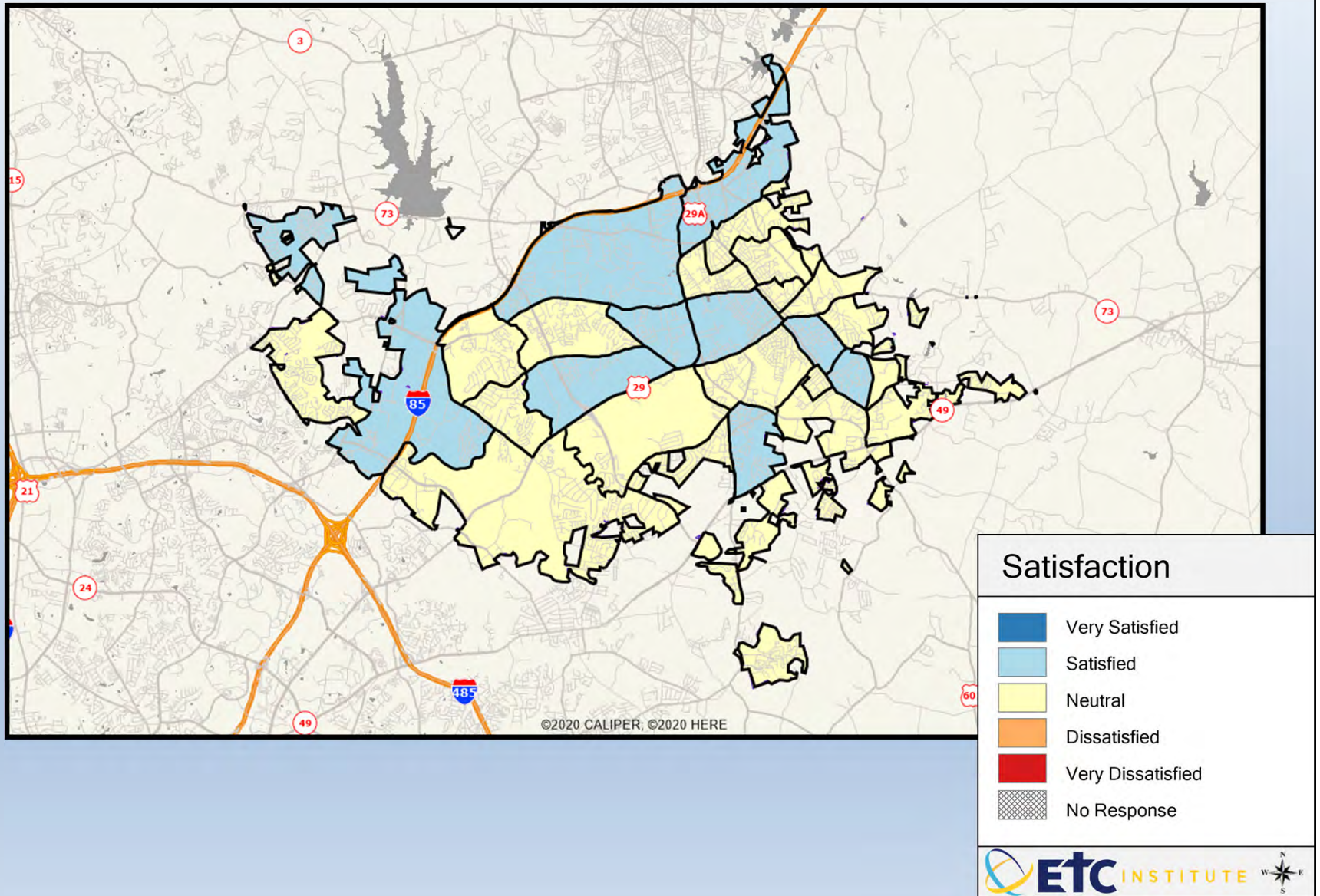
Q9-13. Mowing along streets and other public areas



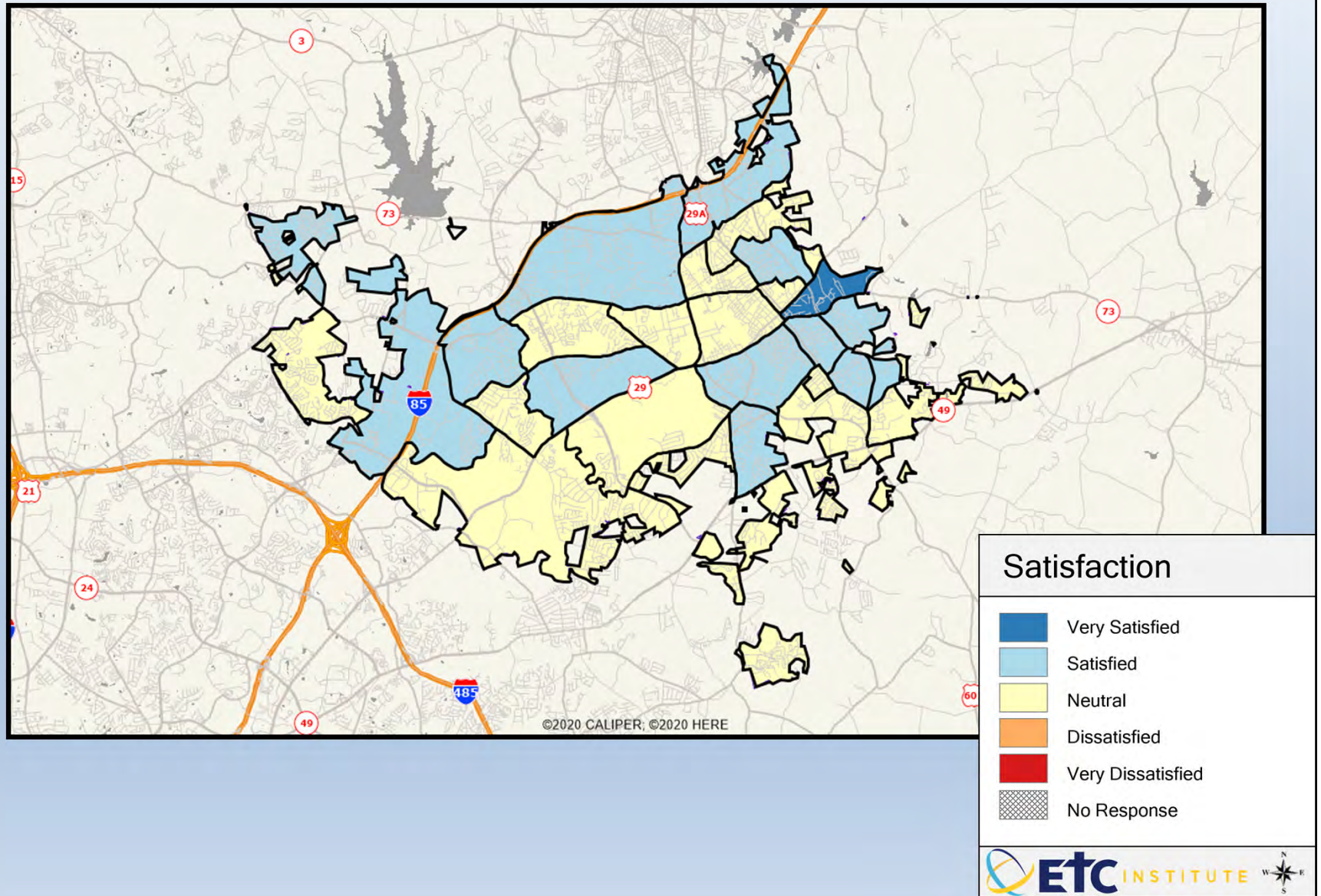
Q9-14. Tree maintenance and landscaping along street corridors



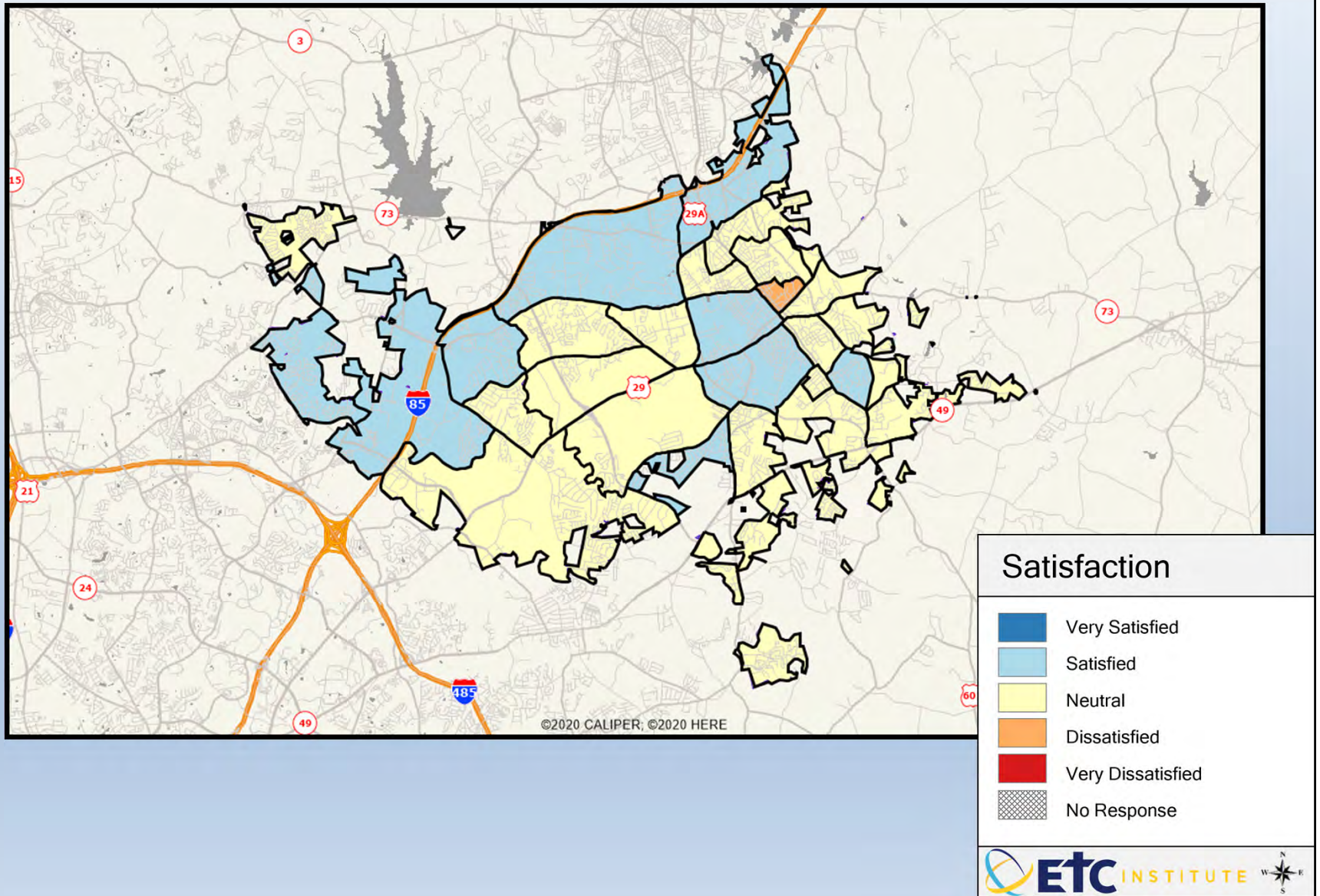
Q9-15. Availability of public transportation services



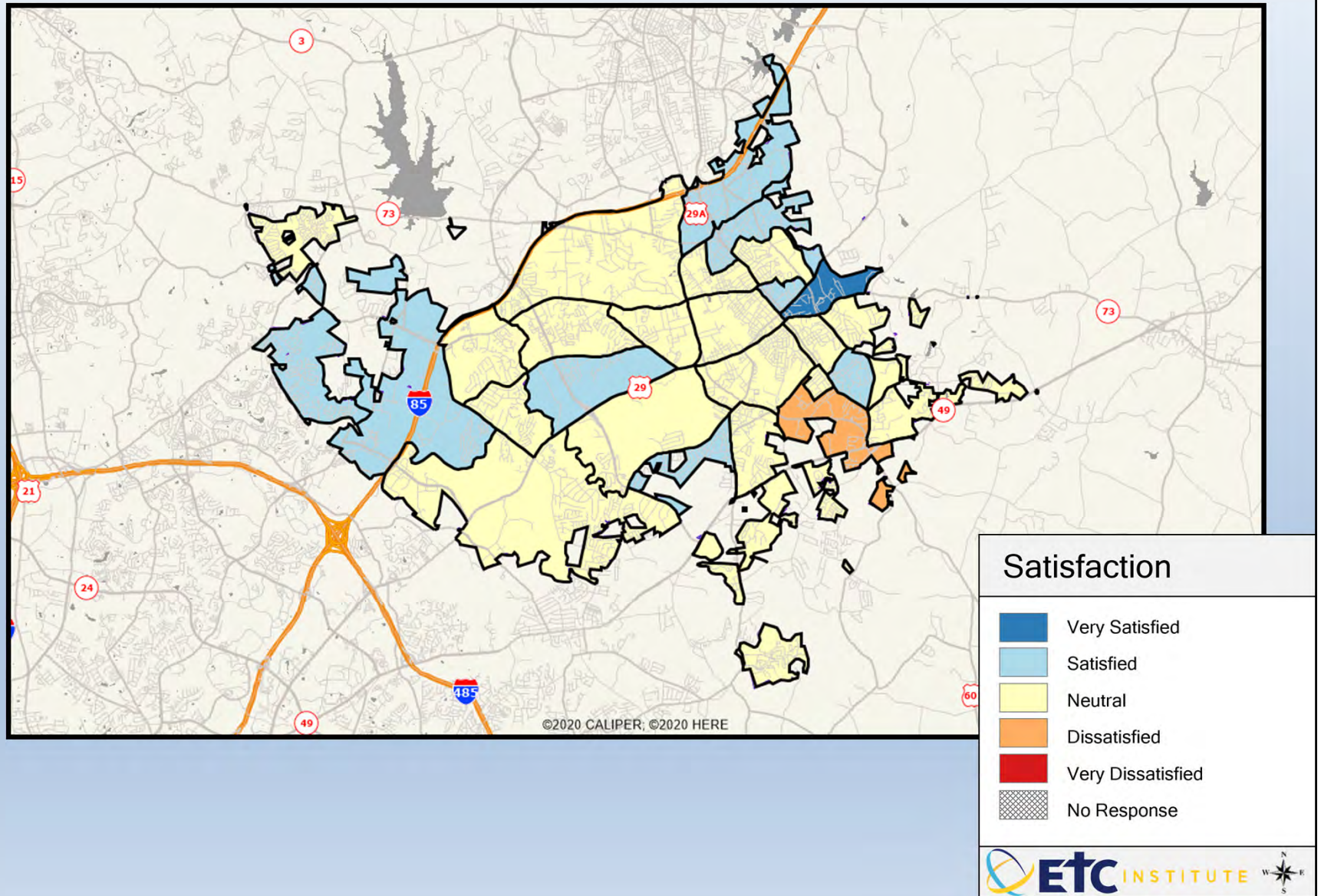
Q9-16. Accessibility of public transportation services for the elderly or those with a disability



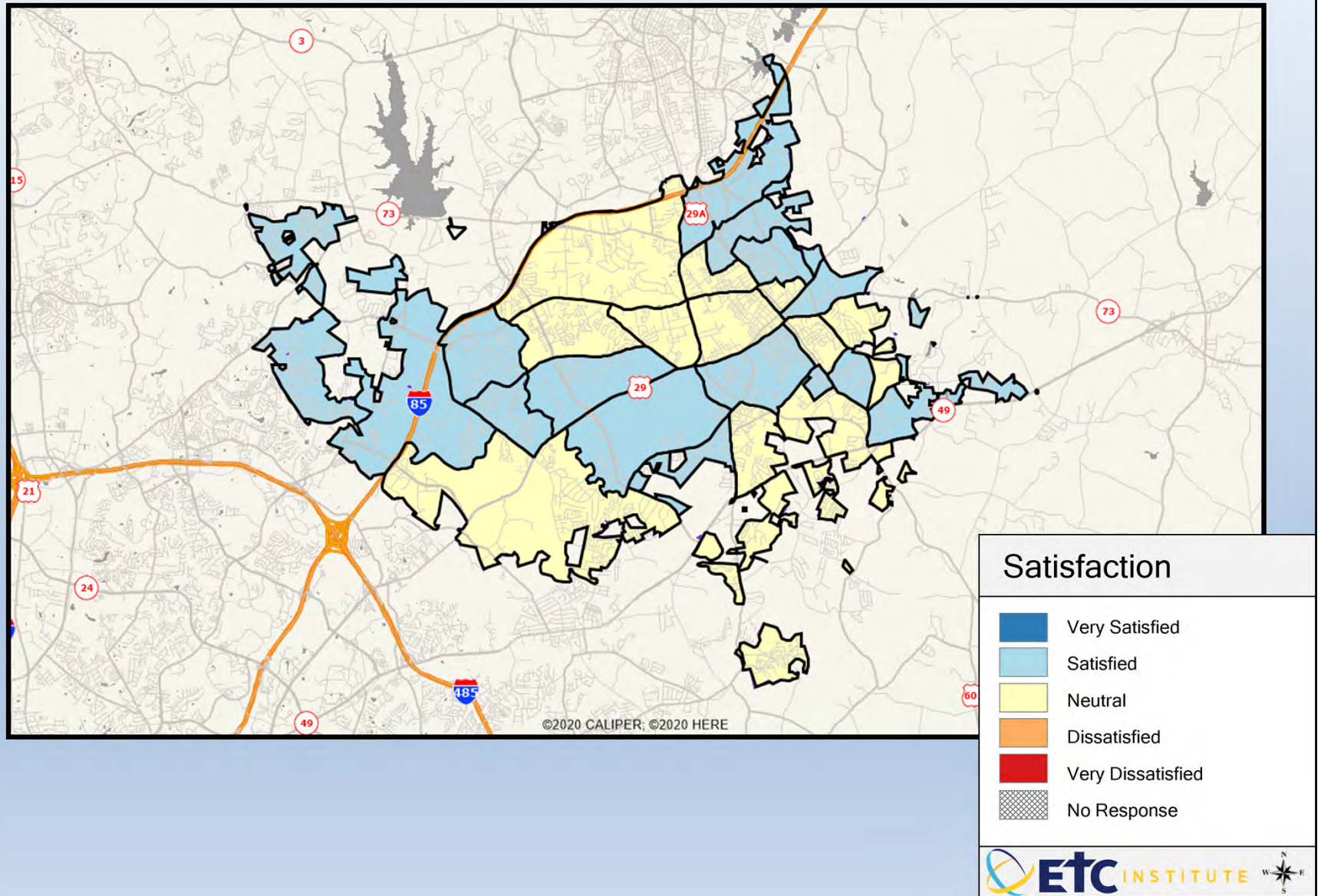
Q9-17. Availability of regional public transportation links



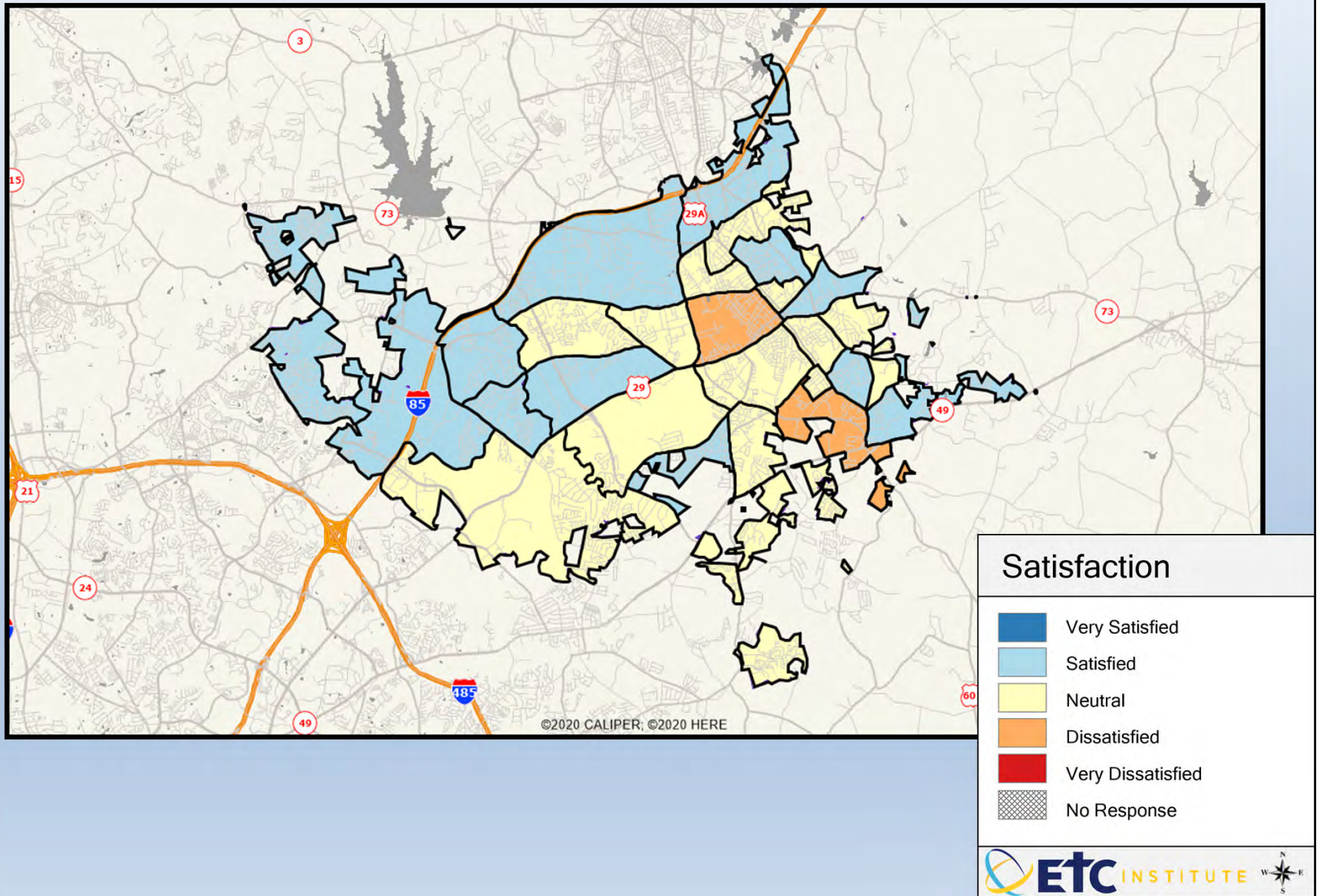
Q11-01. Enforcement of the clean-up of junk cars and debris on private property



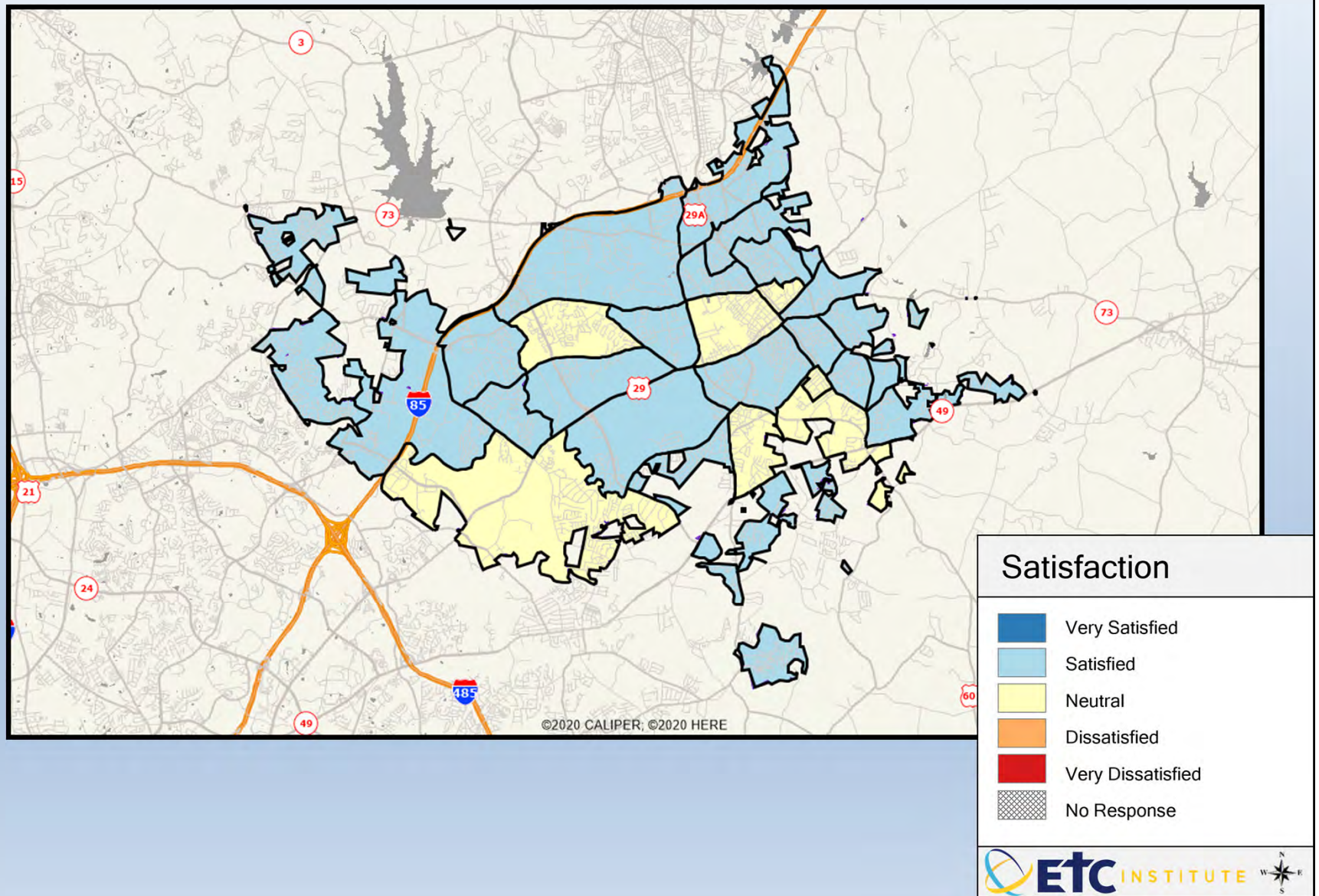
Q11-02. Enforcement of the mowing and cutting of weeds on private property



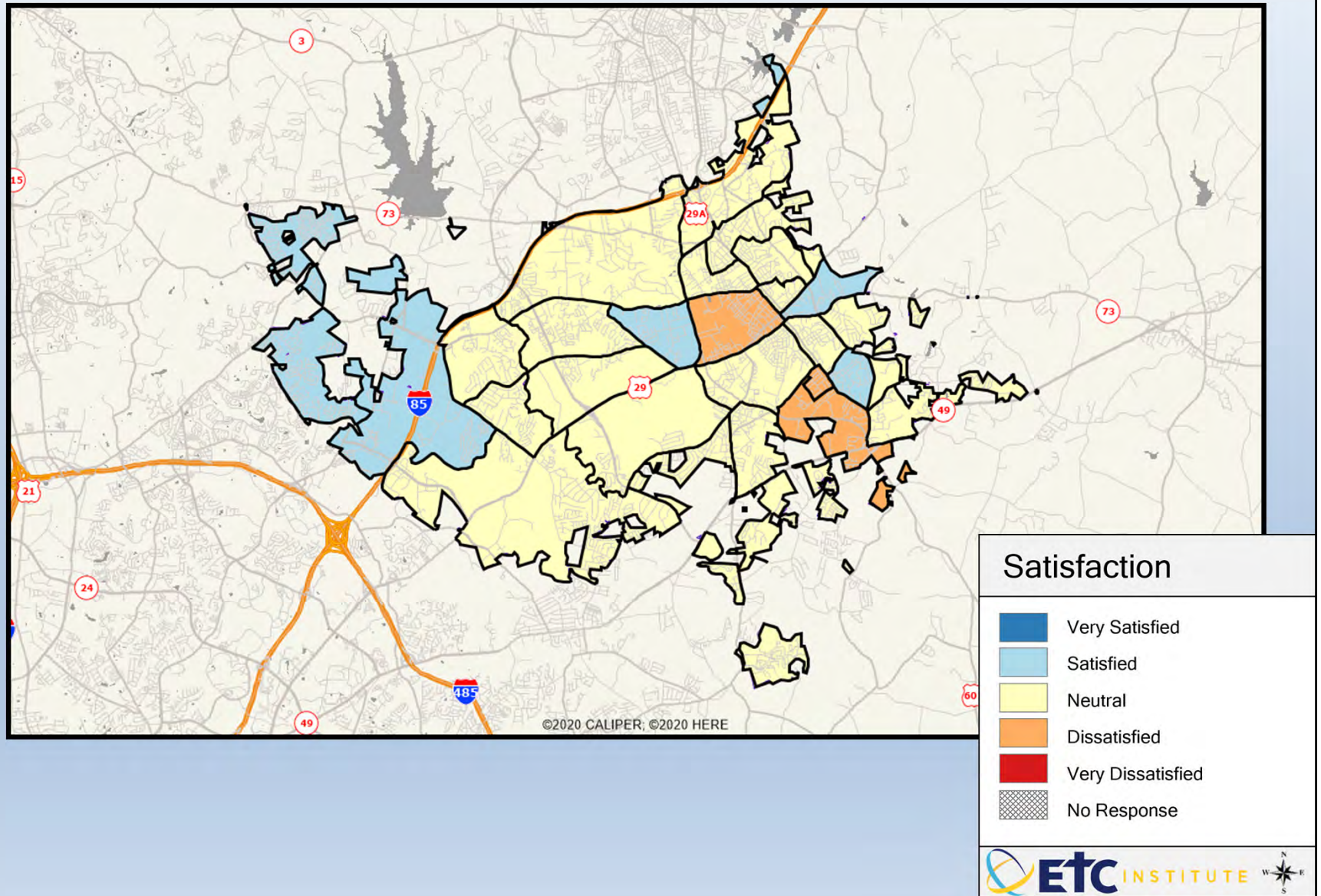
Q11-03. Enforcement of the exterior maintenance of residential property



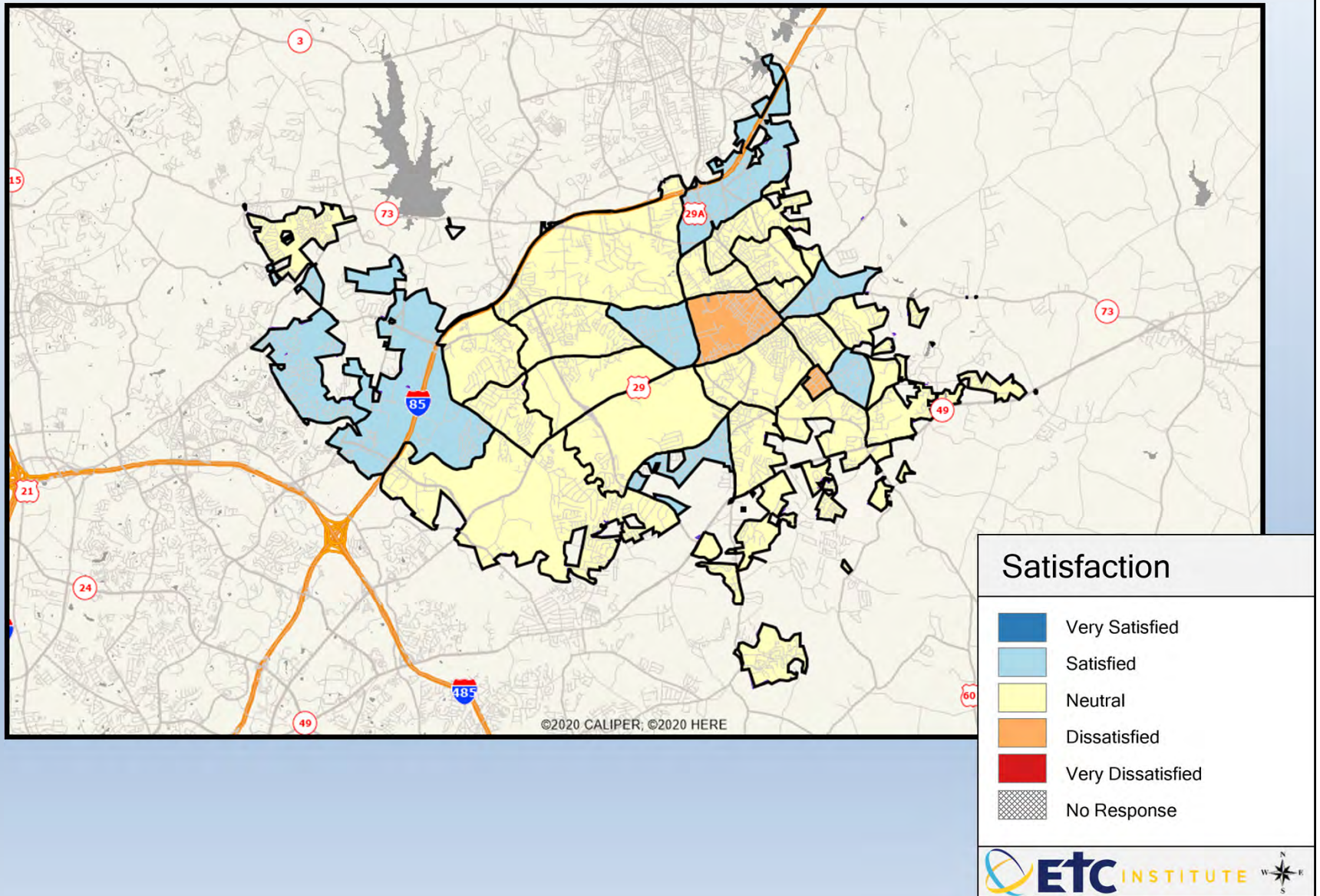
Q11-04. Enforcement of sign regulations



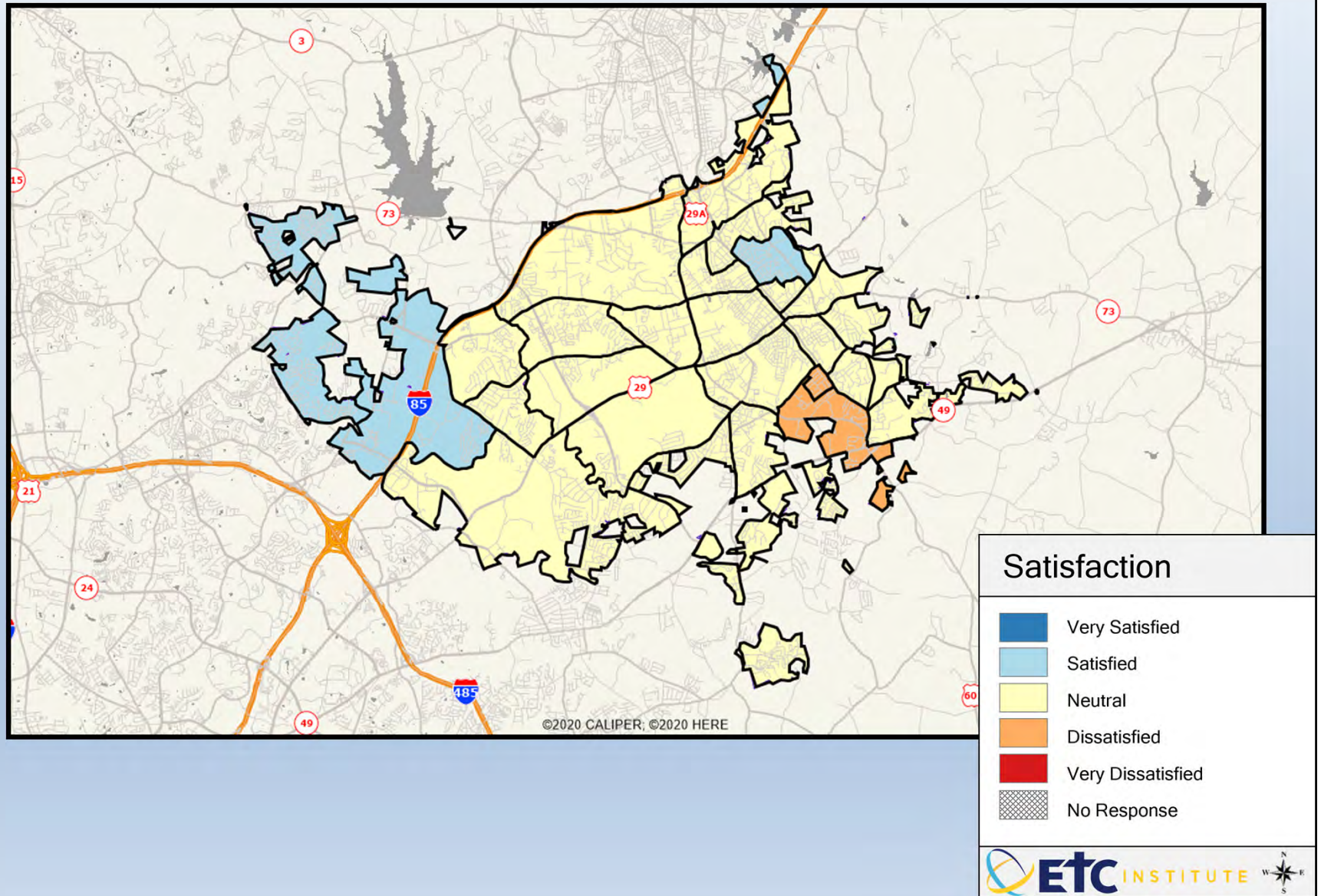
Q11-05. Enforcement of the repair of substandard housing



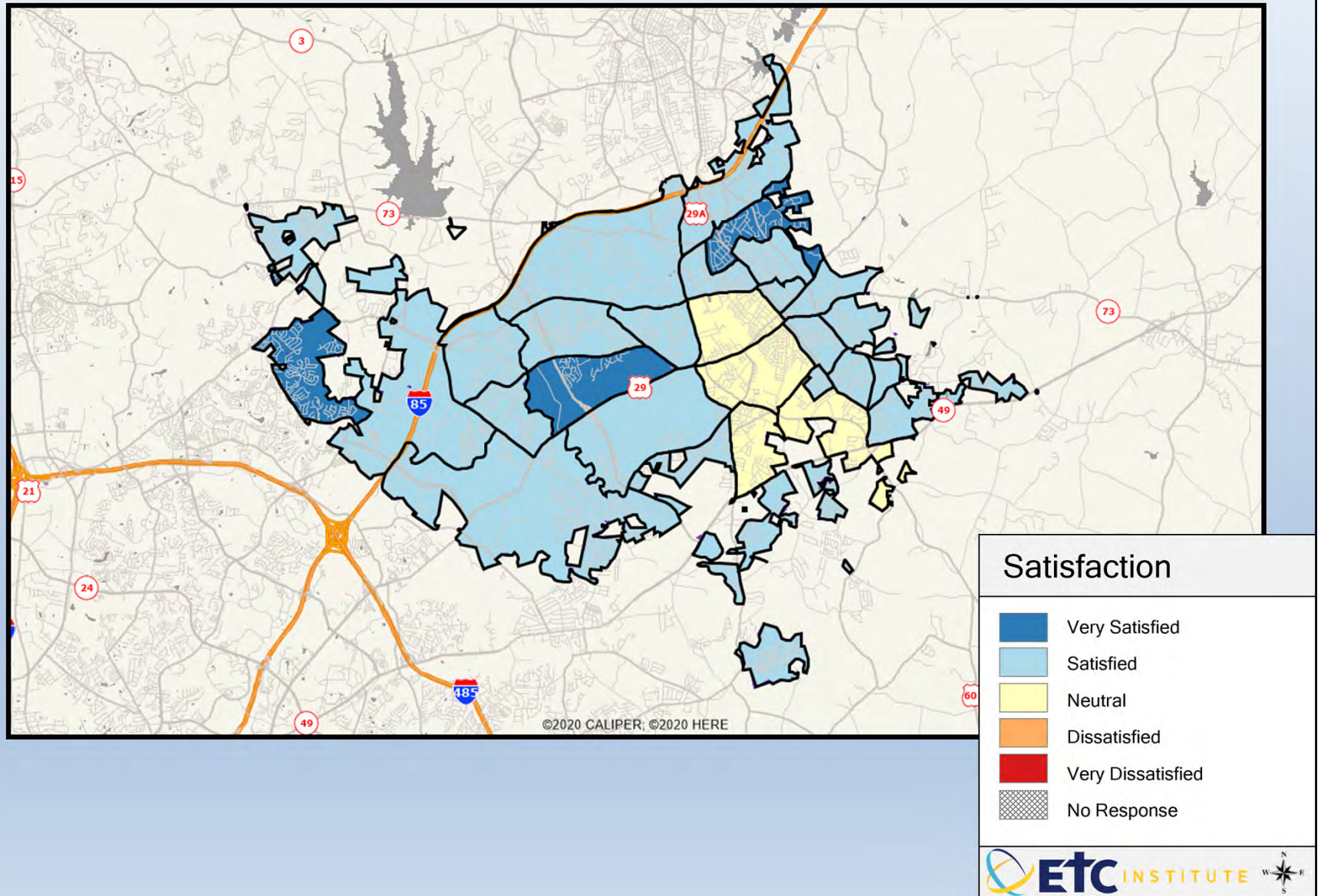
Q11-06. Enforcement of the removal of dilapidated housing



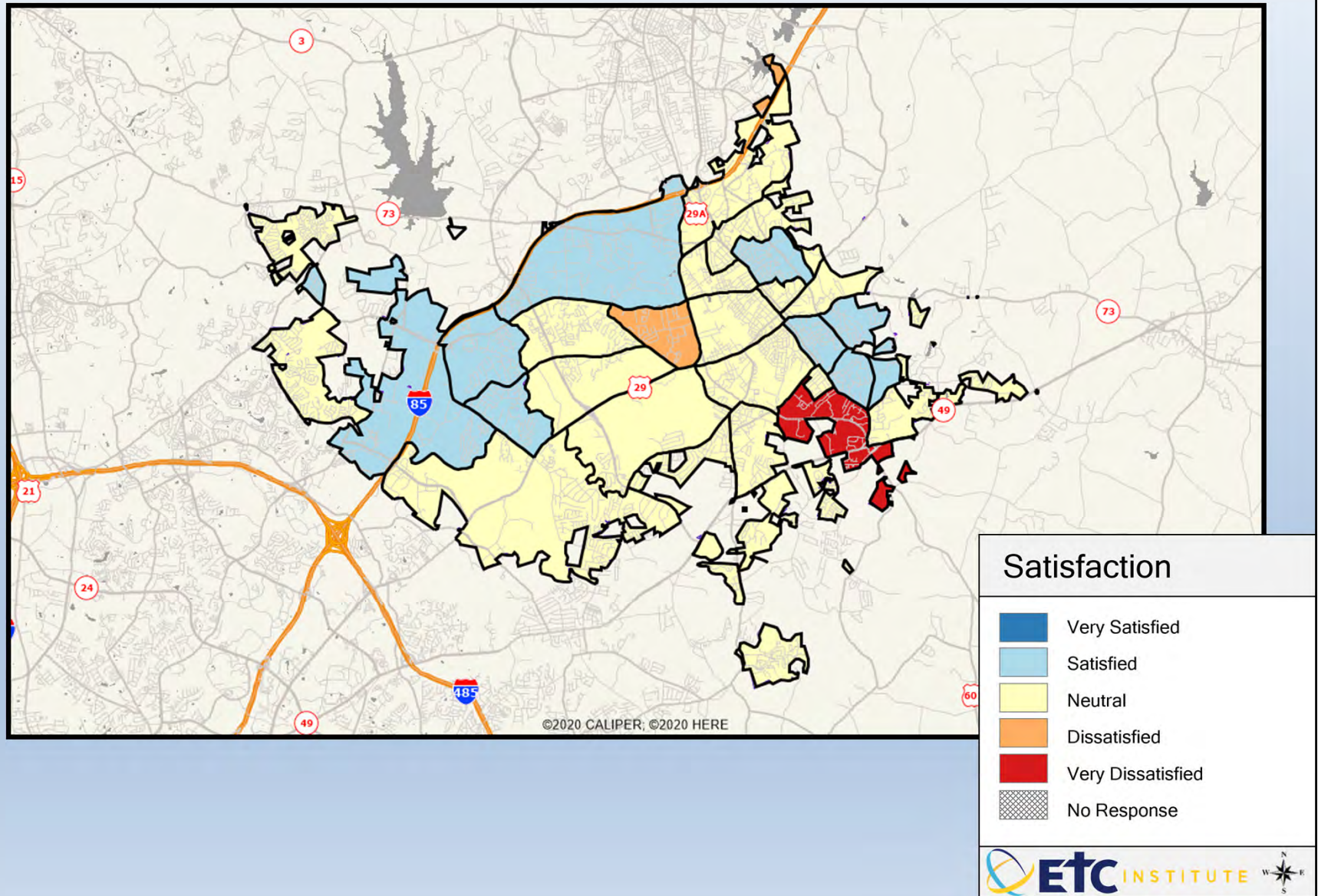
Q11-07. Enforcement of yard parking regulations



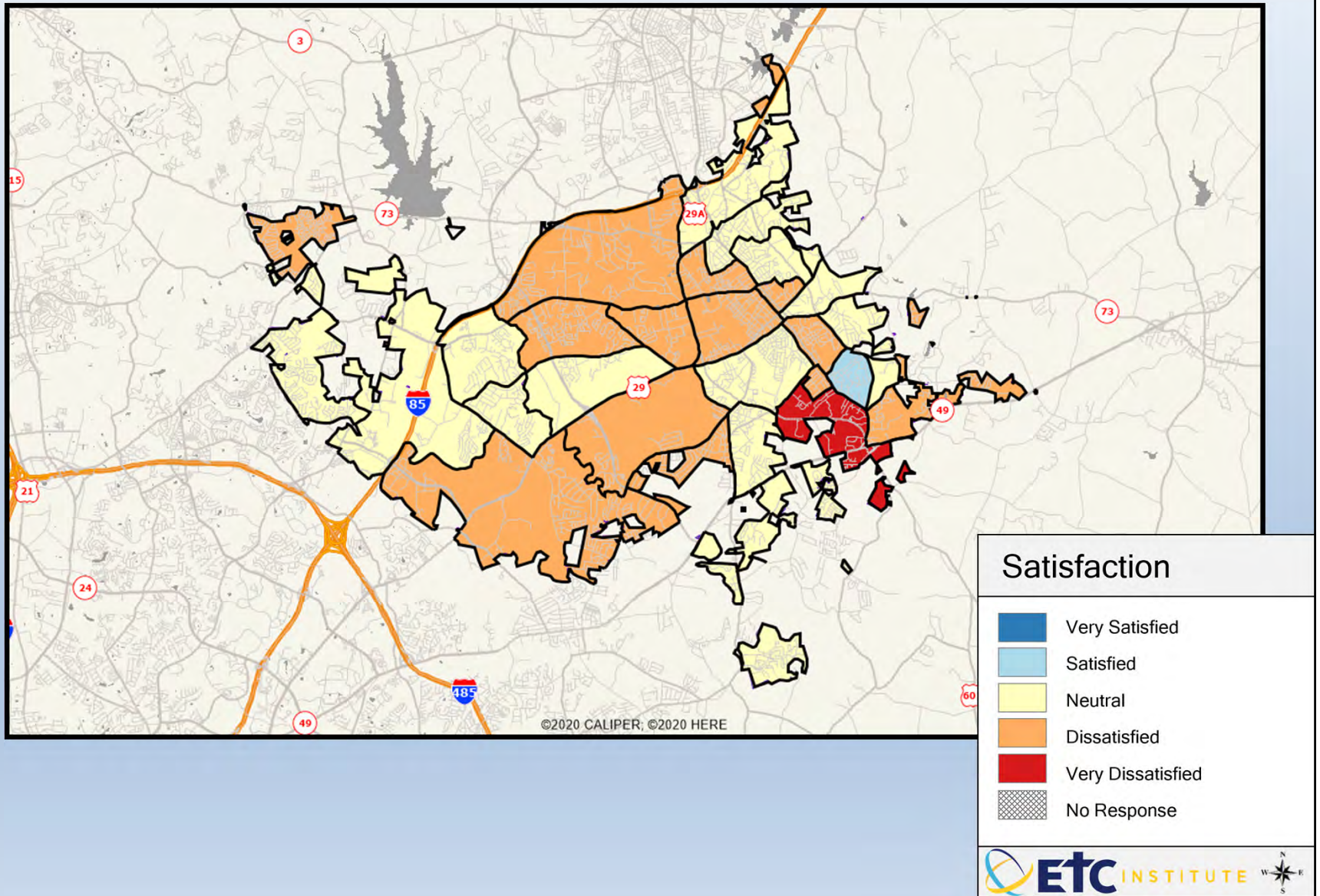
Q11-08. Appearance of your neighborhood



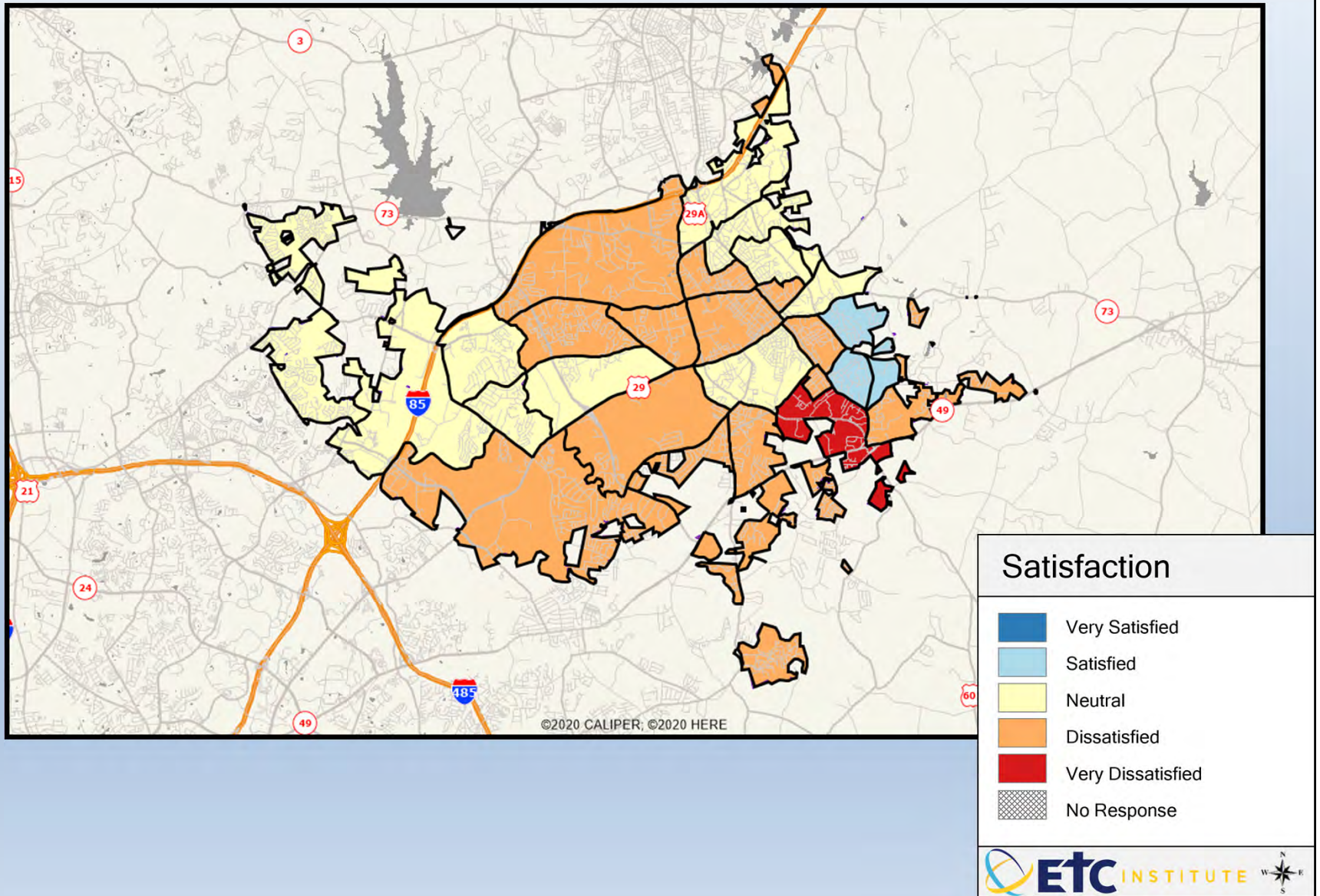
Q11-09. Availability of programs to assist with home ownership like education and down payment assistance



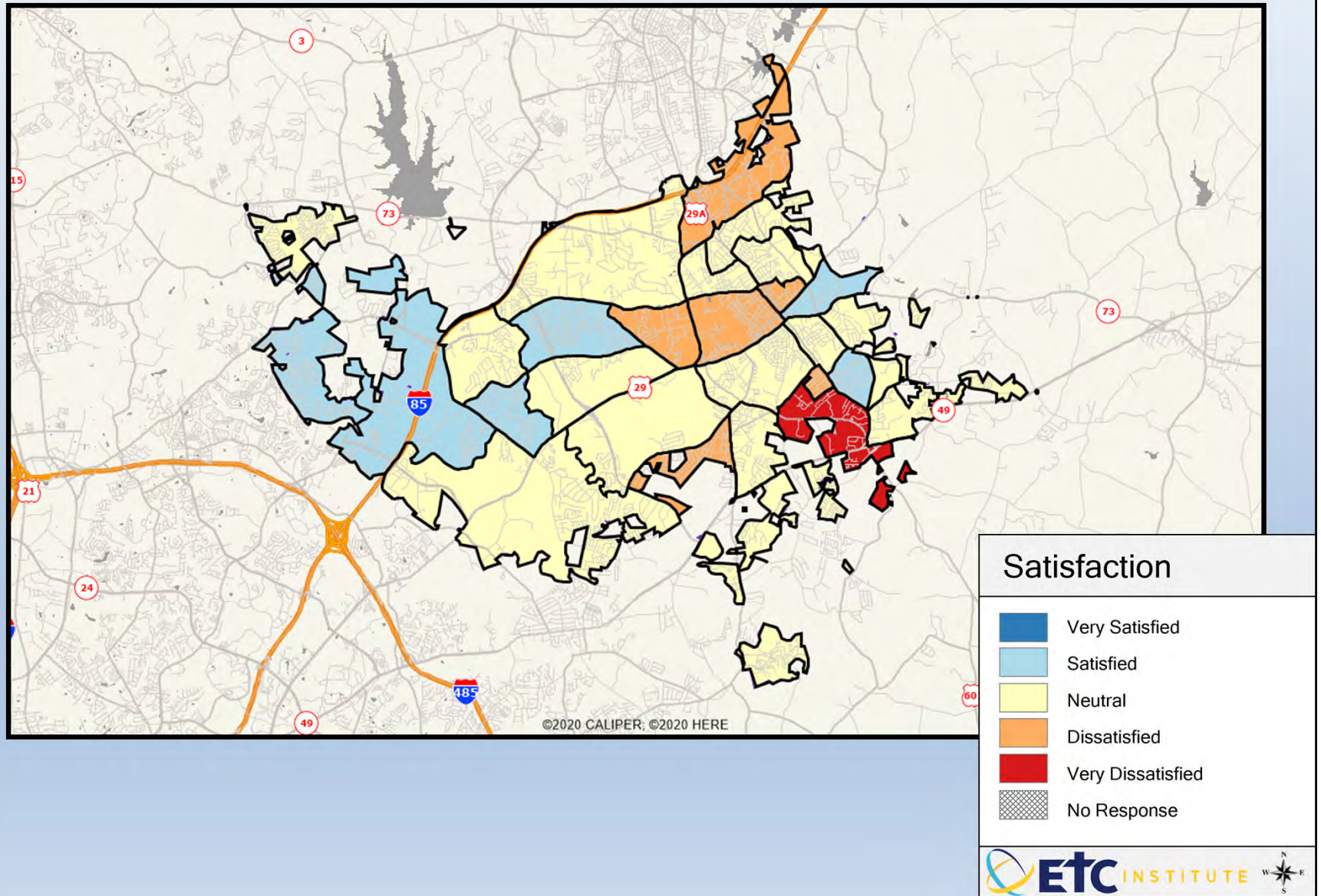
Q11-10. Availability of affordable rental housing



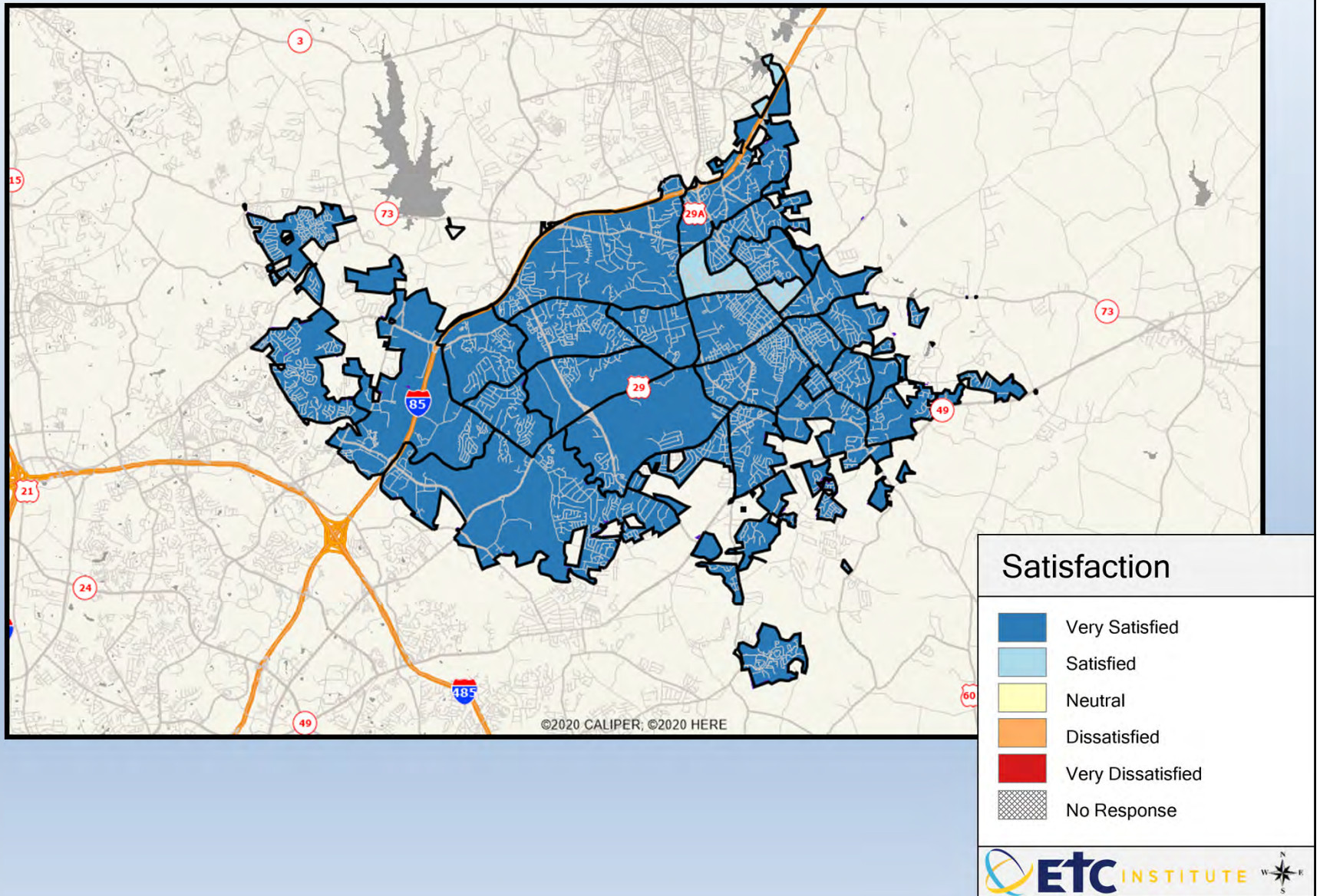
Q11-11. Availability of affordable housing for purchase



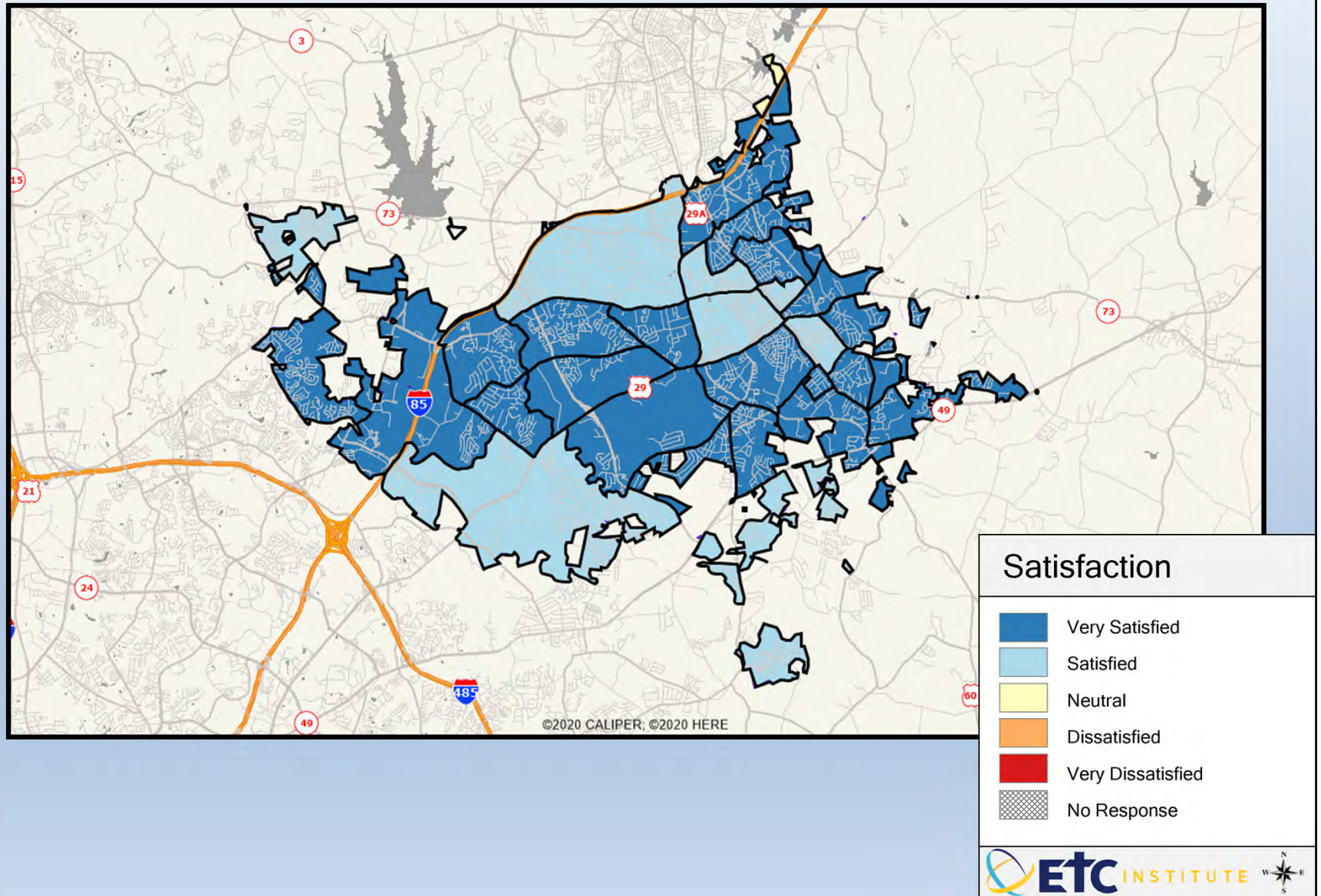
Q11-12. Quality of public housing



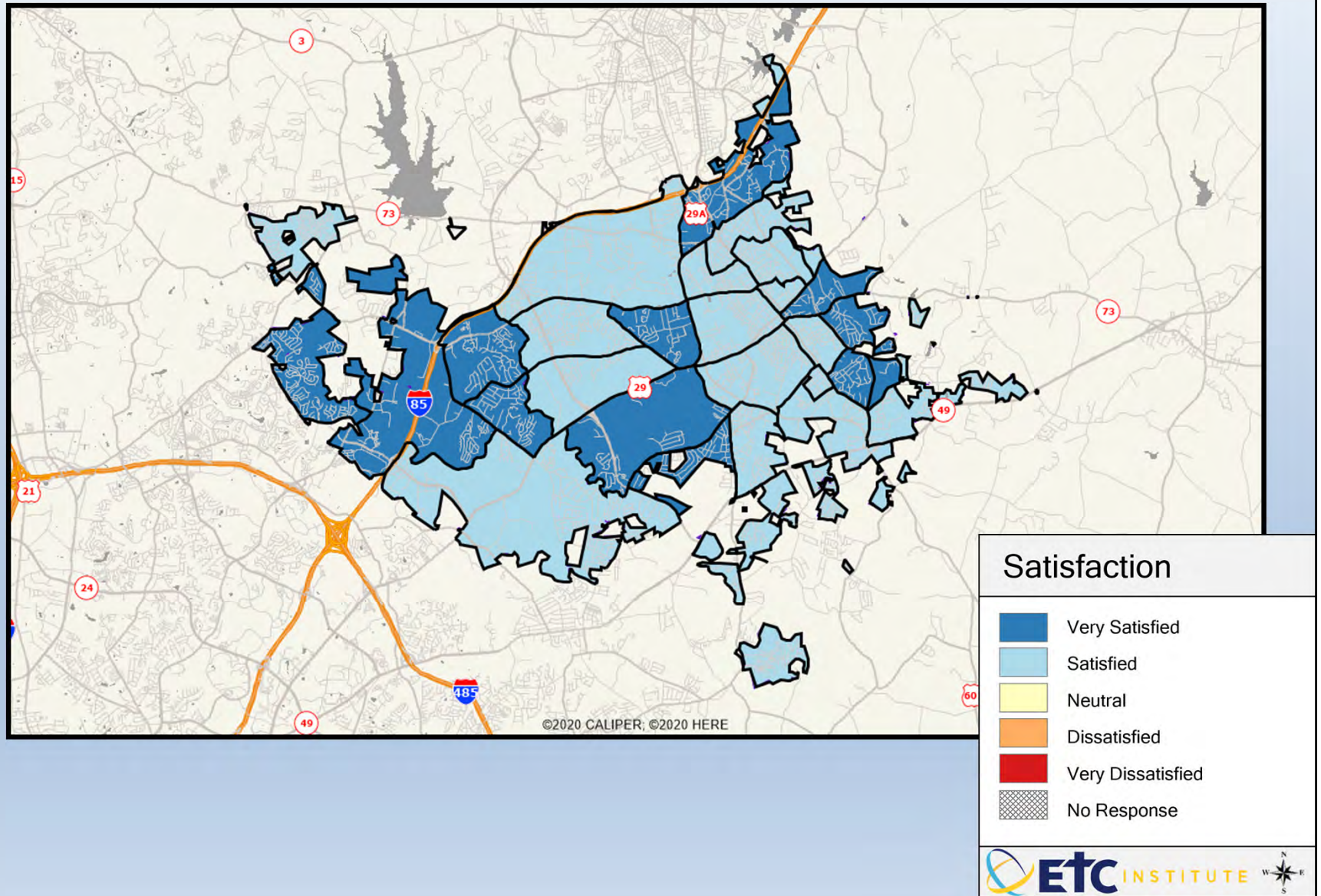
Q13-01. Residential trash collection service



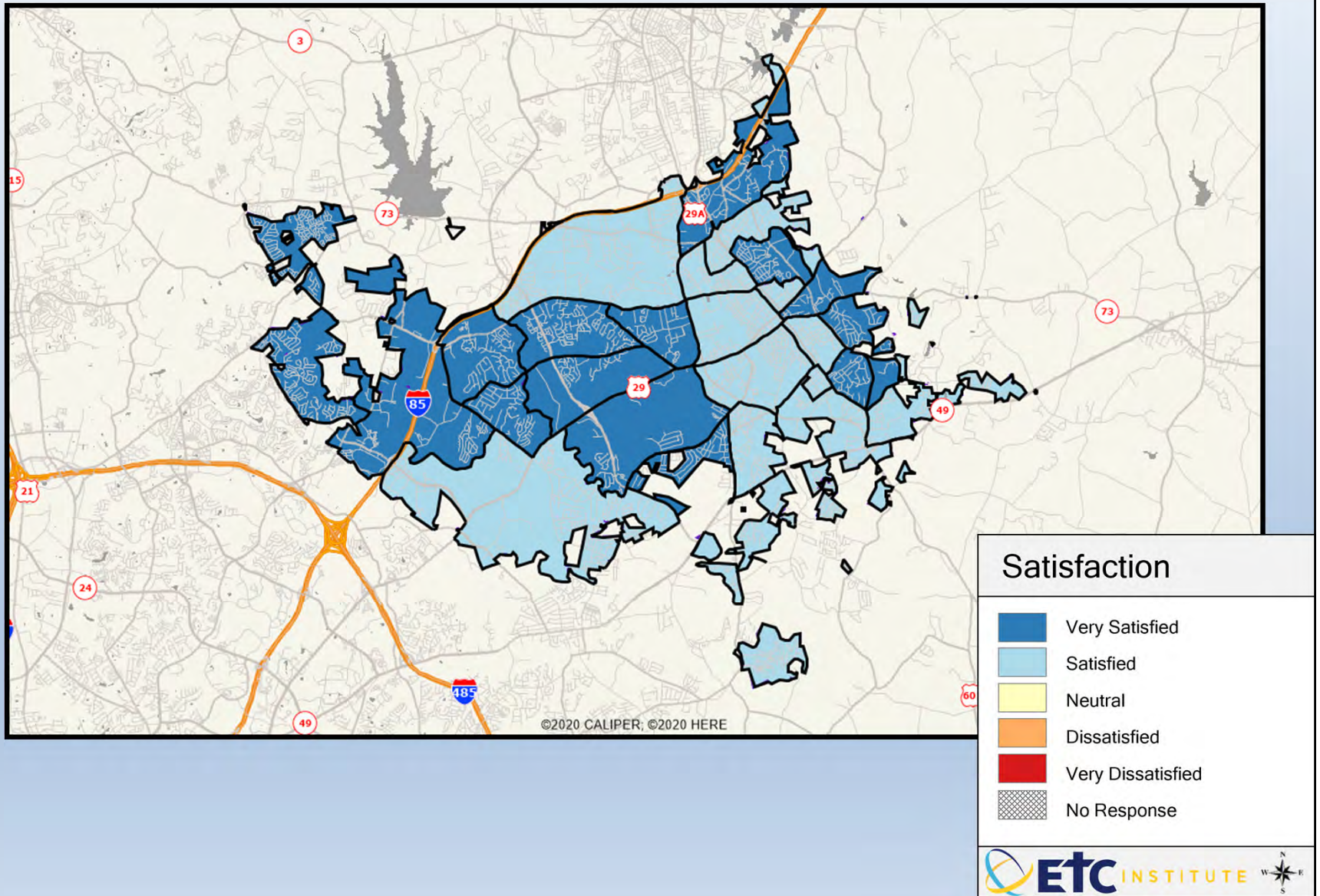
Q13-02. Curbside recycling service



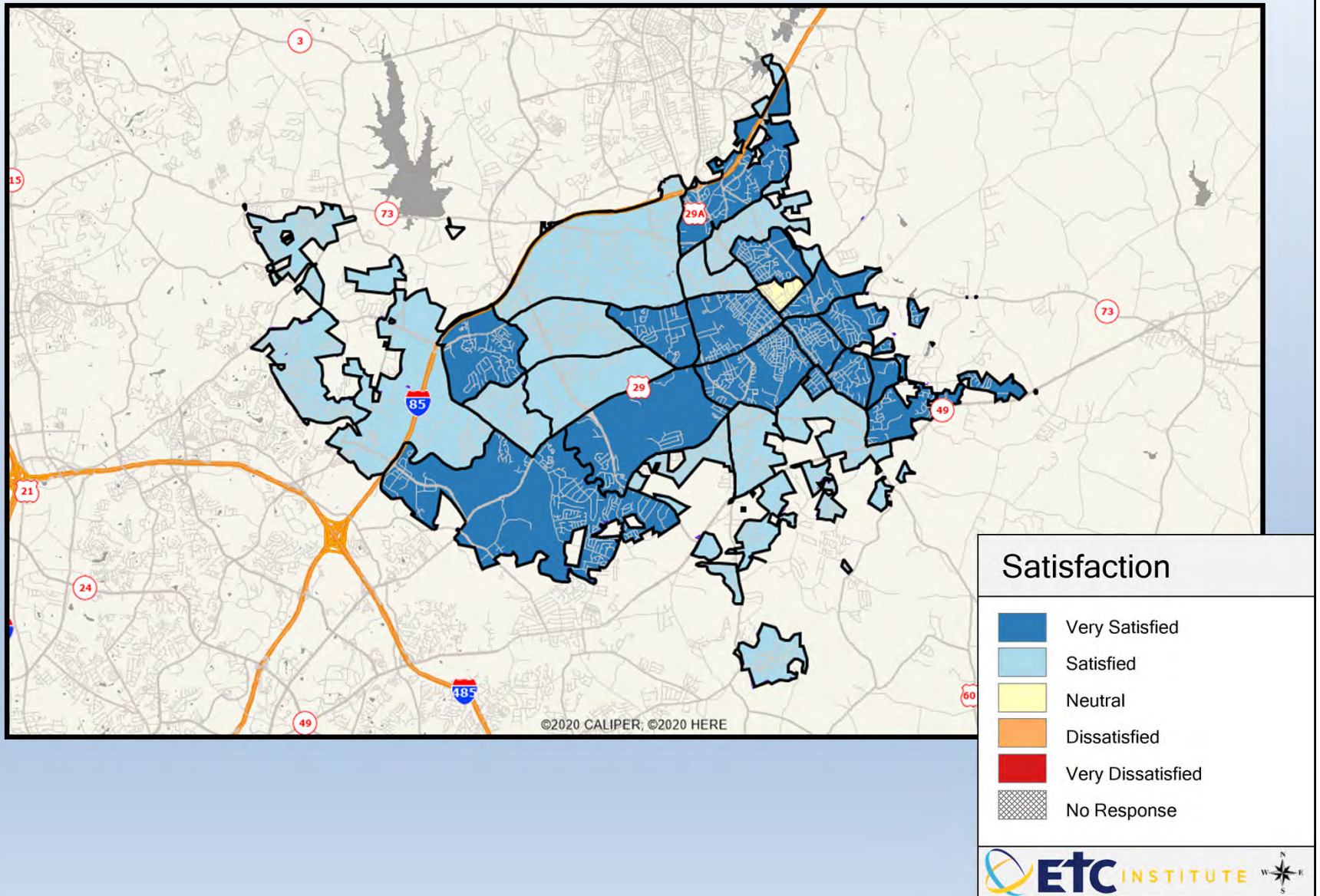
Q13-03. Leaf, yard waste and brush removal services



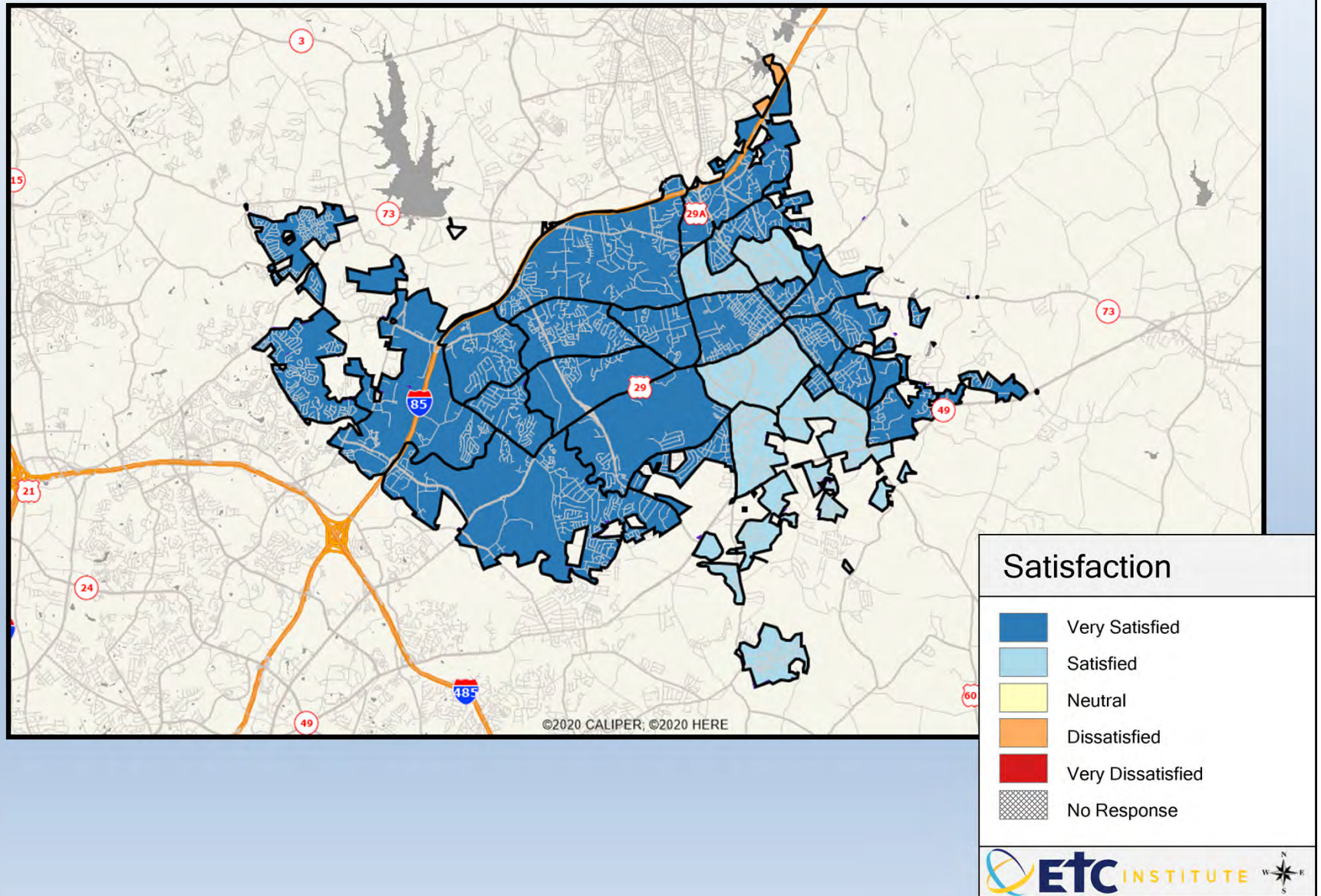
Q13-04. Bulk trash pickup and removal service



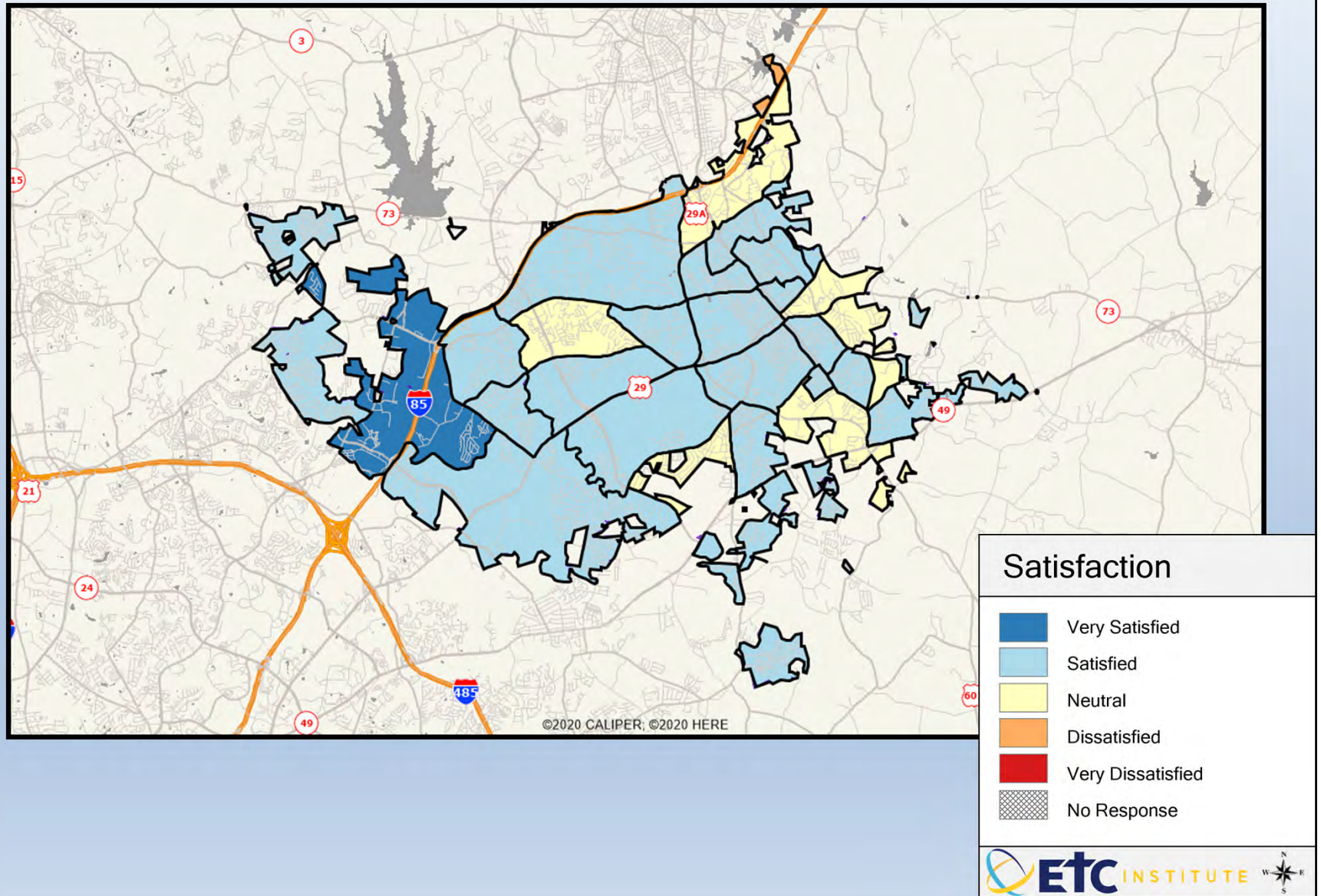
Q13-05. Timeliness of water and sewer line break repairs



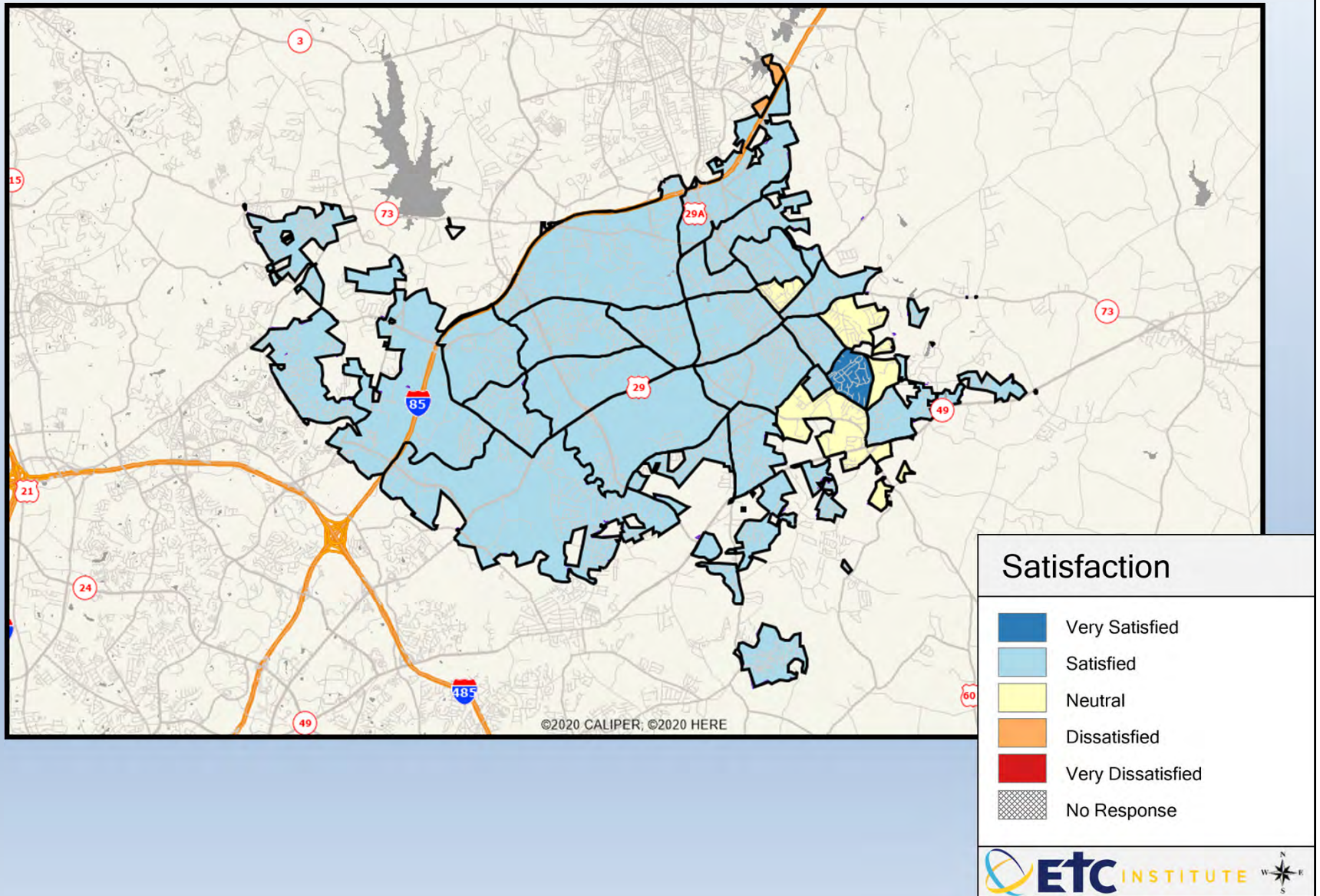
Q13-06. Reliability of water service



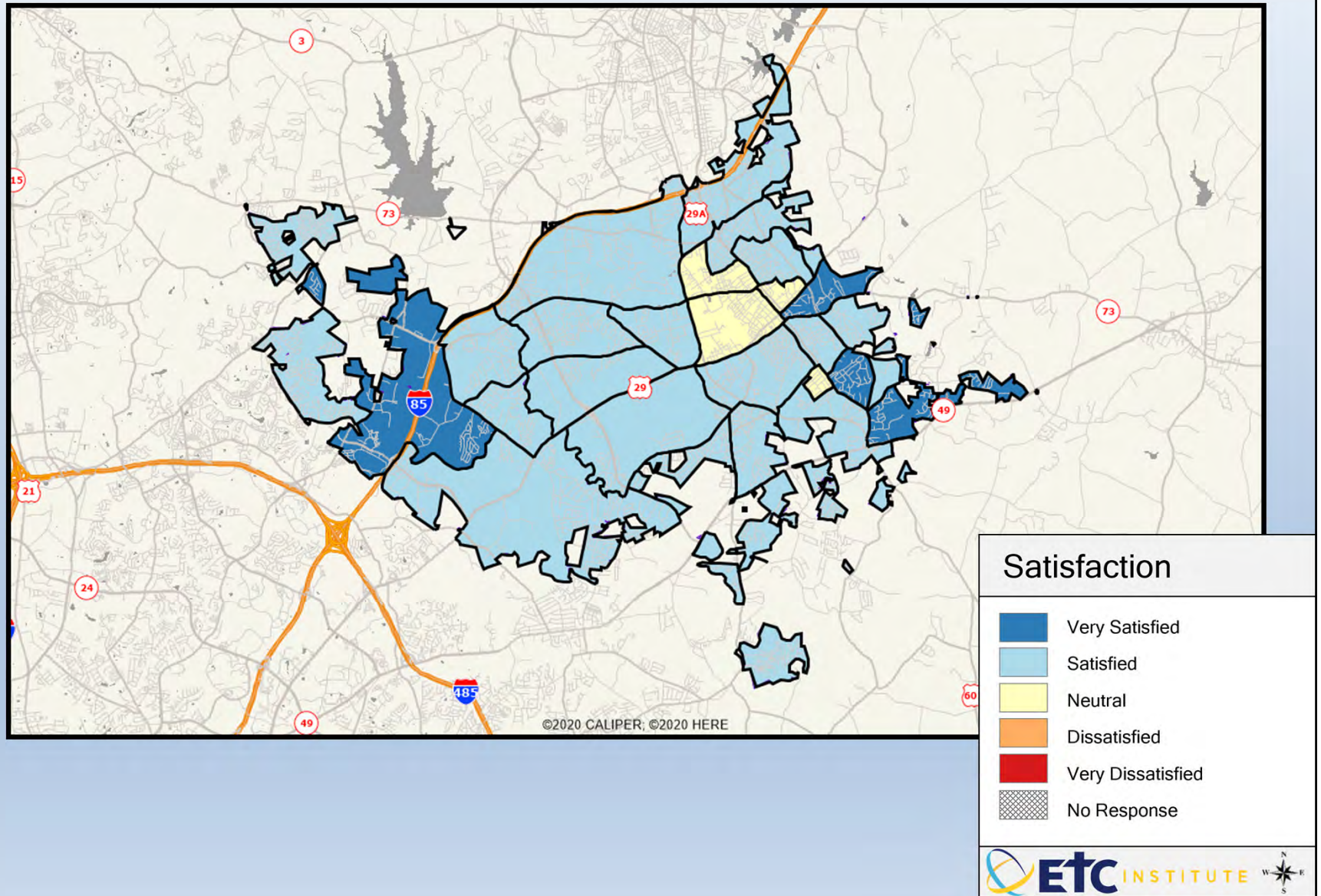
Q13-07. Taste and odor of your drinking water



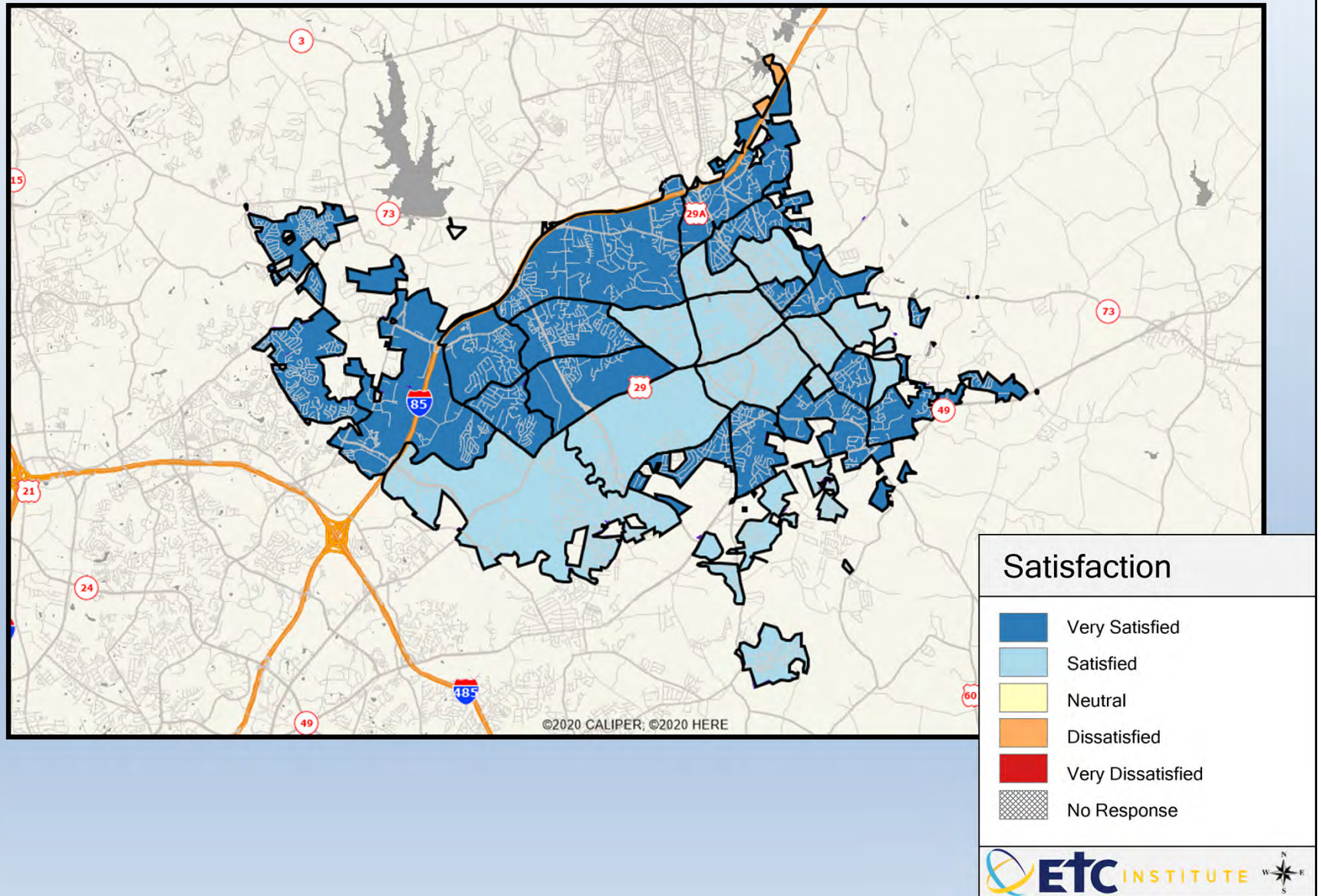
Q13-08. Overall value that you receive for water and wastewater utility rates



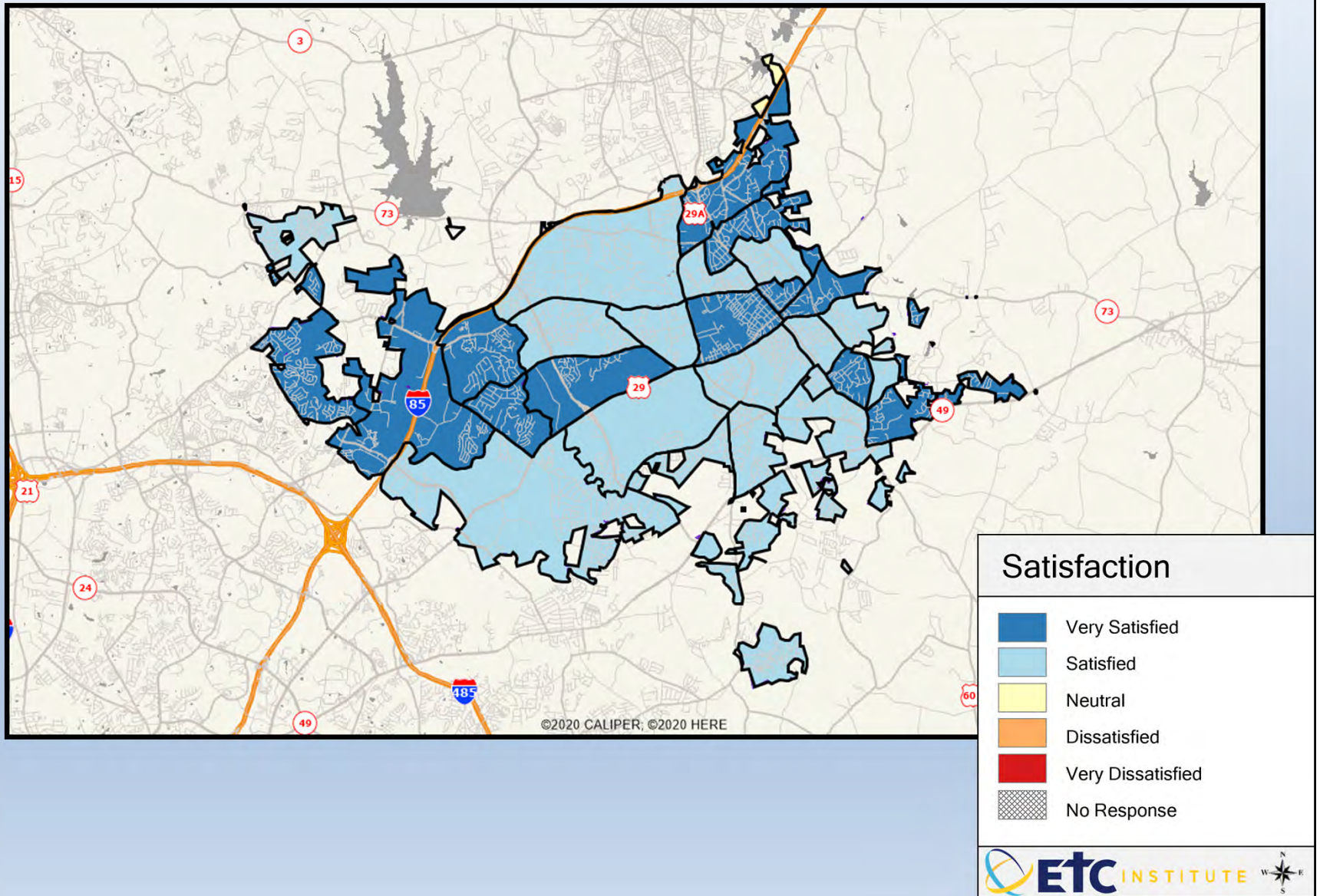
Q13-09. Cleanliness and maintenance of stormwater drains in your neighborhood



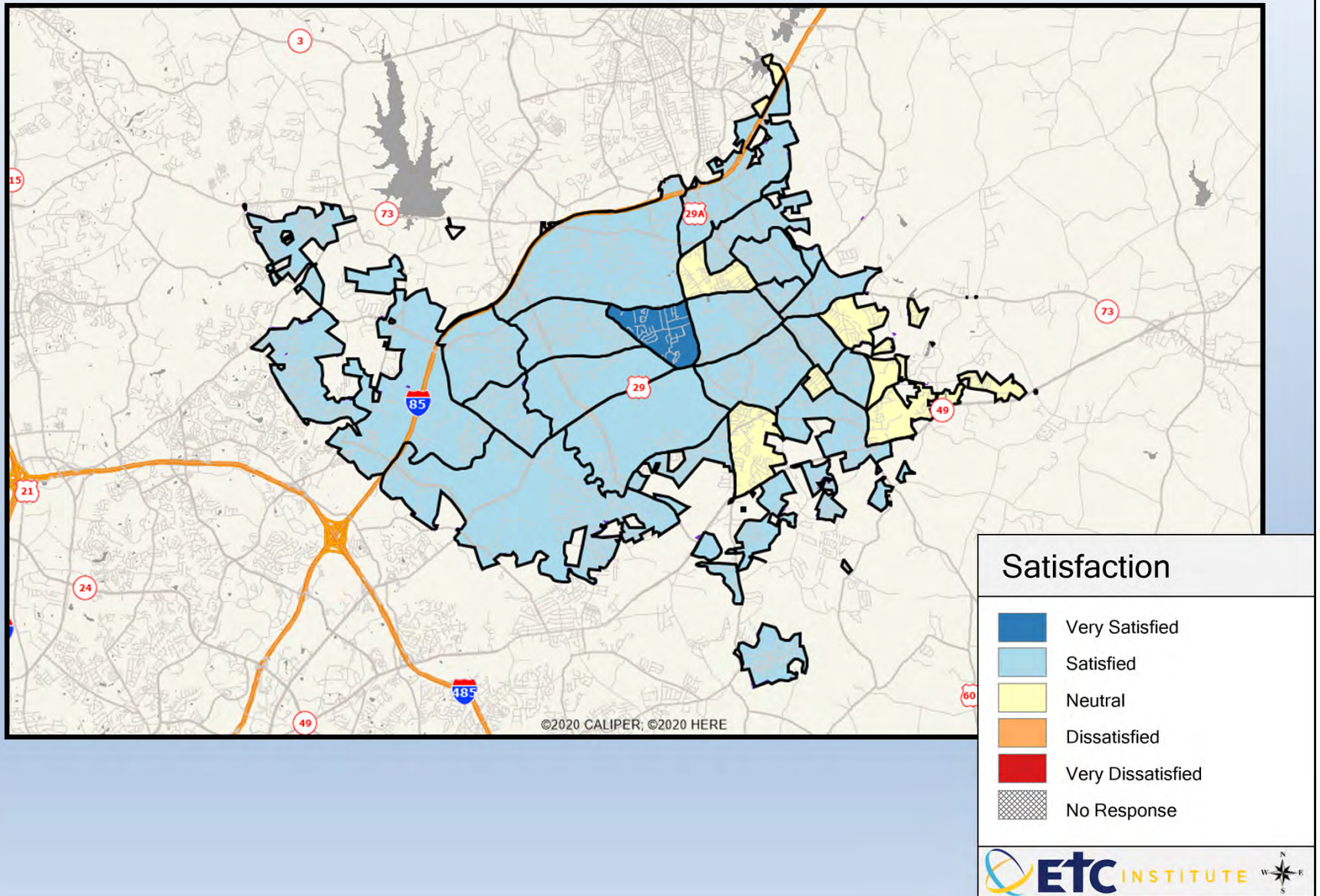
Q13-10. Reliability of City electric service



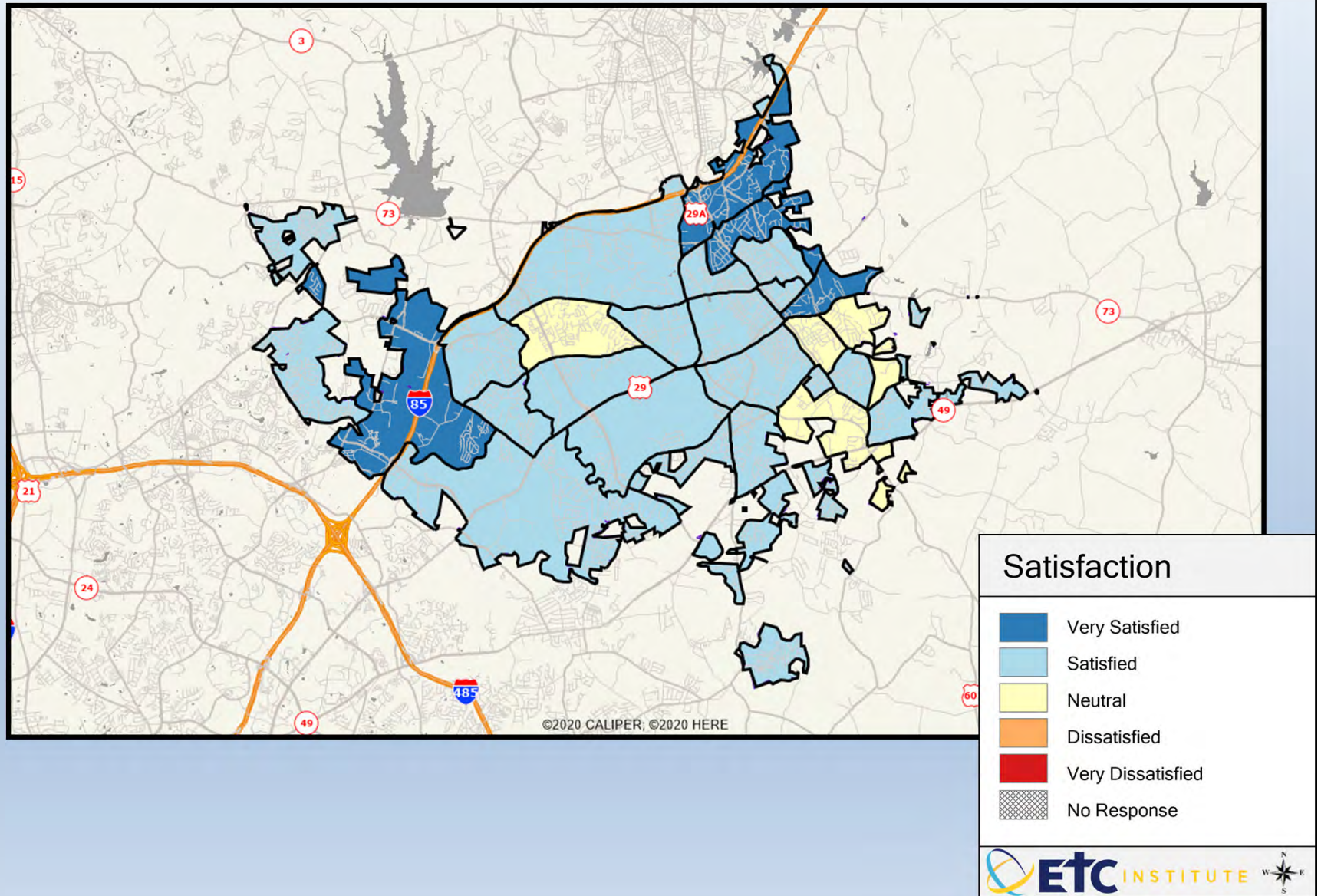
Q13-11. How quickly the City restores power after an unplanned outage



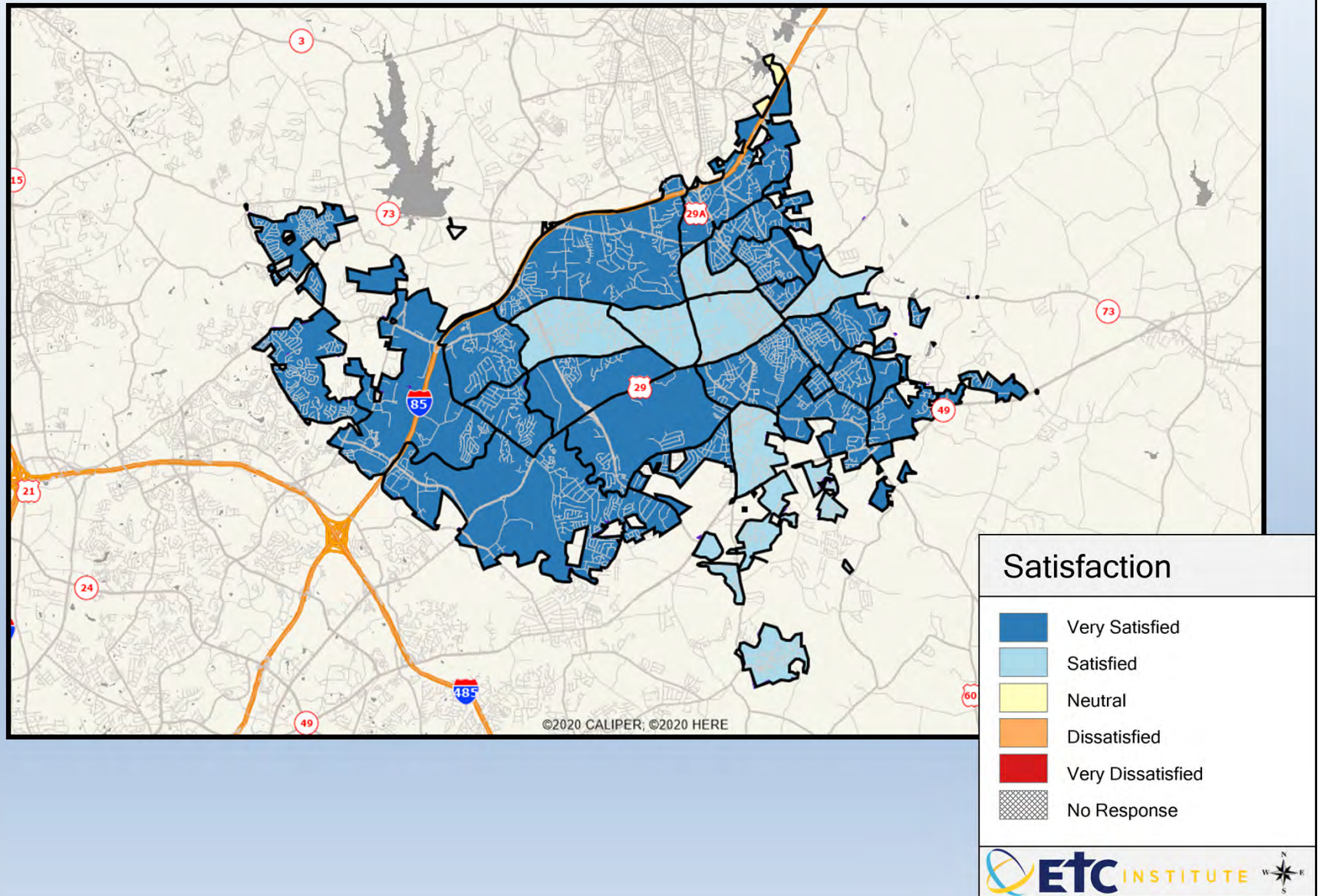
Q13-12. Overall value that you receive for electric utility rates



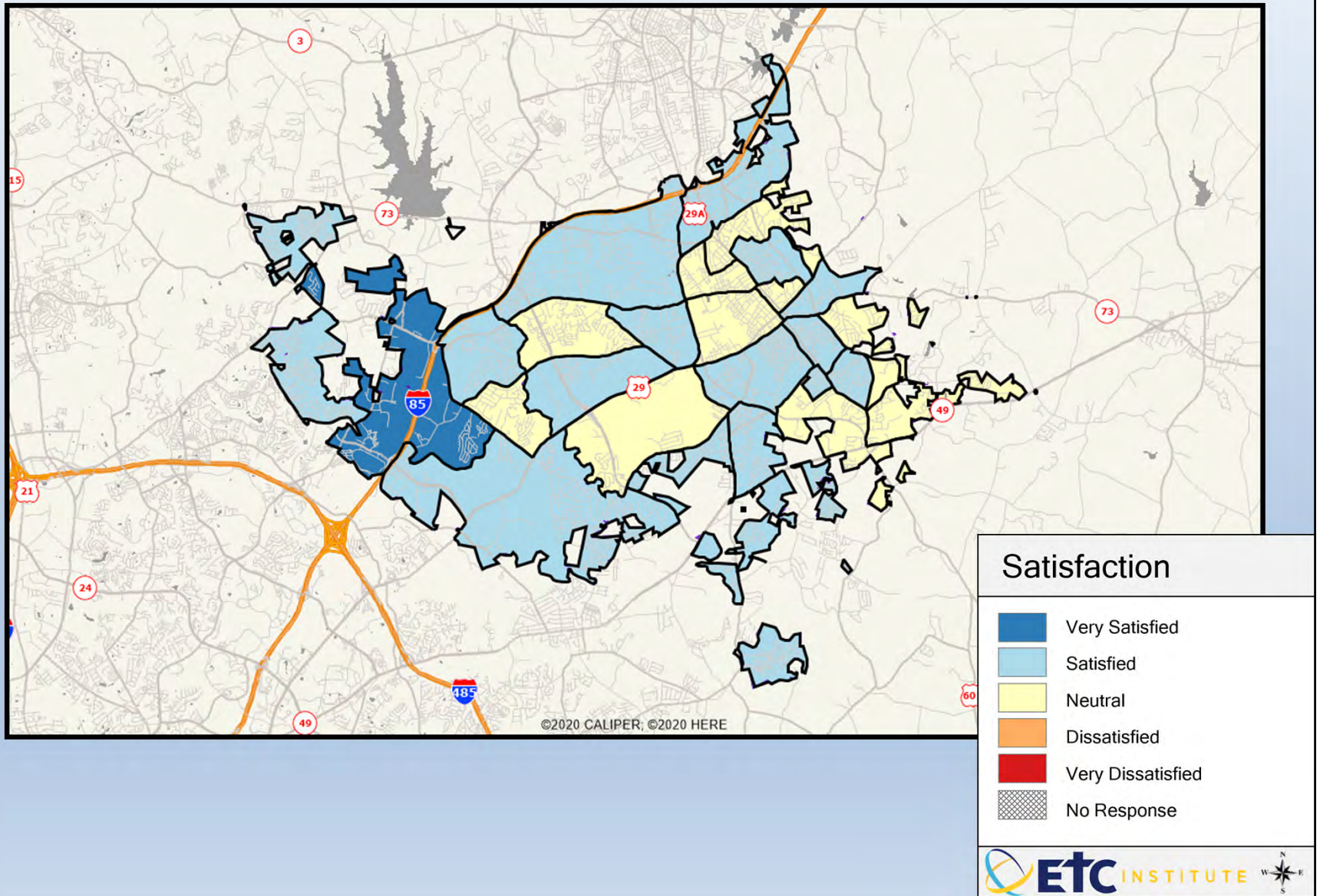
Q13-13. How well the City keeps you informed about planned disruptions to your utility service



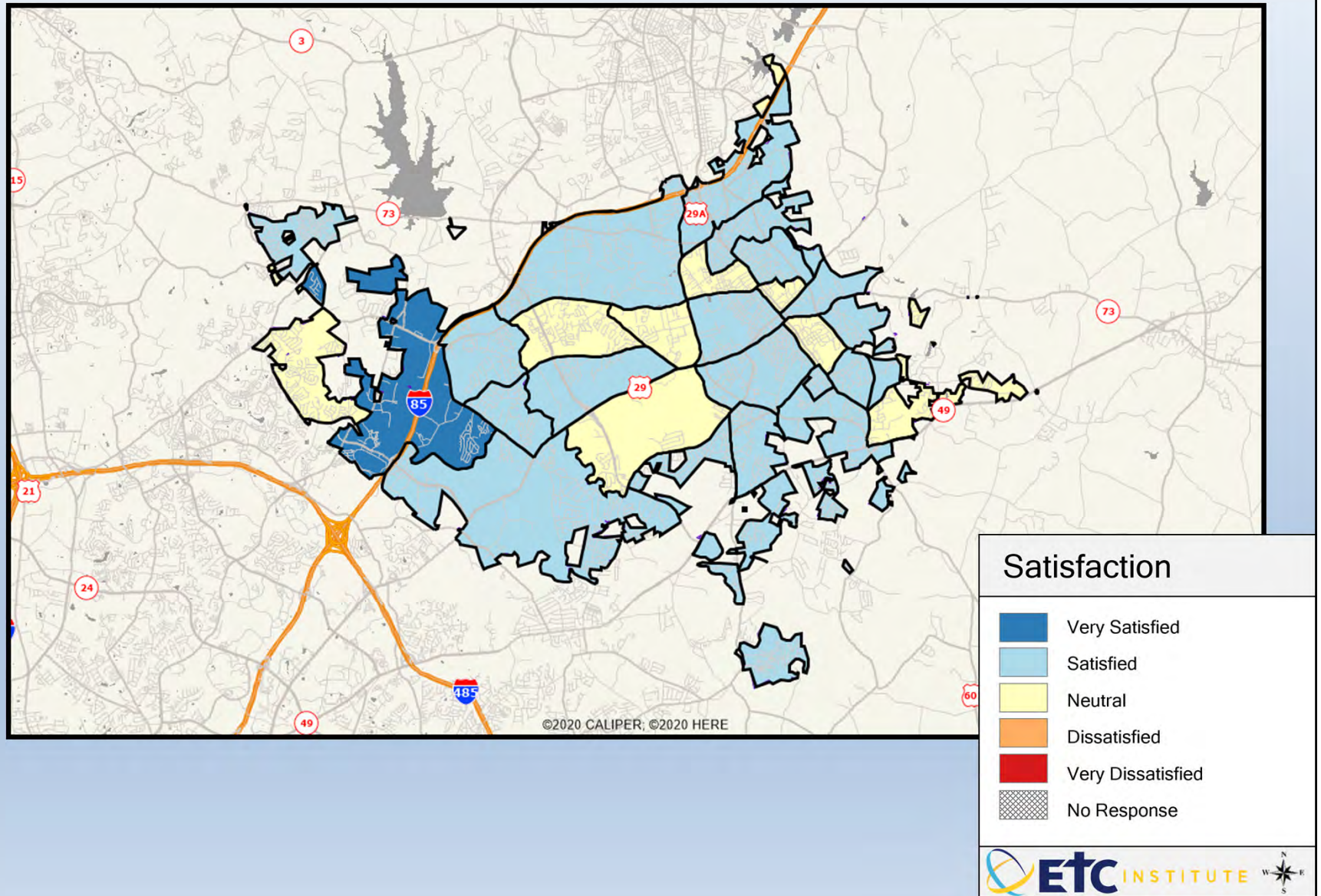
Q13-14. Courtesy of field employees



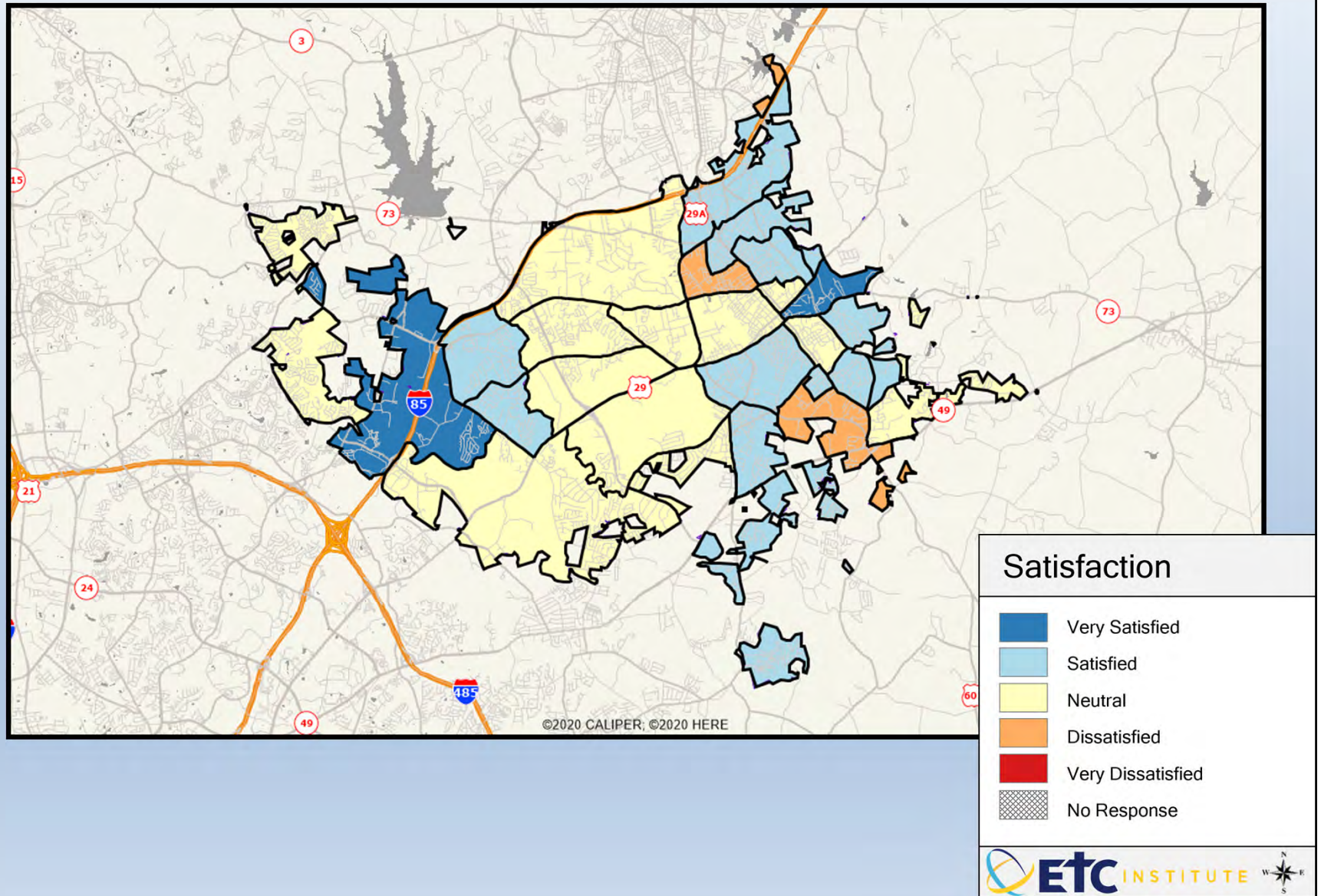
Q13-15. Quality of environmental education and outreach



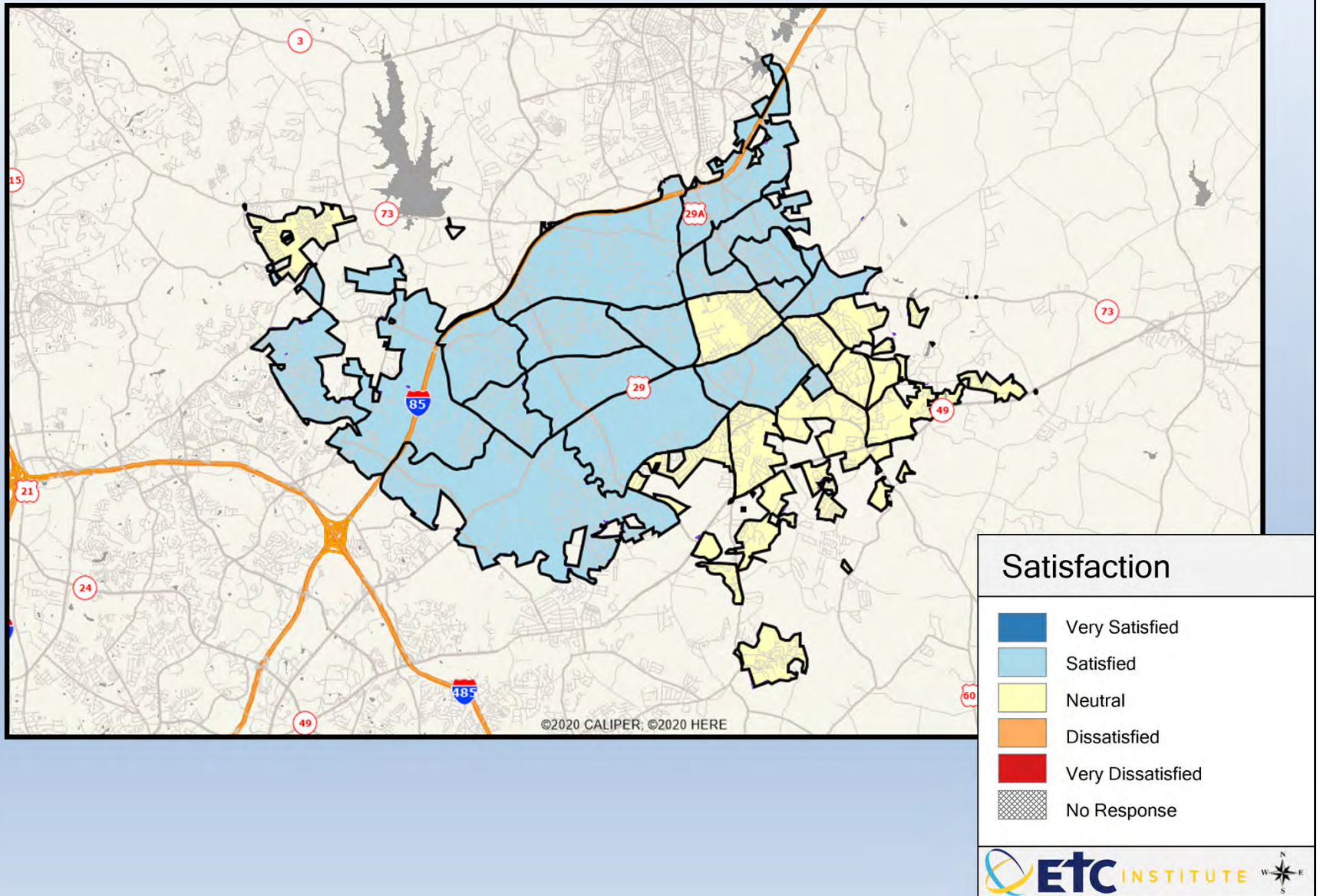
Q13-16. How well the City preserves ecosystems and the services they provide



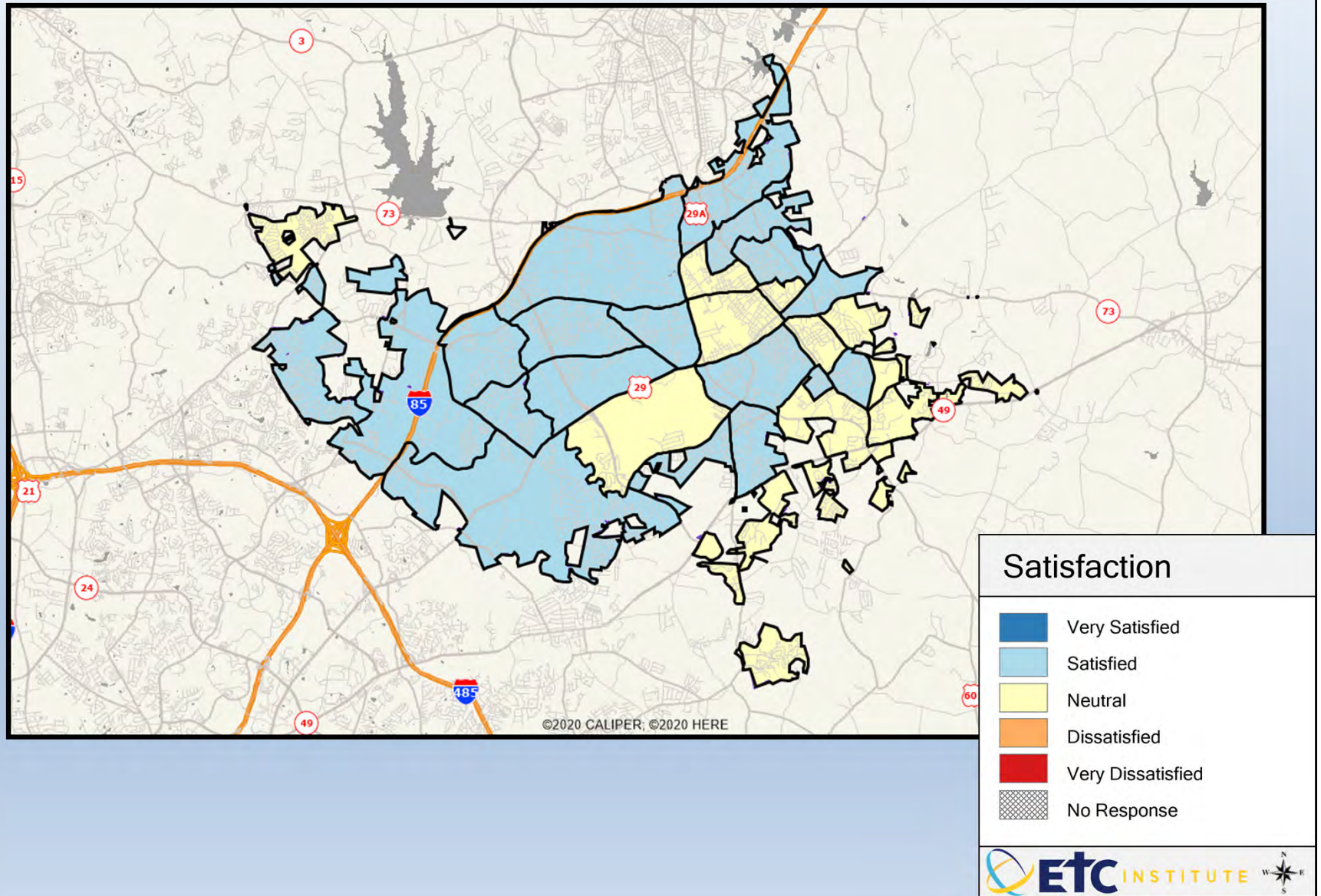
Q13-17. Protection of urban forests and open space



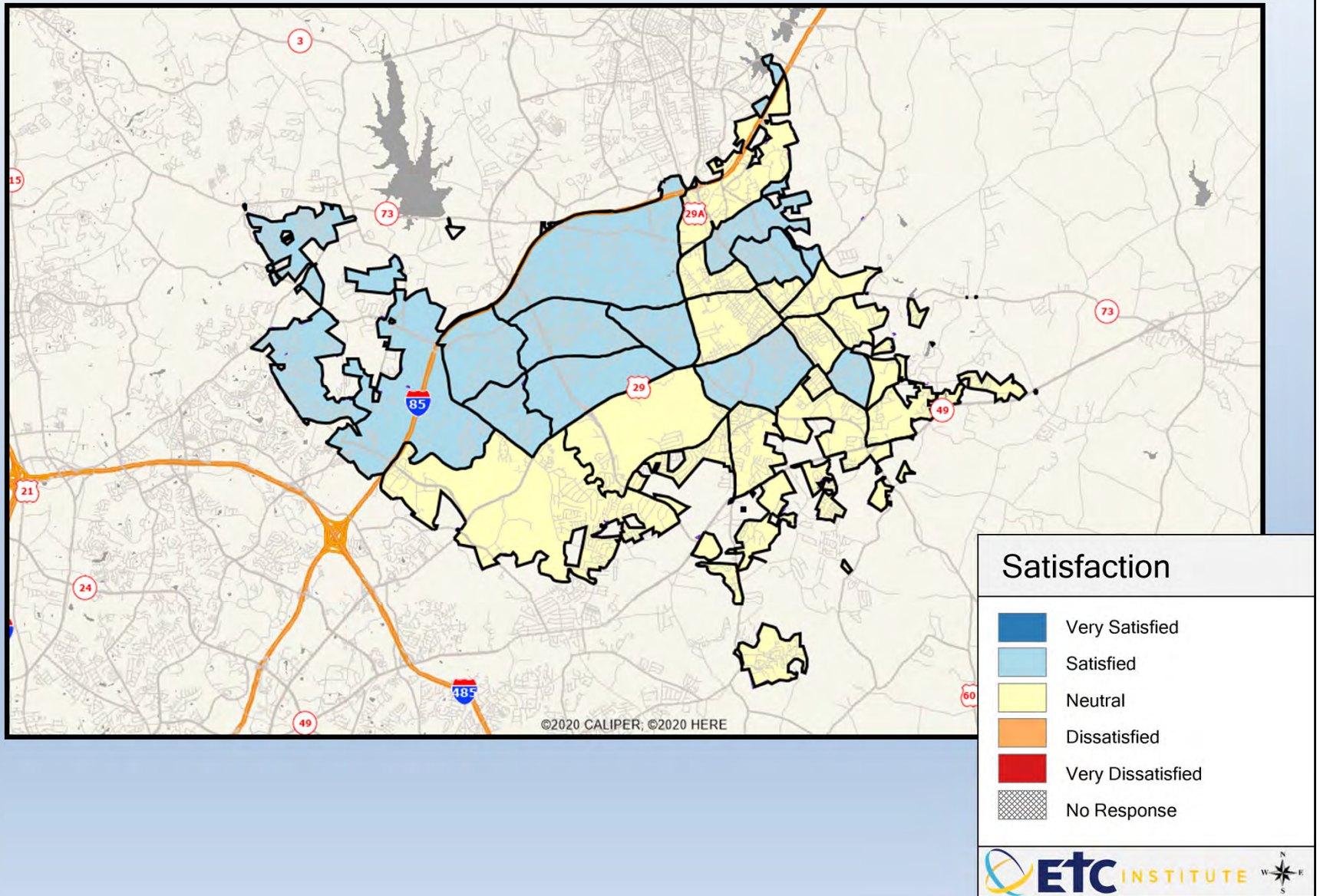
Q15-1. Leadership of elected officials



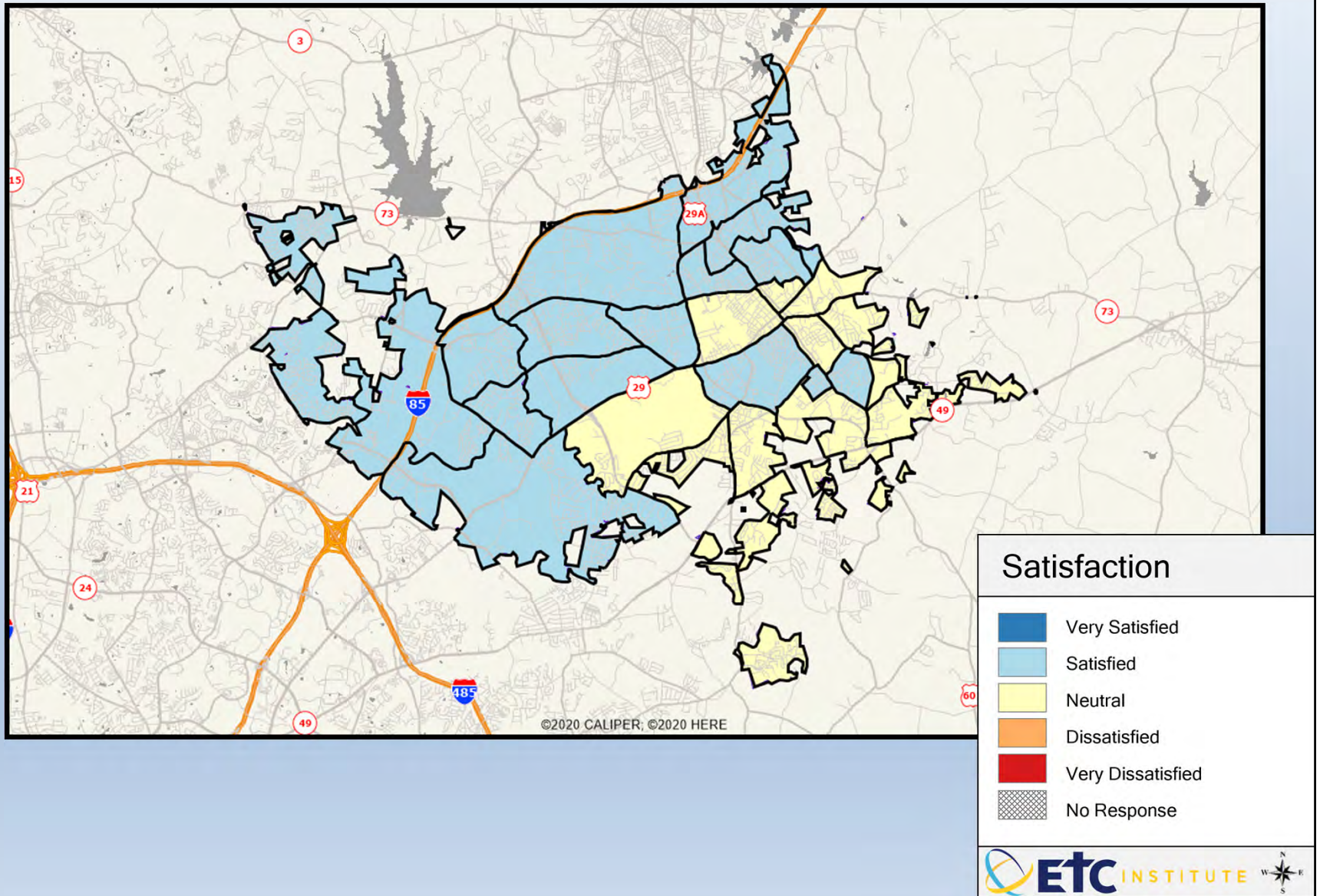
Q15-2. Leadership of the City Manager and appointed staff



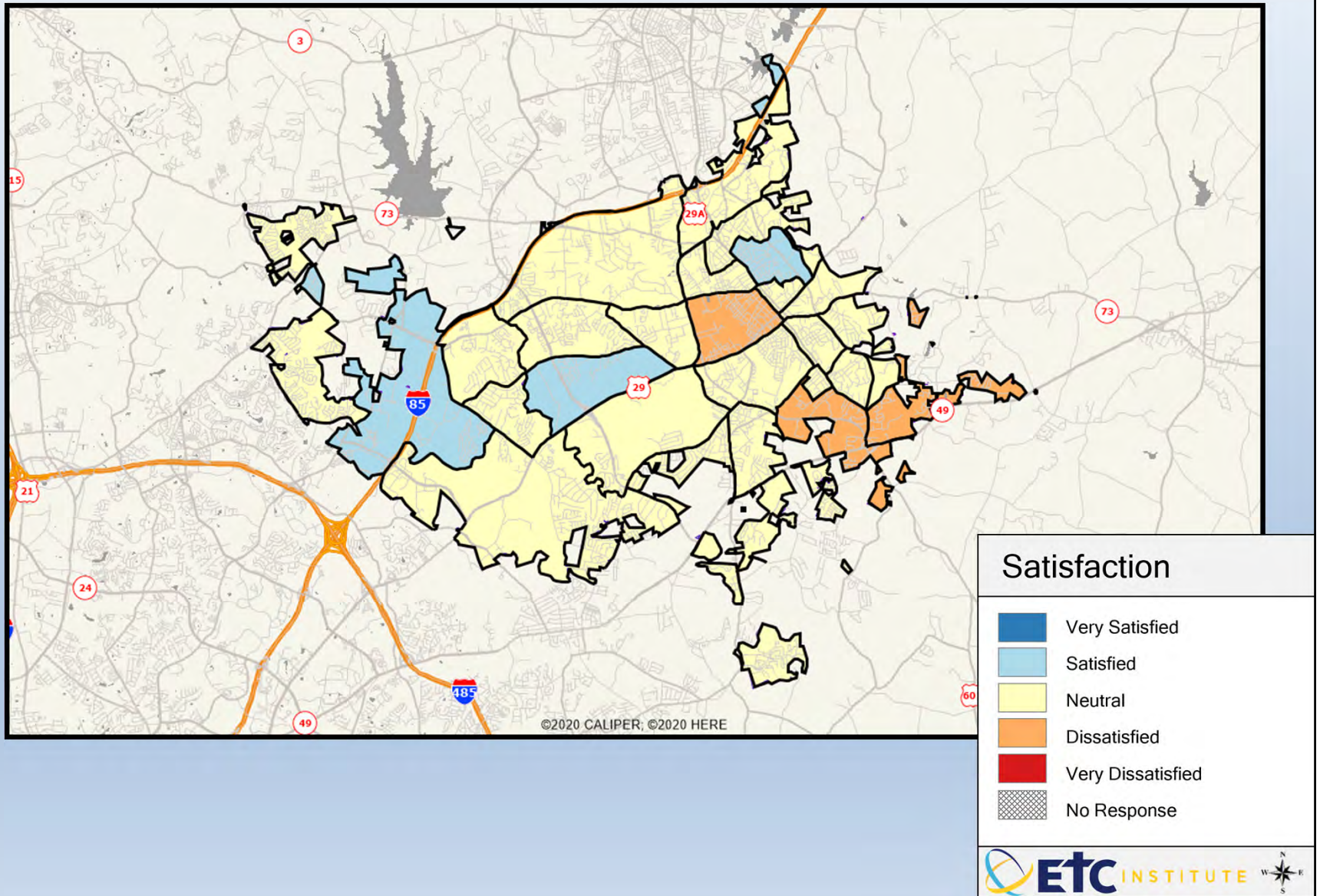
Q15-3. City efforts to keep you informed about local issues



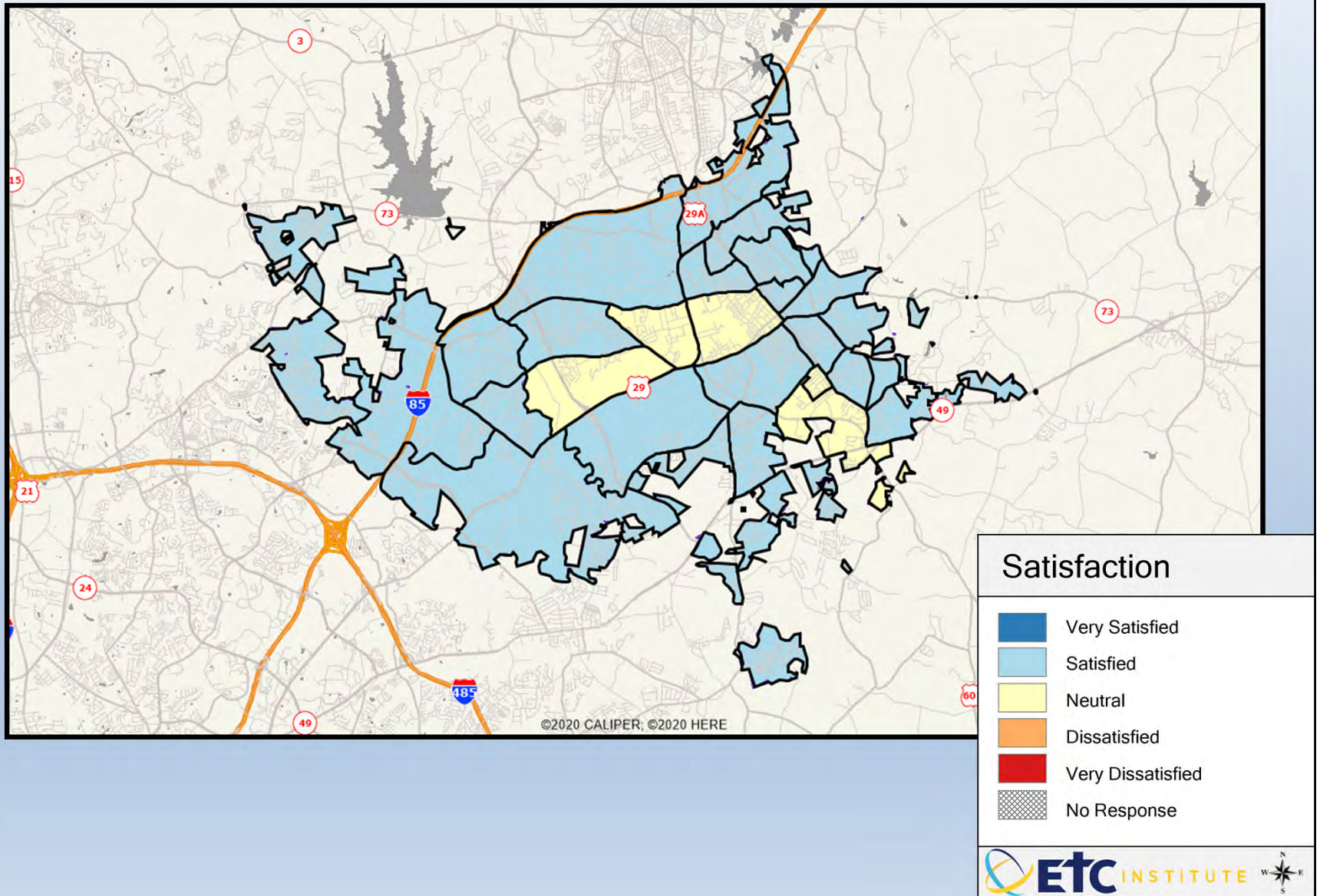
Q15-4. Timeliness of information provided by your local government



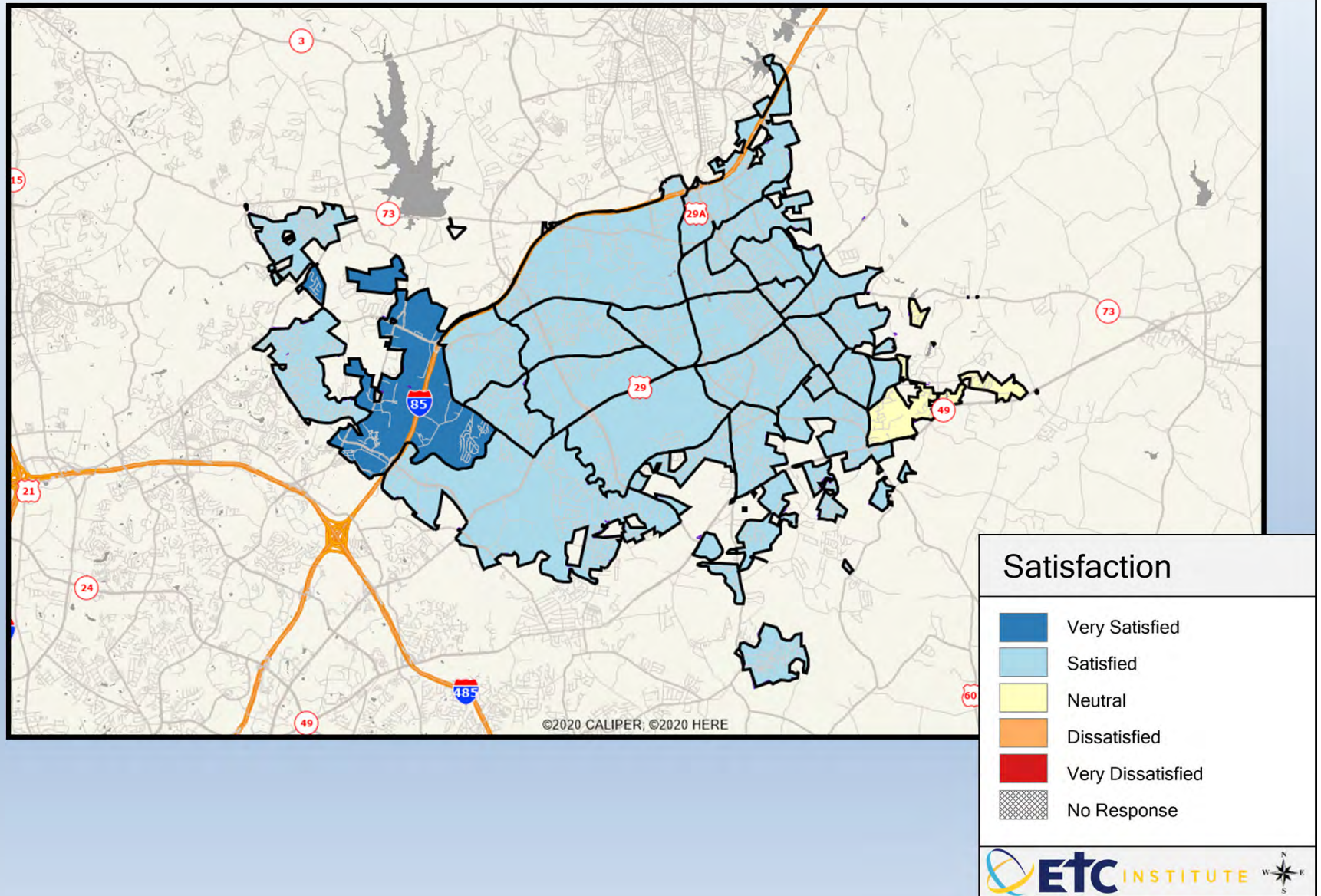
Q15-5. Level of public involvement in local decision making



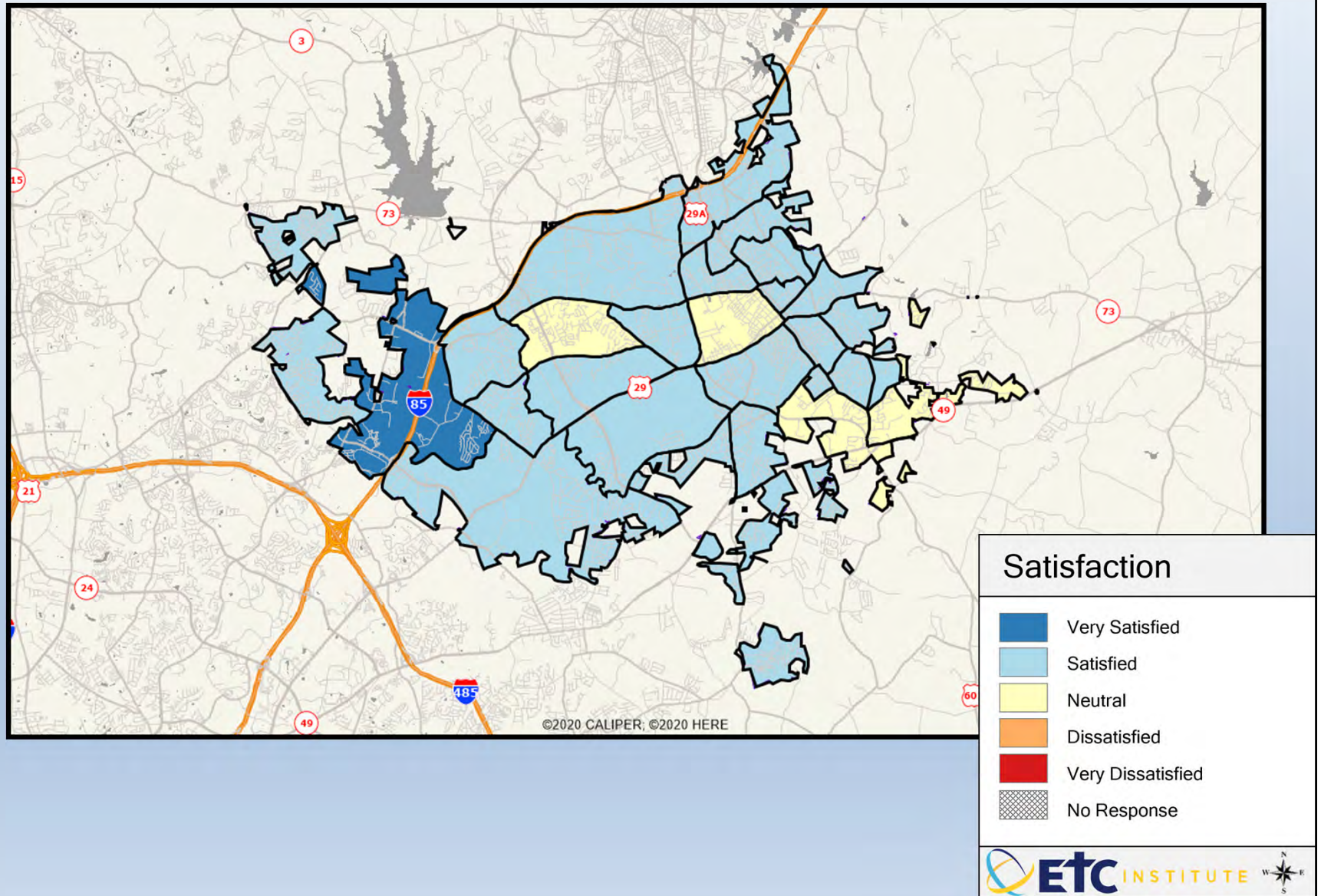
Q15-6. Quality of the City's website



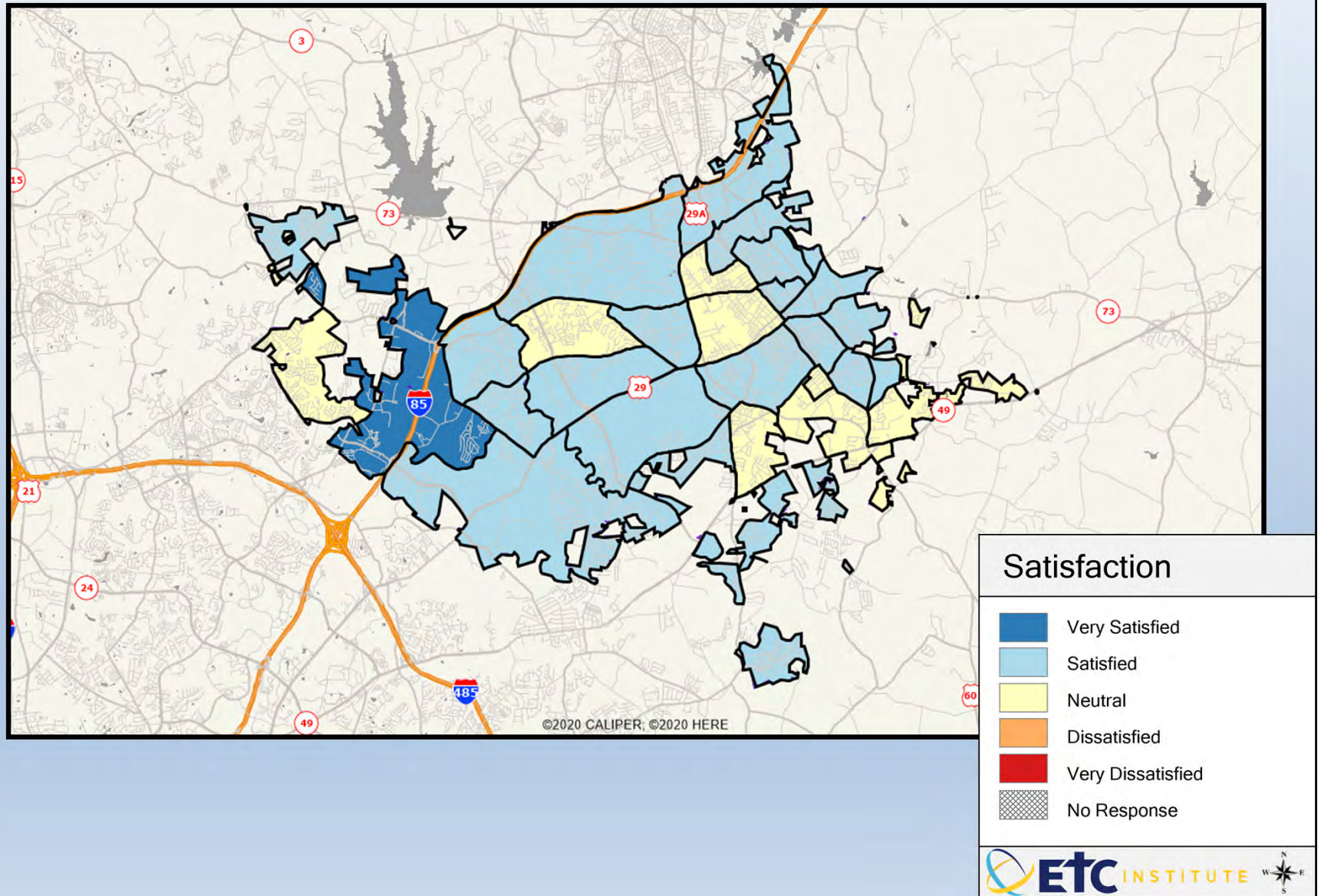
Q15-7. Quality of printed materials



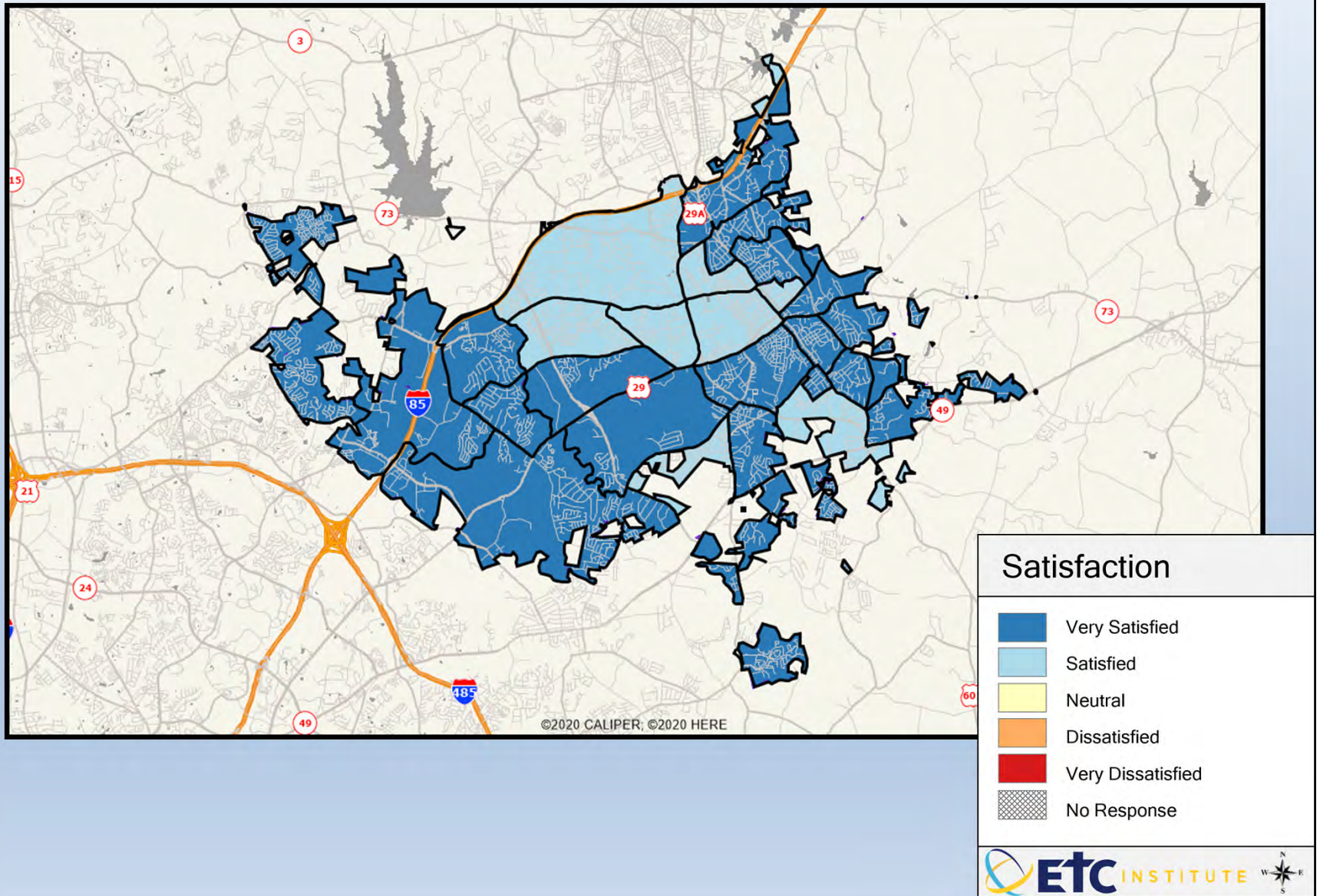
Q15-8. Quality of social media outlets



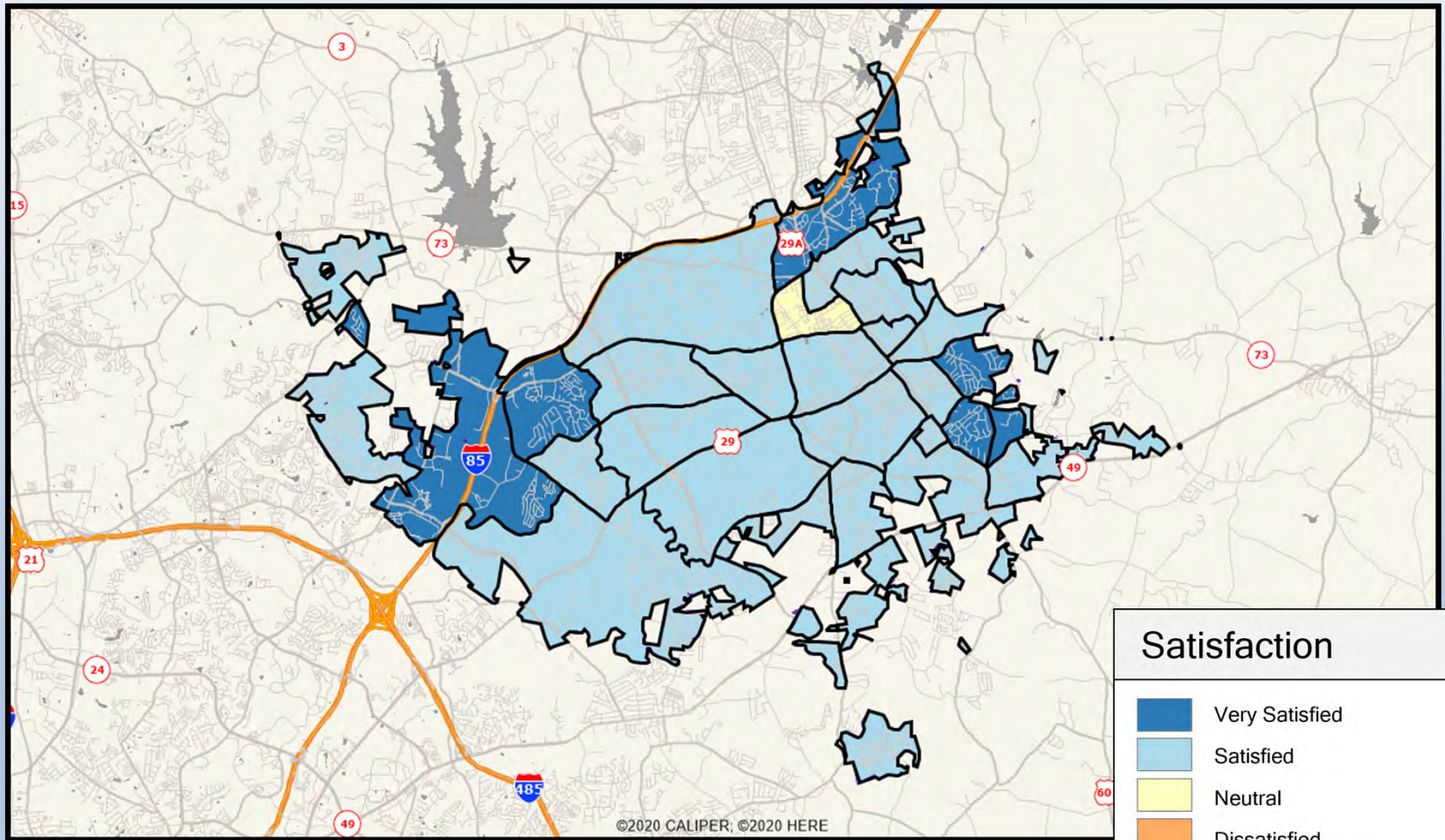
Q15-9. Availability of information about City programs and services



Q23-01. Appearance and maintenance of City parks



Q23-02. Number of City parks

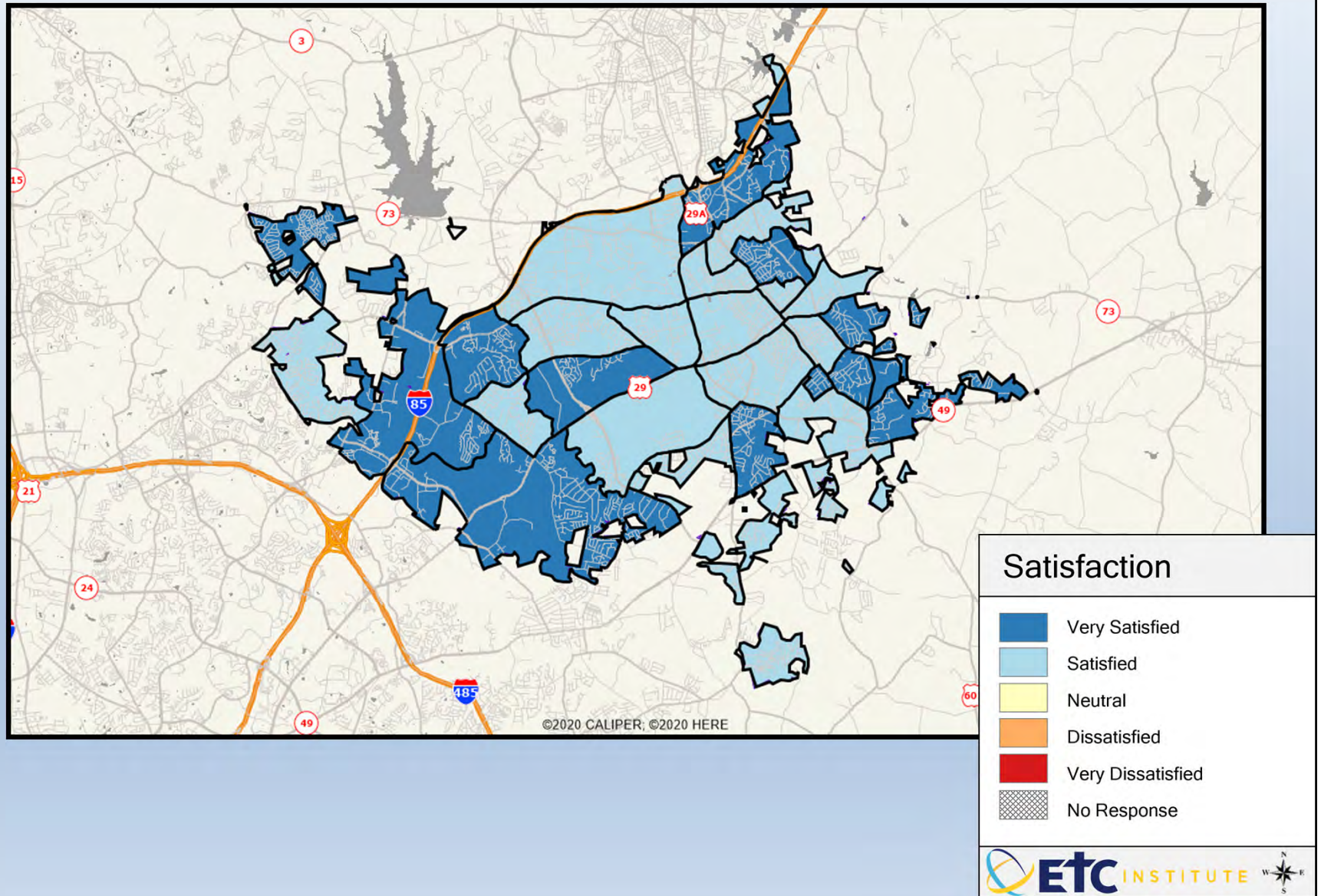


Satisfaction

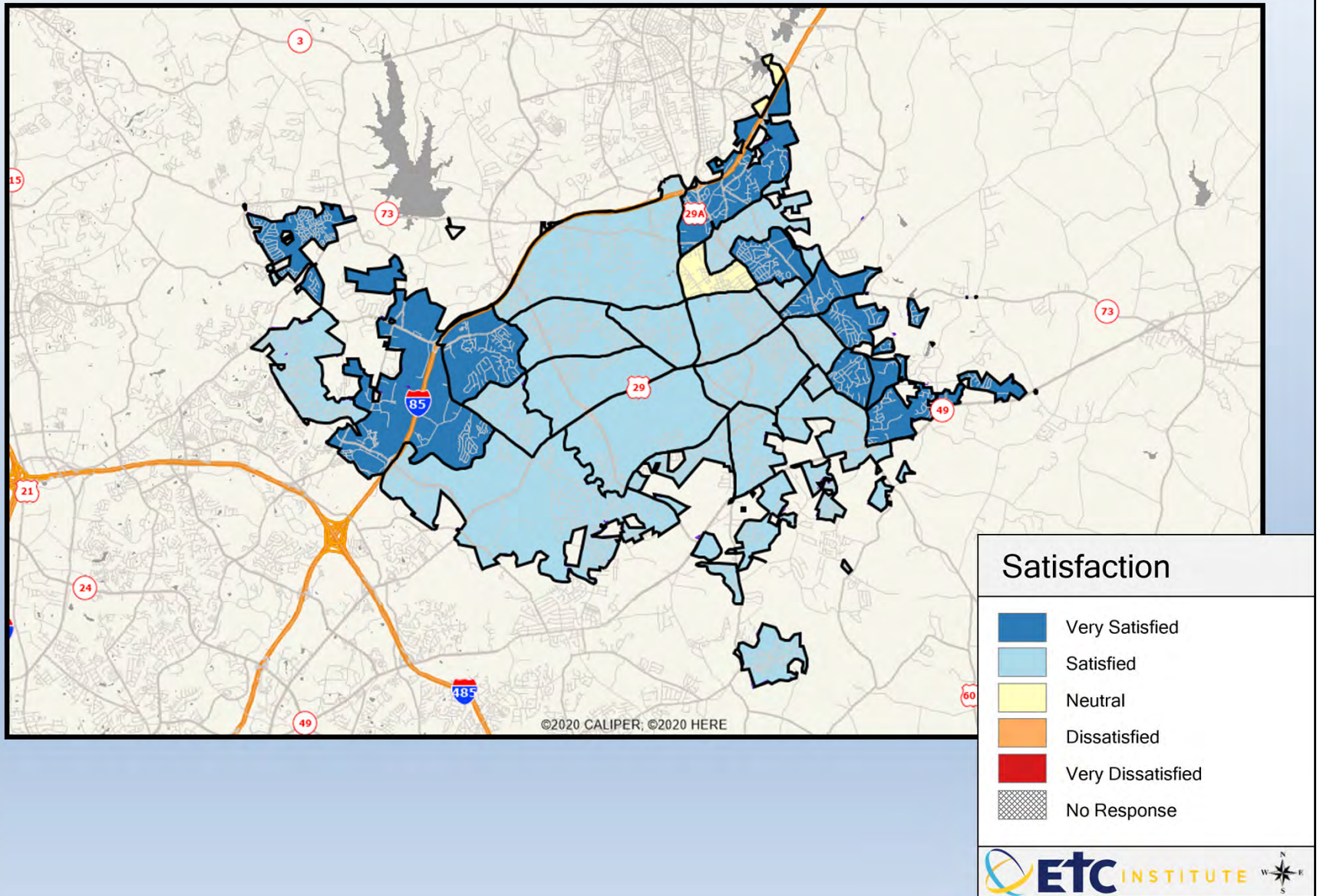
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

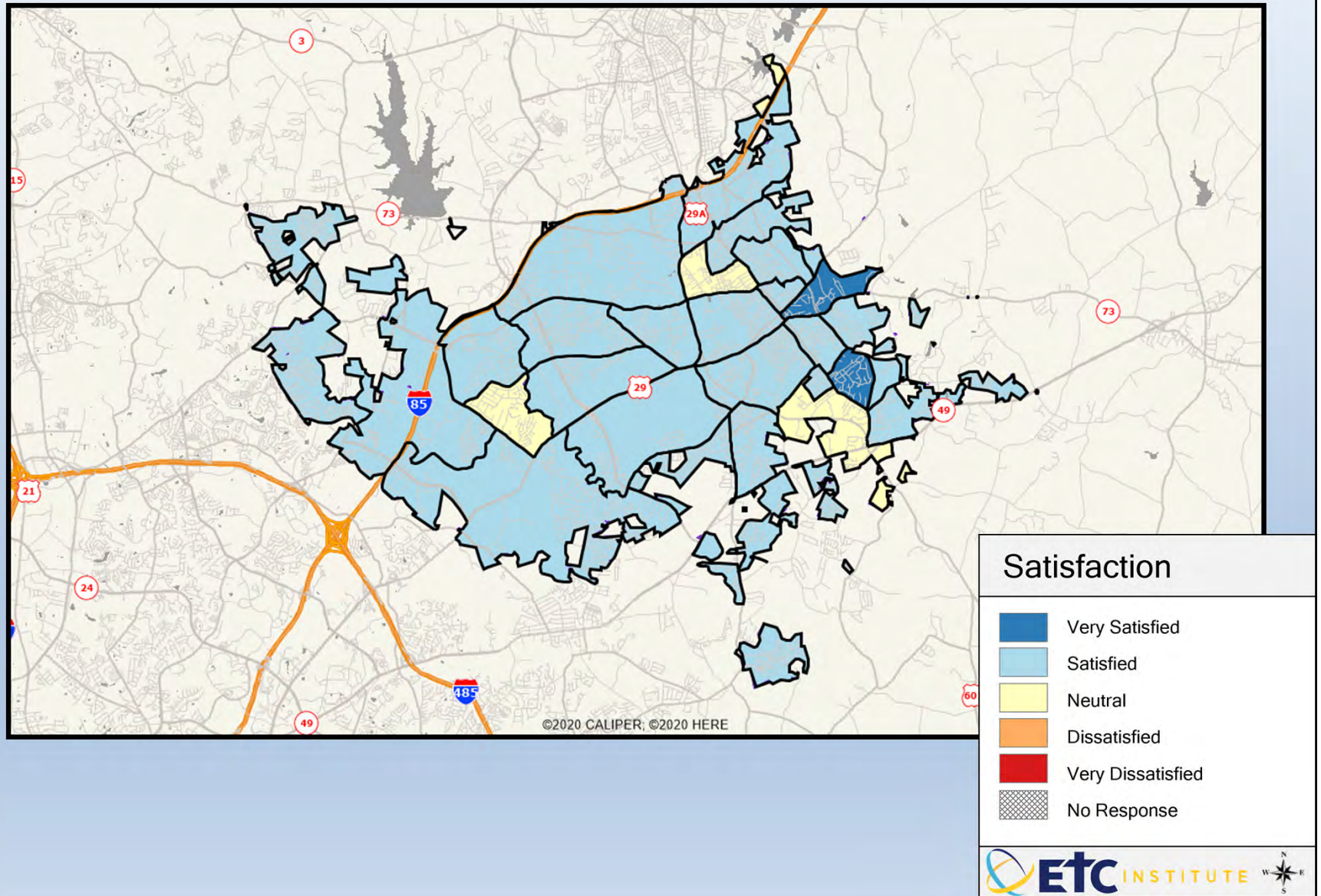
Q23-03. Quality of facilities at City parks



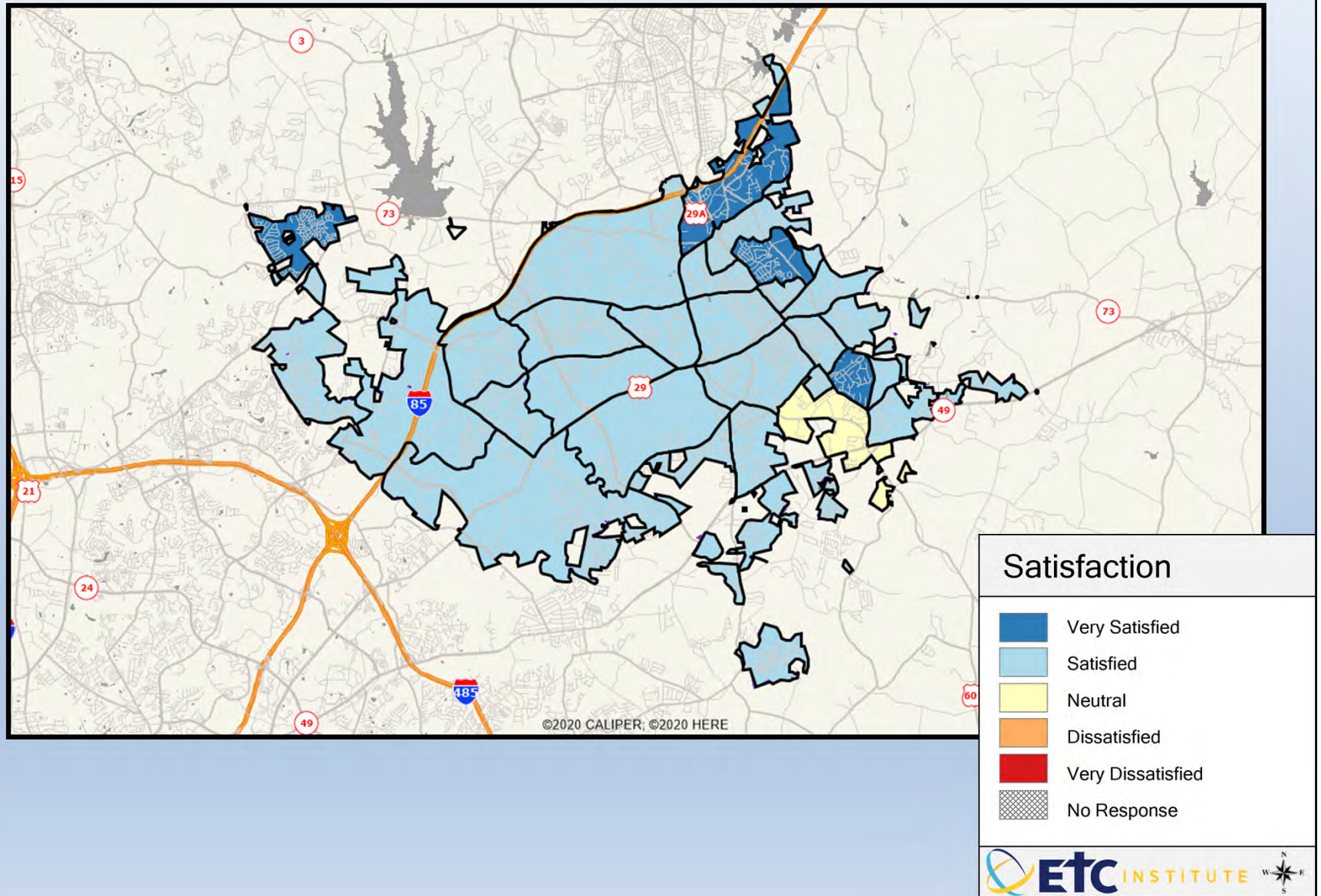
Q23-04. Quality of walking and biking trails in the City



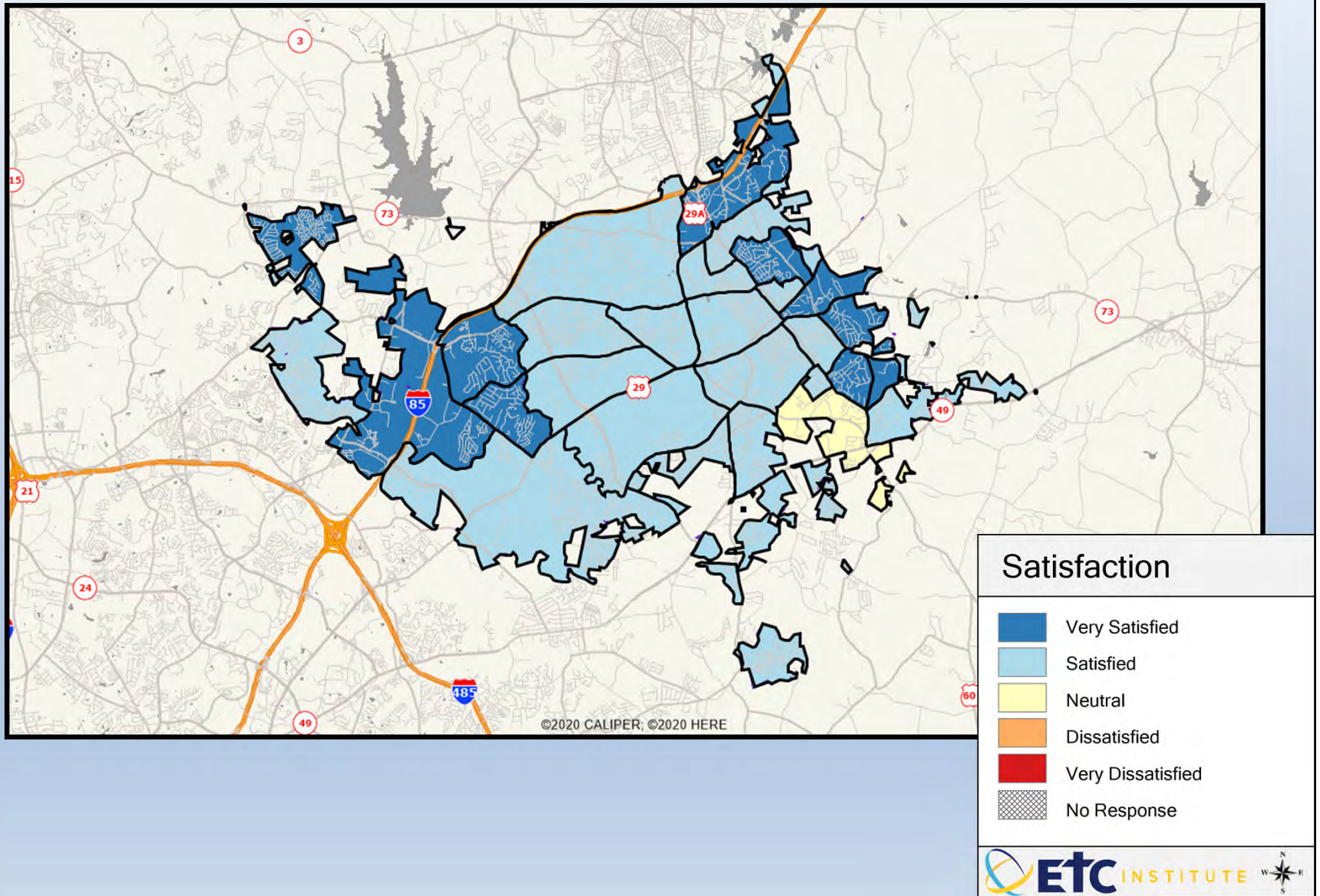
Q23-05. Number of walking and biking trails in the City



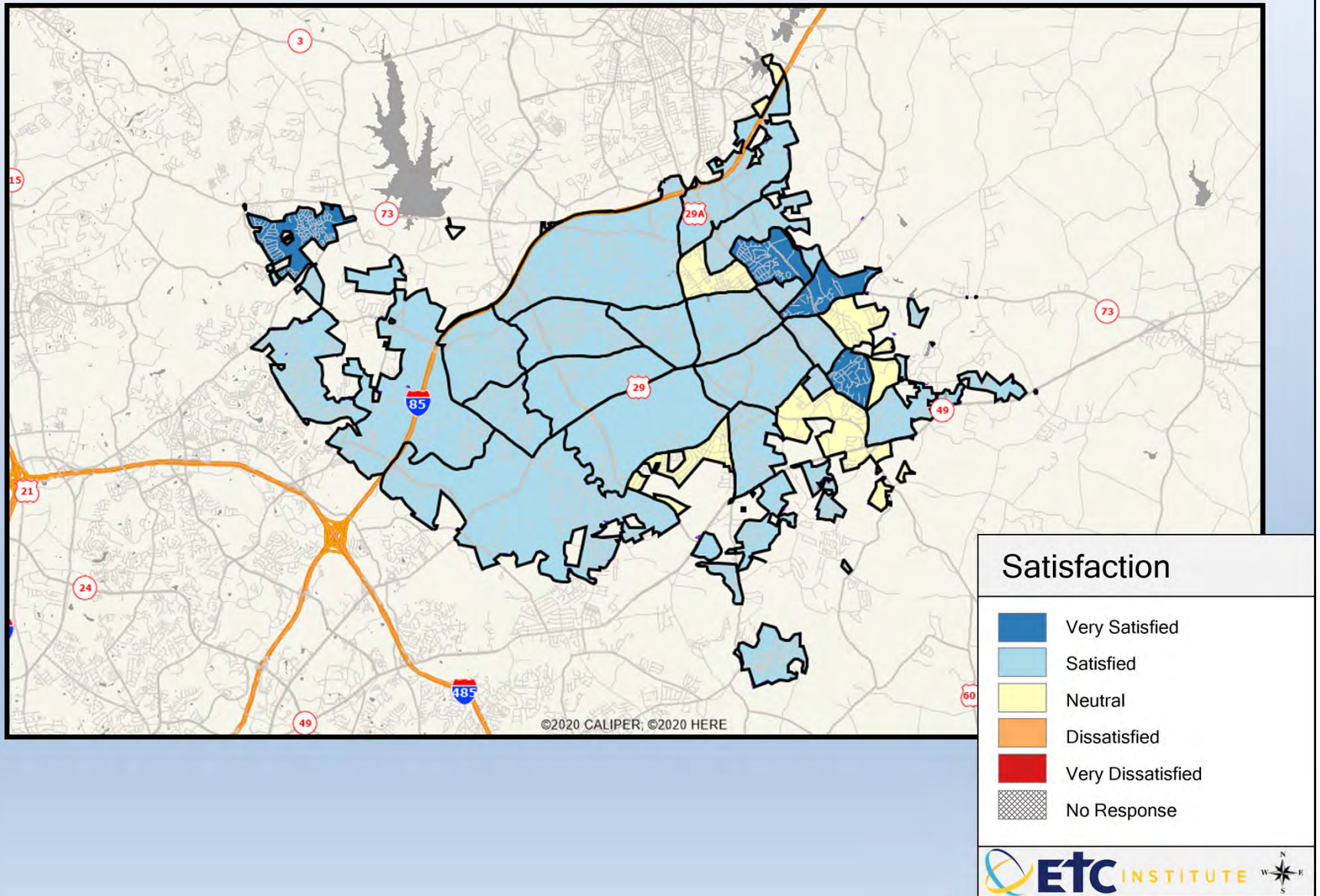
Q23-06. Quality and availability of outdoor athletic fields



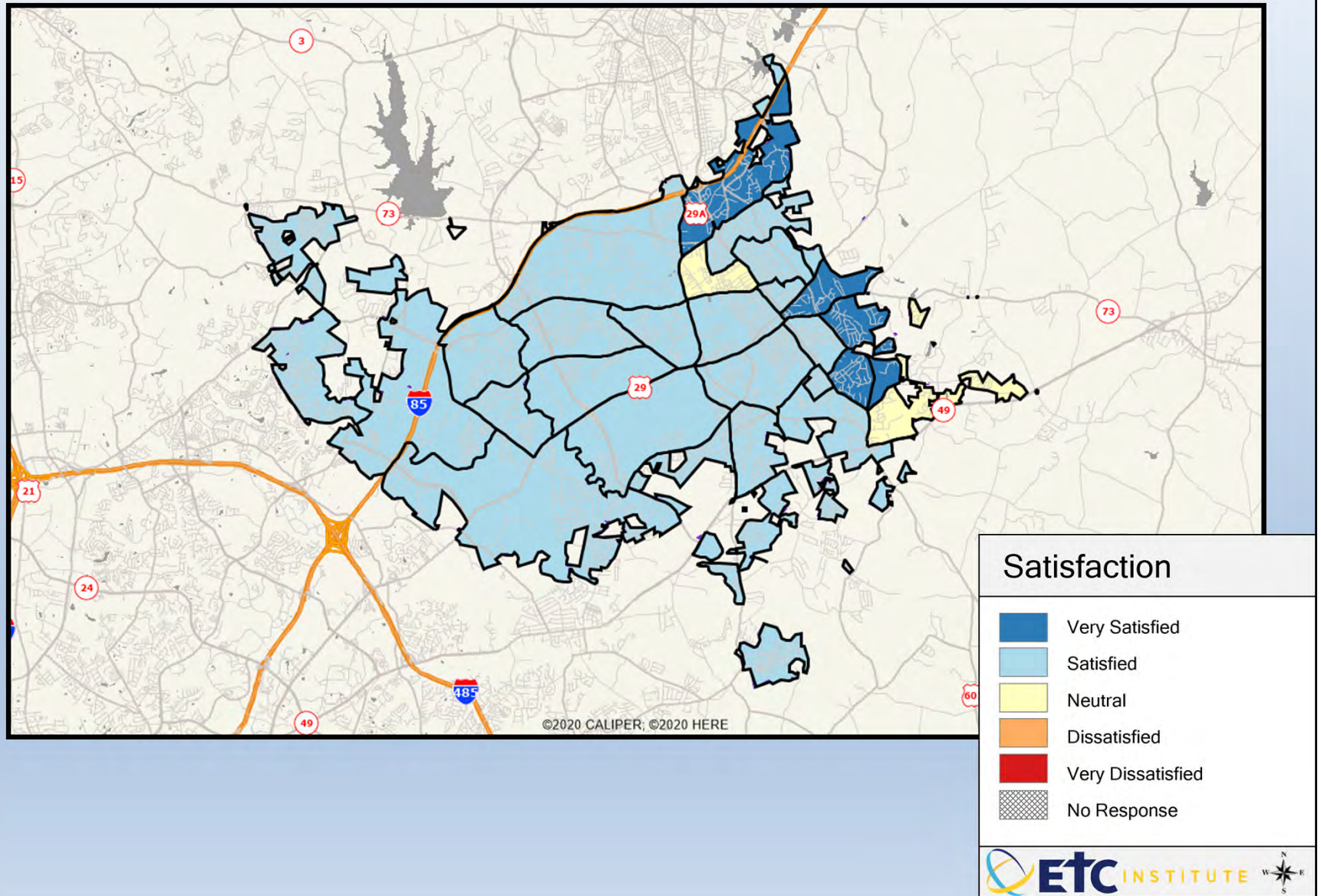
Q23-07. Maintenance and appearance of community centers



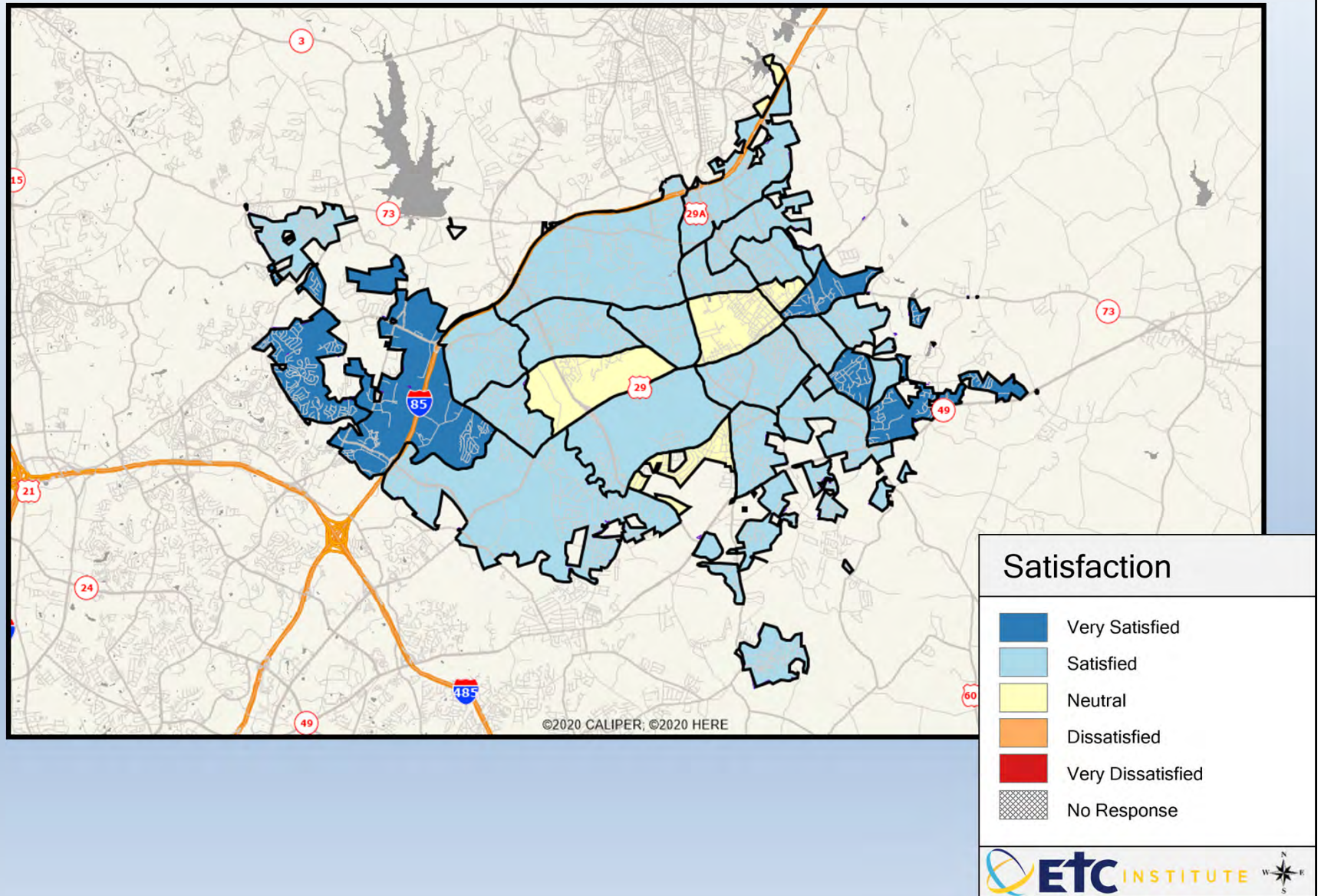
Q23-08. Recreation centers and programs for youth



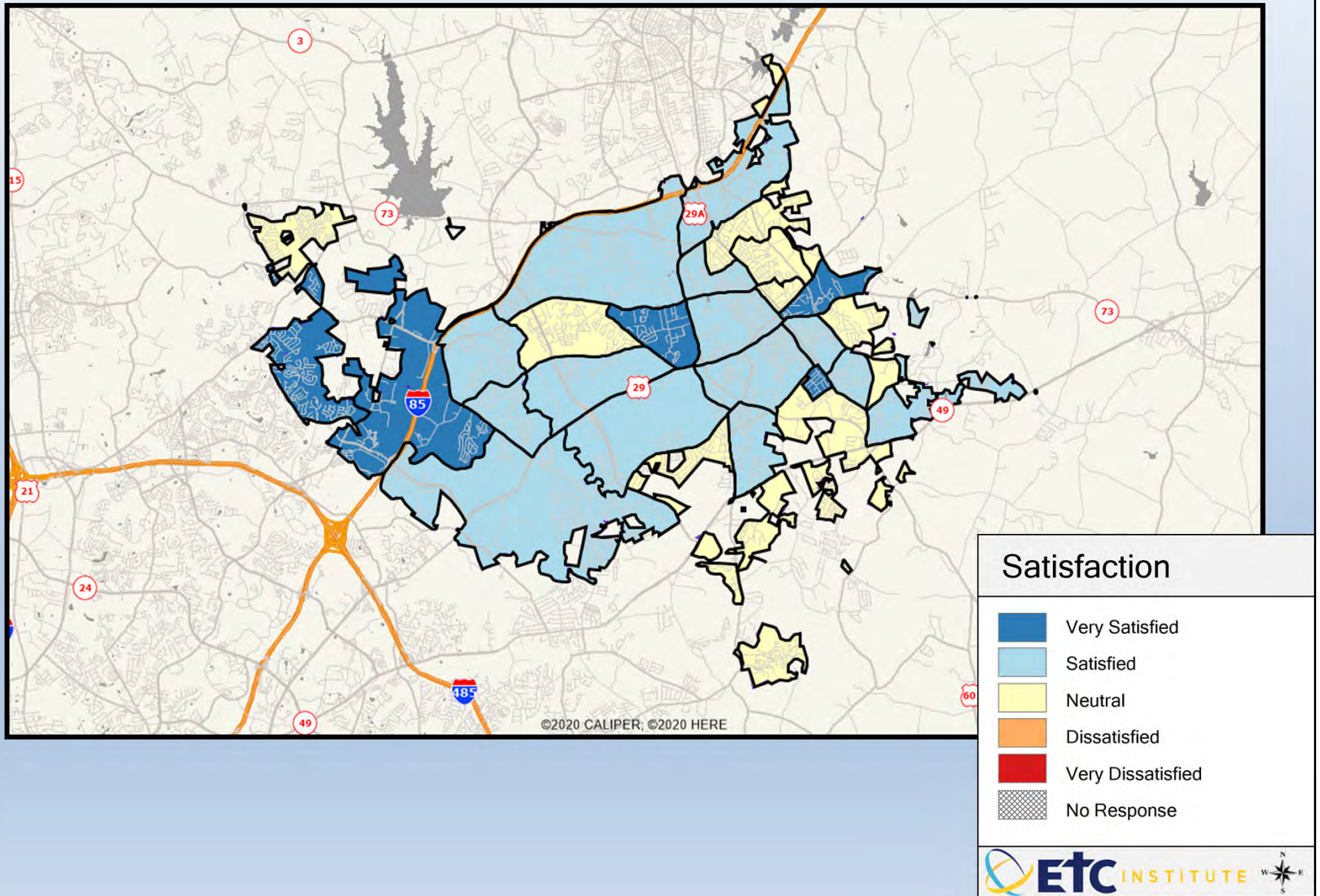
Q23-09. Recreation centers and programs for adults including seniors



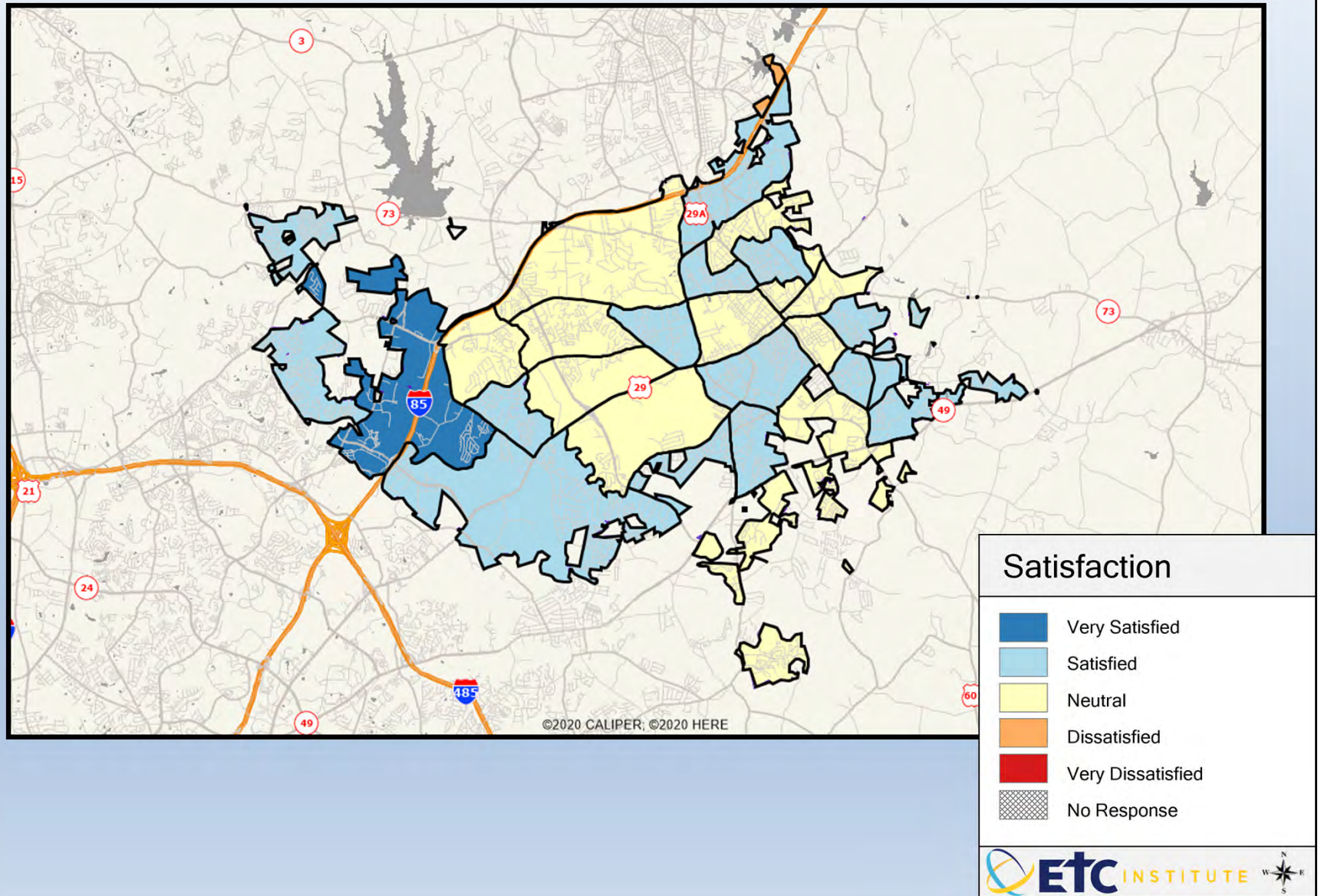
Q23-10. Rocky River Golf Club



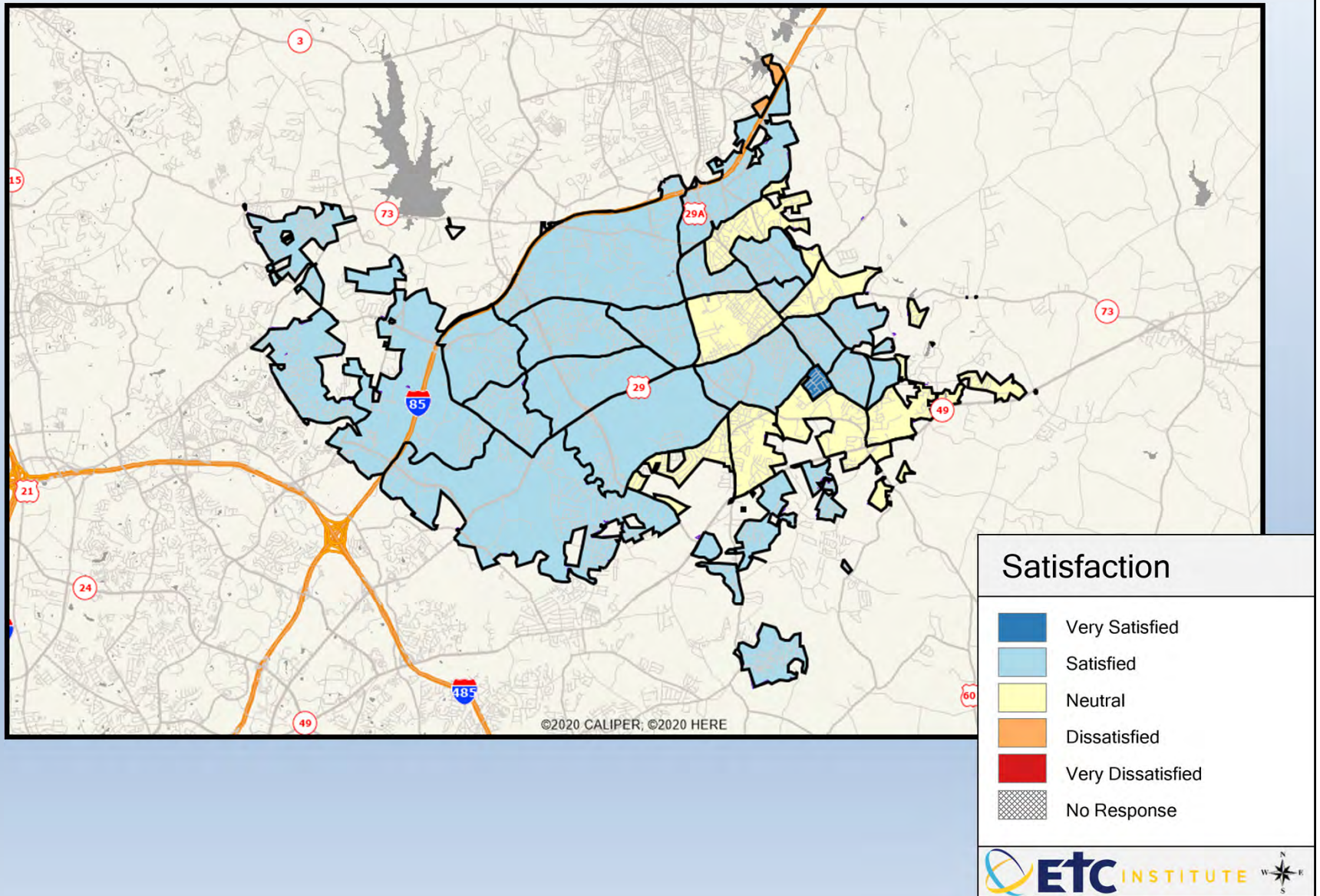
Q23-11. McInnis Aquatic Center



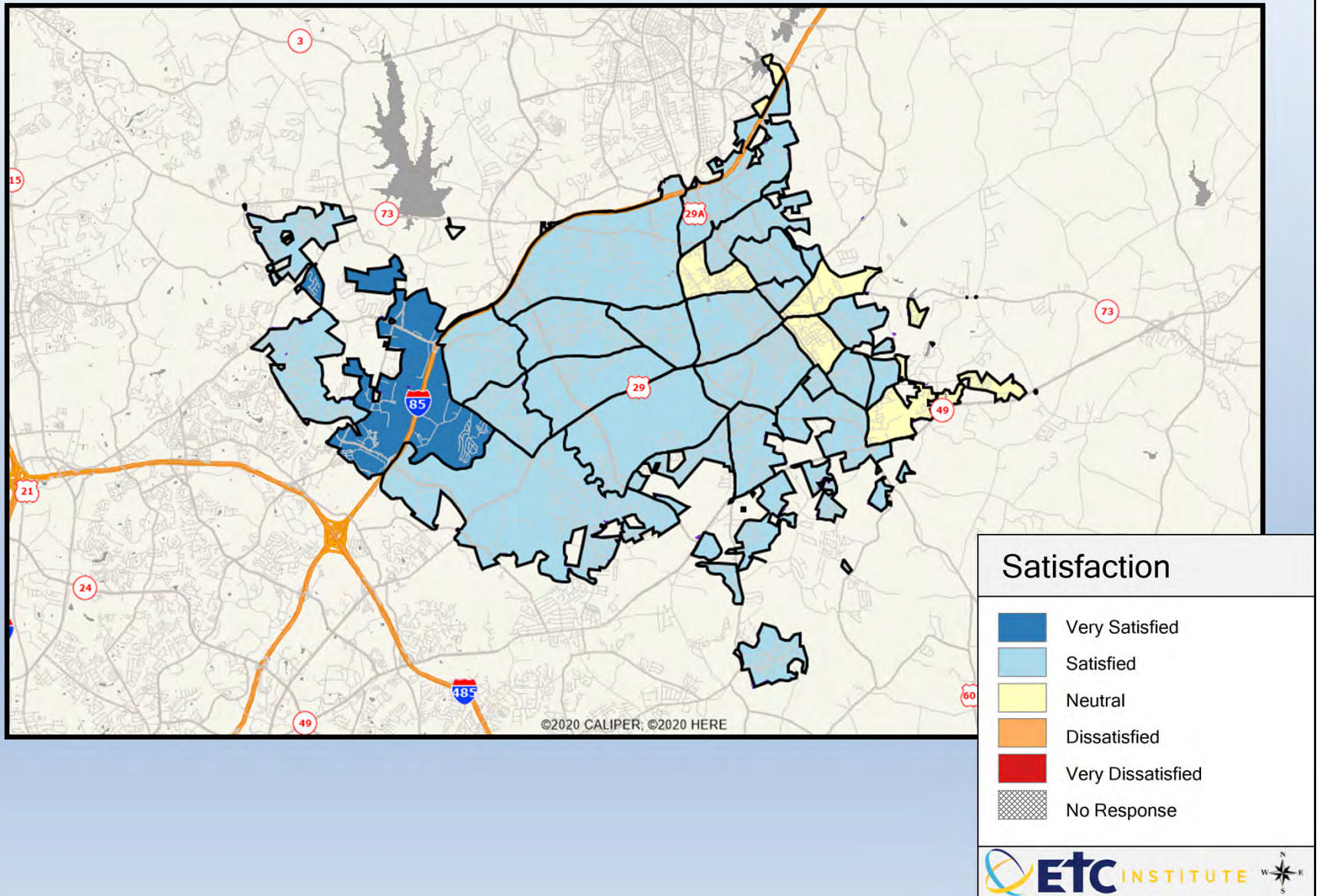
Q23-12. Aquatic based programs like fishing, boating, swimming



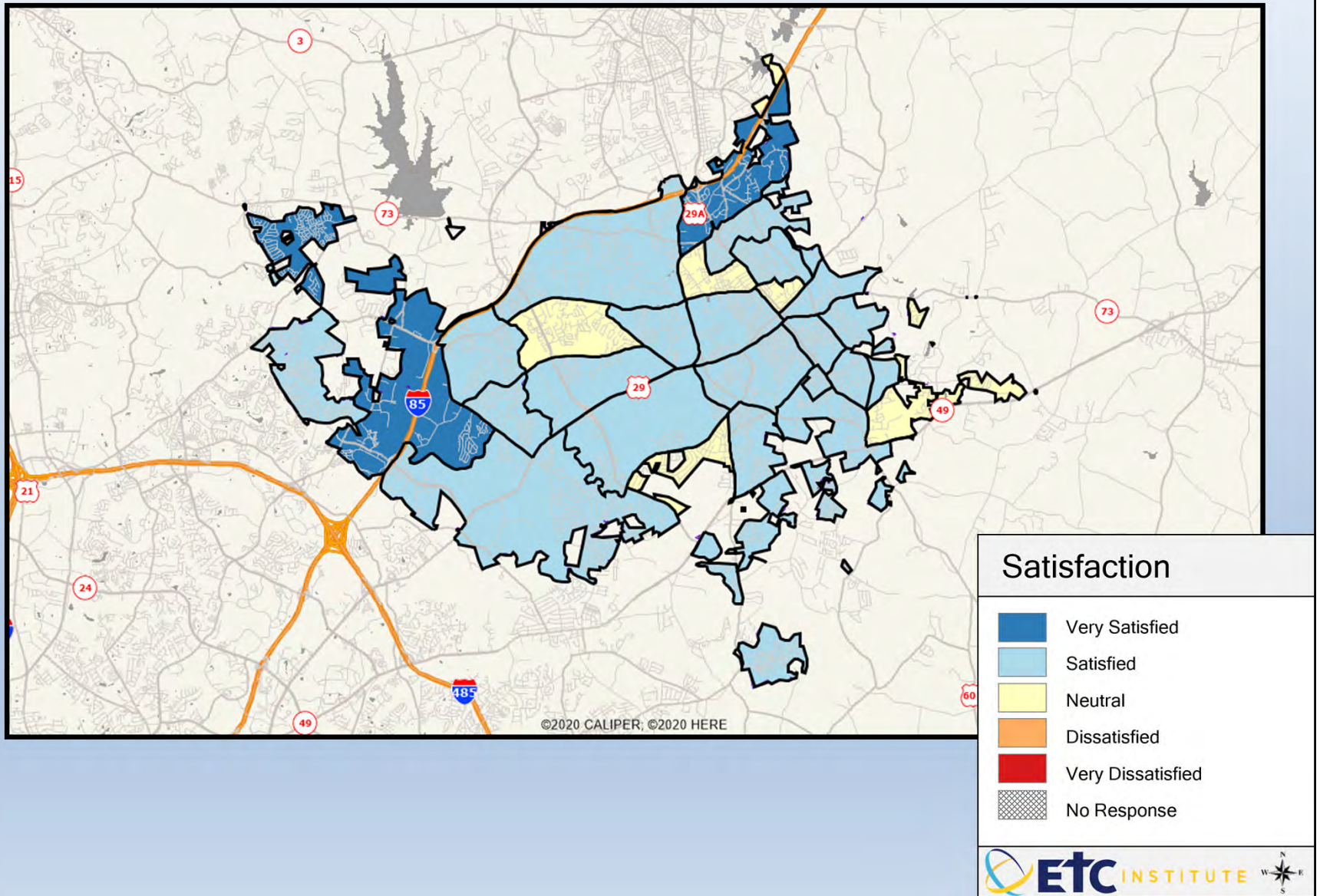
Q23-13. Special events and festivals in the City



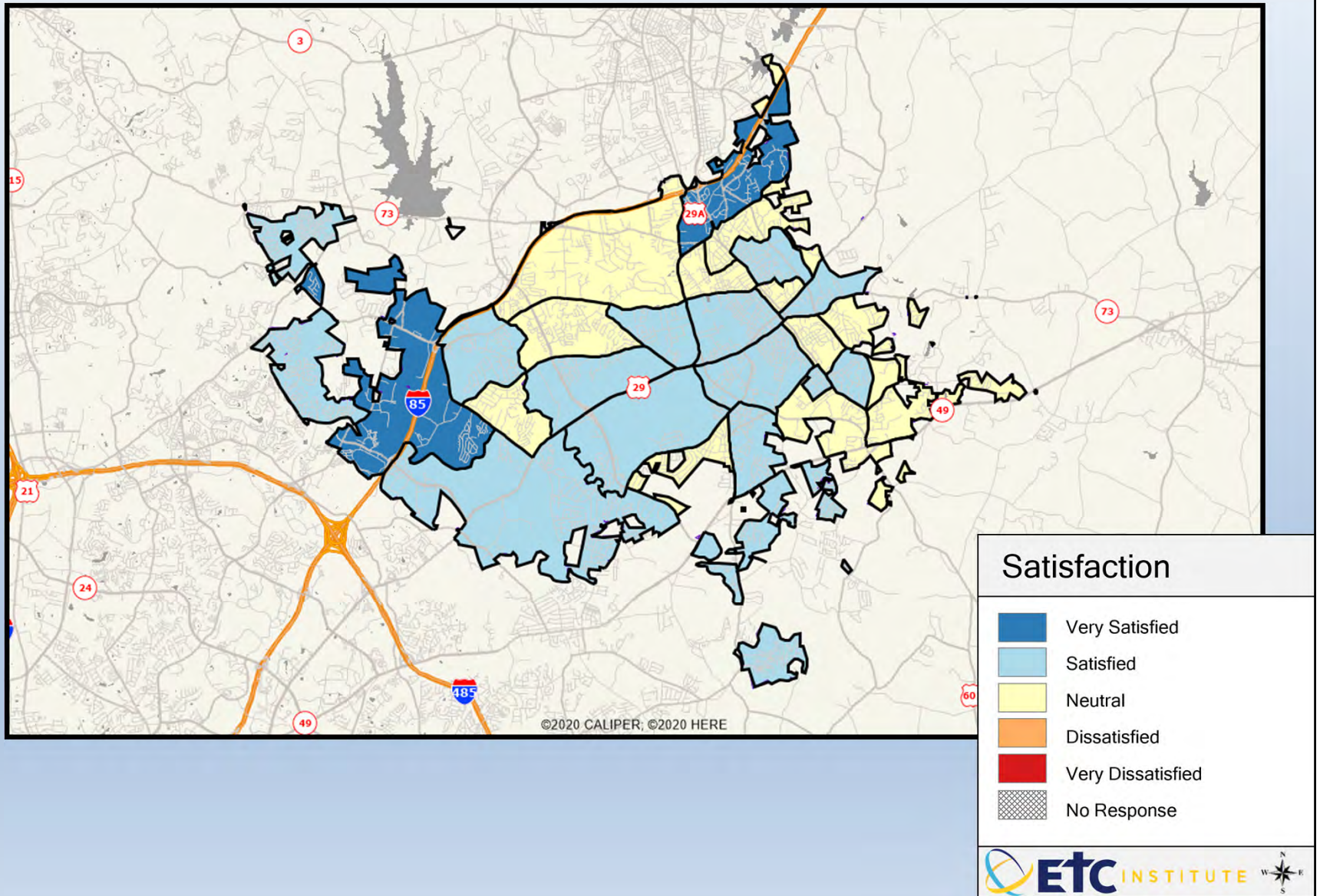
Q23-14. Receiving information on parks and recreation programs



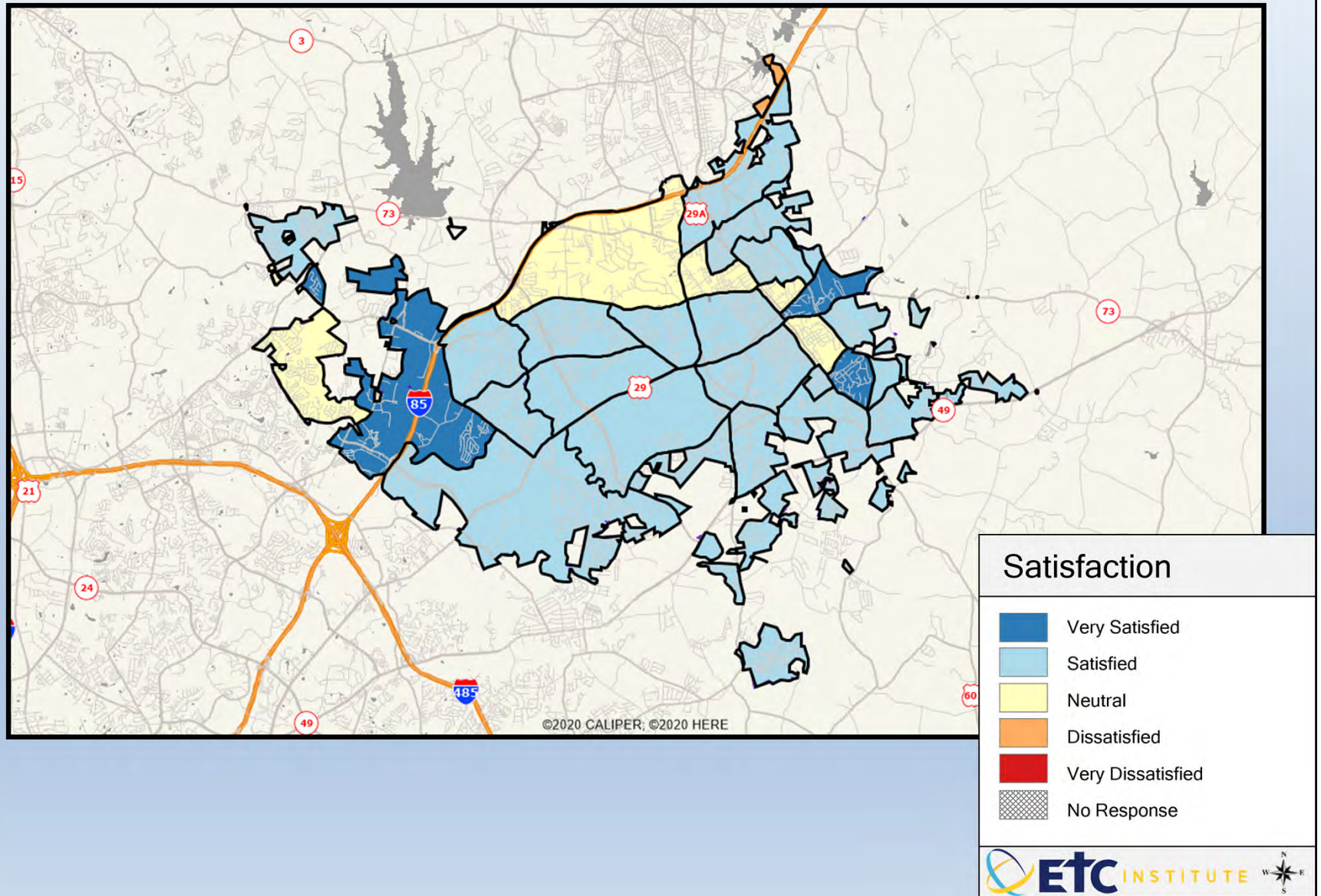
Q23-15. Ease of registering for programs



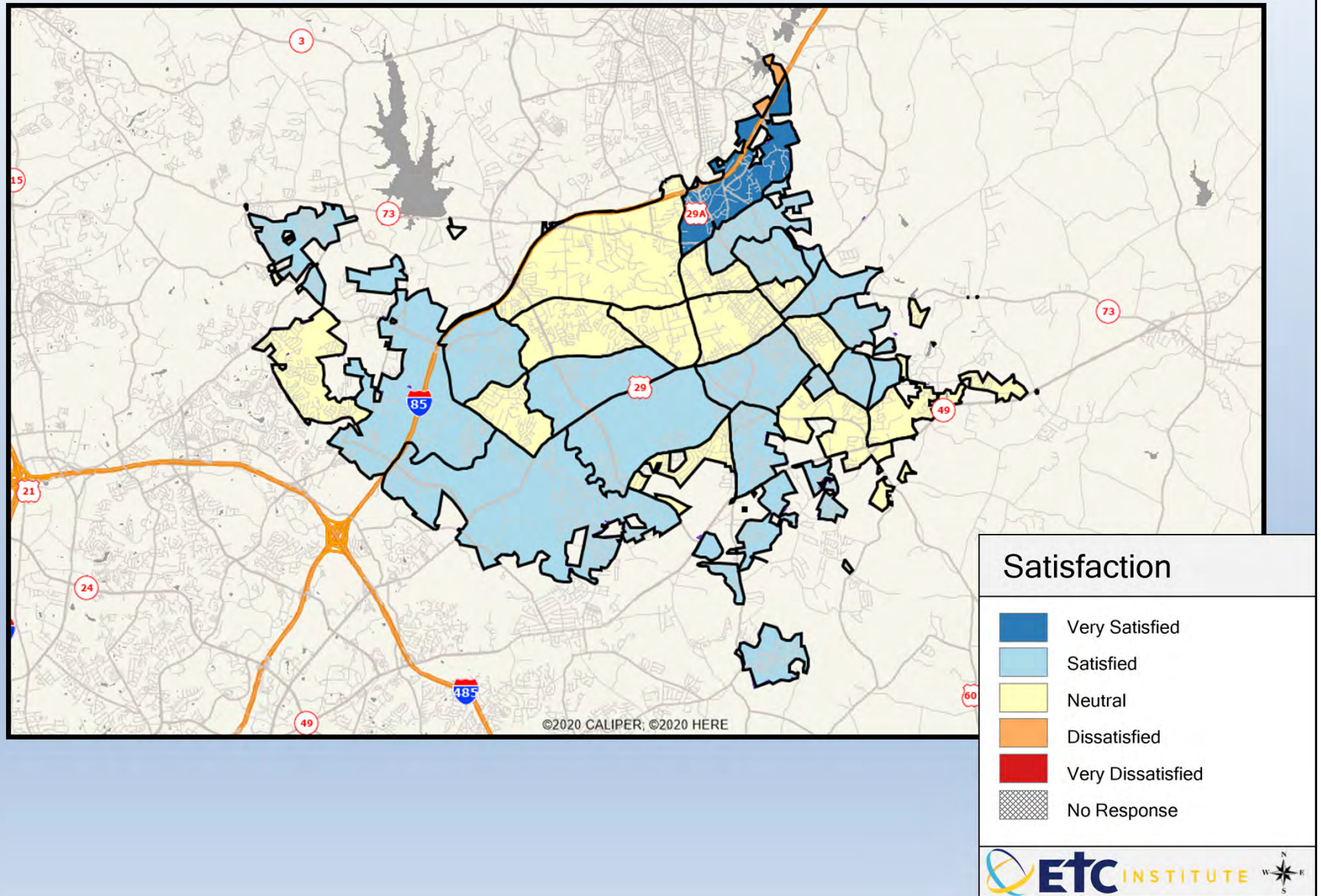
Q23-16. Nature programming



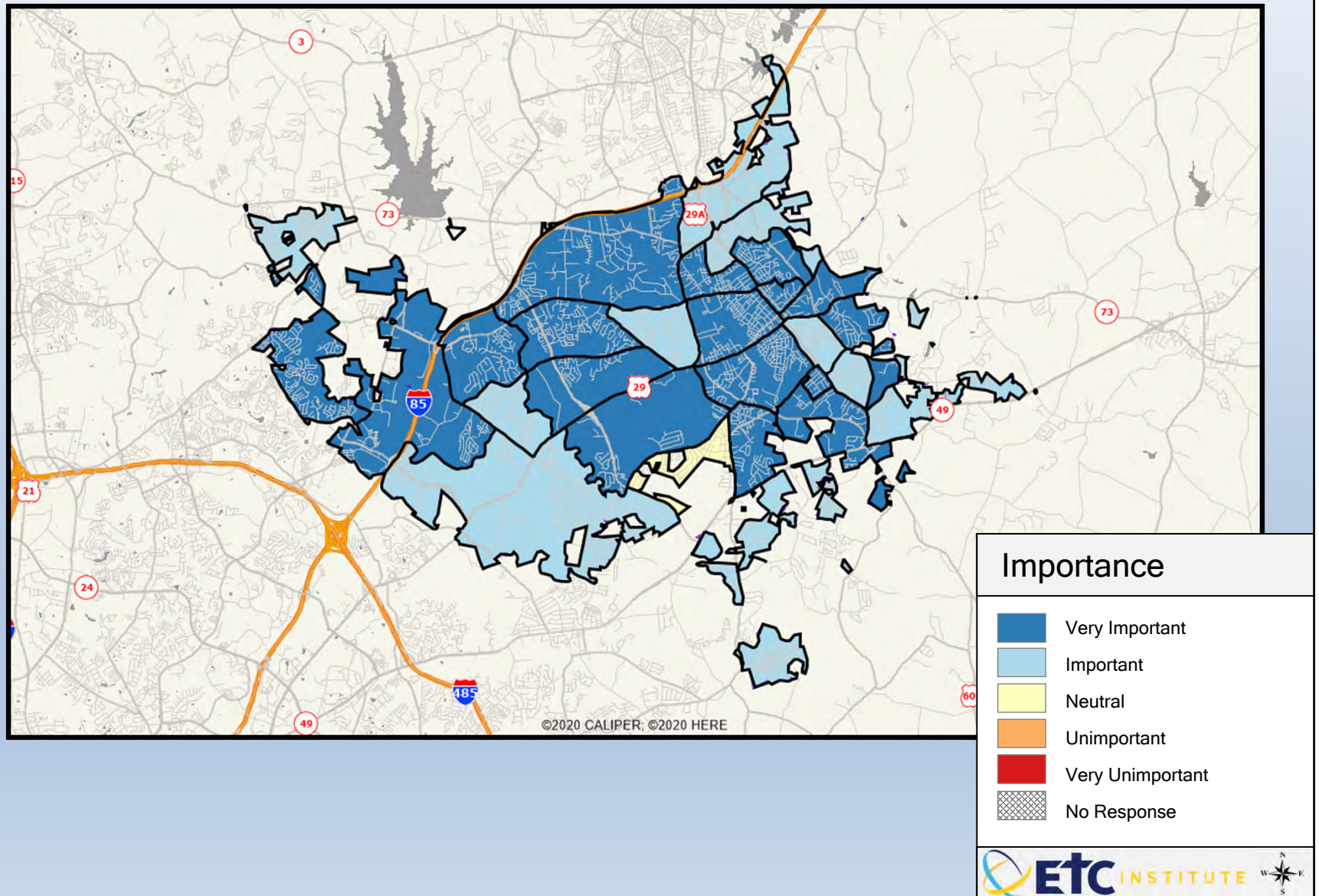
Q23-17. Quality of nature space, wildlife habitat and natural areas in parks



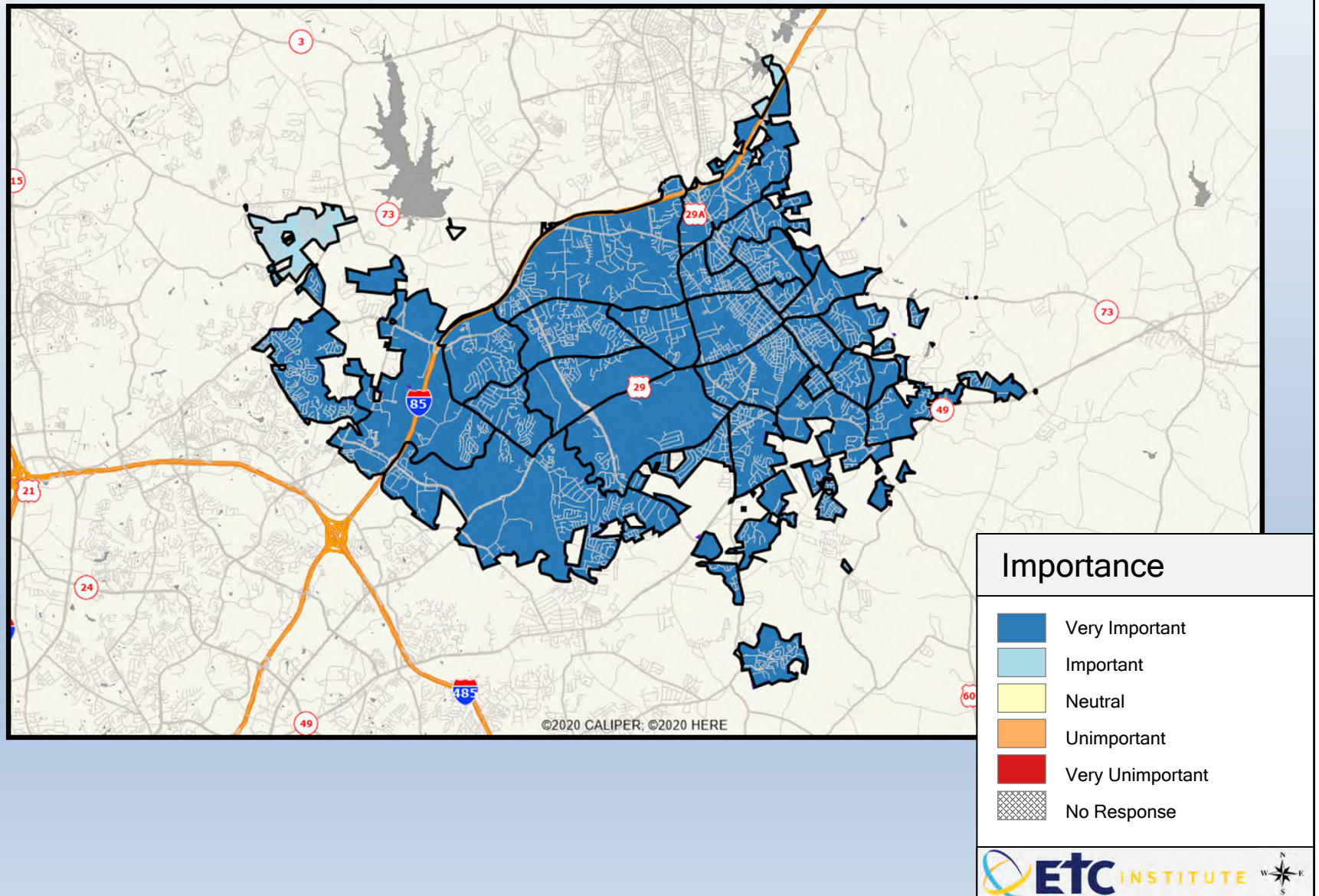
Q23-18. Quality and availability of mature forests within parks and greenways



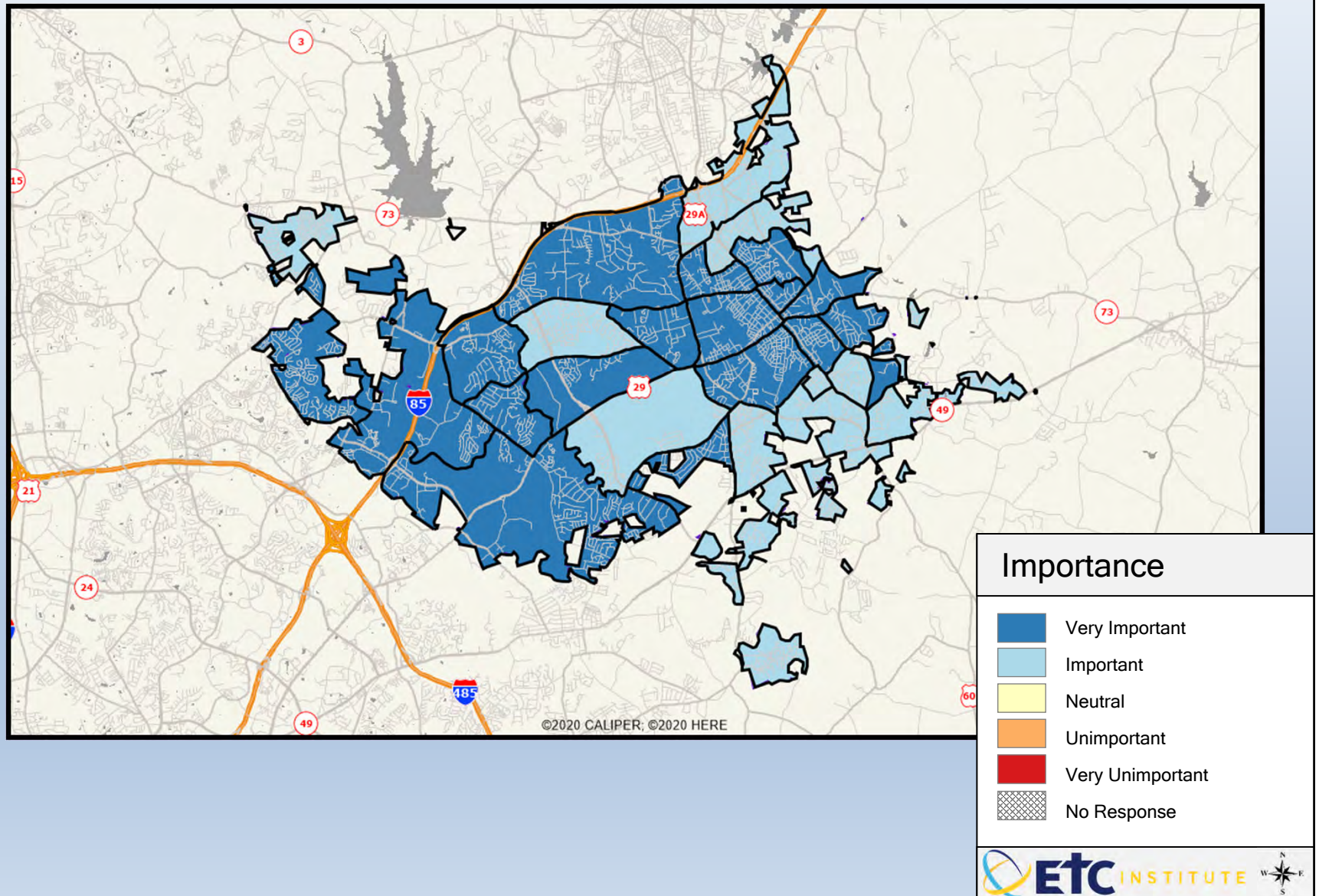
Q25-01. Providing incentives to attract and retain businesses, industries, and jobs



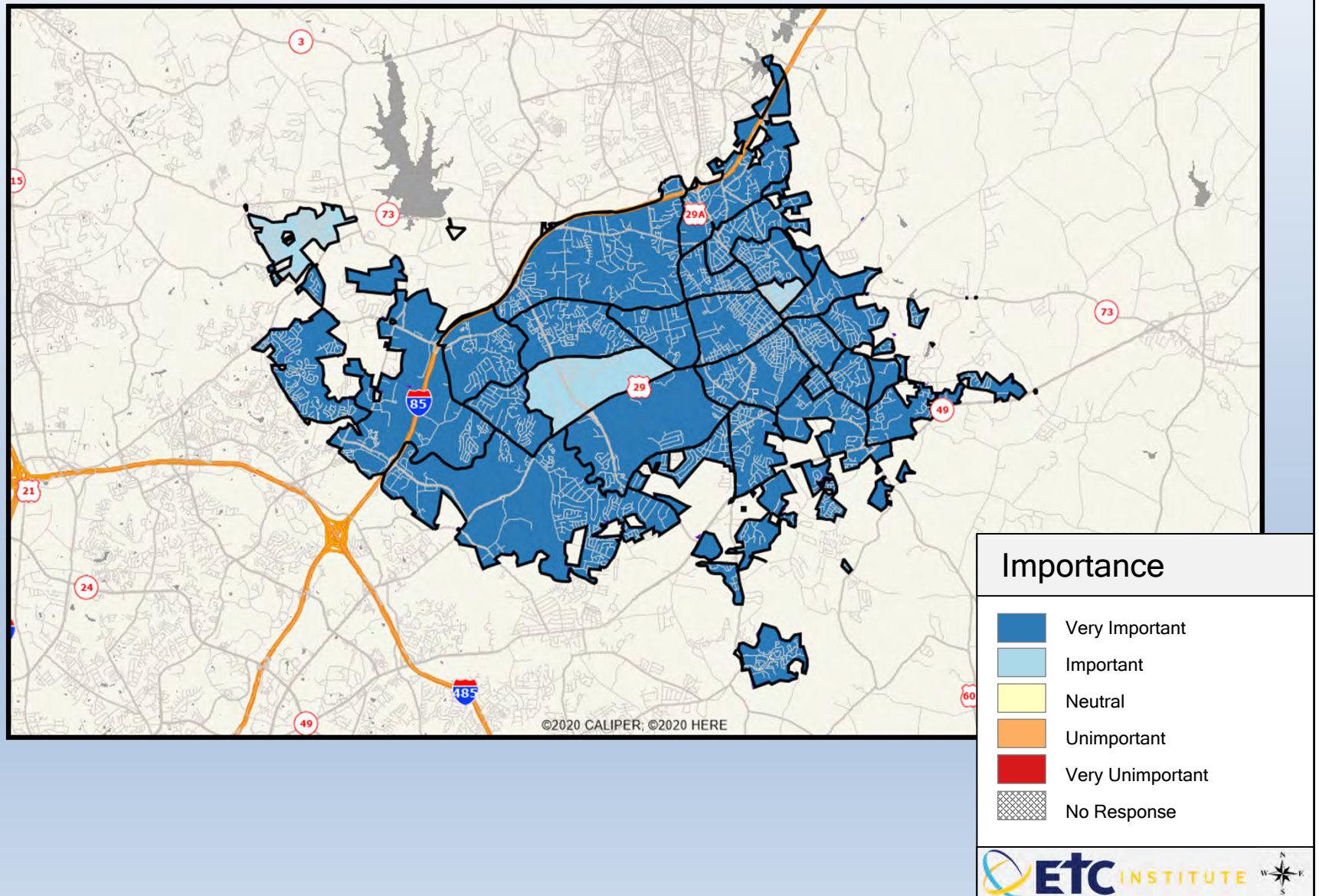
Q25-02. Supporting small and local businesses



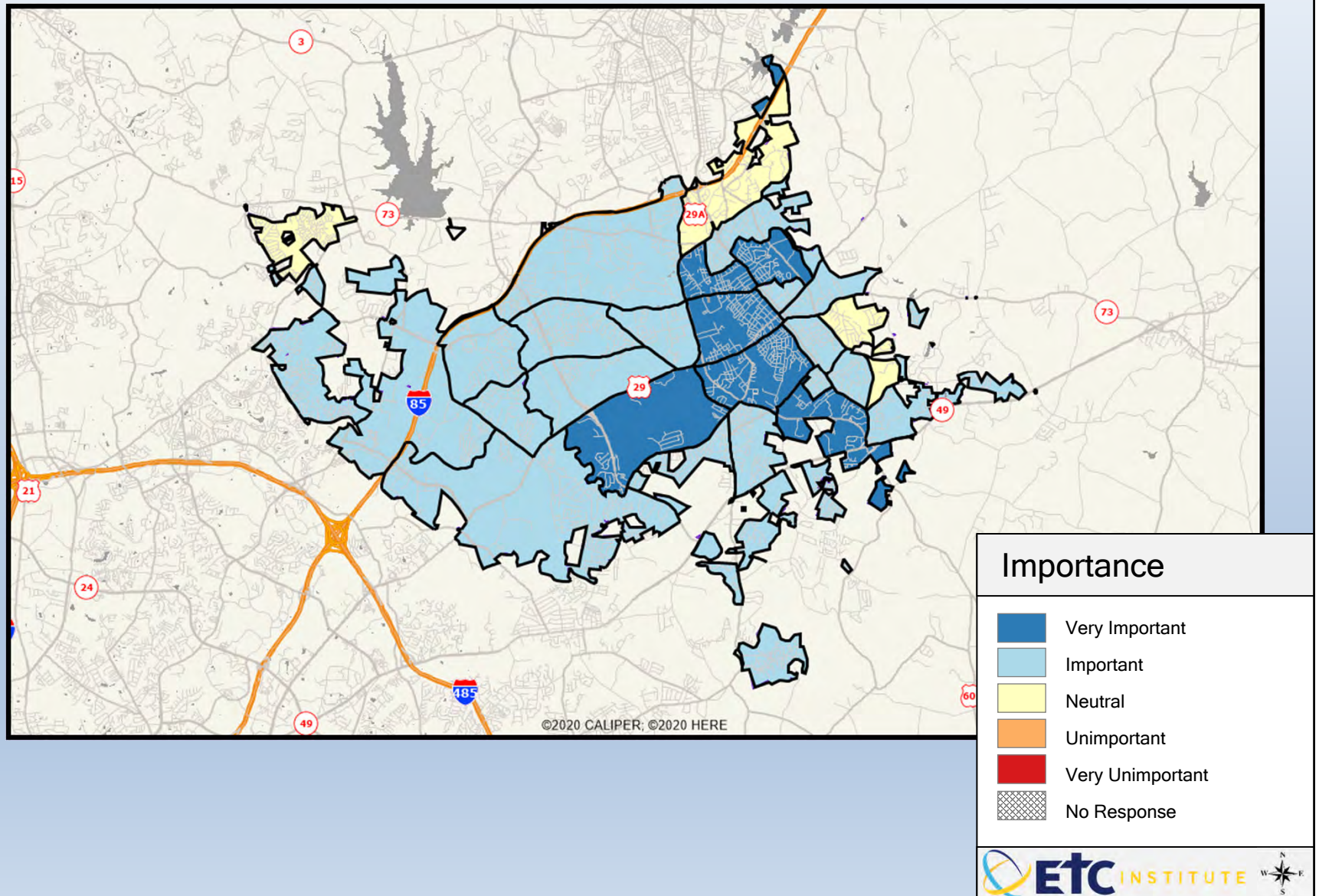
Q25-03. Public and private partnerships to encourage Core City revitalization



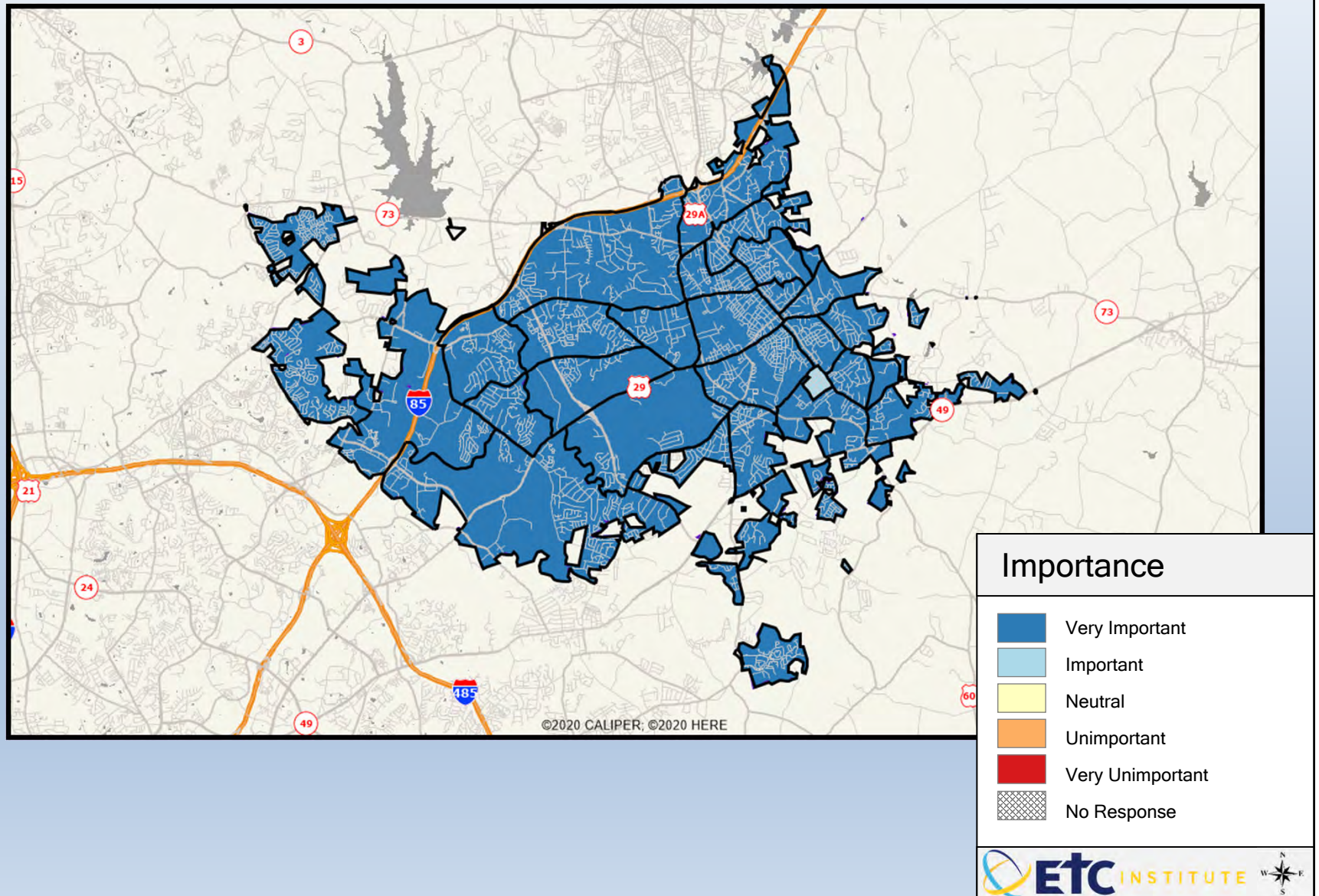
Q25-04. Managing the pace of development and growth



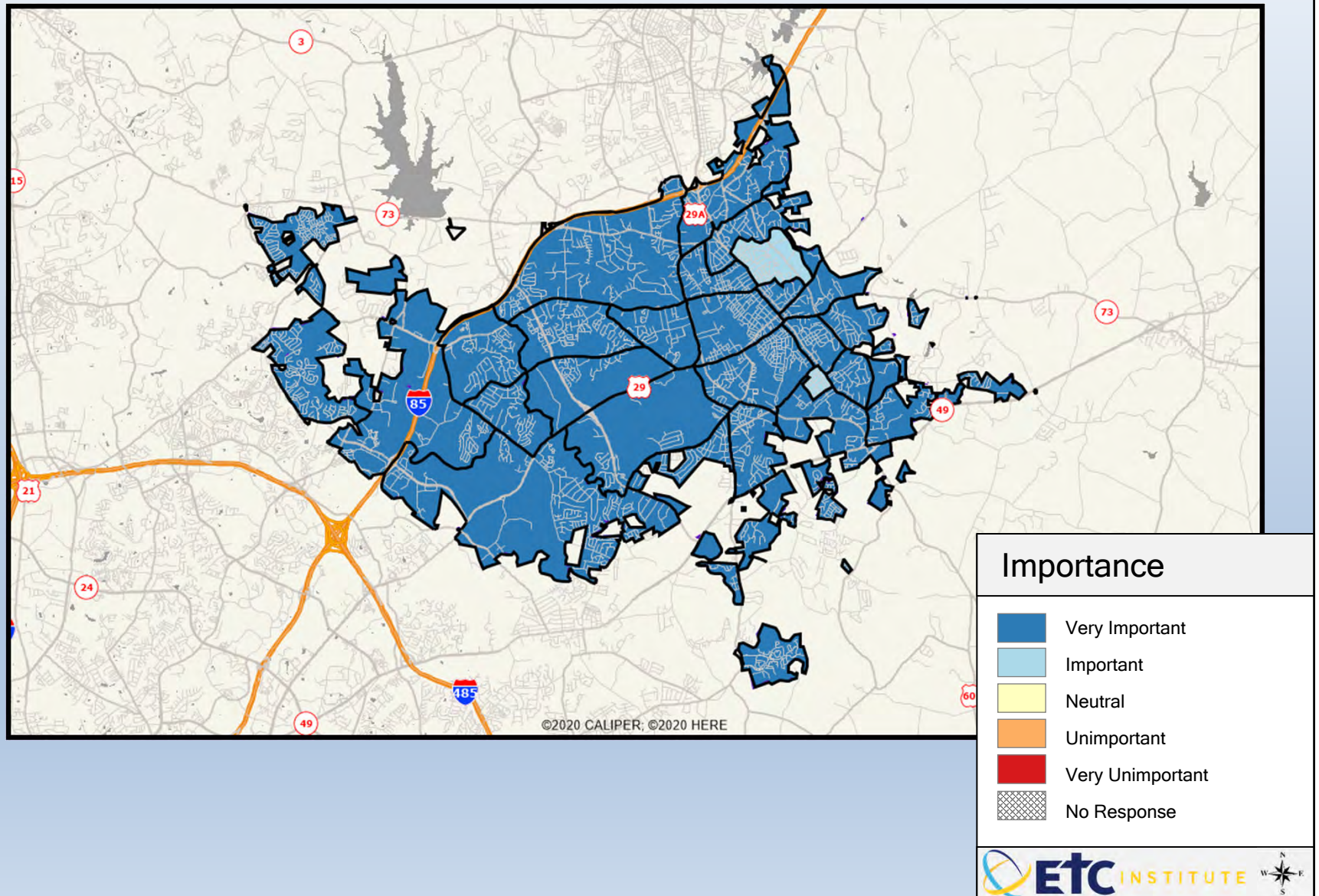
Q25-05. Availability of high-quality affordable housing in a neighborhood near you



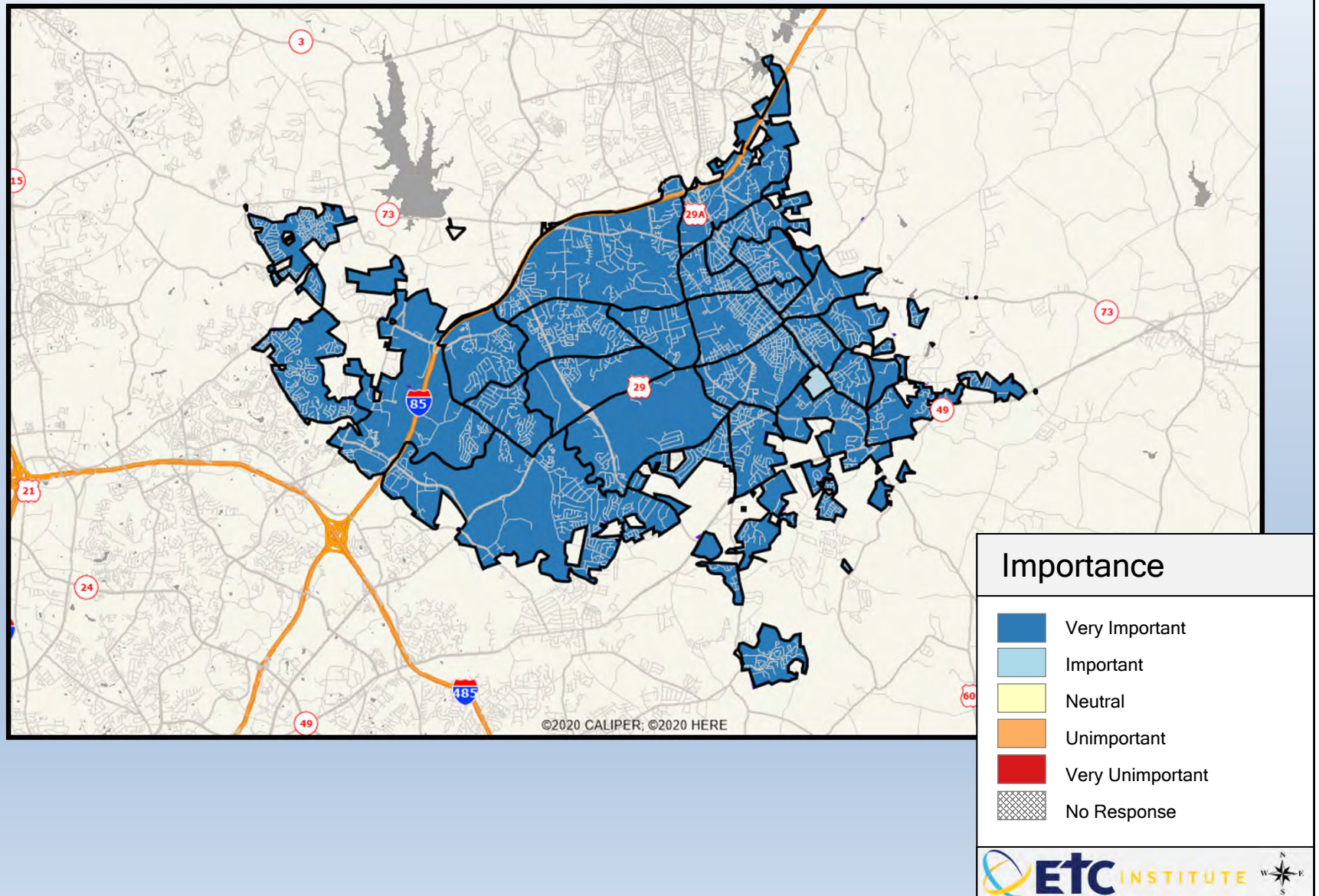
Q25-06. Maintaining a fiscally sound City budget



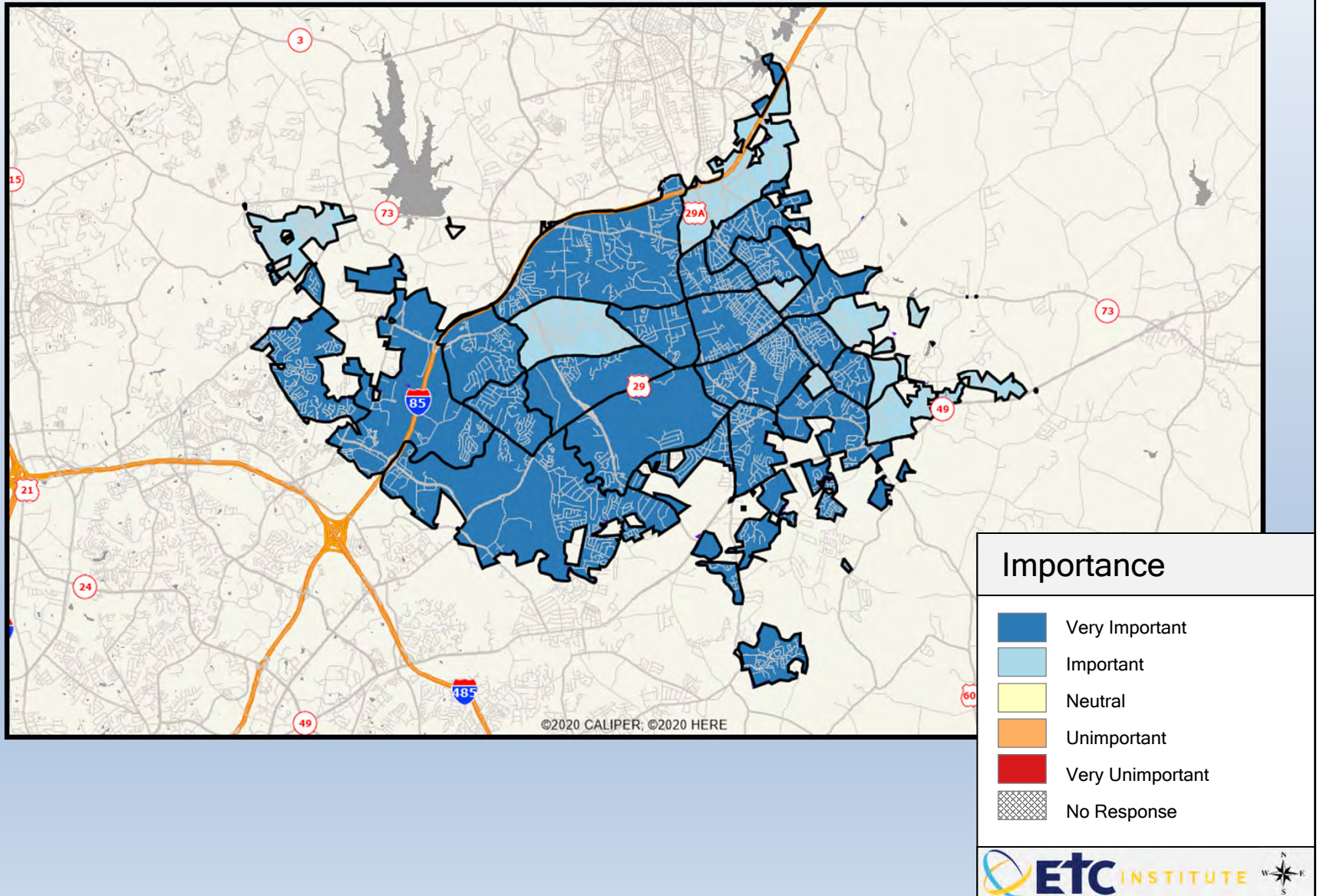
Q25-07. Keeping taxes low



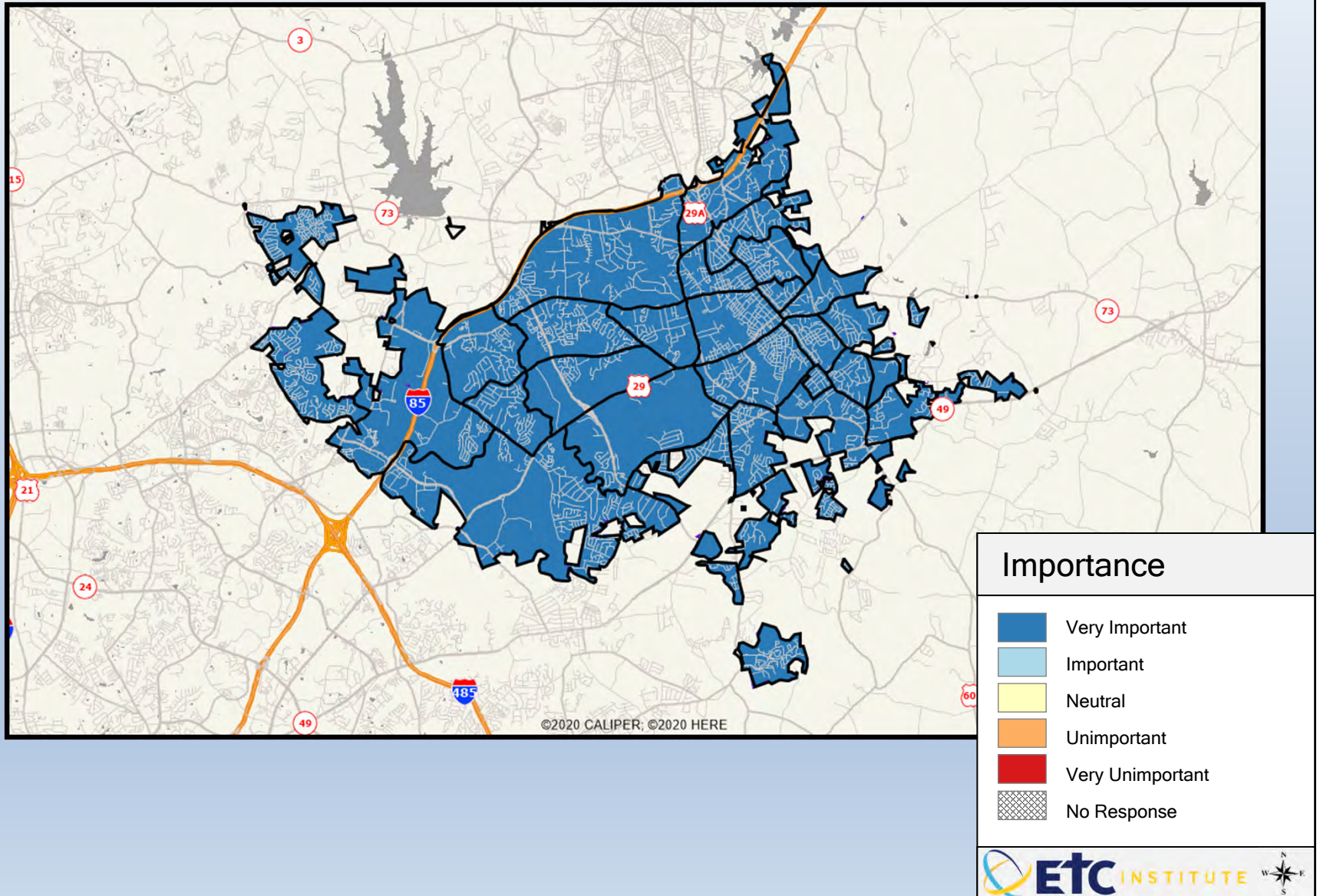
Q25-08. Improving public safety and crime prevention



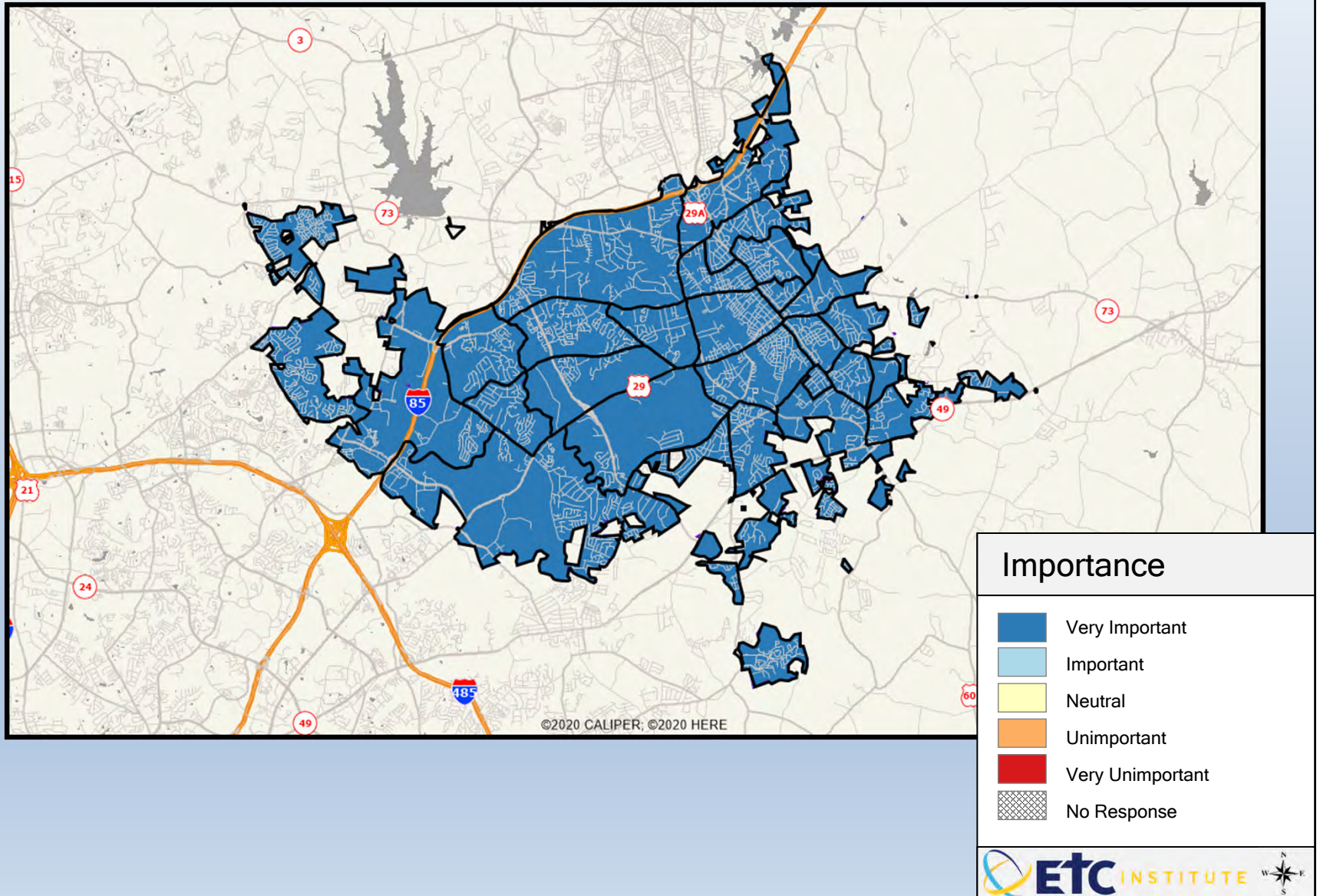
Q25-09. Eliminating or repairing deteriorating buildings



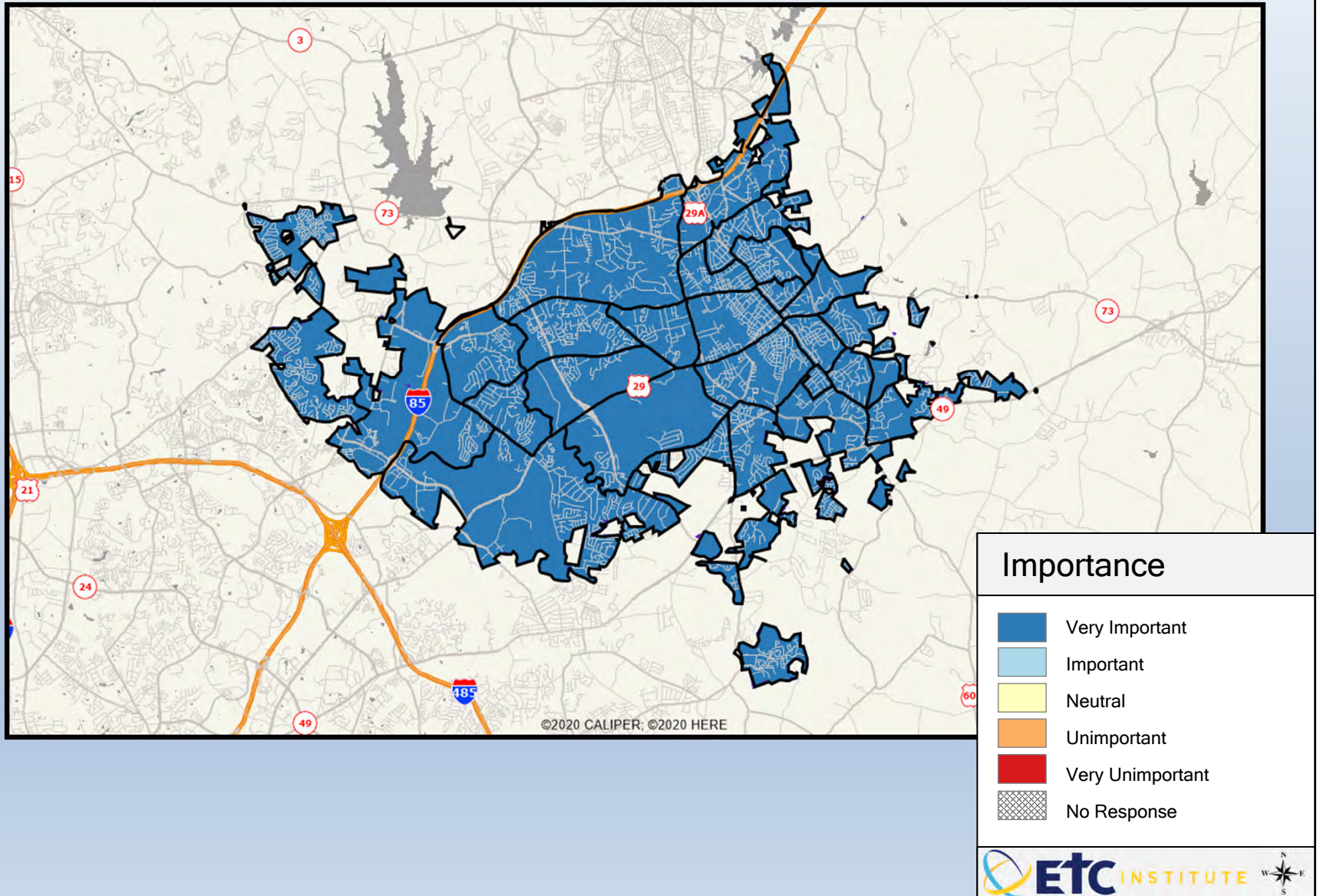
Q25-10. Maintaining an adequate and healthy drinking water supply



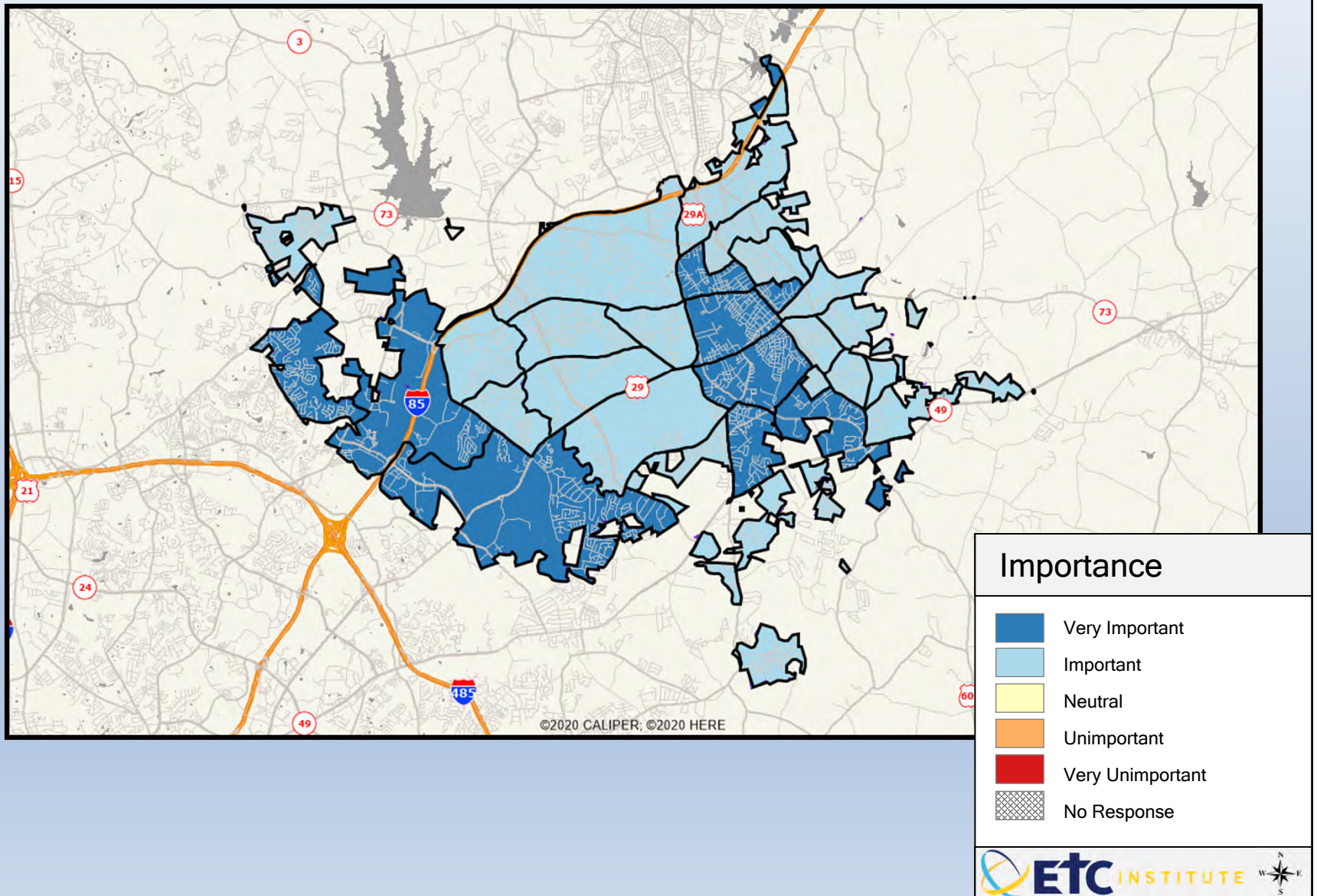
Q25-11. Improving traffic flow around the City



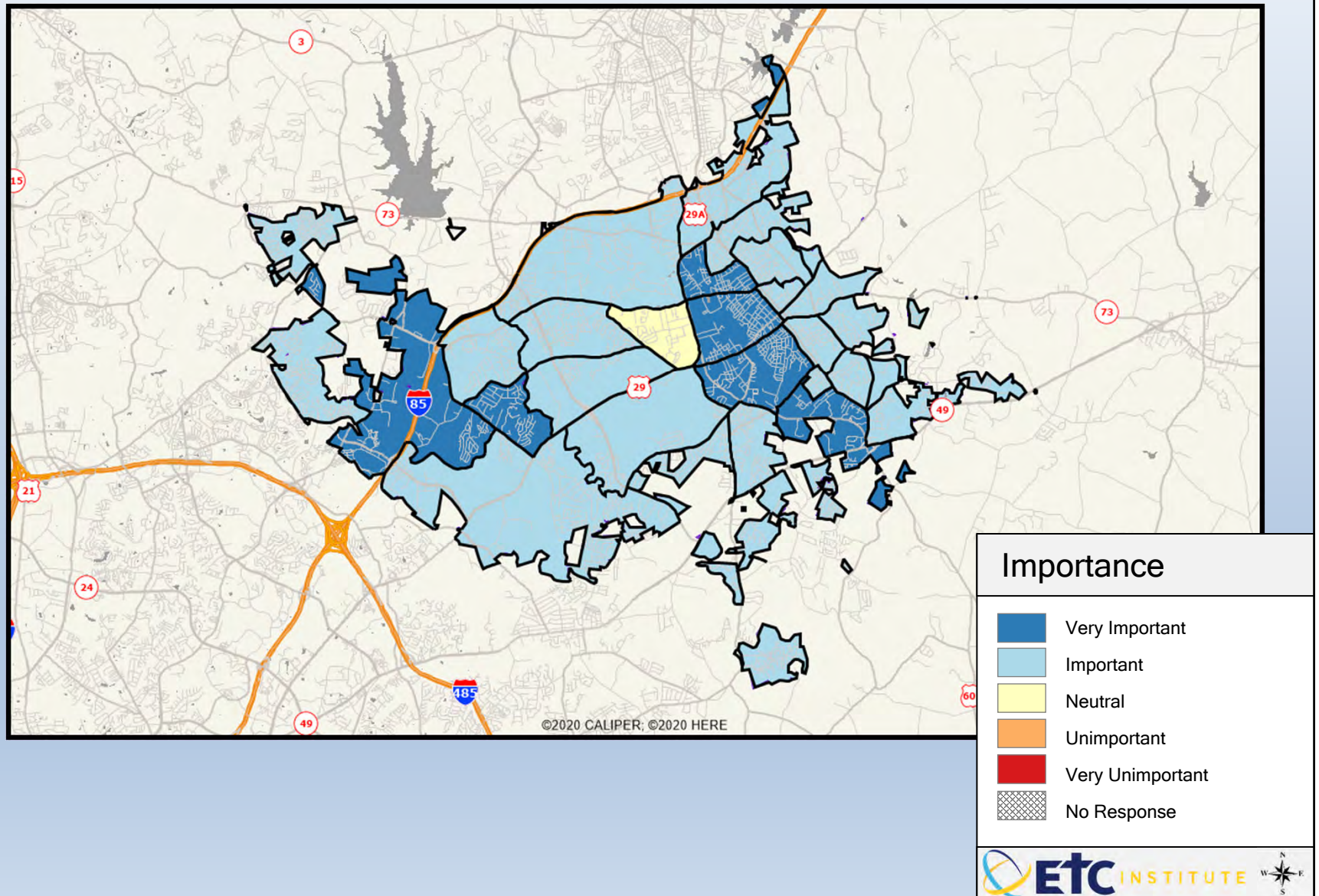
Q25-12. Improving road infrastructure and maintenance



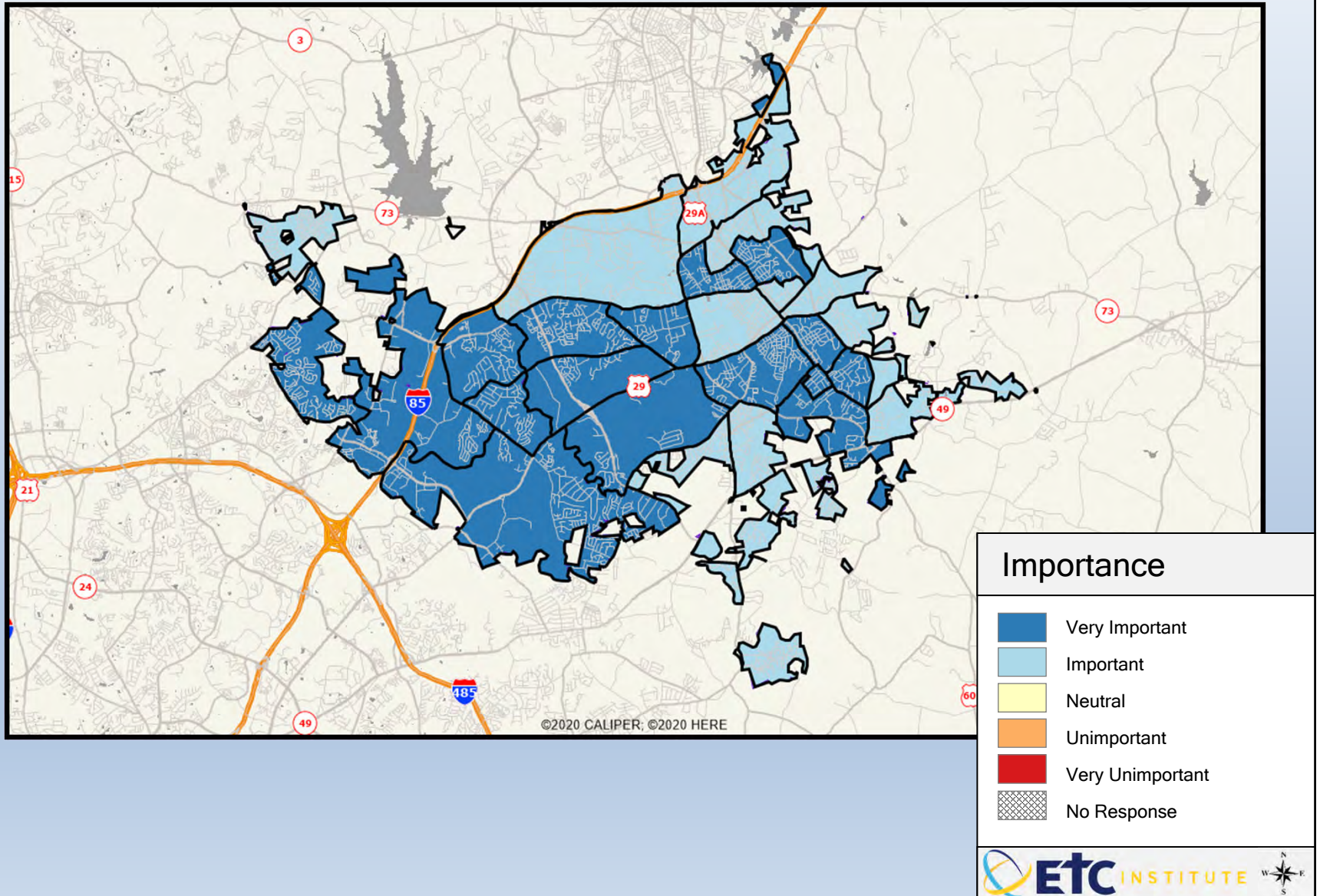
Q25-13. Enhancing public transit and congestion mitigation



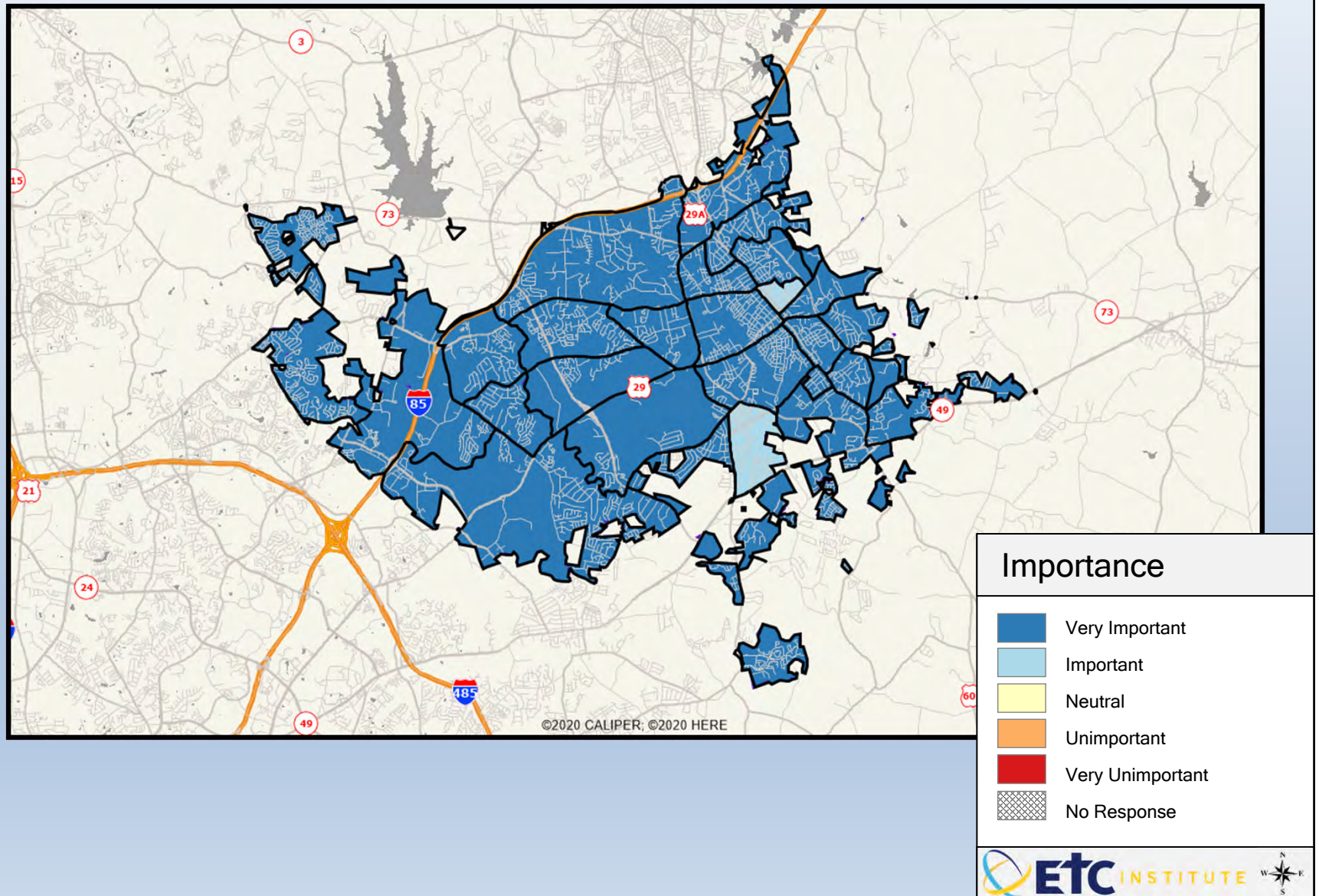
Q25-14. Improving stormwater management



Q25-15. Reducing environmental impacts and conserving natural resources



Q25-16. Preserving remnant forests and tree canopy



AN ORDINANCE TO EXTEND THE CORPORATE LIMITS OF THE CITY OF
CONCORD, NORTH CAROLINA TO INCLUDE +/- 12.16 ACRES OF
PROPERTY LOCATED AT 2014 NC HWY 49 S, CONCORD, NC

WHEREAS, the City Council has been petitioned under G.S. 160A-58.1 by the City of Concord, on June 13th, 2024 to annex the area described below; and

WHEREAS, the City Council has by resolution directed the City Clerk to investigate the sufficiency of the petitions; and

WHEREAS, the City Clerk has certified the sufficiency of the petitions and a public hearing on the question of this annexation was held at Concord City Hall, 35 Cabarrus Avenue West, on June 13, 2024 after due notice by The Independent Tribune on June 2nd, 2024; and

WHEREAS, the City Council finds that the petitions meet requirements of G.S. 160A-58.1;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord, North Carolina, that:

SECTION 1. By virtue of the authority granted by G.S. 160A-58.1, the following described territory is hereby annexed and made part of the City of Concord, as of the 9th day of May 2024:

Lying and being in Number One Township, Cabarrus County, North Carolina and being more particularly described as follows:

BEGINNING at a Control Corner located at the point of intersection of the westerly margin of the right-of-way of NC Highway 49 (right-of-way varies) and the southerly margin of the right-of-way of Stough Road (a 60 foot public right-of-way) which Control Corner is NC State Plan Coordinates N(Y) = 584,131.54 feet E(X) = 1,520,666.39 feet combined factor = 0.99985066; thence along and with the westerly margin of the right-of-way of NC Highway 49 in five calls as follows: (1) S.37-08-18 W.167.66 feet to a right-of-way disk found; (2) thence S.38-25-33 W.304.94 feet to a right-of-way disk found; (3) thence S.42-09-16 W.86.92 feet to a right-of-way disk found; (4) thence S.45-54-31 W.304.95 feet to a right-of-way disk found; and thence (5) S.47-11-33 W.157.80 feet to an iron pin found, which iron pin marks the easternmost corner of the property of Dimitris Karampourniotis and wife (now or formerly) as such property was conveyed to them by deed recorded in Book 4151, Page 288 in the Cabarrus County Public Registry; thence along and with the northeasterly line of the Karampourniotis' property (now or formerly) N.50-35-36 W., passing an iron pin found at 407.10 feet, a total distance of 480.08 feet to a point in Coddle Creek; thence N. 05-07-48 E.40.90 feet to another point located in Coddle Creek, a corner of Stough F. Glenn (now or formerly) as such property was conveyed to him by deed recorded in Book 622 at Page 391 in the Cabarrus County Public Registry; thence along and with the property line of Stough F. Glenn (now or formerly) in two called, as follows: (1) N.47-08-43 E.276.20 feet to an iron pin found; and thence (2) N.46-23-44 E. 152.24 feet to an iron pin found which marks the southerly corner of the property of Laurent D. Beaudry (now or formerly), as such property was conveyed by deed recorded in Book 4132 at Page 70 in the Cabarrus County Public Registry; thence along and with the easterly property line of Beaudry (now or formerly) N.37-17-16 E.555.78 feet to an iron pin (bent) found located in the southerly margin of the right-of-way of Stough Road; thence with the southerly margin of the right-of-way of Stough Road in two calls as follows: (1) S.57-18-31 E.420.89 feet to a right-of-way disk found; and thence (2) S.26-10-01 E.107.85 feet to a right-of-way disk found at the Control Corner referred to above, marking the point and place of BEGINNING and containing 529,700 square feet or 12.1602 acres, all as shown on survey prepared by A.G. Zoutewelle Surveyors dated April 30, 2007, last revised July 3, 2007 and recorded in Map Book 53 at Page 17 of the Cabarrus County Public Registry.

SECTION 2. Upon and after the 13th day of June, 2024 the above described territory and its citizens and property shall be subject to all debts, laws, ordinances and regulations in force in the City of Concord and shall be entitled to the same privileges and benefits as other parts of the City of Concord. Said territory shall be subject to municipal taxes according to G.S. 160A-58.10.

SECTION 3. The Mayor of the City of Concord shall cause to be recorded in the office of the Register of Deeds of Cabarrus County, and in the Office of the Secretary of State in Raleigh, North Carolina, an accurate map of the annexed territory, described in Section 1 above, together with a duly certified copy of this ordinance. Such a map shall also be delivered to the County Board of Elections, as required by G.S. 163-288.1.

SECTION 4. Notice of adoption of this ordinance shall be published once, following the effective date of annexation, in a newspaper having general circulation in the City of Concord.

Adopted this 13th day of June 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST:

APPROVED AS TO FORM:

Kim Deason, City Clerk

VaLerie Kolczynski, City
Attorney

Meeting Date

June 13, 2024

Annexation Staff Report

This request is a voluntary annexation petition of one (1) parcel totaling +/- 12.16 acres of property at the intersection of NC Highway 49 S and Stough Rd. The property is currently zoned Cabarrus County LI (Limited Industrial). The property is owned by the Charlotte-Mecklenburg Hospital Authority and the authorized petitioner for the annexation is R-S Matco, LLC. A map has been provided depicting the location of the properties.

If annexation is approved, the request for zoning to City of Concord I-1 (Light Industrial) will be presented to the Planning and Zoning Commission at the July 16, 2024, meeting. The 2030 Land Use Plan designates the subject property as "Industrial/Employment." City of Concord I-1 (Light Industrial) is a corresponding zoning district to the Land Use Category and would be compatible with the surrounding zoning. The submitted request is not for a conditional district, so all uses permitted within the I-1 (Light Industrial) zoning classification would be permitted. Any development of the subject property would require technical site plan review and approval and must meet the standards set forth in the CDO (Concord Development Ordinance) as well as other applicable regulations.

As with all annexations, internal and external entities are notified and given the opportunity to provide comments or feedback on the petitioner's proposal prior to Council's consideration at the hearing. No comments were returned.

Adjacent property owners, recognized neighborhoods, and HOAs were notified by mail of the proposed annexation by City of Concord Planning and Neighborhood Development in a letter dated May 29, 2024, and was advertised in the Independent Tribune on June 2, 2024.

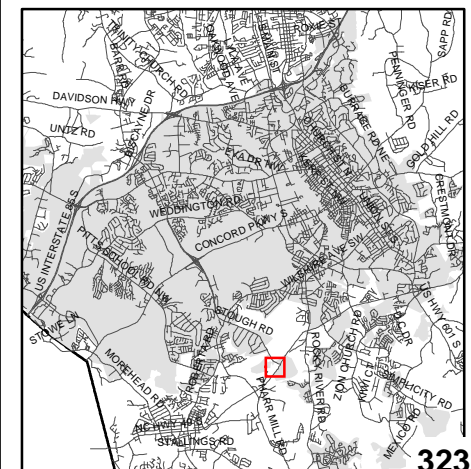
**ANX-05-24
AERIAL**

2014 NC Hwy 49 S

PIN: 5518-94-6683



	Addresses
	Annexation Area
	City of Concord
	Parcels



DATE: June 13, 2024

CASE: TA-05-24 Text Amendment (Historic Handbook Update)

PREPARED BY: Autumn C. James, Ph.D., AICP | Planning & Development Manager

BACKGROUND

The three local Historic Districts in the City of Concord (Edgewood, North Union and South Union) are a source of great pride and an asset to our community. These districts are regulated by our zoning ordinance and City Council has appointed a Historic Preservation Commission (HPC) to review applications from owners of structures in these historic districts who plan to make changes to the exterior of their properties. The historic district residents use the Historic District Handbook as a resource to help guide them with appropriate design and materials for their projects. The Historic Preservation Commission's authority and the guidelines of the Historic Handbook are incorporated into the Concord Development Ordinance (CDO) by reference. The handbook explains how the regulations work and answers the most frequently asked questions about living in a Historic District. It also provides background about the history and the architecture of Concord's Historic Districts. It illustrates the importance of physical features and sound site planning practice in the process of historic preservation. Additionally, the handbook is intended to serve as a supplement to the CDO and as a guide and reference manual for the Historic Preservation Commission in their deliberations.

With the last significant update to the handbook being in 2015, planning staff and the HPC recognized the need for changes. Since October 2022, the Handbook Committee has met twice monthly to review and suggest changes to the current handbook. The resulting draft has a more modern look, with fresh illustrations and clarifying text. Staff incorporated additional changes after receiving public input on the draft update at the end of February.

As a result of the comments from the Handbook Committee and public input from the citizens in Concord, we have identified and made changes, a summary of which are listed below:

- The handbook design has been updated and includes a new in-color layout.
- The Approval Requirement Needs table includes three new types of work; art, safety fencing, and accessory ramps. Additionally, the level of approval needed has changed for eight minor work items from "Commission Approval Needed" to "Staff Approval." Clarifying edits were made to help residents identify their projects.

- “Chapter 1: Preface” and “Chapter 2: History” have minor clarifying edits and labeling of photographs.
- “Chapter 3: Working with the Historic Preservation Commission” includes expanded information on the Certificate of Appropriateness (COA) process, a section about appearing before the Commission, and the Commission’s mission statement.
- “Chapter 4: Local Standards & General Policies” includes clarification on terminology with regards to compliance, includes explanation of state and federal tax credits available to National Register properties, and removes duplicate information.
- “Chapter 5: Sections 1-14”, which encompasses the bulk of the Handbook has now been divided into four individual chapters: “Chapter 5: Standards for Site and Setting”, “Chapter 6: Standards for the Exterior Building”, “Chapter 7: Standards for New Construction” and “Chapter 8: Demolition and Relocation.”
- “Chapter 6: Standards for the Exterior Buildings” includes new design standards for masonry, fenestration, and porches and includes a new section titled *Accessibility, Health & Safety Considerations*.
- “Chapter 7: Standards for New Residential Construction” includes a new section: *New Decks, Patios and Porches*.
- “Chapter 8: Demolition and Relocation” includes the new *Relocation* section and new design standards for both.
- Addition of “Chapter 9: Maintenance,” predominantly a compilation of the existing maintenance language in the Handbook.
- The Appendices chapter removes the Secretary of the Interior Standards for Rehabilitation (links are included in other areas of the handbook), removes the Tree Maintenance section (included and updated in the Maintenance chapter), and includes technical information, contact information, updated resources, and list of addresses of structures in all historic districts, along with their categorization.
- Continued updates to vague language throughout the Handbook with respect to the new State Land Use Law (160D).

The draft handbook was presented to the Historic Preservation Commission at the April 10, 2024, meeting, where they unanimously recommended approval of the newly updated handbook to the Planning and Zoning Commission. At their May 21, 2024, meeting, the Planning and Zoning Commission unanimously recommended approval of the newly updated handbook. The amendments to the Historic Handbook will be presented to City Council for their recommendation of approval at the June 13, 2024 meeting.

MEMORANDUM OF UNDERSTANDING

County of Cabarrus

State of North Carolina

Agreement

THIS MEMORANDUM OF UNDERSTANDING (the “Agreement”) is entered into on the ____ day of _____, 2024, by and between the following parties (the “Parties”):

The Parties are the City of Concord, hereinafter referred to as “City”, and the Concord Downtown Development Corporation, hereinafter referred to as “Nonprofit.”

PURPOSE OF THE MOU

1. Express mutual understanding of the roles and responsibilities of City employees and the Nonprofit board.
2. Express the Parties’ mutual understanding regarding priority activities, tasks, and decisions to be achieved in managing the Main Street program.
3. Express the Parties’ mutual intention to work in good faith to further the redevelopment of downtown, to spur economic development in the context of historic preservation, in accordance with Main Street America™ as administered by NC Department of Commerce, NC Main Street & Rural Planning Center.

PRIORITY GOALS AND TASKS

The Parties have identified the following as priority goals and tasks for the downtown area through the management of the downtown Concord Main Street program:

- a. Develop and execute strategies to increase business activity.
- b. Work in an open and transparent partnership to recruit and retain businesses.
- c. Effectively market the downtown area to include businesses, venues, events, and available real estate.
- d. Create/sustain a safe environment in the downtown area.
- e. Create/sustain a clean environment in the downtown area.
- f. Implement the strategic plan through the Main Street America™ Four Point Approach to downtown revitalization.
- g. Create a positive image for downtown that spurs investment, business and residential development, job creation, and volunteerism.
- h. Identify and convey practical, valuable, and implemental tools for downtown economic development.

WITNESSETH

That for and in consideration of the mutual promises and conditions set forth below, the City and the Nonprofit agree to the following roles and responsibilities:

1. Duties of the City: The City agrees to:
 - A. The City will retain all downtown Municipal Service District funds to deliver Municipal Service District services with its own forces per G. S. 160A-536.
 - B. Employ two full-time employees who will work under the supervision and direction of the City's Planning Director to promote and advance the City's established goals, initiatives, and plans for the downtown area.
 - C. Manage the NC Main Street Program, maintain the NC Main Street Annual Agreement, and meet any annual requirements.
 - D. Utilize the Main Street philosophy to develop a strategic economic development plan for downtown and an implementation work plan based on the Main Street America Four Point Approach to downtown revitalization that includes: Economic Vitality, Design, Promotion, and Organization for downtown Concord in order to enhance and preserve its status as a North Carolina Main Street community.
 - E. Manage and distribute downtown grant funds excluding any funds raised by the Nonprofit.
 - F. Create and maintain a comprehensive downtown property inventory database including building images, owner contact information, building condition, past-current-potential uses, etc.
 - G. Develop and maintain a comprehensive marketing campaign for downtown.
 - H. Develop and manage events in the downtown area.
 - I. Develop work plans and goals for the downtown area.
 - J. Provide a quarterly report to the Nonprofit highlighting the City's activities and efforts in the downtown area.
 - K. Partner with the Nonprofit to provide resources and information that may be pertinent to carrying out its duties per this agreement.
2. Duties of the Nonprofit: The nonprofit agrees to:
 - A. City employees will provide staff support to the Nonprofit under the direction of their supervisors.
 - B. The Nonprofit board will have no personnel authority of City employees.
 - C. The Nonprofit will not receive downtown Municipal Service District funds to deliver services. The Nonprofit may be eligible for other City funds that nonprofits at large are generally eligible to apply for.
 - D. Assist the City in developing a strategic economic development plan for downtown through participation in an annual planning session with the City.

- E. Engage in fundraising activities to help promote and advance established goals, initiatives and plans for the downtown area.
- F. Support the City's comprehensive marketing campaign for downtown. This includes the use of the downtown logo per the brand standards and the sale of logoed merchandise for fundraising purposes.
- G. Pursue grants to support the City's strategic economic development plan for downtown.
- H. Help promote/market events in downtown.
- I. Support the City in meeting the annual requirements as outlined in the NC Main Street Annual Agreement.
- J. Provide resources and information to the City that may be pertinent in carrying out its charge.
- K. Provide a quarterly report to the City highlighting the Nonprofit's activities and efforts in the downtown area.
- L. Maintain a viable Nonprofit in accordance to the requirements of the North Carolina Secretary of State.
- M. Maintain a Board of Directors in accordance with the Nonprofit bylaws.
- N. Develop and coordinate opportunities to spur volunteerism for downtown.
- O. Provide support to the City to ensure the completion of the annual program statistics in accordance with the NC Main Street Annual Agreement.
- P. Partner with the City to provide resources and information that may be pertinent in carrying out its duties per this agreement.

- 3. Amendments: This Agreement may be amended, in writing, by mutual agreement of the City and the Nonprofit.
- 4. Termination Date: This Agreement shall be terminated on the earlier of : (a) the sale of dissolution of the Nonprofit; (b) on June 30, 2027; or (c) either party shall have the right to terminate this Agreement upon 90 days' notice to the other party for any reason in its sole discretion.
- 5. Non-Discrimination: In matters of employment, provision of services and contracting, the City and the Nonprofit agree to act without regard to race, color, sex, religion, age, national origin, sexual orientation, or handicapped status.

IN WITNESS WHEREOF, the parties hereunto cause this agreement to be executed in their respective names.

CONCORD DOWNTOWN DEVELOPMENT COOPERATION

SIGNATURE

TITLE

ATTEST

TITLE

CITY OF CONCORD

CITY MANAGER

ATTEST BY CITY CLERK:

CITY CLERK

TOWN SEAL

CITY CLERK attests date this the ____ day of _____, 20__.

Approved as to Form and Authorization

CITY ATTORNEY

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

FINANCE DIRECTOR

DATE: June 13, 2024

CASE: TA-06-24 Text Amendment (Code of Ordinances, Section 10)

PREPARED BY: Autumn C. James, Ph.D., AICP | Planning & Development Manager

SUMMARY

During a recent CDO text amendment process related to the keeping of chicken in residential zoning districts, it was discovered that Section 10-1.c of the City Code references that the animal ordinance is effective for a distance of one mile from the City limits. This distance appears to have been added to the Code when the City's Extraterritorial Jurisdiction (ETJ) for zoning extended that one mile distance, in an effort to match the zoning requirements. The City has no authority to extend this Code requirement outside of its corporate limits, therefore the reference to the one mile needs to be removed.

The amended the Code of Ordinances, Section 10: Animals, subsection 10.1.(c) would read as follows,

Sec. 10-1. - Keeping cattle, sheep, goats, domestic fowl, or swine.

(c)

Property (s) in violation of this section shall be declared a public nuisance. Any owner of a property within the city ~~and one mile beyond the city limits~~ whose property shall be declared a public nuisance as provided in section 30-1 of this Code shall be subject to an administrative fee of \$175.00 (as adopted by the annual budget ordinance in addition to any costs incurred in obtaining service of the public nuisance notice including legal publication and civil penalties).

AN ORDINANCE TO AMEND CHAPTER 10 ANIMALS

WHEREAS, the City Council of the City of Concord, North Carolina, has adopted a Code of Ordinances; and

WHEREAS, the City desires to amend the ordinance to address Traffic Impact Analyses (TIAs),

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord, North Carolina, after due consideration and in the best interests of its citizens and property of Concord, that the Concord Code of Ordinances be amended as follows:

SECTION 1. Chapter 10 "Animals," Subsection 10.1 "Keeping cattle, sheep, goats, domestic fowl, or swine" be amended to remove a portion of Section 10-1.c" to read as follows:

Sec. 10-1 – Keeping cattle, sheep, goats, domestic fowl, or swine.

(c) Property (s) in violation of this section shall be declared a public nuisance. Any owner of a property within the city whose property shall be declared a public nuisance as provided in section 30-1 of this Code shall be subject to an administrative fee of \$175.00 (as adopted by the annual budget ordinance in addition to any costs incurred in obtaining service of the public nuisance notice including legal publication and civil penalties).

SECTION 2. That all remaining Sections of Chapter 10 remain as written.

SECTION 3. This Ordinance be effective immediately upon adoption.

Adopted this 13th day of June, 2024

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

ATTEST:

William C. Dusch, Mayor

Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney



BRAND STRATEGY
**DOWNTOWN
CONCORD, NC**

HARMONY
ON UNION



Candor
NORTH CAROLINA



BRAND IDENTITY

POSITIONING

The unique combination of visual, verbal, and experiential elements that encapsulate Downtown Concord's nature and differentiate us from other destinations.

ORGANIZATION NAME

Downtown Concord, NC

BRAND NAME

DTC

TAGLINE SUGGESTION

Harmony on Union

URL

downtownconcordnc.com

HANDLE

@DowntownConcord

HASHTAG

#DowntownConcordNC

#DTC



BRAND APPROACH

Downtown Concord is a vibrant community committed to crafting a harmonious and forward-thinking future. The rich history preserved in its distinct architecture intertwines seamlessly with a dynamic atmosphere that nurtures opportunity and a sense of belonging for all residents and visitors.

The brand direction for Downtown Concord is a purposeful and strategic choice, carefully navigating the Town's distinctive attributes and ever-mindful of the challenges facing Downtown. This strategic direction is anchored in a deep understanding of Downtown Concord's identity, values, and aspirations.

Storytelling is the bedrock of this brand direction, with Downtown positioned as our primary storyteller. This strategic approach creates an emotional connection that goes beyond mere marketing; it establishes Downtown as an integral part of people's lives.

By placing an emphasis on appreciation for our history, community-centric principles, a balance of tradition & progress, and thoughtful storytelling, this direction positions Downtown Concord towards a future that preserves its unique character while embracing the evolving dynamics of the community.



TAGLINE JUSTIFICATION

Harmony on Union

The tagline, *Harmony on Union*, beautifully encapsulates the essence of Downtown Concord, paying homage to the town's founding and historical significance, as well as referencing Union Street, the main thoroughfare through downtown. *Harmony on Union* shines a light on the community-centric spirit of Downtown Concord, emphasizing unity, belonging, and a commitment to being a community before anything else.

This tagline also offers a modern interpretation of *Harmony*, emphasizing the coexistence of tradition and innovation within Downtown Concord's diverse community, spanning both past and present, traditional and contemporary elements.

With its memorable quality and deep connection to the city's name, this tagline serves as a succinct touchstone, encapsulating Downtown Concord's unique character – a harmonious, welcoming, and historically rich community.

BRAND PILLARS

Foundational principles that guide Downtown Concord's communications; representing key areas of focus and differentiation.



History &
Harmony



Arts &
Culture



Community
Involvement



Innovation &
Progress



Entrepreneurial
Spirit

BRAND PILLARS



HISTORY & HARMONY Preserving Legacy, Embracing Unity

- **If these streets could talk...**
- **Historic Landmarks and Significant Architecture**
- **Generations in Harmony**
- **Facing Challenges and Embracing Change**



ARTS & CULTURE Nurturing Downtown's Creative Spirit

- **Galleries, Museums, and Events**
- **The Sounds of Downtown Concord**
- **Art as a Community Voice**
- **Diverse Cultural Influences**



COMMUNITY INVOLVEMENT Engage. Connect. Belong.

- **Celebrating our Downtown Champions**
- **Small Acts, Big Impact**
- **Festivals, Events, and Gathering Spots**
- **Downtown Itineraries**



BRAND PILLARS



INNOVATION & PROGRESS Redefining Downtown's Future

- **Streets of Progress & Promise**
- **Dreamers, Do-ers, and Innovators**
- **Information & Announcements**
- **Innovate to Elevate**



ENTREPRENEURIAL SPIRIT Bold Ideas, Bright Futures.

- **Downtown Shops & Restaurants: News, Events, & Promotions**
- **Familiar Faces: Stories & Features of Downtown Vendors**
- **Navigating Challenges, Seizing Opportunities**
- **Downtown Anchors**



BRAND GOALS

Objectives and outcomes that Downtown Concord aims to achieve in order to fulfill our long-term vision and strategic direction, guiding our actions and measuring our success.



BRAND GOALS

1. Foster Economic Growth

STIMULATE & SUPPORT ECONOMIC GROWTH IN DOWNTOWN CONCORD.

- Support local entrepreneurs through business development programs and grant opportunities.
- Facilitate a robust events calendar to drive foot traffic and support local commerce.
- Attract new businesses that align with the community's wants & needs.

2. Revitalize & Protect Historic Spaces

SUPPORT THE TRANSFORMATION & REVITALIZATION OF KEY HISTORIC SPACES IN DOWNTOWN CONCORD.

- Restore & repurpose historical landmarks for community and cultural use.
- Implement beautification projects to enhance the visual appeal of Downtown Concord.
- Collaborate with local artisans on public art installations that honor and celebrate Concord's heritage.

3. Build Community Engagement

CULTIVATE A STRONG SENSE OF COMMUNITY ENGAGEMENT AND INCLUSIVITY.

- Organize regular community events that bring residents together.
- Showcase & celebrate collaborative community efforts.
- Establish dialogue forums to gather community input for future development.
- Implement initiatives to ensure accessibility and inclusivity for all demographics.



BRAND POSITIONING

The strategic process of defining and communicating Downtown Concord's unique value and relevance in the minds of their target audience, distinguishing them from competitors and clarifying their place in the market.

A woman with glasses and a brown bag is looking at books in a store. The background is slightly blurred, showing shelves and other books.

BRAND PURPOSE

To serve as the beating heart of our community, preserving our rich heritage while nurturing a vibrant and progressive future.

We are the storytellers of Downtown Concord's past, present, and future; connecting generations and strengthening bonds within our close-knit community.

Our purpose is to be more than a destination. Downtown Concord is proud of our long history as a gathering place: where neighbors become friends, where local businesses thrive, and where the spirit of entrepreneurship fuels progress.

We stand as the custodians of Downtown history and embrace our responsibility to honor, celebrate and share the stories that define us.

UNIQUE VALUE STATEMENT

Downtown Concord stands as a living, evolving testament to the union of historic charm, modern amenities, and forward-thinking progress.

We cherish our history, celebrate harmony, and welcome all to a space where tradition meets innovation, creating an unparalleled experience for residents and visitors alike.



BRAND PROMISE

In Downtown Concord, our promise is woven into the very infrastructure of our community – a pledge to honor our rich heritage, amplify the vibrancy of the present, and craft an inspiring future.

We stand committed to serving as the heartbeat of Concord, where the streets echo with the stories of the past and our future is magnified through the union of Downtown’s community spirit and enduring legacy.

BRAND ESSENCE

Preservation.
Harmony.
Innovation.

BRAND VOICE



Our brand voice is the friendly narrator for Downtown Concord - a storyteller that speaks with the heart of the community: celebrating the past, embracing the present, and anticipating the chapters yet to come.

Tone

- **Welcoming:** We use a welcoming tone across all communications, both internal and external, inviting residents and visitors to explore Downtown Concord.
- **Authentic:** Authenticity is at the core of our brand voice. We share genuine stories, celebrate real experiences, and showcase the diverse tapestry that is life in Downtown Concord.
- **Enthusiastic:** There's an unmistakable enthusiasm in our brand voice. We are excited about the present, passionate about our history, and optimistic about the future. We infuse all of our communications with energy and a sense of discovery.

Style

- **Storytelling:** We are storytellers. Our communications paint a vivid picture of Downtown Concord's history, the people, the businesses, and the everyday story of life Downtown.
- **Inclusive:** Our language is inclusive and embraces everyone who is connected to or interested in Downtown Concord. We use words that connect, that instill a sense of belonging, and – most importantly, inspire community.
- **Dynamic:** Just like Downtown Concord, our brand voice is dynamic. It adapts to different stories, events, and tones, reflecting the ever-changing and vibrant nature of our community.

KEY MESSAGING

UNION-MARKET
PASSAGEWAY

KEY MESSAGING



1. Legacy & Progress

We strike a balance between acknowledging our rich history and celebrating the forward-thinking spirit that propels Downtown Concord into the future.

2. Harmony on Union

We cherish the strong sense of community in Downtown Concord. We communicate the relationships, shared experiences, and welcoming atmosphere that define us.

3. Invitation to Explore

We extend an open invitation to explore Downtown Concord. Whether it's our historic landmarks, local businesses, or community events, there is much to be discovered and our voice leads the way.



www.dbdplanning.com

Exhibit "E" Quote Form Full Selection

The below quote is for installing fiber optics for the City of Concord 's fiber optic network.							
Contract No. 4320-FY24-25 Bid # 2631							
Quantity amounts are for quoting purpose only. They do not necessarily reflect the volume of work to be performed under this contract.				Bidder #1 Broadlinx		Bidder #2 STS Cable Services Inc	
Line #	Item Description	Quantity	Unit	Unit Quote Price	Amounted Quoted	Unit Quote Price	Amounted Quoted
1	Furnish and Install an 8 foot anchor rod and expanding Bell with all necessary hardware	10	EA	\$243.00	\$2,430.00	\$260.47	\$2,604.70
2	Overlashing of City supplied fiber and include all necessary hardware.	1000	LF	\$2.00	\$2,000.00	\$1.25	\$1,250.00
3	Install 5/16 strand and lash fiber to the strand. Furnish all necessary hardware to attach to pole and lashing hardware. City Supplies 5/16 strand.	1000	LF	\$3.06	\$3,060.00	\$2.82	\$2,820.00
4	Installing aerial fiber storage loops.	10	EA	\$141.00	\$1,410.00	\$96.00	\$960.00
5	Install 5/16 Downguy and guard. Include all necessary hardware including yellow guy guard. City supplies 5/16 strand.	10	EA	\$122.00	\$1,220.00	\$93.60	\$936.00
6	Pulling of 5/16 overhead guy with 5/16 down guy and include all necessary hardware including yellow guy guard for down guy. City supplies 5/16 strand.	250	LF	\$1.75	\$437.50	\$3.86	\$965.00
7	Remove old fiber and strand from poles and dispose of.	1000	LF	\$1.20	\$1,200.00	\$0.75	\$750.00
8	Drill Metal Pole to allow for mounting of strand and fiber.	10	EA	\$200.00	\$2,000.00	\$171.44	\$1,714.40
9	Grounding 5/16 strand to pole ground. Include all necessary hardware to properly bond the strand to pole ground.	10	EA	\$39.00	\$390.00	\$27.50	\$275.00
10	Make ready (raising or lowering other utilities on a pole) and reattaching to the pole. Include all necessary hardware.	10	Each Pole	\$147.00	\$1,470.00	\$165.50	\$1,655.00
11	Tree trimming to be able to get strand and fiber on pole.	1000	LF	\$3.50	\$3,500.00	\$1.50	\$1,500.00

12	Reattach existing city fiber to new poles (Pole Transfers). Include all necessary hardware.	10	Each pole	\$83.00	\$830.00	\$165.50	\$1,655.00
13	Cleat fiber down pole and attach "U guard" Include all necessary hardware. City Supplied U Guard	10	Each pole	\$76.00	\$760.00	\$47.50	\$475.00
14	Pull fiber in underground conduit	1000	LF	\$1.75	\$1,750.00	\$1.85	\$1,850.00
15	Install pull string in underground conduit. City Supplied pull string.	1000	LF	\$2.00	\$2,000.00	\$0.95	\$950.00
16	Install tracer wire in underground conduit. City Supplied tracer wire.	1000	LF	\$1.05	\$1,050.00	\$1.25	\$1,250.00
17	Traffic Control	10	Per day	\$1,800.00	\$18,000.00	\$1,200.00	\$12,000.00
18	Rehang splice cases with Deltec strapping. Contractor to provide Deltec Strapping.	10	EA	\$117.00	\$1,170.00	\$145.00	\$1,450.00
19	Install 24x36x24 inch Hand hole. Hand hole provided by City	10	Ea	\$490.00	\$4,900.00	\$336.04	\$3,360.40
20	Mobilization for emergency work (Per Occurrence)	5	LS	\$1,200.00	\$6,000.00	\$1,250.00	\$6,250.00
21	Open Trenching with 3 inch PVC Conduit. Contractor supplies conduit.	100	LF	\$12.00	\$1,200.00	\$57.08	\$5,708.00
22	Open Trenching with 2 inch PVC Conduit. Contractor supplies conduit.	100	LF	\$8.50	\$850.00	\$47.20	\$4,720.00
23	Install Oversized 30x60x24 inch Hand hole. Hand hole provided by City	10	Ea	\$670.00	\$6,700.00	\$571.25	\$5,712.50
24	Mobilization for work to be performed off of standard work hours (night and weekend work)	5	LS	\$650.00	\$3,250.00	\$1,250.00	\$6,250.00
25	Install City furnished pole 35' class 4 installation includes butt ground. Contactor supplies #6 ground wire and hardware.	10	Ea	\$400.00	\$4,000.00	\$850.00	\$8,500.00
26	Install City furnished pole 40' class 4 installation includes butt ground. Contactor supplies #6 ground wire and hardware.	10	Ea	\$500.00	\$5,000.00	\$950.00	\$9,500.00
27	Install City furnished pole 45' class 3 installation includes butt ground. Contactor supplies #6 ground wire and hardware.	10	Ea	\$750.00	\$7,500.00	\$1,050.00	\$10,500.00
28	Cut, remove, and replace concrete for open trenching. Must Meet NCDOT Standards for the replacement.	100	Sq Foot	\$38.00	\$3,800.00	\$130.00	\$13,000.00

29	Cut, remove, and replace asphalt for open trenching. Must meet NCDOT standards for the replacement.	100	Sq Foot	\$44.00	\$4,400.00	\$130.00	\$13,000.00
32	Place new conduit into existing hand hole	10	Ea	\$150.00	\$1,500.00	\$162.73	\$1,627.30
				Total	\$93,777.50	Total	\$123,188.30

FOURTH CONTRACT ADDENDUM

THIS FOURTH CONTRACT ADDENDUM is made and entered into this the ____ day of _____, 2024, by and between the City of Concord, North Carolina, a North Carolina municipal corporation (hereinafter referred to as the "City" or "Concord"), and Town of Harrisburg, North Carolina, a North Carolina municipal corporation (hereinafter referred to as "Harrisburg").

WHEREAS, the City and Harrisburg entered into an agreement dated June 30, 2008 for the sale of potable water to Harrisburg; and

WHEREAS, the City and Harrisburg entered into a Contract Addendum (hereinafter referred to as "First Addendum") dated July 2016, modifying the terms of the original agreement; and

WHEREAS, the City and Harrisburg entered into a Second Contract Addendum (hereinafter referred to as "Second Addendum") dated August 2018, modifying the terms of the original agreement and First Addendum; and

WHEREAS, the City and Harrisburg entered into a Third Contract Addendum (hereinafter referred to as "Third Addendum") dated May 18, 2023, modifying the terms of the original agreement, First Addendum, and Second Addendum; and

WHEREAS the Third Addendum provided that:

1. The Agreement dated June 30, 2008 between the parties is hereby amended to read as follows:
2. Sec. 1, Quantity: Concord shall make available to Harrisburg and shall supply Harrisburg up to two million (2,000,000) gallons per day (GPD) of potable water (the "Total Amount"). Harrisburg shall pay for at least seven hundred thousand (700,000) GPD (the Minimum Amount"), regardless of the amounts delivered to or used by Harrisburg.
3. Sec. 2, Term: This Agreement shall extend for a period of one (1) year beginning effective when signed and ending at midnight on June 30, 2024. On an annual basis, the parties agree to meet and review the Total Amount, the Minimum Amount, and the O&M Rate.

4. Water quality problems that arise in the normal course of water treatment plant and distribution system operation from temporary complications and emergencies (i.e. elevated trihalomethanes, haloacidic acids, discoloration, etc.) shall be cause for discussion and coordinated efforts by appropriately responsible parties to resolve the issue as quickly as possible.
5. The parties agree to no more than 4% increase to the O&M rate annually unless unidentified federal or state recommendations are imposed that will significantly increase that annual budget for which Concord will initiate discussions as soon as possible to discuss mitigation options between parties.
6. Term 4 from the Second Addendum is removed as Harrisburg no longer requires contracted storage capacity.
7. All other terms and conditions of the Agreement and First and Second Addendum shall remain in full force and effect.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the parties hereto agree as follows:

8. The Third Addendum dated May 18, 2023 between the parties is hereby amended to read as follows:
9. Sec. 2, Term: This Agreement shall extend for a period of one (1) year beginning effective when signed and ending at midnight on June 30, 2025. On an annual basis, the parties agree to meet and review the Total Amount, the Minimum Amount, and the O&M Rate.
10. All other terms and conditions of the Agreement and First, Second and Third Addendum shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Fourth Contract Addendum as of the day and year first above written.

CITY OF CONCORD:

By:

Lloyd Payne, City Manager

Kim Deason, City Clerk

(SEAL)

Approved as to form:

VaLerie Kolczynski, City Attorney

This instrument has been pre-audited in the manner required by the "Local Government Budget and Fiscal Control Act."

Jessica Jones, Finance Director

TOWN OF HARRISBURG

By: _____

(SEAL)

ATTEST:

Town Clerk

APPROVED AS TO FORM:

Town Attorney

APPROVAL BY TOWN FINANCE OFFICER

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.



	1	2	3	4
CONTRACTOR:	Richard D Suggs Const. Inc.	Carolina Siteworks, Inc.	Fuller & Co. Construction	State Utility Contractors
ADDRESS:	4610 Paige Road Mt. Pleasant, NC 28124	PO Box 280 China Grove, NC 28023 45224	3089 W Old NC 150 HWY Crouse, NC 28033 64580	PO Box 5019 Monroe, NC 28111 17793
LICENSE #:	25338			

Item No.	Sect. No.	Description	Estimated Quantity	Unit	Unit Cost	Total Cost	Unit Cost	Total Cost	Unit Cost	Total Cost	Unit Cost	Total Cost
1	WSACC 01025	Mobilization	1	LS	\$ 52,000.00	\$ 52,000.00	\$ 94,783.00	\$ 94,783.00	\$ 37,261.00	\$ 37,261.00	\$ 47,000.00	\$ 47,000.00
2	801	Construction Surveying	1	LS	\$ 8,500.00	\$ 8,500.00	\$ 7,000.00	\$ 7,000.00	\$ 58,218.00	\$ 58,218.00	\$ 10,000.00	\$ 10,000.00
3	SP-01	Traffic Control	1	LS	\$ 150,000.00	\$ 150,000.00	\$ 104,000.00	\$ 104,000.00	\$ 129,968.00	\$ 129,968.00	\$ 50,000.00	\$ 50,000.00
4	SP-02	Comprehensive Grading	1	LS	\$ 25,000.00	\$ 25,000.00	\$ 238,247.00	\$ 238,247.00	\$ 25,168.00	\$ 25,168.00	\$ 32,000.00	\$ 32,000.00
5	SP-03	Rock Removal	300	CY	\$ 350.00	\$ 105,000.00	\$ 250.00	\$ 75,000.00	\$ 5.00	\$ 1,500.00	\$ 300.00	\$ 90,000.00
6	WSACC, SP-04	14" Fused HDPE SDR11 IPS Water Main	1500	LF	\$ 200.00	\$ 300,000.00	\$ 434.00	\$ 651,000.00	\$ 635.00	\$ 952,500.00	\$ 585.00	\$ 877,500.00
7	WSACC	14" x 12" HDPE SDR11 IPS Reducer	3	EA	\$ 1,040.00	\$ 3,120.00	\$ 1,758.00	\$ 5,274.00	\$ 463.00	\$ 1,389.00	\$ 3,000.00	\$ 9,000.00
8	WSACC, SP-05	14" IPS MJ Adapter HDPE SDR11	6	EA	\$ 525.00	\$ 3,150.00	\$ 1,956.00	\$ 11,736.00	\$ 655.00	\$ 3,930.00	\$ 2,200.00	\$ 13,200.00
9	WSACC, SP-05	12" IPS MJ Adapter HDPE SDR11	3	EA	\$ 480.00	\$ 1,440.00	\$ 1,290.00	\$ 3,870.00	\$ 998.00	\$ 2,994.00	\$ 1,300.00	\$ 3,900.00
10	WSACC, SP-05	6" IPS MJ Adapter HDPE SDR11	1	EA	\$ 542.00	\$ 542.00	\$ 1,090.00	\$ 1,090.00	\$ 287.00	\$ 287.00	\$ 1,000.00	\$ 1,000.00
11	WSACC, SP-06	HDPE Transition Wall Blocking	3	EA	\$ 1,500.00	\$ 4,500.00	\$ 6,286.00	\$ 18,858.00	\$ 4,674.00	\$ 14,022.00	\$ 18,500.00	\$ 55,500.00
12	WSACC	14"x14"x6" Fab Tee HDPE SDR11 IPS	1	EA	\$ 1,510.00	\$ 1,510.00	\$ 1,631.00	\$ 1,631.00	\$ 510.00	\$ 510.00	\$ 4,000.00	\$ 4,000.00
13	WSACC	12" TEAM Insertion Valve (incl. deadman blocking)	4	EA	\$ 39,000.00	\$ 156,000.00	\$ 34,700.00	\$ 138,800.00	\$ 52,747.00	\$ 210,988.00	\$ 61,000.00	\$ 244,000.00
14	WSACC	14" Gate Valve with Box	1	EA	\$ 11,000.00	\$ 11,000.00	\$ 16,720.00	\$ 16,720.00	\$ 15,761.00	\$ 15,761.00	\$ 15,000.00	\$ 15,000.00
15	WSACC	6" Gate Valve with Box	1	EA	\$ 2,000.00	\$ 2,000.00	\$ 2,813.00	\$ 2,813.00	\$ 1,687.00	\$ 1,687.00	\$ 2,200.00	\$ 2,200.00
16	WSACC	Hydrant Assembly (incl. Hydrant Tee and Valve)	2	EA	\$ 9,000.00	\$ 18,000.00	\$ 14,710.00	\$ 29,420.00	\$ 13,445.00	\$ 26,890.00	\$ 13,500.00	\$ 27,000.00
17	WSACC	Water Service Connection and Meter Assembly, excluding Meter (City to install Meter) - 3/4" Domestic - Long Side - Trenchless Installation	10	EA	\$ 6,000.00	\$ 60,000.00	\$ 4,583.00	\$ 45,830.00	\$ 8,975.00	\$ 89,750.00	\$ 7,100.00	\$ 71,000.00
18	WSACC	Water Service Connection and Meter Assembly, excluding Meter (City to install Meter) - 3/4" Domestic - Short Side	12	EA	\$ 5,600.00	\$ 67,200.00	\$ 2,668.00	\$ 32,016.00	\$ 2,966.00	\$ 35,592.00	\$ 3,700.00	\$ 44,400.00
19	SP-07	Plumbing Permit and Requirements for Reconnecting Permanent Water Services	22	EA	\$ 250.00	\$ 5,500.00	\$ 250.00	\$ 5,500.00	\$ 617.00	\$ 13,574.00	\$ 360.00	\$ 7,920.00
20	SP-07	Plumbing Permit and Requirements for Reconnecting Temporary Water Services	20	EA	\$ 250.00	\$ 5,000.00	\$ 200.00	\$ 4,000.00	\$ 247.00	\$ 4,940.00	\$ 360.00	\$ 7,200.00
21	SP-08	6" Connection to Ex. 6" Water Main - Transition Fittings	1	EA	\$ 8,500.00	\$ 8,500.00	\$ 1,100.00	\$ 1,100.00	\$ 1,234.00	\$ 1,234.00	\$ 13,500.00	\$ 13,500.00
22	SP-09	2" Above Ground HDPE SDR11 Temporary Waterline	1600	LF	\$ 30.00	\$ 48,000.00	\$ 39.00	\$ 62,400.00	\$ 66.00	\$ 105,600.00	\$ 110.00	\$ 176,000.00
23	SP-08	8" x 2" Tapping Sleeve and Valve Assembly	1	EA	\$ 2,000.00	\$ 2,000.00	\$ 3,000.00	\$ 3,000.00	\$ 1,234.00	\$ 1,234.00	\$ 3,200.00	\$ 3,200.00
24	SP-08	12" x 2" Tapping Sleeve and Valve Assembly	2	EA	\$ 2,000.00	\$ 4,000.00	\$ 3,100.00	\$ 6,200.00	\$ 2,591.00	\$ 5,182.00	\$ 3,400.00	\$ 6,800.00
25	SP-08	14" x 2" Tapping Sleeve and Valve Assembly	1	EA	\$ 2,000.00	\$ 2,000.00	\$ 3,400.00	\$ 3,400.00	\$ 1,456.00	\$ 1,456.00	\$ 3,800.00	\$ 3,800.00
26	SP-10	Flowable Fill (Excavatable)	100	CY	\$ 250.00	\$ 25,000.00	\$ 317.00	\$ 31,700.00	\$ 243.00	\$ 24,300.00	\$ 360.00	\$ 36,000.00
27	520	NCDOT Aggregate Base Course	250	TN	\$ 70.00	\$ 17,500.00	\$ 60.00	\$ 15,000.00	\$ 56.00	\$ 14,000.00	\$ 60.00	\$ 15,000.00
28	607	Incidental Milling	675	SY	\$ 40.00	\$ 27,000.00	\$ 10.00	\$ 6,750.00	\$ 10.00	\$ 6,750.00	\$ 60.00	\$ 40,500.00
29	610	Asphalt Surface Course (S9.5C)	80	TN	\$ 220.00	\$ 17,600.00	\$ 300.00	\$ 24,000.00	\$ 223.00	\$ 17,840.00	\$ 360.00	\$ 28,800.00
30	1205	Thermoplastic Pavement Marking Lines, 4", 90 mils	2000	LF	\$ 10.00	\$ 20,000.00	\$ 2.50	\$ 5,000.00	\$ 2.00	\$ 4,000.00	\$ 8.00	\$ 16,000.00
31	SP-11	Temporary Shoring	1500	SF	\$ 10.00	\$ 15,000.00	\$ 100.00	\$ 150,000.00	\$ 1.00	\$ 1,500.00	\$ 170.00	\$ 255,000.00
32	1170	Portable Concrete Barrier	375	LF	\$ 50.00	\$ 18,750.00	\$ 73.00	\$ 27,375.00	\$ 29.00	\$ 10,875.00	\$ 105.00	\$ 39,375.00
33	SP-12	Asphalt/Concrete Driveway Cut Repair	300	SY	\$ 300.00	\$ 90,000.00	\$ 132.00	\$ 39,600.00	\$ 270.00	\$ 81,000.00	\$ 135.00	\$ 40,500.00
34	SP-13	Gravel Driveway Cut Repair	300	SY	\$ 60.00	\$ 18,000.00	\$ 23.00	\$ 6,900.00	\$ 38.00	\$ 11,400.00	\$ 25.00	\$ 7,500.00
35	SP-14	Reset Existing Mailbox and Post	6	EA	\$ 350.00	\$ 2,100.00	\$ 150.00	\$ 900.00	\$ 230.00	\$ 1,380.00	\$ 100.00	\$ 600.00
36	SP-14	Reset Mailbox with New Post	4	EA	\$ 350.00	\$ 1,400.00	\$ 200.00	\$ 800.00	\$ 575.00	\$ 2,300.00	\$ 200.00	\$ 800.00
37	305	15" RCP Storm Pipe (Class III)	325	LF	\$ 70.00	\$ 22,750.00	\$ 120.00	\$ 39,000.00	\$ 26.00	\$ 8,450.00	\$ 115.00	\$ 37,375.00
38	1530	Remove Water Meter	22	EA	\$ 350.00	\$ 7,700.00	\$ 150.00	\$ 3,300.00	\$ 288.00	\$ 6,336.00	\$ 400.00	\$ 8,800.00
39	1530	Remove Fire Hydrant	2	EA	\$ 2,000.00	\$ 4,000.00	\$ 609.00	\$ 1,218.00	\$ 1,851.00	\$ 3,702.00	\$ 1,800.00	\$ 3,600.00
40	1605	Temporary Silt Fence	2000	LF	\$ 4.00	\$ 8,000.00	\$ 5.50	\$ 11,000.00	\$ 2.00	\$ 4,000.00	\$ 4.00	\$ 8,000.00
41	SP-15	Safety Fence	2000	LF	\$ 3.00	\$ 6,000.00	\$ 2.25	\$ 4,500.00	\$ 2.00	\$ 4,000.00	\$ 3.00	\$ 6,000.00
42	1631	Matting for Erosion Control (Biodegradable Netting)	2700	SY	\$ 4.00	\$ 10,800.00	\$ 3.75	\$ 10,125.00	\$ 10.00	\$ 27,000.00	\$ 3.00	\$ 8,100.00
43	1660	Seeding and Mulching	2	AC	\$ 9,000.00	\$ 18,000.00	\$ 4,812.00	\$ 9,624.00	\$ 4,428.00	\$ 8,856.00	\$ 3,000.00	\$ 6,000.00
Base Bid Price						\$1,373,562.00		\$1,950,480.00		\$1,979,324.00		\$2,373,070.00
Contingency Allowance (10% of Base Bid Price)						\$137,356.20		\$195,048.00		\$197,932.40		\$237,307.00
Total Bid Price (Base Bid + Contingency Allowance)						\$1,510,918.20		\$2,145,528.00		\$2,177,256.40		\$2,610,377.00
All Addenda Acknowledged (1)						Yes		Yes		Yes		Yes
Bid Security (5%)						Yes		Yes		Yes		Yes

CERTIFICATION:
 This is certified to be an accurate tabulation of bids received for the project.

5/15/2024

Bid Tabulation Summary
2024-016 Coddle Creek Water Treatment Plant Lagoon Sludge Removal
10:00 AM May 3, 2024 Conference Room C of the BOC

				Bionomic Services , Inc.		Merrell Brothers, Inc.	
No.	Description	Units	QTY.	Unit Price (\$)	Item Total (\$)	Unit Price (\$)	Item Total (\$)
1	Dewater Sludge	3350	TON	\$ 107.14	\$ 358,919.00	\$ 260.00	\$ 871,000.00
				Estimated Base Cost	\$ 358,919.00		\$ 871,000.00
				10% Contingency	\$ 35,891.90		\$ 87,100.00
				Total Estimated Cost	\$ 394,810.90		\$ 958,100.00
				Bid Bond	Yes		Yes
				Irregularities	None		None

Enrique A. Blat



CERTIFICATION: This is certified to be an accurate tabulation of bids received for the project.



SPECIAL WASTE DISPOSAL SERVICES AGREEMENT FOR NON-HAZARDOUS WASTES: SEE ATTACHMENT A PRICING

Waste approval code: 5010 Y9 11255

INVOICE TO (Generator Billing Information)	
GENERATOR NAME The City of Concord Coddle Creek Water Plant	
ATTN: Rick Blat Mike Filkins	
ADDRESS 26935 Davidson Hwy	
CITY Concord, NC	ZIP CODE 28027
STATE	
TEL. NO. 704 920 5163	FAX NO.

LANDFILL FACILITY ("Company")	
LEGAL ENTITY NAME CMS Landfill	
ADDRESS 5105 Morehead Rd	
CITY	ZIP CODE
STATE Concord, NC 28025	
TEL. NO. 704 622 1769	FAX NO.
AUTHORIZED BY:	TITLE
CONTACT Marston	TITLE

1. **Special Waste Services.** Subject to the terms and conditions contained in this Agreement (as defined in Section 4), Company agrees to accept, at the Facility designated above, Acceptable Waste (as defined in Section 6).

2. **Rates:**

A. Rates for Disposal:

Waste	Disposal Method	Disposal Rate:	Fees / Taxes / Misc.	Transportation
Alum Sludge	Burial	\$82.50 per ton	no	no

Additional Information: _____

Cannot Exceed Daily Volume of 1000 tons per day Without Prior Approval of Company.

B. Incorporation by Reference. In addition to Special Waste Profile(s), the following documents are incorporated by reference into this Agreement as if fully set forth herein.

1) Exhibit A - Fee Schedule

2) _____

C. Taxes, Fees & Other Charges. Generator shall also be liable for all taxes, fees, or other charges imposed by federal, state, local or provincial laws, ordinances and regulations, and all charges set forth in Section 9, including, without limitation, site specific fees, host fees, fuel recovery fees, environmental recovery fees and administrative fees.

3. **Term of Agreement.** . This Agreement is effective for 24 months beginning on 4/22/24 (the "Initial Term") and shall automatically renew for successive 12 month periods (each, a "Renewal Term"), unless written notice of non-renewal is delivered in accordance with Section 19 by one party to the other party at least 30 days before the expiration of the Initial Term or any Renewal Term.

Except for requests for bids that Generator must send to multiple parties under any Applicable Laws, Generator grants to Company the right to bid and/or compete for any future services sought by Generator, whether by means of competitive bids or otherwise, that are for services comparable to those provided under this Agreement.

COMPANY AND GENERATOR, IN CONSIDERATION OF THE MUTUAL OBLIGATIONS CONTAINED IN THIS AGREEMENT, AGREE THAT THIS IS A LEGALLY BINDING AGREEMENT WHICH IS SUBJECT TO THE TERMS AND CONDITIONS SET FORTH ON THIS PAGE, AND ON THE REVERSE SIDE OF THIS PAGE. IN ADDITION, GENERATOR IS CERTIFYING THE TERMS AND CONDITIONS ON THE REVERSE SIDE OF THIS PAGE HAVE BEEN REVIEWED AND INITIALLED AT THE BOTTOM OF THE PAGE.

GENERATOR

COMPANY

SIGNATURE (AUTHORIZED REPRESENTATIVE)

SIGNATURE (AUTHORIZED REPRESENTATIVE)

NAME AND TITLE (PLEASE PRINT)

Andrew Magee – General Manager

NAME AND TITLE (PLEASE PRINT)

DATE: 4/22/24

DATE: 4/22/24

4. **The Agreement.** This agreement of the parties ("Agreement") for the disposal of Acceptable Waste shall consist of this Agreement, riders to the Agreement (if any), any Special Waste Profiles (including any approved changes and re-certifications) and any Application, permit and approval that may be applicable to the disposal of such Acceptable Waste ("Acceptable Waste Documentation").
5. **Waste Accepted at Facility.** Generator represents, warrants and covenants that the waste delivered to Company at its Facility hereunder will be Acceptable Waste and will not contain any unacceptable quantity of hazardous materials or substances, radioactive materials or substances, or toxic waste or substances, as defined by applicable federal, state, local or provincial laws or regulations. Any waste which does not meet these requirements shall hereinafter be referred to as "Unacceptable Waste". The Generator shall in all matters relating to the collection, transportation and disposal of the Acceptable Waste hereunder, comply with all applicable federal, state and local laws, regulations, rules and orders regarding the same (collectively, "Applicable Laws").
6. **Acceptable Waste.** Only waste that satisfies each of the following criteria shall be accepted for disposal at the Facility ("Acceptable Waste"): (a) the waste conforms to the description set forth in the Acceptable Waste Documentation; (b) the waste does not contain any Unacceptable Waste; (c) the waste is accurately reflected on any Special Waste Profile(s) as directed by the Company pursuant to Section 7; (d) the waste is acceptable for disposal at the Facility under all Applicable Laws; and (e) the transportation to and disposal of the waste at the Facility is otherwise in accordance with this Agreement. The parties may incorporate additional Acceptable Waste as part of this Agreement if prior to delivery of such Waste to Company, Generator has provided an Application for such Acceptable Waste and Company has approved disposal of such Acceptable Waste within the limitations and conditions contained in Company's written notice of approval of Special Waste Disposal. Title to and liability for any and all Acceptable Waste handled or disposed of by Company shall at all times remain with Generator and Broker (if a Broker is involved).
7. **Rights of Refusal/Rejection.** The Generator shall inspect all waste at the place(s) of collection and shall remove any and all Unacceptable Waste. Company has the right to refuse, or to reject after acceptance, any load(s) of waste(s) delivered to its Facility including if the Company believes (a) Generator has breached (or is breaching) its representations, warranties, covenants or agreements in this Agreement or any Acceptable Waste Documentation, or any Applicable Laws; or (b) that the waste contains Unacceptable Waste. The Company has the right to refuse, or to reject after acceptance, any load(s) of waste(s) delivered to its Facility if the Company has reason to believe, in its sole discretion, that the waste: (1) emits excessive odors; and/or (2) negatively impacts operations at the Facility. Company shall have the right to inspect all vehicles and containers of waste haulers, including the Generator's vehicles, in order to determine whether the waste is Acceptable Waste pursuant to this Agreement and all Applicable Laws. The Company's exercise, or failure to exercise, its rights hereunder shall not operate to relieve the Generator of its responsibilities or liability under this Agreement.
8. **Limited License to Enter.** This Agreement provides Generator with a license to enter the Facility for the limited purpose of, and only to the extent necessary for, off-loading Acceptable Waste at the Facility in the manner directed by Company. Except in an emergency, Generator's personnel shall not leave the immediate vicinity of their vehicle. After off-loading the Acceptable Waste, Generator's personnel shall promptly leave the Facility. Under no circumstances shall Generator or its personnel engage in any scavenging of waste or other materials at the Facility. The Company reserves the right to make and enforce reasonable rules and regulations concerning the operation of the Facility, the conduct of the drivers and others on the Facility premises, quantities and sources of waste, and any other matters necessary or desirable for the safe, legal and efficient operation of the Facility including, but not limited to, speed limits on haul roads imposed by the Company, and the wearing of hard hats and other personal protection equipment by all individuals allowed on the Facility premises. Generator agrees to conform to such rules and regulations as they may be established and amended from time to time. Company may refuse to accept waste from and shall deny an entrance license to, any of Generator's personnel whom Company believes is under the influence of alcohol or other chemical substances. Generator shall be solely responsible for its employees and subcontractors performing their obligations in a safe manner when at the facility of Company.
9. **Charges and Payment.** Payment shall be made by Generator within thirty (30) days after receipt of invoice from Company. If any amount is overdue, the Company may terminate this Agreement. Generator agrees to pay a finance charge equal to the maximum interest rate permitted by law. Generator shall be liable for all taxes, fees, or other charges imposed upon the disposal of the Acceptable Waste by federal, state, local or provincial laws and regulations. Company, from time to time, may modify its rates upon thirty (30) days written notice to Generator. For the purposes of this section, written notice may be provided via email, certified mail, or overnight courier.
10. **Termination/Suspension.** Company shall have the right to immediately terminate and/or suspend this Agreement upon the occurrence of any of the following events of default: (a) Generator's failure to timely pay any amounts due under this Agreement to Company; (b) Generator's breach of any of its obligations, representations, warrants or covenants under this Agreement or any Acceptable Waste Documentation; or (c) the filing of a voluntary or involuntary petition for reorganization or bankruptcy against Generator. Generator shall be liable for any losses, claims, expenses and damages incurred by Company as a result of suspension or termination hereunder. Generator's obligations, representations, warranties and covenants regarding the Acceptable Waste delivered and all indemnities contained in this Agreement shall survive expiration and termination of this Agreement. Additionally, Company shall have the right to terminate this Agreement for convenience at any time on 30 days notice to Generator.
11. **Personnel Knowledge and Authority.** Generator represents, warrants and covenants that its drivers who deliver Acceptable Waste to Company's Facility have been advised by Generator of the Company's prohibition on deliveries of hazardous materials or substances, radioactive materials or substances, or toxic waste or substances or any other Unacceptable Waste to the Facility of Company's restrictions on deliveries of Special Waste to the Facility, of the definitions of "Hazardous Waste and Hazardous Substances" as provided by applicable federal, state and local law, rules and regulations and "Special Waste" as provided herein, and of the terms of this license to enter Company's Facility.
12. **Indemnification.** Generator agrees to indemnify, defend and hold harmless Company, the legal entity owning and/or operating the Facility, their subsidiaries, affiliates and parent corporations, as applicable, and each of their respective officers, directors, lenders, employees, subcontractors and agents (collectively, the "Company Indemnified Parties") from and against any and all claims, suits, losses, liabilities, assessments, damages, fines, costs and expenses, including reasonable attorneys' fees (collectively, "Losses") arising out of or related to (a) the transportation to and/or disposal of any Unacceptable Waste at the Facility, whether or not Generator or Company was negligent in failing to identify the Unacceptable Waste; (b) the reloading and/or removal of Unacceptable Waste at the Facility; (c) any penalties, fines or remediation activities incurred by or imposed as the result of the transportation and/or disposal of Unacceptable Waste; (d) any increased inspection, testing, study and analysis costs made necessary due to reasonable concerns of Company as to the content of the waste transported and/or disposed of at the Facility following discovery of potentially Unacceptable Waste; and (e) the Company's inability to use the Facility due to the presence of Unacceptable Waste including without limitation any consequential damages. Company may also, in its sole discretion, require Generator to promptly remove the Unacceptable Waste at Generator's sole expense. The indemnification and other obligations stated in this Section 12 shall survive the expiration and termination of this Agreement.
13. **Insurance.** Generator shall maintain in full force and effect throughout the term of this Agreement the following types of insurance in at least the amounts specified below:

Employer's Liability	\$1,000,000
General Liability	\$1,000,000 combined single limit
Automobile Liability (if Generator hauling)	\$1,000,000 combined single limit

All insurance will be by insurers authorized to do business in the state in which the Facility is located. Generator shall deliver the Certificates of Insurance evidencing the foregoing policies to Company before Generator delivers any waste to the Facility pursuant to this Agreement. In addition, the (i) Commercial General Liability (including the Umbrella/Excess policy) policy must include Contractual Liability coverage specifically covering Generator's indemnification of Company, and (ii) The Commercial General Liability, Automobile Liability and the Umbrella/Excess Liability policies must be written on an "occurrence form". Said policies shall not thereafter be canceled, be permitted to expire or laps, or be changed without 30 days advance written notice has been given to Company. With the exception of workers' compensation, Company shall be shown as additional insureds under all of the insurance policies required by this Section 13. The policies required by this Section 13 shall be primary and non-contributory with respect to Company, and the insurance providers shall agree to waive their rights of subrogation against Company.

14. **Failure to Perform.** Except for Generator's obligation to pay amounts due to Company, neither party shall be liable for its failure to perform due to circumstances that are both not its fault and beyond its reasonable control, including, but not limited to, strikes or other labor disputes, riots, protests, civil disturbances or sabotage, changes in law, fires, floods, compliance with government requests, explosions, accidents, weather, lack of required natural resources, or acts of God affecting either party. If any of the circumstances provided for in the preceding sentence occur, including, without limitation, whether any federal, state or local court or governmental authority takes any action that would (a) close or restrict operations at the Facility; or (b) limit the quantity or prohibit the disposal of Acceptable Waste at the Facility, Company shall have the right to reduce, suspend or terminate Generator's access to the Facility immediately, without prior notice; provided, however, that Generator's payment and indemnification obligations shall survive such reduction, suspension or termination. Neither Party is required to settle any labor dispute against its own best judgment.
15. **Assignment; Performance of Services.** Generator may not assign, transfer, subcontract or otherwise vest in any other company, entity or person, in whole or in part, any of its rights or obligations under this Agreement without the prior written consent of Company, which Company may withhold in its sole discretion. Company may freely assign this Agreement or any of its rights or obligations thereunder, to any other company, entity or person, in its sole discretion. Additionally, Company may freely use any of its affiliates to provide the services and fulfill Company's obligations under this Agreement.
16. **Right of Disposal.** This Agreement does not grant any rights to dispose of waste other than as specifically set forth in this Agreement.
17. **Continuing Compliance.** The Generator has a continuing obligation to inform the Company of any new information, or information not previously provided to the Company by Generator which may affect the acceptability of the waste by the Company. Further, the Generator shall comply with all Company requests for evidence of Generator's continuing compliance with the terms of the Agreement including but not limited to the following: (i) providing new, updated Special Waste profiles on the waste(s) offered for disposal or, (ii) providing appropriate certification that the waste being offered for disposal is accurately reflected by the appropriate Special Waste Profile or, (iii) re-sample the waste at Generator's expense if reasonable cause exists as to its acceptability under the terms of this Agreement or, (iv) allow the Company to re-sample the waste at Generator's expense if reasonable cause exists as to its acceptability under the terms of this Agreement or any Acceptable Waste Documentation.
18. **Miscellaneous.**
- (A) This Agreement shall be governed by the laws of the State in which the Facility is located.
- (B) No waiver of a breach of any of the obligations contained in the Agreement shall be construed to be a waiver of any prior or succeeding breach of the same obligation or of any other obligation of this Agreement.
- (C) Unless otherwise provided for herein, no modification, release, discharge or waiver of any provision or obligation hereof shall be of any force, or effect, unless in writing signed by all parties to this Agreement.
- (D) Generator shall treat as confidential and not disclose to others during or subsequent to the terms of this Agreement, except as is necessary to perform this Agreement, or to comply with any applicable law or regulation any information (including any technical information, experience or date) regarding the Company's plans, programs, plants, processes, products, costs, equipment or operations which may come within the knowledge of the Generator or its employees in the performance of this Agreement, without in each instance securing the prior written consent of the other Company.
- (E) If any term, phrase, or provision of this Agreement shall be held to be invalid, illegal or unenforceable in any respect, this Agreement shall remain in effect and be construed without regard to such term, phrase, obligation or provision.
- (F) This Agreement constitutes the entire understanding between the parties, replacing and amending any prior agreements between the parties, and shall be binding upon all parties hereto, their successors, heirs, representatives and assigns. Any provision, term or condition in any acknowledgement, purchase order or other response by Generator which is in addition to or different from the provisions of this Agreement shall be deemed objected to by the Company and shall be of no effect.
- (G) Generator represents, warrants and covenants that it is and, during the term of this Agreement will remain, in compliance with and will perform its obligations pursuant to all applicable laws and regulations and shall indemnify, defend and hold harmless the Company from any breach thereof.
- (H) It is the understanding and agreement of the parties that the Company is an independent contractor, and is not an agent, nor an authorized representative of the Generator.
- (I) Company may provide any of the Services covered by this Agreement through any of its affiliates or subcontractors, provided that Company shall remain responsible for the performance of all such services and obligations in accordance with this Agreement.
19. **Notices.** All notices required under this Agreement shall be considered as having been given upon being placed in the mail, certified postage prepaid, addressed to Company or Generator at the address herein set forth in this Agreement or to such other address as may be given to the other party in writing.
20. **Liquidated Damages.** If Generator terminates this Agreement before its expiration other than as a result of a breach by Company, Generator shall pay Company an amount equal to the most recent month's monthly charges multiplied by the lesser of (a) six months or (b) the number of months remaining in the term. Generator acknowledges that in the event of such a termination, actual damages to Company would be uncertain and difficult to ascertain, such amount is the best, reasonable and objective estimate of the actual damages to Company, such amount does not constitute a penalty, and such amount is reasonable under the circumstances. Any amount payable under this paragraph shall be in addition to amounts already owing under this Agreement.

Coverages	Minimum Amounts of Insurance
Worker's Compensation	Statutory

GENERATOR: _____ COMPANY: _____

June 2021

EXHIBIT "A"

This document is an Exhibit to the Agreement for Disposal Services between the CITY OF CONCORD and REPUBLIC SERVICES, INC. dated _____ 2 ____.

Scope of Services: Disposal of approximately 3,500 tons of Alum Sludge at a cost of \$82.50 per Ton, for a total estimated cost of \$288,750.00

Fee for Scope of Services:

The fee for services shall not exceed \$288,750.00 would be invoiced by the amount of actual tonnage delivered to the Republic landfill at a rate of \$82.50 per ton. Invoices shall be directed to: City of Concord Attention: Enrique A. Blat, (blatr@concordnc.gov) Post Office Box 308, Concord, NC 28026-0308. Should changes or extra services be needed, which will cause a cost overrun; REPUBLIC will consult with the City for adjustments prior to conducting the work.

CONCORD CITY COUNCIL
BOARD AND COMMISSION APPOINTMENTS (All are 3 year terms with the exception of the Fireman’s Relief Fund and the CDDC Board of Directors)

TERM EXPIRES

Alcoholic Beverage Control Board

(3 members all appointed by City) (NO LIMIT ON TERMS)

- | | | |
|----|---|---------|
| 1. | Scott Padgett | 6/30/26 |
| 2. | Brian Hiatt | 6/30/24 |
| 3. | Alan Benson (appt. 11/10/21) term amended 3/14/24 | 6/30/25 |

Fireman’s Relief Fund – (no term limit)

1. Jennifer Parsley
2. Terry Crawford

Concord/Kannapolis Transit Commission

(two Council Members appointed by City of Concord)

- | | | |
|----|--------------|----------|
| 1. | Betty Stocks | 12/31/26 |
| 2. | John Sweat | 12/31/26 |

Cabarrus-Rowan Urban Area Metropolitan Planning Organization (CRMPO); TAC and TCC

(One-year terms)

TAC – (2 Council Members appointed)

- | | | |
|----|----------------------------|----------|
| 1. | JC McKenzie | 12/31/24 |
| 2. | Terry Crawford – alternate | 12/31/24 |

TCC – (2 City staff members appointed)

- | | | |
|----|--------------------------------|----------|
| 1. | Phillip Graham | 12/31/24 |
| 2. | LeDerick Blackburn – alternate | 12/31/24 |

Centralina Regional Council (one-year terms)

- | | | |
|----|-----------------------|----------|
| 1. | Andy Langford | 12/31/24 |
| 2. | Lori Clay – alternate | 12/31/24 |

Planning & Zoning Commission

(7 members – 6 appointed by City and 1 by County (ETJ); 2 alternates – appointed by City)
(MEMBERS CANNOT SERVE MORE THAN 2 CONSECUTIVE 3-YEAR TERMS)

- | | | |
|-----------------------------|--|---------|
| 1. | Phil Jones | 6/30/24 |
| 2. | Eric Williamson (cannot be reappointed) | 6/30/24 |
| 3. | Jim Hays | 6/30/25 |
| 4. | Brittany Evans | 6/30/24 |
| 5. | Maya Jones (reappointed to 2 nd term 6/9/22) | 6/30/25 |
| 6. | John Howard (reappointed to 2 nd term 6/9/22) | 6/30/25 |
| 7. | ETJ (County appointment) | |
| Alternates: 1. DeAnne Haney | | 6/30/25 |
| | 2. Cesar Correa | 6/30/26 |

Board of Adjustment

(7 members – 6 appointed by City and 1 by County (ETJ); 2 alternates – appointed by City)
(MEMBERS CANNOT SERVE MORE THAN 2 CONSECUTIVE 3-YEAR TERMS)

1. Steve Tice (reappointed to 2nd term 6/9/22) 6/30/25
 2. David Niekamp (reappointed to 2nd term 6/9/22) 6/30/25
 3. Vamsi Pola 6/30/25
 4. Michael Jemison (apptd. 6/9/22) 6/30/25
 5. Chuck Collier (reapptd. to 2nd term 6/8/23) 6/30/26
 6. Coretta Grant (reapptd. to 2nd term 6/8/23) 6/30/26
 7. ETJ member
- Alternates: 1. Cynthia Hayes 6/30/26
2. Antwion Riley 6/30/26

Historic Preservation Commission (members do NOT have to reside in Historic District) (7 members and 2 alternates all appointed by City)

(MEMBERS CANNOT SERVE MORE THAN 2 CONSECUTIVE 3-YEAR TERMS)

1. Meredith Barbee 6/30/24
 2. Steve Bradley 6/30/26
 3. Mary Margaret Underwood 6/30/24
 4. Carolyn Coggins (cannot be reappointed) 6/30/24
 5. James Firth 6/30/24
 6. John Eury 6/30/26
 7. William Isenhour (doesn't wish to be reappointed) 6/30/24
- Alternates: 1. Randy Hopkins 6/30/26
2. vacant

Library Board of Trustees

(County Board – City appoints 1 member and confirms 1 County appointment) (MEMBERS CANNOT SERVE MORE THAN 2 CONSECUTIVE TERMS)

City Appointment: Amy Burns (appt'd 6/9/22) 6/30/25
Confirmed County Appointment: Rachel Porter (appt'd 8/20) 8/31/23

WSACC

Council Appt'd: Jennifer Parsley-Hubbard 6/30/26
City Member: Jeff Corley 6/30/25

Stormwater Management Advisory Committee

Group 1 - (2 members with engineering or scientific training, vocational experience, or strong personal interest in environmental mgmt. or preservation)

Group 2 - (2 members from recognized neighborhood associations)

Group 3 - (2 members from business or non-profit organizations)

At-Large Members (3)

(MEMBERS CANNOT SERVE MORE THAN 2 CONSECUTIVE TERMS)

Group 1

1. Barry Hawkins (reapptd. to 2nd term 6/8/23) 6/30/26
2. Carie Irving (apptd 6/9/22) 6/30/25

Group 2

3. Bertram Hinton, Jr. (RESIGNED Due to moving) 6/30/24
4. Jonathan Gruber 6/30/24

Group 3

5/29/24

5.	Emily Burkhart	6/30/24
6.	Nick Paladino	6/30/24
<u>At large members</u>		
7.	Don Seitz (cannot be reappointed)	6/30/24
8.	Kristin Roland	6/30/24
9.	Matt Long	6/30/24

At the June 8, 2017 City Council mtg, the Council voted to adopt Ord. #17-46 to amend the Chapter 60 of the City Code. The amendment reduced the number of members in each group from three (3) members to two (2) members and the remaining three (3) members were appointed as Members At Large.

CDDC Board of Directors – (one-year term)

City Member:	Josh Smith (filling unexpired term)	6/30/24
--------------	-------------------------------------	---------

Public Art Commission

* At the November 13, 2014 City Council meeting, the Council voted to establish a permanent 10 member Public Art Advisory Committee to facilitate delegated City funded art projects, identify potential project areas within Center City, and to make recommendations on potential (if any) zoning / development regulations as it relates to public art and encourage privately funded “public” art projects.

** At the March 11, 2021 City Council meeting, the Council voted to include a staff member from the City’s Parks and Recreation Department and also to include 3 at-large members.

*** At the February 9, 2023 City Council meeting, the Council voted to re-organize the Public Art Advisory Committee to be a citizen-based Public Art Commission.

The Commission shall consist of not more than 15 members to include 11 voting members appointed by the City Council, and up to four nonvoting members of City staff appointed by the City Manager. In order to create a rotating membership, Council shall appoint three (3) commissioners with an initial term of one (1) year; (3) commissioners with an initial term of two (2) years and four (4) commissioners with an initial term of three (3) years.

1.	Barbara Propst (District 1)	6/30/24
2.	Jeff Faggart (District 2)	6/30/25
3.	Doyle Bussey (District 3)	6/30/26
4.	Michael Askin (District 4)	6/30/24
5.	Deepa Prabhakar (District 5)	6/30/25
6.	Danielle Player (District 6)	6/30/26
7.	Lisa Washington (District 7) RESIGNED 5/29/24	6/30/24

At large members

1.	Vacant	6/30/25
2.	Jonathan Ewart	6/30/26
3.	Carter Thomas	6/30/26

Ex Officio Members (City staff)

1. Taylor Morris (Parks and Recreation)
5/29/24

2. Kaylee Caton (Planning & Neighborhood Dev. Services)
3. Susan Sessler (Buildings and Grounds)

Standing Member (Cabarrus Arts Council Executive Director or designee)
Liz Fitzgerald

Commission Liaison

Sarah Gay, ClearWater Arts Coordinator

Concord United Committee

At the February 11, 2021 City Council meeting, the Council approved the establishment of the Concord United Committee.

In order to stagger the terms of office, one-third of initial appointments will be for 1 year, one-third of initial appointments will be for 2 years, and the one-third of initial appointments will be for 3 years.

Members shall have three-year appointments following initial appointments.

- | | |
|---------------------------|--------------------|
| *Bob Anderson | 4/30/25 – Co-Chair |
| *Bertram Hinton, Jr. | 4/30/25 – Co-Chair |
| *Lamarie Austin-Stripling | 4/30/25 – Co-Chair |

- | | |
|---|---------|
| *Aimy Steele | 4/30/25 |
| *vacant (Bob Anderson appt'd to Co-Chair 4/23/24) | 4/30/25 |
| *Cecilia Perz (filling unexp. tm. Of Caroline Overcash) | 4/30/25 |
| *Greg Mills | 4/30/25 |
| *Quinton Locklear | 4/30/25 |
| Tina Boyer | 4/30/25 |

- | | |
|-------------------------|---------|
| **Amos McClorey | 4/30/26 |
| **Kay Tembo | 4/30/26 |
| **Cindy Hanson | 4/30/26 |
| **Douglas Carroll | 4/30/26 |
| **Gracie Galloway | 4/30/26 |
| **Ingrid Nurse | 4/30/26 |
| **Jaymond Bryant-Herron | 4/30/26 |
| **Ann Fleming | 4/30/26 |

- | | |
|---|---------|
| ***Wendy McConnell (filling unexp. tm of Jennifer Terris) | 4/30/27 |
| ***Michelle Joshua (filling unexp. tm. of Joe DeJesus) | 4/30/27 |
| ***Uda Kumar (first 3-yr term) | 4/30/27 |
| ***Vacant (due to the passing of Lyndia Gabriel) | 4/30/27 |
| ***Rayshion Sashington | 4/30/27 |
| ***Sandra Torres | 4/30/27 |
| ***Theresa Scott-Stills | 4/30/27 |

*Reappointed to first 3-year term at the April 14, 2022 Council Meeting

**Reappointed to first 3-year term at the May 11, 2023 Council Meeting

***Reappointed to second 3-year term at the 4/23/24 2nd Work Session, with exception of Uda Kumar

5/29/24

AMENDMENT TO STANDARD FORM CONTRACT

THIS AMENDMENT to the Standard Form Contract, dated August 31, 2016, is made and entered into as of this _____ day of May, 2024, by the city of CONCORD ("City") and Transdev Services, Inc. ("Contractor") a corporation, organized and existing under the laws of the State of Maryland, collectively referred to as the Parties.

WHEREAS, the City and Contractor are parties to a contract awarded in response to RFP #112515 for certain Service Provisions (the "Contract");

WHEREAS, under the terms of the Contract the Parties agreed to extend the term for an additional five (5) years ending on June 30, 2026;

WHEREAS, the Parties now desire to amend Contractor’s compensation for the last two (2) years of the Contract to increase employee wages without increase to Contractor’s profit percentage;

NOW THEREFORE, the Parties agree that the Contract is amended as follows:

Section 4. Compensation, is amended by amending Attachment Four to reflect the following rates, effective July 1, 2024.

Option Year 4:

Paratransit: \$92.97
Fixed Route: \$81.17

Option Year 5:

Paratransit: \$94.85
Fixed Route: \$82.46

Mode	Estimated Annual Hours	Yr 9 Contractual Rates	Proposed Rate Adj.	Yr 9 Rate	Increase	Year 9 July 2024 - June 2025			Year 10 July 2025 - June 2026		
						Estimated Annual Total	Contractual Increase from Year 9 to 10	Increase from Contractual Rate Change	Proposed Yr 10 Rate	Estimated Annual Total	
Paratransit	12,300	\$ 83.21	\$ 9.76	\$ 92.97	\$ 120,096	\$ 1,143,579	\$ 1.88	\$ 23,124.00	\$ 94.85	\$ 1,166,703	
Fixed Route	40,644	\$ 69.83	\$ 11.34	\$ 81.17	\$ 460,921	\$ 3,299,091	\$ 1.29	\$ 52,430.76	\$ 82.46	\$ 3,351,522	
					\$ 581,017	\$ 4,442,671		\$ 75,554.76		\$ 4,518,225	

-SIGNATURES ON NEXT PAGE-

IN WITNESS WHEREOF, the City of Concord and the Contractor have caused this Amendment to be executed by their duly authorized agents or officers.

CITY OF CONCORD:

TRANSDEV SERVICES, INC.

By: _____
City Manager

By: _____
Paul O'Brien

Date: _____

Date: _____

ATTEST BY:

ATTEST BY:

City Clerk

APPROVED AS TO FORM:

Attorney for the City of Concord

APPROVAL BY CITY FINANCE OFFICER

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

Signature

**CITY OF CONCORD RESOLUTION TO JOIN
THE CATAWBA- WATEREE WATER MANAGEMENT GROUP**

WHEREAS, Concord holds an Interbasin Transfer (IBT) Certificate to access water from the Catawba River Basin and desires to become a member of the Catawba-Wateree Water Management Group ("WMG") whose bylaws ("WMG Bylaws") identify Concord as an Eligible Participant that can join the WMG upon application and acceptance;

WHEREAS, the WMG Bylaws establish requirements for remaining a WMG Member in Good Standing, including requirements related to implementation of a Low Inflow Protocol ("LIP");

WHEREAS, the LIP is part of the Catawba-Wateree Comprehensive Relicensing Agreement ("CRA") signed by Duke Energy Carolinas, LLC ("Duke") and other parties, but not Concord, in support of Duke's 2006 application for a new Federal Energy Regulatory Commission hydropower license to operate the Catawba-Wateree Project (Project P-2232); and

WHEREAS, Concord's implementation of the LIP includes reduction of Concord's use of Catawba River Basin water by increasing Concord's use of non-Catawba River Basin water.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Concord that the Catawba-Wateree Water Management Group is requested to accept the City of Concord as a Member, subject to a mutual understanding that for purposes of compliance with the requirements for being a Member in Good Standing of the WMG:

1. A Member Representative and Alternate shall represent Concord for purposes of membership and participation in the Water Management Group.
2. Concord's City Manager is authorized to appoint and replace, from among the employees of the City of Concord, the individuals who will serve as Concord's Member Representative and Alternate and will satisfy the corresponding duties under the WMG Bylaws in a manner consistent with City policy.
3. Acceptable methods for Concord to implement the LIP include, but are not limited to, the reduction of Concord's use of Catawba River Basin water by increasing Concord's use of non-Catawba River Basin water when required by the IBT certificate.

Adopted this the _____ day of June 2024

ATTEST:

City Clerk

Mayor

AN ORDINANCE AMENDING PORTIONS OF CHAPTER 26, ARTICLE II,
EMERGENCY MANAGEMENT OF THE CITY OF CONCORD CODE OF
ORDINANCES

WHEREAS, the City Council of the City of Concord, North Carolina, has adopted a Code of Ordinances; and

WHEREAS, the City Council of the City of Concord is authorized from time to time to amend the Concord Code of Ordinances of the City of Concord; and

WHEREAS, the City Council of the City of Concord recognizes the need to amend the Concord Code of Ordinances of the City of Concord and hereby adopts the following changes to the Code.

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord, North Carolina, after due consideration and in the best interests of its citizens and property of Concord, that:

Section 1. Portions of Chapter 26, Article II, Section 26-33, Definitions, be amended as follows:

Sec. 26-33. - Definitions.

The Division Chief of Emergency Management coordinates the city's emergency operations organization and is in charge of the emergency management division.

Emergency Management Division means the City of Concord division under the Fire Department, is charged with coordination of all emergency management activities for its jurisdiction.

Section 2. Chapter 26, Article II, Section 26-34, Purpose of the Emergency Management Division be amended as follows:

Sec. 26-34. Purpose of the Emergency Management Division.

The Emergency Management Division within the Fire Department is created to provide coordination, management and direction of all city emergency preparedness activities.

Section 3. Chapter 26, Article II, Section 26-35, Management, be amended as follows:

Sec. 26-35. Management.

The division shall be under the control and management of the Division Chief of Emergency Management, who shall be exercising those powers and duties described in section 26-36 and 26-40(8).

Section 4. Chapter 26, Article II, Section 26-40, Activation of emergency operations plan be hereby amended and restated as follows:

Sec. 26-40. Activation of emergency operations plan.

Upon receipt of an impending or threatened emergency, or upon the declaration of a state of emergency, the emergency operations plan shall be immediately activated and all of such portions of its functions as the city manager may direct shall be called into active service including the city emergency operations organization.

(1) *Creation of the incident management team.* There is hereby created an incident management team (IMT), which shall consist of the following positions:

- a. Incident Commander
- b. Public Information Officer
- c. Safety Officer
- d. Operations Section Chief
- e. Division Group Supervisor

- f. Planning Section Chief
- g. Situation Unit Leader
- h. Resource Unit Leader
- i. Logistics Section Chief
- j. Communications Unit Leader
- k. Supply Unit Leader
- l. Facilities Unit Leader
- m. Finance Section Chief

(2) *Emergency Operations Center (EOC) Team.* If the determination is made to activate the EOC, the following personnel or their designee shall report to the EOC if requested by the City Manager or Division Chief of Emergency Management:

- a. Chief of the Fire Department
- b. Chief of the Police Department
- c. Division Chief of Emergency Management
- d. Electric Systems Director
- e. Buildings and Grounds Director
- f. Finance Director
- g. Water Resources Director
- h. Director of Human Resources
- i. Transportation Director
- j. Engineering Director
- k. Public Affairs Manager
- l. Housing Director
- m. Communications Director
- n. Transit Director
- o. Fleet Services Director
- p. Solid Waste Director
- q. Parks and Recreation Director
- r. Aviation Director
- s. Planning and Neighborhood Development Director
- t. City Attorney

Dependent upon the nature of the incident or emergency and the needs presented, the director of any other city department may be placed on the EOC Team at the City Manager's discretion.

- (1) *Powers and duties.* It shall be the duty of the EOC Team to supervise, regulate, control and manage the affairs of the emergency operations of the city. The Incident Management Team (IMT) is organized on the concept of the national incident management system following the incident command system structure. The EOC Team shall have the power to make and enforce all necessary and desirable rules and regulations for the purpose of governing emergency operations during periods of preparation, local emergency, response and recovery and for the exercise of the powers conferred upon it by this chapter. The IMT actions with respect to emergency preparedness or response activities shall be subject to the direction and approval of the EOC Team and Emergency Operations Director.
- (2) *Power to requisition supplies and personnel.* The emergency operations director may obtain vital supplies and other such property as needed for the protection of life and property of the people, and bind the city for the fair value thereof, and, if required immediately may commandeer the same for public use, may require emergency service of any employee, or any citizen, and may requisition personnel or material of any city department or agency.
- (3) *Emergency operations center.* The emergency operations center and all emergency operations equipment shall be under the control of the EOC Team. Under circumstances set forth in the city's emergency operation plan, the emergency operations center may be activated at the request of any division or city department notwithstanding the absence of a declaration of local emergency.
- (4) *Structure of the functions of the IMT.* City emergency operations will be managed under the national incident management system. Each of the sections

of the IMT organization shall be under the command of a chief of the section. The chief shall have as assistants a deputy chief and a second deputy, who shall succeed the chief in that order in the event of the absence or inability of the chief of the section to act. The primary sections of the city's emergency operations structure are; operations, planning, finance/administration, and logistics.

- (5) *Emergency operations director.* During the period of a local emergency, and with respect to emergency preparedness and response activities, the city manager shall be the emergency operations director and shall carry out all duties and responsibilities herein conferred. The emergency operations director is authorized to promulgate issue and enforce rules, regulations, orders and directives necessary for the protection of life and property. Such rules, regulations, orders and directives shall take effect immediately upon their issuance, and copies thereof shall be filed with the office of the city clerk. The emergency operations director, or their designee shall also appoint a section chief for the four primary sections of operations, logistics, finance/administration, and planning.
- (6) *Emergency operations deputy director—powers and duties of.* The assistant city manager(s) shall be the emergency operations deputy director. The emergency operations deputy director shall coordinate the city incident command system, may arrange with other municipalities, counties, state and federal agencies, for cooperation, mutual aid and protection during a local emergency, and perform such other duties as the director may designate.
- (7) *Division Chief of Emergency Management.* The Division Chief of Emergency Management shall perform the following duties, and shall be subject to the supervision of the emergency operations director:
 - a. Coordinate the powers and duties of the incident management team and EOC Team;
 - b. Establish and maintain liaison with other governmental agencies, city departments, and private agencies as may be deemed necessary;
 - c. Prepare and process emergency operations program papers and applications for federal and state funds with respect to post-disaster assistance;
 - d. Notify the city manager in writing prior to the beginning of each fiscal year of the recommended budgetary items relating to emergency operations activities and is included in the division's recommended budget.
 - e. Assign necessary personnel to perform staff duties for the incident management team as may be required by the city manager;
 - f. Coordinate and provide for dissemination of public information relating to the emergency operations activities as required;
 - g. Exercise further powers and duties as may be delegated by the director of emergency operations.
- (8) *Section chief—powers and duties of.* The city's Incident Management Team (IMT) organization is composed of six primary sections: the management/policy section, operations section, planning section, information/intelligence section, logistics section, and finance/administration section. Each section is managed by a section chief who shall formulate and maintain operational plans for the section, including a written plan regarding activation of the section, subject to the approval of the EOC Team. Each section chief shall organize their section into such branches and groups as are necessary for the proper functioning of the section. Each section chief shall have the power to appoint, discharge, suspend, transfer, and train personnel; and to plan and prepare the logistics for the personnel and materials of the section. The roles and responsibilities of each section chief are as follows:
 - The management/policy section is responsible for overall management of the emergency and for providing policy and guidance for the emergency response. The management/policy section is responsible for coordinating the overall response/recovery effort (prioritizing, decision-making, coordination, tasking, and conflict resolution).
 - The operations section is responsible for coordinating all incident related strategic operations as directed by the management/policy section. The operations section coordinates priority missions with the branch coordinators and ensures resource deployment is consistent with the city's objectives.

- The planning section is responsible for preparing the incident action plan and maintaining resource status. The planning section conducts CEOC briefings to ensure all staff is aware of the current response effort and objectives.
- The information/intelligence section is responsible for collecting, analyzing and displaying incident related information, providing the common operational picture.
- The logistics section is responsible for providing communications services, resource tracking, and procuring the equipment, supplies, personnel, transportation, and facilities needed to support the response.
- The finance/administration section is responsible for ensuring all financial records are maintained and tracking all costs associated with the incident, to include cost recovery.

Each section will be activated based on the needs of the emergency. The section chief of each section shall immediately assign branches and groups as necessary to carry out such orders and directions as are received from the director. The duties of each section listed mirror the City's emergency operations basic plan.

Section 5. This Ordinance shall be effective upon adoption.

Adopted this the 13th day of June 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST:

Kim J. Deason, City Clerk

VaLerie Kolczynski, City Attorney

Chapter 26 CIVIL EMERGENCIES¹

ARTICLE I. IN GENERAL

Secs. 26-1—26-30. Reserved.

ARTICLE II. EMERGENCY MANAGEMENT²

Sec. 26-31. Short title of article.

This article is the Concord Emergency Management Ordinance.

(Code 1987, § 2-21)

Sec. 26-32. Intent and scope of article.

The purpose of this article is to set forth the authority and responsibility in prevention of, preparation for, response to and recovery from natural or manmade disasters and to:

- (1) Reduce vulnerability of people and property of this city to damage, injury, and loss of life and property;
- (2) Prepare for prompt and efficient rescue, care and treatment of threatened or affected persons;
- (3) Provide for the rapid and orderly rehabilitation of persons and restorations of property;
- (4) Provide for cooperation and coordination of activities relating to emergencies between officials of this city with local, state and federal governments, interstate agencies, and with private and quasiofficial organizations;
- (5) This article will not relieve any city department of the moral responsibilities or authorities given to it in the city Charter or by local ordinances. It will not adversely affect the work of any volunteer agencies organized for relief in disaster emergencies.

(Code 1987, § 2-22)

¹Cross reference(s)—Administration, Ch. 2; fire prevention and protection, Ch. 34; law enforcement, Ch. 38.

State law reference(s)—Municipal authority in civil emergencies, G.S. 14-2881 et seq.

²Editor's note(s)—Ord. No. 13-63, § 1, adopted July 11, 2013, amended the title of art. II, and § 2, repealed and replaced §§ 26-33—26-56 with §§ 26-33—26-40. Former art. II, §§ 26-33—26-56, pertained to emergency preparedness and was derived from Code 1987, §§ 2-23—2-47.

Sec. 26-33. Definitions.

The following words, terms and phrases, when used in this article, shall have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning:

Activated or activation means placing into operation such as the activating the emergency operations center or emergency operations organization.

Branch means when activated, operates under the direction of the operations section and is responsible for the implementation of the incident action plan appropriate the branch.

Debris management plan shall mean provides a framework to clear, remove, reduce, recycle, and dispose of debris generated during an emergency.

Disaster declaration means a gubernatorial declaration that the impact or anticipated impact of an emergency constitutes a disaster of one of the types enumerated in G.S. 166A-19.21(b).

Emergency means an occurrence or imminent threat of widespread or severe damage, injury, or loss of life or property resulting from any natural or man-made accidental, military, paramilitary, weather-related, or riot-related cause.

Emergency area means the geographical area covered by a state of emergency.

Emergency management means those measures taken by the populace and governments at federal, state, and local levels to minimize the adverse effect of any type emergency, which includes the never-ending preparedness cycle of planning, prevention, mitigation, warning, movement, shelter, emergency assistance, and recovery.

~~Emergency management coordinator~~ The Division Chief of Emergency Management coordinates the city's emergency operations organization and is in charge of the emergency management division.

Emergency Management division means the City of Concord division ~~under the Fire Department~~, is charged with coordination of all emergency management activities for its jurisdiction.

Emergency operations means the organization and approach the city utilizes to protect people and property from disasters caused by the hazards to which the community is vulnerable.

Emergency operations center means facility that coordinates municipal response assets and provides situational awareness.

Emergency operations director means the director of the city's emergency operations organization.

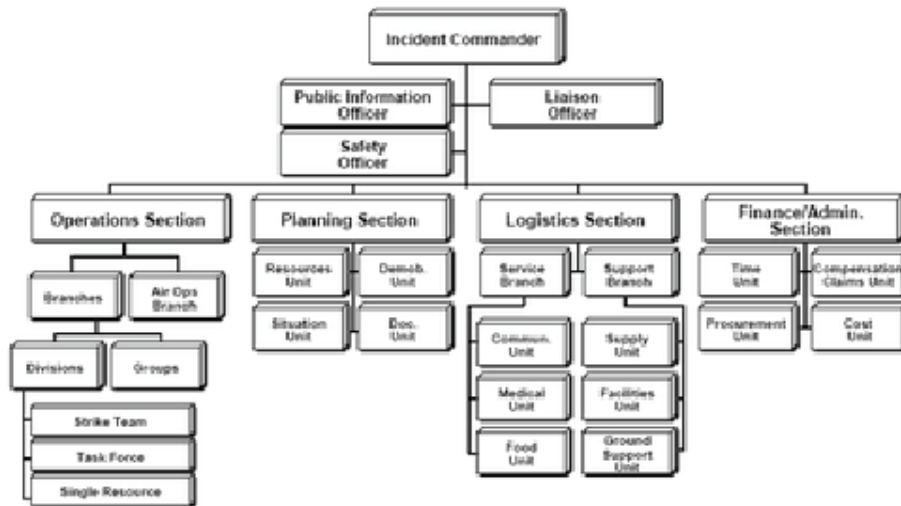
Emergency operations organization means centralizes the direction and control of the planning, coordination and management of disaster preparedness, mitigation, response and recovery.

Emergency operations plan shall mean establishes the policies, plans, guidelines and procedures that will allow departments with emergency planning, response, recovery or mitigation responsibilities to function effectively when disaster strikes.

Hazard risk management means the systematic application of policies, practices, and resources to the identification, assessment, and control of risk associated with hazards affecting human health and safety and property. Hazard, risk, and cost-benefit analysis are used to support development of risk reduction options, program objectives, and prioritization of issues and resources.

Incident action plan means defines the response tactics to achieve goals and objections of the within the overall response strategy.

Incident command system means a systematic tool used for the command, control, and coordination of emergency response. The incident command system is a sub-component of the national incident management system.



Incident management team means a city-based team composed of subject matter experts and incident management professionals from various departments who provide incident management support during a major incident.

Mayor means the mayor or other chief executive official of a municipality or, in case of that person's absence or disability, the person authorized to act in that person's stead pursuant to the state general statutes. The succession of persons authorized to act in lieu of the mayor is as follows:

- (1) The mayor pro-tempore of the city council,
- (2) In the event of sickness, absence from the city, or disability of the mayor pro tempore, or in the case of a vacancy in that office, the most senior member of the council not similarly disqualified shall act at the mayor as provided herein. The sequence of succession to so act shall be based on seniority, the most senior person being determined by the greatest cumulative time in office as a member of the city council; provided, however, that in the event two or more of those members eligible have the same seniority in office, the authority for one of those members to act as mayor shall be determined by an alphabetical priority according to the beginning letter, and if necessary, by the letters following the beginning letter as they sequentially appear in each of the members' surnames, given names, and middle names, in that order, until alphabetical priority shall have been determined. In each case, the highest priority in the alphabet sequence shall be the letter "A".

The member with the authority to act as the mayor as determined pursuant to the above sequence of succession, shall exercise the powers and duties of the mayor only so long as the mayor, mayor pro tempore, or another member of the city council with higher priority to act according to the above sequence of succession, is disqualified from acting for one or more reasons set forth above.

National incident management system means comprehensive, nationwide systematic approach to incident management. Required by Homeland Security Presidential Directive — 5 as a condition for federal preparedness assistance.

Operations section means a section of the incident command system, managed by a chief and responsible for the management of all operations directly applicable to the primary mission.

Preliminary damage assessment means the initial estimate prepared by state, local, or federal emergency management workers used to determine the severity and magnitude of damage caused by an emergency.

Recovery operations plan means a recovery operations plan or disaster recovery plan is a documented process or procedure to recover and protect a community in the aftermath of a disaster. This includes continuity of government and operations.

Stafford Act means the Robert T. Stafford Disaster Relief and Emergency Assistance Act, Pub. L. No. 93-288, 88 Stat. 143, codified generally at 42 U.S.C. § 5121, et seq., as amended.

State acquisition and relocation fund means state funding for supplemental grants to homeowners participating in a federal hazard mitigation grant program acquisition and relocation program. These grants are used to acquire safe, decent, and sanitary housing by paying the difference between the cost of the home acquired under the federal hazard mitigation grant program acquisition and relocation program and the cost of a comparable home located outside the 100-year floodplain.

State of emergency means a finding and declaration by any of the following authorities that an emergency exists:

- (1) The governor, acting under the authority of G.S. 166A-19.20.
- (2) The general assembly, acting under the authority of G.S. 166A-19.20.
- (3) The governing body of a municipality or the mayor of a municipality, acting under the authority of G.S. 166A-19.22.
- (4) The governing body of a county or the chair of the board of commissioners of a county, acting under the authority of G.S. 166A-19.22.

(Ord. No. 13-63, § 2, 7-11-2013)

Sec. 26-34. Purpose of the emergency management division.

The **Emergency Management Division within the Fire Department**, is created to provide coordination, management and direction of all city emergency preparedness activities.

(Ord. No. 13-63, § 2, 7-11-2013)

Sec. 26-35. Management.

The division shall be under the control and management of ~~an emergency management coordinator~~ the **Division Chief of Emergency Management**, who shall be exercising those powers and duties described in section 26-36 and 26-40(8).

(Ord. No. 13-63, § 2, 7-11-2013)

Sec. 26-36. Duties of the division.

The emergency management division shall have the following powers and duties:

- (1) Coordination of the activities of all city departments for emergency management within the incorporated limits, including planning, organizing, staffing, equipping, training, testing, and activating emergency management programs;
- (2) Preparation and maintenance of municipal plans for emergencies. These plans or parts thereof may be incorporated into policies;

-
- (3) Coordinate with public and private agencies to address emergency preparedness needs;
 - (4) Coordinate available resources to augment the personnel and facilities of the city for emergency management;
 - (5) Assist city administration with the preparation of declarations, policies and regulations as necessary or appropriate;
 - (6) Coordinate information and resources for hazard risk management, including conducting hazard risk analysis and establishing and maintaining the annual hazard risk analysis program;
 - (7) Research and coordinate various grant funds provided for emergency management purposes;
 - (8) Opening the emergency operations center;
 - (9) Make recommendations, as appropriate for zoning, building, and other land-use/occupancy use controls and safety measures to protect against or mitigate the effects of an emergency;
 - (10) Coordinate inspections of occupancies storing, manufacturing or handling hazardous material, maintain plans, and act as a liaison between private industry and city government;
 - (11) Coordinate municipal mutual aid planning, implementation and resource procurement to support emergency response and recovery;
 - (12) Conduct public education to assist in emergency preparedness; and
 - (13) Perform other duties as provided by ordinance or delegated by the city manager.

(Ord. No. 13-63, § 2, 7-11-2013)

Sec. 26-37. Declaration of state of emergency.

- (a) Declaration. As authorized by G.S. 166A-19.22, the mayor is hereby empowered to declare the existence of a state of emergency upon a finding that any of the circumstances described below, exist, or at any time a disaster or emergency is declared by the President of the United States, governor of the state or chairman of the county commissioners. The declaration shall:
 - (1) Be in writing.
 - (2) Shall take effect immediately upon its issuance.
 - (3) Any or all of the following prohibitions and restrictions may be included in the declaration of a state of emergency when deemed necessary:
 - a. The prohibition/restriction of movements of people in public places, including any of the following:
 1. Imposing a curfew.
 2. Directing and compelling the voluntary or mandatory evacuation of all or part of the population from any stricken or threatened area within the governing body's jurisdiction.
 3. Prescribing routes, modes of transportation and destinations in connection with evacuation.
 4. Controlling the ingress and egress of an emergency area and the movements of people within the area.
 5. Providing for the closure, within the emergency area, of streets, roads, highways, bridges, public vehicular areas, or other areas ordinarily used for vehicular travel, except to the

movement of emergency responders and other persons necessary for recovery from the emergency. In addition to any other notice or dissemination of information, notification of any closure of a road or public vehicular area under the authority of this sub-subdivision shall be given to the department of transportation as soon as practicable. The ordinance may designate the police chief to exercise the authority granted by this sub-subdivision.

G.S. 166A-19.70(c) and (d) shall apply to this sub-subdivision.

- b. The prohibition/restriction of the operations of offices, businesses establishments, and or other places to or from which people may travel or at which they may congregate;
 - c. A prohibition/restriction on the possession, transportation, sale, purchase and consumption of alcoholic beverages;
 - d. A prohibition/restriction on the possession, transportation, sale, purchase storage and use of gasoline and dangerous weapons and substances except that this section does not authorize prohibitions or restrictions on lawfully possessed firearms or ammunition for said fire arms; and
 - e. A prohibition/restriction upon any other activity or conditions, the control of which may be reasonably necessary to maintain order and protect lives or property during the state of emergency.
- (b) Publication. The mayor shall cause widespread publicity and notice to be given of such declaration through the most feasible and adequate means of disseminating such notice throughout the city.
- (c) Ratifying resolution. Whenever a state of emergency is declared by the mayor, the city attorney shall prepare a resolution ratifying the existence of a state of emergency and the need for continuing the state of emergency.

(Ord. No. 13-63, § 2, 7-11-2013; Ord. No. 20-32, §§ 1, 2, 4-21-2020)

Sec. 26-38. Effective time, amendment and termination of a state of emergency.

The emergency operations director shall keep the mayor and city council fully advised as to the status of the emergency. The city council shall declare and publicize the termination of such local emergency at the earliest possible date that conditions warrant. Upon announcement by the city council of the termination of the existence of a state of emergency any rules, regulations, orders and directives that were included in the declaration shall terminate and be of no further force or effect. In addition:

- (1) All prohibitions and restrictions imposed by declaration shall take effect immediately upon publication of the declaration. For the purpose of this section, publication may consist of reports of the substance of the prohibitions and restrictions in the mass communication media serving the affected area or other effective methods of disseminating the necessary information quickly. The requirements of G.S. 1-597 shall apply to such declaration.
- (2) The declaration may be extended as to time and area, amended or rescinded by declaration. Prohibitions and restrictions imposed by declaration pursuant to this section shall expire in five days after their imposition unless sooner terminated by declaration.
- (3) Notwithstanding any other provision of law, upon declaration by the mayor that a state of emergency exists within the municipality, or is imminent, any ordinance enacted under the authority of this article shall take effect immediately unless the ordinance sets a later time. If the effect of this subsection is to cause an ordinance to go into effect sooner than it otherwise could under the law applicable to the municipality, the mayor shall take steps to cause reports of the substance of any such ordinance to be disseminated in a fashion that such substance will likely be communicated to the public in general or to

those who may be particularly affected by the ordinance if it does not affect the public generally. As soon as practical thereafter, appropriate distribution or publication of the full text of any such ordinance shall be made.

(Ord. No. 13-63, § 2, 7-11-2013)

Sec. 26-39. Violations of regulations.

It shall be unlawful for any person to violate any of the provisions of this article or of the regulations or plans issued pursuant to the authority contained in this article, or to willfully obstruct, hinder or delay any member of the emergency services organization in the enforcement provisions of this article, or any regulations or plan issued under this article. Any violator shall be guilty of a Class 2 misdemeanor and shall be fined not more than \$1000.00 civil penalty or a misdemeanor, punishable by a \$500.00 fine according to G.S. 14-4.

(Ord. No. 13-63, § 2, 7-11-2013)

Sec. 26-40. Activation of emergency operations plan.

Upon receipt of an impending or threatened emergency, or upon the declaration of a state of emergency, the emergency operations plan shall be immediately activated and all of such portions of its functions as the city manager may direct shall be called into active service including the city emergency operations organization.

(1) Creation of the incident management team. There is hereby created an incident management team (IMT), which shall consist of the following ~~members or their designee~~ **positions**:

- ~~a. Chief of the fire department;~~
- ~~b. Chief of the police department;~~
- ~~c. Emergency management coordinator;~~
- ~~d. Electric systems director;~~
- ~~e. Buildings and grounds director;~~
- ~~f. Finance director;~~
- ~~g. Water resources director;~~
- ~~h. Director of human resources;~~
- ~~i. Transportation director;~~
- ~~j. Engineering director;~~
- ~~k. Public affairs manager;~~
- ~~l. Housing director;~~
- ~~m. Communications director;~~
- ~~n. Transit director;~~
- ~~o. Fleet services director;~~
- ~~p. Solid waste director;~~
- ~~q. Parks and recreation director;~~
- ~~r. Aviation director;~~

(Supp. No. 50)

Created: 2023-02-17 12:30:51 [EST]

~~s. Planning and neighborhood development director;~~

~~t. City attorney.~~

- a. Incident Commander
- b. Public Information Officer
- c. Safety Officer
- d. Operations Section Chief
- e. Division Group Supervisor
- f. Planning Section Chief
- g. Situation Unit Leader
- h. Resource Unit Leader
- i. Logistics Section Chief
- j. Communications Unit Leader
- k. Supply Unit Leader
- l. Facilities Unit Leader
- m. Finance Section Chief

(2) Emergency Operations Center (EOC) Team. If the determination is made to activate the EOC, the following personnel or their designee shall report to the EOC if requested by the City Manager or Division Chief of Emergency Management:

- a. Chief of the Fire Department
- b. Chief of the Police Department
- c. Division Chief of Emergency Management
- d. Electric Systems Director
- e. Buildings and Grounds Director
- f. Finance Director
- g. Water Resources Director
- h. Director of Human Resources
- i. Transportation Director
- j. Engineering Director
- k. Public Affairs Manager
- l. Housing Director
- m. Communications Director
- n. Transit Director
- o. Fleet Services Director
- p. Solid Waste Director

- q. Parks and Recreation Director
- r. Aviation Director
- s. Planning and Neighborhood Development Director
- t. City Attorney

Dependent upon the nature of the incident or emergency and the needs presented, the director of any other city department may be placed on the ~~incident management team~~ **EOC Team** at the city manager's discretion.

- (2) Powers and duties. It shall be the duty of the ~~IMT~~ **EOC Team**, to supervise, regulate, control and manage the affairs of the emergency operations of the city. The IMT is organized on the concept of the national incident management system following the incident command system structure. The ~~IMT~~ **EOC Team** shall have the power to make and enforce all necessary and desirable rules and regulations for the purpose of governing emergency operations during periods of preparation, local emergency, response and recovery and for the exercise of the powers conferred upon it by this chapter. The IMT actions with respect to emergency preparedness or response activities shall be subject to the direction and approval of the **EOC Team and** Emergency Operations Director.
- (3) Power to requisition supplies and personnel. The emergency operations director may obtain vital supplies and other such property as needed for the protection of life and property of the people, and bind the city for the fair value thereof, and, if required immediately may commandeer the same for public use, may require emergency service of any employee, or any citizen, and may requisition personnel or material of any city department or agency.
- (4) Emergency operations center. The emergency operations center and all emergency operations equipment shall be under the control of the ~~IMT~~ **EOC Team**. Under circumstances set forth in the city's emergency operation plan, the emergency operations center may be activated at the request of any division or city department notwithstanding the absence of a declaration of local emergency.
- (5) Structure of the functions of ~~emergency organization~~ **the IMT**. City emergency operations will be managed under the national incident management system. Each of the sections of the ~~emergency operations~~ **IMT** organization shall be under the command of a chief of the section. The chief shall have as assistants a deputy chief and a second deputy, who shall succeed the chief in that order in the event of the absence or inability of the chief of the section to act. The primary sections of the city's emergency operations structure are; operations, planning, finance/administration, and logistic.
- (6) Emergency operations director. During the period of a local emergency, and with respect to emergency preparedness and response activities, the city manager shall be the emergency operations director and shall carry out all duties and responsibilities herein conferred. The emergency operations director is authorized to promulgate issue and enforce rules, regulations, orders and directives necessary for the protection of life and property. Such rules, regulations, orders and directives shall take effect immediately upon their issuance, and copies thereof shall be filed with the office of the city clerk. The emergency operations director, or their designee shall also appoint a section chief for the four primary sections of operations, logistics, finance/administration, and planning.
- (7) Emergency operations deputy director—powers and duties of. The assistant city manager(s) shall be the emergency operations deputy director. The emergency operations deputy director shall coordinate the city incident command system, may arrange with other municipalities, counties, state and federal agencies, for cooperation, mutual aid and protection during a local emergency, and perform such other duties as the director may designate.

-
- (8) ~~Emergency management coordinator~~ Division Chief of Emergency Management. The ~~emergency management coordinator~~ Division Chief of Emergency Management shall perform the following duties, and shall be subject to the supervision of the emergency operations director:
- a. Coordinate the powers and duties of the incident management team and EOC Team;
 - b. Establish and maintain liaison with other governmental agencies, city departments, and private agencies as may be deemed necessary;
 - c. Prepare and process emergency operations program papers and applications for federal and state funds with respect to post-disaster assistance;
 - d. Notify the city manager in writing prior to the beginning of each fiscal year of the recommended budgetary items relating to emergency operations activities and is included in the division's recommended budget.
 - e. Assign necessary personnel to perform staff duties for the incident management team as may be required by the city manager;
 - f. Coordinate and provide for dissemination of public information relating to the emergency operations activities as required;
 - g. Exercise further powers and duties as may be delegated by the director of emergency operations.
- (9) Section chief—powers and duties of. The city's ~~emergency operations~~ Incident Management Team (IMT) organization is composed of six primary sections: the management/policy section, operations section, planning section, information/intelligence section, logistics section, and finance/administration section. Each section is managed by a section chief who shall formulate and maintain operational plans for the section, including a written plan regarding activation of the section, subject to the approval of the ~~IMT~~ EOC Team. Each section chief shall organize their section into such branches and groups as are necessary for the proper functioning of the section. Each section chief shall have the power to appoint, discharge, suspend, transfer, and train personnel; and to plan and prepare the logistics for the personnel and materials of the section. The roles and responsibilities of each section chief are as follows:
- The management/policy section is responsible for overall management of the emergency and for providing policy and guidance for the emergency response. The management/policy section is responsible for coordinating the overall response/recovery effort (prioritizing, decision-making, coordination, tasking, and conflict resolution).
 - The operations section is responsible for coordinating all incident related strategic operations as directed by the management/policy section. The operations section coordinates priority missions with the branch coordinators and ensures resource deployment is consistent with the city's objectives.
 - The planning section is responsible for preparing the incident action plan and maintaining resource status. The planning section conducts CEOC briefings to ensure all staff is aware of the current response effort and objectives.
 - The information/intelligence section is responsible for collecting, analyzing and displaying incident related information, providing the common operational picture.
 - The logistics section is responsible for providing communications services, resource tracking, and procuring the equipment, supplies, personnel, transportation, and facilities needed to support the response.
 - The finance/administration section is responsible for ensuring all financial records are maintained and tracking all costs associated with the incident, to include cost recovery.

Each section will be activated based on the needs of the emergency. The section chief of each section shall immediately assign branches and groups as necessary to carry out such orders and directions as are received from the director. The duties of each section listed, mirror the city's emergency operations basic plan.

(Ord. No. 13-63, § 2, 7-11-2013; Ord. No. 19-94, § 1, 9-12-2019; Ord. No. 20-32, § 1, 4-21-2020)

AN ORDINANCE AMENDING PORTIONS OF CHAPTER 59 OF
THE CITY CODE FOR CONCORD, NORTH CAROLINA

WHEREAS, the City Council of the City of Concord is authorized from time to time to amend the Concord Code of Ordinances of the City of Concord; and

WHEREAS, the City Council of the City of Concord recognizes the need to amend the Concord Code of Ordinances of the City of Concord and hereby adopts the following changes to the Code.

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord, North Carolina, after due consideration and in the best interests of its citizens and property of Concord, that:

Section 1. That Chapter 59, Electric Systems, Article II. Rates and Charges is hereby amended to read as follows:

Sec. 59-46. Residential Service Schedule RS.

This schedule is also applicable to detached garages, barns, or other structures that are separately metered (require an auxiliary/secondary meter) and are primarily used for residential purposes. These structures are located on the same premise as the separate residential dwelling unit and may be served under this applicable Residential Service Schedule as of July 01, 2024.

The auxiliary/secondary meter is limited to a kilowatt demand of 15 kW or less:

- a) If demand exceeds 15 kW at least twice in any twelve (12) consecutive month period, the customer (auxiliary/secondary meter) will be moved to the applicable General Service schedule.
- b) If demand exceeds 30 kW at least once in any twelve (12) consecutive month period, the customer (auxiliary/secondary meter) will be moved to the applicable General Service schedule.

Sec. 59-62. Large General Industrial Service Time of Use Rate.

(d) *Monthly rates.*

(1) Basic Facilities Charge

(2) Plus, Demand Charge.

- A. On peak Demand Charge per month
- B. Economy Demand Charge

(3) Energy Charge.

- A. All Energy Charge per month

Determination of On-Peak and Off Peak Hours

	Summer Months <u>April 1 – October 31</u>	Winter Months <u>November 1 – March 31</u>
On-Peak Period Hours: a.m.	2:00 p.m. – 6:00 p.m.	7:00 a.m. – 10:00
	Monday – Friday	Monday – Friday
Off-Peak Period Hours Friday	All hours except the hours of: 1) 2 p.m. to 6 p.m. during April 1 – October 31, Monday through 2) 7 a.m. to 10 a.m. during November 1 – March 31, Monday through Friday	

Section 2. This Ordinance shall be effective upon adoption.

Adopted this 13th day of June 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

NORTH CAROLINA
CABARRUS COUNTY

**STORMWATER CONTROL MEASURE (SCM), ACCESS EASEMENT AND
MAINTENANCE AGREEMENT**

THIS STORMWATER CONTROL MEASURE (SCM), ACCESS EASEMENT AND MAINTENANCE AGREEMENT (“Agreement”), made this _____ day of _____, 2024, by MP I-85 Bonds Industrial, LLC, a Delaware limited liability company, whose principal address is 2 Seaport Lane, c/o AEW 15th Floor, Boston, MA 02210 (hereinafter “Grantor”), with, to, and for the benefit of the City of Concord, a municipal corporation of the State of North Carolina, whose address is P.O. Box 308, Concord North Carolina 28026-0308, (hereinafter “Grantee” or “City”).

WITNESSETH:

WHEREAS, THE CITY COUNCIL ACCEPTED THIS STORMWATER CONTROL MEASURE (SCM), ACCESS EASEMENT AND MAINTENANCE AGREEMENT ON _____.

WHEREAS, Grantor is the owner in fee simple of certain real property situated in the City of Concord, County of Cabarrus, North Carolina, and more particularly described as follows: 7250 Weddington Road, Concord, NC, Cabarrus County Property Identification Number (PIN): 4599-38-6230. Being the land conveyed to Grantor by deed recorded in Book and Page 15758/352 in the Office of the Register of Deeds for Cabarrus County (hereinafter referred to as the “Property”); and

WHEREAS, Grantor desires to develop and/or redevelop all or portions of the Property; and

WHEREAS, the Property is located within the planning jurisdiction of the City of Concord, and is subject to certain requirements set forth in the City of Concord Code of Ordinances Chapter 60, the Concord Development Ordinance, (hereafter “CCDO”), and the Concord Technical Standards Manual (hereafter “Concord Manual”); and

WHEREAS, conditions for development and/or redevelopment of the Property includes (i) the construction, operation and maintenance of an engineered stormwater control structure, namely a Wet Detention Basin, as provided in the CCDO and the Concord Manual (the “Stormwater Control Measure” or “SCM”), (ii) Grantor’s dedication of a non-exclusive access easement to the City, as described in this Agreement, for inspection and maintenance of the Stormwater Control Measure; and (iii) the assumption by Grantor of certain specified maintenance and repair responsibilities; and

WHEREAS, this Agreement and the easements created herein are established in accordance with the requirements of N.C.G.S. Sec 143-211 *et. seq.*, Article 4 of the CCDO and Article I of the Concord Manual; and

WHEREAS, Grantor has full authority to execute this Agreement so as to bind the Property and all current and future owners and/or assigns.

NOW, THEREFORE, for valuable consideration, including the benefits Grantor may derive therefrom, the receipt and sufficiency of which is hereby acknowledged, Grantor hereby dedicates, bargains, grants and conveys unto Grantee, and its successors and assigns, a perpetual, and irrevocable right and non-exclusive easement in gross (of the nature and character and to the extent hereinafter set forth) in, on, over, under, through and across those portions of the Property shown on the attached **Exhibit "A" titled "Exhibit Prepared For: MP I-85 Industrial, LLC" and labeled "Storm Control Measures Area and Access Easement 93,090 SQ. FT. or 2.1370 Acres" (Sheets 1 and 2)**, for the purpose of inspection and maintenance of the Stormwater Control Measure (hereinafter referred to as "SCM Easements"). Within the SCM Easements Grantor shall conduct best management practices as more fully set forth herein and in the CCDO and Concord Manual. Also within the SCM Easements, Grantor shall construct, maintain, repair and reconstruct the Stormwater Control Measure or SCM, which include (i) the SCM and any other stormwater quantity and/or quality control devices and/or structures, described on the plans approved by the City of Concord and filed at the A.M. Brown Operations Center, 850 Warren Coleman Blvd., Concord, NC 28025; and (ii) access to the aforesaid SCM across that portion of the Property shown on the attached **Exhibit "A" titled "Exhibit Prepared For: MP I-85 Industrial, LLC" and labeled "Storm Control Measures Area and Access Easement 93,090 SQ. FT. or 2.1370 Acres" (Sheets 1 and 2)**, for the purpose of permitting City access, inspection and, in accordance with the terms of paragraph 4 of this Agreement, maintenance and repair of the SCM, as more fully set forth herein and in the CCDO and Concord Manual. Except as set forth herein, nothing contained in this Agreement shall be deemed to be a gift or dedication of any portion of Grantor's Property to the general public or for any public use or purpose whatsoever, and further, except as specifically provided herein for the benefit of the City, no rights, privileges or immunities of Grantor shall inure to the benefit of any third-party, nor shall any third-party be deemed to be a beneficiary of any of the provisions contained herein.

The additional terms, conditions, and restrictions of this Agreement are:

1. The requirements pertaining to the SCM Easements are more fully set forth in the current adopted and published editions of the following four (4) documents: (i) Article 4 of the CCDO, (ii) Article I, Section 1 of the Concord Manual, (iii) the Wet Detention Basin Inspection and Maintenance Plan attached as **Exhibit "B"** and (iv) as provided in the N.C. Dept. of Environment and Natural Resources (DENR) Stormwater Best Management Practices (BMP) Manual (the "NCDENR Manual"), all of which are incorporated herein by reference as if set forth in their entireties below. Grantor agrees to abide by all applicable codes including, but not limited to, those set forth above. All provisions required by the CCDO Section 4.4.6.B.1 are incorporated herein by reference, and Grantor agrees to abide by said provisions. Grantor further agrees that Grantor shall perform the following, all at its sole cost and expense:

- a. All components of the SCM and related improvements within the SCM Easements are to be kept in good working order.

b. The components of the SCM and related improvements within the SCM Easements shall be maintained by Grantor as described in “**Exhibit B**”, the Wet Detention Basin Inspection and Maintenance Plan.

2. Upon completion of the construction of the SCM, Grantor’s N.C. registered professional engineer shall certify in writing to the Concord Director of Water Services that the SCM and all components are constructed and initially functioning as designed. Annual inspection reports (hereinafter referred to as “Annual Report(s)”) are required each year and shall be made by Grantor on the written schedule provided to Grantor in advance by the City. The Annual Report(s) shall describe the condition and functionality of the SCM, and shall describe any maintenance performed thereon during the preceding year. The Annual Report(s) shall be submitted with the signature and seal of Grantor’s N.C. registered professional engineer conducting the inspection. If necessary, the City will provide a letter describing the maintenance necessary to keep the SCM and all components and structures related to the SCM functioning as designed and with reasonable timeframes in which to complete the maintenance. If the Annual Report(s) recommends maintenance actions, the repairs shall be made within a reasonable time as defined by the City.

Grantor and Grantee understand, acknowledge and agree that the attached Inspection and Maintenance Plan describes the specific actions needed to maintain the SCM.

3. Grantor represents and warrants that Grantor is financially responsible for construction, maintenance, repair and replacement of the SCM, its appurtenances and vegetation, including impoundment(s), if any. Grantor agrees to perform or cause to be performed the maintenance as outlined in the attached Inspection and Maintenance Plan and as provided in the NC DENR Manual. Grantor and any subsequent transferee of Grantor or succeeding owner of the Property shall give the City written notice of the transfer of a fee or possessory interest in the Property listing the transferee’s name, address of the Property, transferee’s mailing address and other contact information. Grantor and any subsequent transferee of Grantor or succeeding owner of the Property shall not be responsible for errors or omissions in the information about the transferee provided to the City caused by acts or omissions of the transferee. The transferee shall give the City written notice of the acceptance and any future transfer of an interest in the Property listing the transferee’s name, address of the Property; transferee’s mailing address and other contact information. Upon the conveyance of the Property by Grantor to any transferee acquiring the Property by means of a conveyance document containing the language set forth in paragraph 9 below, Grantor is released from any further covenants or other obligations set forth in this Agreement.

4. If Grantor fails to comply with these requirements, or any other obligations imposed herein, in the City of Concord Code of Ordinances, CCDO, the Concord Manual or approved Inspection and Maintenance Plan, the City of Concord may perform (but is not obligated to perform) such work as Grantor is responsible for and recover the costs thereof from Grantor.

5. This Agreement gives Grantee the following affirmative rights:

Grantee, its officers, employees, and agents may, but is not obligated, to enter the SCM Easements whenever reasonably necessary for the purpose of inspecting same to determine compliance herewith, to maintain same and make repairs or replacements to the SCM, its appurtenances and condition(s) as may be necessary or convenient thereto in the event Grantor defaults in its obligations and to recover from Grantor the cost thereof, and in addition to other rights and remedies available to it, to enforce by proceedings at law or in equity the rights, covenants, duties, and other obligations herein imposed in this Agreement.

6. Grantor shall neither obstruct nor hinder the passage of vehicular traffic and pedestrians within the paved portion of the access easement granted herein by Grantor to Grantee.

7. Grantor shall, in all other respects, remain the fee owners of the Property and areas subject to the SCM Easement, and may make all lawful uses of the Property not inconsistent with this Agreement and the Easements granted herein.

8. Grantee neither waives nor forfeits the right to act to ensure compliance with the terms, conditions and purposes of the SCM Easement and this Agreement by a prior failure to act.

9. Grantor agrees:

a. That a reference to the deed book and page number of this document in a form substantially similar to the following statement in at least a 12 point bold face font on the first page of the document: **“Notice: The Property is subject to a Stormwater Control Measure (SCM), Access Easement and Maintenance Agreement enforced by the City of Concord and State of North Carolina recorded in the Cabarrus County Registry at DB_____PG_____.”** shall be inserted by Grantor in any subsequent deed or other legal instrument by which Grantor may be divested of either the fee simple title to or possessory interests in the subject Property. The designation Grantor and Grantee shall include the parties, their heirs, successors and assigns; and

b. That the following statement shall be inserted in any deed or other document of conveyance:

“Title to the property hereinabove described is subject to the following exceptions:

That certain Stormwater Control Measure (SCM), Access Easement and Maintenance Agreement dated _____, 2024 with and for the benefit of the City of Concord, recorded in Book _____, Page _____ in the Cabarrus County Registry, North Carolina, creating obligations of payment and performance on the part of Grantor which Grantee hereby assumes and agrees to perform and pay as part of the consideration of this conveyance and accept further that this conveyance is made subject to any and all enforceable restrictions and easements of record (if applicable).”

In the event that such conveyance is other than by deed, the above terms of “grantor/grantee” may be substituted by equivalent terms such as “landlord/tenant.”

TO HAVE AND TO HOLD the aforesaid rights, privileges, and easements herein granted to Grantee, its successors and assigns forever and Grantor does covenant that Grantor is seized of said premises in fee and has the right to convey the same, that except as set forth below the same are free from encumbrances and that Grantor will warrant and defend the said title to the same against claims of all persons whosoever.

Title to the Property hereinabove described is subject to all enforceable deeds of trust, liens, easements, covenants and restrictions of record.

The covenants agreed hereto and the conditions imposed herein shall be binding upon Grantor and its agents, personal representatives, heirs and assigns and all other successors in interest to Grantor and shall continue as a servitude running in perpetuity with the above-described land.

THE CONCORD CITY COUNCIL APPROVED THIS AGREEMENT AND SCM ACCESS EASEMENT AND ACCEPTED THE SCM ACCESS EASEMENT AT THEIR MEETING OF _____, 2024 AS ATTESTED TO BELOW BY THE CITY CLERK. CONCORD CITY COUNCIL APPROVAL OF THIS AGREEMENT AND THE SCM ACCESS EASEMENT IS A CONDITION PRECEDENT TO ACCEPTANCE BY THE CITY.

IN WITNESS WHEREOF, the parties have caused this instrument to be duly executed day and year first above written.

GRANTOR:

MP I-85 Bonds Industrial, LLC, a Delaware limited liability company

By: [Signature]
Name: Bryan Blythe
Title: Authorized Signatory

Mecklenburg
~~CABARRUS COUNTY~~
STATE OF NORTH CAROLINA

I, Toby Ann Robinson, a Notary Public of the aforesaid County and State, do hereby certify that Bryan Blythe personally appeared before me this day and acknowledged that he/she is the Authorized Signatory of MP I-85 Bonds Industrial, LLC, a Delaware limited liability company and that he/she as Authorized Signatory being authorized to do so, executed the foregoing on behalf of the company.

WITNESS my hand and notarial seal, this the 29th day of May, 2024.



[Signature]
Notary Public
My commission expires: December 9, 2025

GRANTEE:

City of Concord, a municipal corporation

By: _____
Lloyd Wm. Payne, Jr., City Manager

ATTEST:

Kim J. Deason, City Clerk
[SEAL]

APPROVED AS TO FORM

VaLerie Kolczynski, City Attorney

**STATE OF NORTH CAROLINA
COUNTY OF CABARRUS**

I, _____, a Notary Public of the aforesaid County and State, do hereby certify that Kim J. Deason personally appeared before me this day and acknowledged that she is the City Clerk of the City of Concord and that by authority duly given and as the act of the municipal corporation, the foregoing STORMWATER CONTROL MEASURE (SCM), ACCESS EASEMENT AND MAINTENANCE AGREEMENT was approved by the Concord City Council at its meeting held on _____ and was signed in its name by its City Manager, sealed with its corporate seal and attested by her as its City Clerk.

WITNESS my hand and notarial seal, this the _____ day of _____, 2024.

Notary Public _____
My commission expires: _____



MEMORADUM

DATE: Thursday, May 02, 2024
 TO: Jackie Deal, Director of Engineering
 FROM: Gary Stansbury, Construction Manager
 SUBJECT: Infrastructure Acceptance
 PROJECT NAME: AMC 250-The Rock, Phase 1
 PROJECT NUMBER: 2023-004
 DEVELOPER: HSREI, LLC
 FINAL CERTIFICATION - LOT NUMBERS: Commercial Site
 INFRASTRUCTURE TYPE: Water and Sewer
 COUNCIL ACCEPTANCE DATE: Thursday, June 13, 2024
 ONE-YEAR WARRANTY DATE: Friday, June 13, 2025

Water Infrastructure	Quantity
16-inch in LF	1878.00
16-inch Valves	5
12-inch in LF	31.00
12-inch Valves	2
Hydrants	4

Sanitary Sewer Infrastructure	Quantity
12-inch in LF	350.00
8-inch in LF	2400.00
Manholes as EA	17



MEMORADUM

DATE: Wednesday, May 29, 2024
 TO: Jackie Deal, Director of Engineering
 FROM: Gary Stansbury, Construction Manager
 SUBJECT: Infrastructure Acceptance
 PROJECT NAME: Cabarrus County Court House
 PROJECT NUMBER: 2019-035
 DEVELOPER: Cabarrus County Administration
 FINAL CERTIFICATION - LOT NUMBERS: Site
 INFRASTRUCTURE TYPE: Water
 COUNCIL ACCEPTANCE DATE: Thursday, June 13, 2024
 ONE-YEAR WARRANTY DATE: Friday, June 13, 2025

Water Infrastructure	Quantity
12-inch in LF	257.00
12-inch Valves	2
8-inch in LF	50.00
Hydrants	1



MEMORADUM

DATE: Wednesday, May 01, 2024
 TO: Jackie Deal, Director of Engineering
 FROM: Gary Stansbury, Construction Manager
 SUBJECT: Infrastructure Acceptance
 PROJECT NAME: Cannon Run Subdivision (SF Homes-DEV D)
 PROJECT NUMBER: 2019-045
 DEVELOPER: Pulte Home Company, LLC
 FINAL CERTIFICATION - LOT NUMBERS: 1-58
 INFRASTRUCTURE TYPE: Water and Sewer
 COUNCIL ACCEPTANCE DATE: Thursday, June 13, 2024
 ONE-YEAR WARRANTY DATE: Wednesday, June 12, 2025

Water Infrastructure	Quantity
12-inch in LF	1710.00
12-inch Valves	4
8-inch in LF	251.00
8-inch Valves	2
6-inch in LF	440.00
6-inch Valves	2
2-inch in LF	607.00
2-inch Valves	4
Hydrants	6

Sanitary Sewer Infrastructure	Quantity
8-inch in LF	2065.00
Manholes as EA	10



MEMORADUM

DATE: Tuesday, May 7, 2024
 TO: Jackie Deal, Director of Engineering
 FROM: Gary Stansbury, Construction Manager
 SUBJECT: Infrastructure Acceptance
 Midland Crossings Subdivision (formerly Cedar Creek)
 PROJECT NAME:
 PROJECT NUMBER: 2020-089
 DEVELOPER: KB Home Charlotte Inc.
 FINAL CERTIFICATION - LOT NUMBERS: 1-38, 52-60
 INFRASTRUCTURE TYPE: Water and Sewer
 COUNCIL ACCEPTANCE DATE: Thursday, June 13, 2024
 ONE-YEAR WARRANTY DATE: Thursday, June 12, 2025

Water Infrastructure	Quantity
8-inch in LF	2329.00
8-inch Valves	22
2-inch in LF	742.00
2-inch Valves	2
Hydrants	5

Sanitary Sewer Infrastructure	Quantity
8-inch in LF	2758.00
12-inch in LF	44.00
Manholes as EA	14



MEMORADUM

DATE: Wednesday, May 29, 2024
 TO: Jackie Deal, Director of Engineering
 FROM: Gary Stansbury, Construction Manager
 SUBJECT: Infrastructure Acceptance
 Cabarrus Charter High School- Ruben Linker Pump
 Station
 PROJECT NAME:
 PROJECT NUMBER: 2015-064
 DEVELOPER: Ryan Companies US, Inc.
 FINAL CERTIFICATION - LOT NUMBERS: Site
 INFRASTRUCTURE TYPE: Water
 COUNCIL ACCEPTANCE DATE: Thursday, June 13, 2024
 ONE-YEAR WARRANTY DATE: Friday, June 13, 2025

Water Infrastructure	Quantity
8-inch in LF	149.00
8-inch Valves	2

AN ORDINANCE TO AMEND FY 2023-2024 BUDGET ORDINANCE

WHEREAS, the City Council of the City of Concord, North Carolina did on the 8th day of June, 2023, adopt a City budget for the fiscal year beginning July 1, 2023 and ending on June 30, 2024, as amended; and

WHEREAS, it is appropriate to amend the expense/expenditures and the revenue accounts in the funds listed for the reason stated;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord that in accordance with the authority contained in G.S. 159-15, the following accounts are hereby amended as follows:

Account	Title	<u>Revenues</u>		(Decrease) Increase
		Current Budget	Amended Budget	
100-4370000	Fund Balance Approp	7,336,420	12,336,420	5,000,000
Total				5,000,000

Account	Title	<u>Expenses/Expenditures</u>		(Decrease) Increase
		Current Budget	Amended Budget	
4190-5981500	Transfer to Cap Reserve	0	5,000,000	5,000,000
Total				5,000,000

Reason: To transfer reserves from FYE2023 to the General Capital Reserve to fund capital projects.

Adopted this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

CAPITAL RESERVE FUND ORDINANCE

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 18-22 Chapter 159 of the General Statutes of North Carolina, the following Capital Reserve Fund ordinance is hereby adopted/amended:

SECTION 1. The purpose authorized is to accumulate funds for future projects and capital outlay as listed in the City’s Capital Improvement Plan. Funds will be accumulated until such time the City Council designates the funds for projects. The General Fund will serve as the funding source for the Capital Reserve Fund upon City Council approval and withdrawals must be approved by City Council through an ordinance.

SECTION 2. The City Manager is hereby authorized to proceed with the implementation and amendments of the fund.

SECTION 3. The following revenues are anticipated to be available/expenditures anticipated to be expended to the City of Concord for this fund & the following amounts are appropriated for the project:

Fund 285 General Capital Reserve Fund

		<u>Budget</u>	<u>Amended Budget</u>	<u>Inc(Dec)</u>
285-4501100	From General Fund	\$24,267,632	\$29,267,632	\$5,000,000
8150-5811082	Future Projects	\$11,828,558	\$16,828,558	\$5,000,000

SECTION 4. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the capital reserve fund and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 5. Within five (5) days after adopted, copies of this capital reserve fund amendments/adoption shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out the purpose of this fund.

SECTION 6. The Finance Director is directed to report on the financial status of this fund in accordance with the existing City policy. She shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLarie Kolczynski, City Attorney

**CAPITAL PROJECT ORDINANCE AMENDMENT
Affordable Housing Projects**

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 13.2 Chapter 159 of the General Statutes of North Carolina, the following project ordinance is hereby adopted/amended:

- SECTION 1. The project authorized is Affordable Housing Projects
- SECTION 2. The City Manager is hereby authorized to proceed with the implementation and amendments of the projects within the terms of the plans and specifications for the projects.
- SECTION 3. The following revenues are anticipated to be available to the City of Concord for the completion of the projects:

Revenues

Account	Title	Current Budget	Amended Budget	(Decrease) Increase
370-4354000				
370-4354000	Other Income	0	149	149
370-4501100				
370-4501100	Transfer from General Fund	2,367,740	2,367,914	174
370-4351500				
370-4351500	Affordable Housing Proceeds	0	77,450	77,450
				<u>77,773</u>

- SECTION 4. The following amounts are appropriated for the project:

Expenses/Expenditures

Account	Title	Current Budget	Amended Budget	(Decrease) Increase
3700-5475000				
3700-5475000	Affordable Housing Construction	396,930	397,104	174
3700-5811082				
3700-5811082	Future Projects	35,580	113,179	77,599
	Total			<u>77,773</u>

- SECTION 5. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the project agreement and other agreements executed or to be executed with the various parties involved with the project; and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.
- SECTION 6. Within five (5) days after adoption, copies of this capital projects ordinance shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out this project.
- SECTION 7. The Finance Director is directed to report on the financial status of this project in accordance with the existing City policy, and shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

Valerie Kolczynski, City Attorney

CAPITAL PROJECT ORDINANCE AMENDMENT

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 13.2 Chapter 159 of the General Statutes of North Carolina, the following project ordinance is hereby ordained:

SECTION 1. The project authorized is the **Airport Projects**.

SECTION 2. The City Manager is hereby authorized to proceed with the implementation of the project within terms of a grant agreement with the Federal Aviation Administration and NC Department of Transportation – Division of Aviation.

SECTION 3. The following revenues are anticipated to be available to the City of Concord for the project:

Account	Title	<u>Revenues</u>		
		Current Budget	Amended Budget	(Decrease) Increase
451-4501680				
451-4501680	Transfer From Aviation	720,364	864,538	144,174
	Total			114,174

SECTION 4. The following amounts are appropriated for the project:

Account	Title	<u>Expenses/Expenditures</u>		
		Current Budget	Amended Budget	(Decrease) Increase
6300-5811082				
6300-5811082	Future Projects	0	119,992	119,992
6300-5800441				
6300-5800441	North Apron Expansion	4,422,060	3,903,966	(518,094)
6300-5800442				
6300-5800442	Hangar TaxiLane Rehab	5,120,380	3,881,848	(1,238,532)
6302-5800451				
6302-5800451	GA Wayfinding/Parking	802,268	772,358	(29,910)
6302-5800276				
6302-5800276	Fuel Farm	381,750	274,499	(107,251)
6302-5986000				
6302-5986000	Transfer to Aviation	908,212	1,563,514	655,302
6306-5800449	Long Term Parking			
6306-5800449	Upgrade	1,239,190	1,239,382	192
6306-5986000				
6306-5986000	Transfer to Aviation	816,886	570,654	(246,232)
6309-5800454				
6309-5800454	Future Projects	0	246,232	246,232
6309-5800458				
6309-5800458	North Apron Roadway	361,683	362,287	604
6310-5800458				
6310-5800458	Operations Center	0	63,091	63,091
6310-5986000				
6310-5986000	Transfer to Aviation	266,764	0	(266,764)
6310-5811082				
6310-5811082	Future Projects	0	1,447,781	1,447,781
6311-5800455				
6311-5800455	Mistywood	0	17,763	17,763
	Total			114,174

SECTION 5. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the grant agreement and other agreements executed or to be executed with the various parties involved with the project; and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 6. Within five (5) days after adopted, copies of this grant project amendment shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out this project.

SECTION 7. The Finance Director is directed to report on the financial status of this project in accordance with the existing City policy. She shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

Valerie Kolczynski, City Attorney

AN ORDINANCE TO AMEND FY 2023-2024 BUDGET ORDINANCE

WHEREAS, the City Council of the City of Concord, North Carolina did on the 8th day of June, 2023, adopt a City budget for the fiscal year beginning July 1, 2023 and ending on June 30, 2024, as amended; and

WHEREAS, it is appropriate to amend the expense/expenditures and the revenue accounts in the funds listed for the reason stated;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord that in accordance with the authority contained in G.S. 159-15, the following accounts are hereby amended as follows:

Account	Title	<u>Revenues</u>		(Decrease) Increase
		Current Budget	Amended Budget	
680-4406000	Retained Earnings Appr	1,313,524	546,891	(766,633)
680-4353100	Insurance Reimbursement	0	4,500	4,500
680-4401305	Fuel Sales/Avgas	2,079,781	2,279,781	200,000
680-4401307	Fuel Sales/Jet A	9,551,472	8,251,472	(1,300,000)
680-4351000	Sale of Fixed Assets	0	36,050	36,050
630-4361000	Investment Earnings	0	200,000	200,000
630-4401330	Airport Parking	1,525,000	1,325,000	(200,000)
680-4501400	Transfer from Cap Proj	398,000	1,224,456	826,456
Total				(999,627)

Account	Title	<u>Expenses/Expenditures</u>		(Decrease) Increase
		Current Budget	Amended Budget	
4530-5271000	Avgas Purchases	1,473,430	1,673,430	200,000
4530-5272000	Jet A Purchases	6,861,887	5,561,887	(1,300,000)
4530-5351000	Maintenance – Buildings	1,068,514	1,073,014	4,500
4530-5194000	Contract Services	303,074	304,023	949
4530-5730000	Loan Principal	1,012,400	1,107,324	94,924
Total				(999,627)

Reason: The adjust year end estimates.

Adopted this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

AN ORDINANCE TO AMEND FY 2023-2024 BUDGET ORDINANCE

WHEREAS, the City Council of the City of Concord, North Carolina did on the 8th day of June, 2023, adopt a City budget for the fiscal year beginning July 1, 2023 and ending on June 30, 2024, as amended; and

WHEREAS, it is appropriate to amend the expense/expenditures and the revenue accounts in the funds listed for the reason stated;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord that in accordance with the authority contained in G.S. 159-15, the following accounts are hereby amended as follows:

Account	Title	<u>Revenues</u>		
		Current Budget	Amended Budget	(Decrease) Increase
610-4351000	Sale of Fixed Assets	0	99,162	99,162
610-4353100	Insurance Reimbursement	25,000	69,223	44,223
610-4356000	Contra-Credit Cards	(35,000)	(45,000)	(10,000)
610-4361000	Investment Earnings	0	2,000,000	2,000,000
610-4402600	Cut-On/Admin Fees	300,000	400,000	100,000
610-4403000	Charge Out-Reimb	60,000	360,000	300,000
610-4406000	Retained Earnings Appr	4,260,955	0	(4,260,955)
610-4603000	Grant Proceeds	81,104	46,543	(34,561)
Total				(1,762,131)

Account	Title	<u>Expenses/Expenditures</u>		
		Current Budget	Amended Budget	(Decrease) Increase
7200-5990002	Approp to Resrve-Stablztn	3,000,000	7,500,000	4,500,000
7200-5987000	Transfer to Project Fund	1,809,279	3,109,279	1,300,000
7200-5440000	Maintenance Contracts	0	4,000	4,000
7210-5338100	Production Purchase Pwr	34,154,888	30,154,888	(4,000,000)
7210-5338500	Duke Power - NITSA	3,403,681	4,903,681	1,500,000
7210-5338900	Peak Prepay Natural Gas	33,260,780	28,260,780	(5,000,000)
7240-5244000	Materials	6,267,453	5,705,883	(561,570)
7240-5492000	Bad Debt Expense	0	430,000	430,000
7240-5121000	Regular	2,797,281	2,897,281	100,000
7240-5540000	Vehicles-Capital	418,556	383,995	(34,561)
Total				(1,762,131)

Reason: To adjust to year end estimates.

Adopted this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

ORD.

CAPITAL PROJECT ORDINANCE

Electric Projects

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 13.2 Chapter 159 of the General Statutes of North Carolina, the following project ordinance is hereby ordained:

SECTION 1. The project authorized and amended is Electric Projects.

SECTION 2. The City Manager is hereby authorized to proceed with the implementation and amendments of the projects within the terms of the plans and specifications for the projects.

SECTION 3. The following revenues/expenditures are anticipated to be available to the City of Concord for the project:

Account	Title	Current Budget	Amended Budget	(Decrease) Increase
473-4501610	Transfer from Electric	31,955,959	33,255,959	1,300,000
6949-5801152	Delvry #4 & 100KV Ph1	19,426,961	20,726,961	1,300,000
6949-5801171	Sub T Concord Pkwy	7,740,018	7,015,018	(725,000)
6949-5801173	Sub V Weddington Rd	6,945,500	7,920,500	975,000
6949-5801174	Electric Operations Cntr	30,568,286	30,318,286	(250,000)

SECTION 4. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the grant agreement and other agreements executed or to be executed with the various parties involved with the project; and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 5. Within five (5) days after adopted, copies of this grant project amendment shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out this project.

SECTION 6. The Finance Director is directed to report on the financial status of this project in accordance with the existing City policy. She shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

AN ORDINANCE TO AMEND FY 2023-2024 BUDGET ORDINANCE

WHEREAS, the City Council of the City of Concord, North Carolina did on the 8th day of June, 2023, adopt a City budget for the fiscal year beginning July 1, 2023 and ending on June 30, 2024, as amended; and

WHEREAS, it is appropriate to amend the expense/expenditures and the revenue accounts in the funds listed for the reason stated;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord that in accordance with the authority contained in G.S. 159-15, the following accounts are hereby amended as follows:

Account	Title	<u>Revenues</u>		
		Current Budget	Amended Budget	(Decrease) Increase
215-4703211	EHV Admin Fees	0	20,127	20,127
215-4703210	Emergency Vouchers HAP	0	163,779	163,779
215-4703212	EHV Service Fees	0	4,650	4,650
215-4703213	EHV Prelim Fees	0	450	450
215-4703214	EHV Placement Fees	0	300	300
Total				189,306

Account	Title	<u>Expenses/Expenditures</u>		
		Current Budget	Amended Budget	(Decrease) Increase
2150-5419093	EHV Service Fee Exp	0	4,650	4,650
2150-5471506	EHV HAP Expenses	0	163,779	163,779
2150-5419050	EHV Admin Fees	0	20,877	20,877
Total				189,306

Reason: To adjust year end estimates.

Adopted this 13th day of June 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

CAPITAL PROJECT ORDINANCE

Fire Projects

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 13.2 Chapter 159 of the General Statutes of North Carolina, the following project ordinance is hereby ordained:

SECTION 1. The project authorized is various fire projects.

SECTION 2. The City Manager is hereby authorized to proceed with the implementation and amendments of the projects within the terms of the plans and specifications for the projects.

SECTION 3. The following revenues are anticipated to be available to the City of Concord for the project:

<u>Revenues</u>				
<u>Account</u>	<u>Title</u>	<u>Current Budget</u>	<u>Amended Budget</u>	<u>(Decrease) Increase</u>
426-4361001	Interest on Loan Proceeds	0	551	551
426-4602000	Financing Proceeds	15,980,000	6,200,000	(9,780,000)
				(9,779,449)

SECTION 4. The following amounts are appropriated for the project:

<u>Expenses/Expenditures</u>				
<u>Account</u>	<u>Title</u>	<u>Current Budget</u>	<u>Amended Budget</u>	<u>(Decrease) Increase</u>
8670-5811082	Future Projects	6,548	488,297	481,749
8670-5811027	Fire Station #12	6,738,350	6,472,102	(266,248)
8670-5983000	Transfer to General Fund	0	85,050	85,050
8670-5811028	Fire Station #6	10,080,000	0	(10,080,000)
				(9,779,449)

SECTION 5. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the grant agreement and other agreements executed or to be executed with the various parties involved with the project; and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 6. Within five (5) days after adopted, copies of this grant project amendment shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out this project.

SECTION 7. The Finance Director is directed to report on the financial status of this project in accordance with the existing City policy. She shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

AN ORDINANCE TO AMEND FY 2023-2024 BUDGET ORDINANCE

WHEREAS, the City Council of the City of Concord, North Carolina did on the 8th day of June, 2023, adopt a City budget for the fiscal year beginning July 1, 2023 and ending on June 30, 2024, as amended; and

WHEREAS, it is appropriate to amend the expense/expenditures and the revenue accounts in the funds listed for the reason stated;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord that in accordance with the authority contained in G.S. 159-15, the following accounts are hereby amended as follows:

Account	Title	<u>Revenues</u>		
		Current Budget	Amended Budget	(Decrease) Increase
650-4354000	Other Income	8,589	23,589	15,000
650-4401201	Green Fees	1,118,562	1,518,562	400,000
650-4401202	Cart Fees	518,543	583,543	65,000
650-4401203	Driving Range	165,142	210,142	45,000
650-4401204	Resident Card City	57,000	67,000	10,000
650-4404110	Pro-Shop	218,683	308,683	90,000
650-4404120	Food and Beverages	359,872	434,872	75,000
650-4406000	Retained Earn Appr	72,734	0	(72,734)
Total				627,266

Account	Title	<u>Expenses/Expenditures</u>		
		Current Budget	Amended Budget	(Decrease) Increase
7501-5194100	RRGC Contract Srvcs	1,023,134	1,273,134	250,000
7501-5210010	RRGC Operating Exp	1,128,447	1,528,447	400,000
7501-5451000	Insur-Prop & Gen Liab	171,849	223,940	52,091
7501-5550000	Equipment-Capital	0	65,000	65,000
7501-5990001	Approp to Ret Earnings	139,825	0	(139,825)
Total				627,266

Reason: To adjust to year end estimates.

Adopted this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

AN ORDINANCE TO AMEND FY 2023-2024 BUDGET ORDINANCE

WHEREAS, the City Council of the City of Concord, North Carolina did on the 8th day of June 2023, adopt a City budget for the fiscal year beginning July 1, 2023 and ending on June 30, 2024, as amended; and

WHEREAS, it is appropriate to amend the expense/expenditures and the revenue accounts in the funds listed for the reason stated;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord that in accordance with the authority contained in G.S. 159-15, the following accounts are hereby amended as follows:

Account	Title	<u>Revenues</u>		(Decrease) Increase
		Current Budget	Amended Budget	
Total				\$0
<u>Expenses/Expenditures</u>				
Account	Title	Current Budget	Amended Budget	(Decrease) Increase
4200-5121000	Regular	193,167	203,167	10,000
4200-5181000	FICA	14,634	15,134	500
4200-5182000	Retirement-General	24,641	26,141	1,500
4200-5183000	Group Insurance	33,078	38,078	5,000
4200-5187000	401K Contribution	8,609	9,609	1,000
4200-5906000	Cost Alloc-Collections	(558,794)	(576,794)	(18,000)
4215-5121000	Regular	945,114	975,114	30,000
4215-5122000	Overtime	12,000	27,000	15,000
4215-5186000	Worker's Compensation	0	20,000	20,000
4215-5194000	Contract Services	251,600	401,600	150,000
4215-5341000	Printing	55,000	70,000	15,000
4215-5911000	Cost Alloc - Billing	(2,592,454)	(2,822,454)	(230,000)
4230-5194000	Contract Services	29,909	129,909	100,000
4230-5907000	Cost Alloc-Engineering	(3,492,923)	(3,592,923)	(100,000)
Total				\$0

Reason: To adjust to year end estimates.

Adopted this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

AN ORDINANCE TO AMEND FY 2023-2024 BUDGET ORDINANCE

WHEREAS, the City Council of the City of Concord, North Carolina did on the 8th day of June 2023, adopt a City budget for the fiscal year beginning July 1, 2023 and ending on June 30, 2024, as amended; and

WHEREAS, it is appropriate to amend the expense/expenditures and the revenue accounts in the funds listed for the reason stated;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord that in accordance with the authority contained in G.S. 159-15, the following accounts are hereby amended as follows:

Account	Title	<u>Revenues</u>		(Decrease) Increase
		Current Budget	Amended Budget	
201-4311100	Budget Year	164,679	176,679	12,000
Total				12,000

Account	Title	<u>Expenses/Expenditures</u>		(Decrease) Increase
		Current Budget	Amended Budget	
5000-5121000	Regular	141,228	153,228	12,000
Total				12,000

Reason: To adjust to year end projections.

Adopted this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

**CAPITAL PROJECT ORDINANCE AMENDMENT
Parks & Recreation Projects**

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 13.2 Chapter 159 of the General Statutes of North Carolina, the following project ordinance is hereby adopted/amended:

- SECTION 1. The projects authorized are the projects included for the Parks & Recreation Projects.
- SECTION 2. The City Manager is hereby authorized to proceed with the implementation and amendments of the projects within the terms of the plans and specifications for the projects.
- SECTION 3. The following revenues are anticipated to be available to the City of Concord for the completion of the projects:

Account	Title	Current Budget	Amended Budget	(Decrease) Increase
420-4603000	Grant Proceeds	2,548,114	100,000	(2,448,114)
420-4353100	Insurance Reimbursement	0	18,180	18,180
420-4357000	State Aid	0	400,000	400,000
420-4357300	Federal Aid	0	2,048,114	2,048,114
420-4601000	Bond Proceeds	42,140,585	45,705,702	3,565,117
				<u>3,583,297</u>

SECTION 4. The following amounts are appropriated for the project:

Account	Title	Current Budget	Amended Budget	(Decrease) Increase
8300-5720000	Bond/Debt Interest	0	940,800	940,800
8300-5811062	Cost of Issuance	0	357,166	357,166
8300-5811057	Hartsell Park	919,488	937,668	18,180
8300-5811002	Caldwell Park	9,498,078	11,765,229	2,267,151
				<u>3,583,297</u>

SECTION 5. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the project agreement and other agreements executed or to be executed with the various parties involved with the project; and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 6. Within five (5) days after adoption, copies of this capital projects ordinance shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out this project.

SECTION 7. The Finance Director is directed to report on the financial status of this project in accordance with the existing City policy, and shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

Valerie Kolczynski, City Attorney

AN ORDINANCE TO AMEND FY 2023-2024 BUDGET ORDINANCE

WHEREAS, the City Council of the City of Concord, North Carolina did on the 8th day of June 2023, adopt a City budget for the fiscal year beginning July 1, 2023 and ending on June 30, 2024, as amended; and

WHEREAS, it is appropriate to amend the expense/expenditures and the revenue accounts in the funds listed for the reason stated;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord that in accordance with the authority contained in G.S. 159-15, the following accounts are hereby amended as follows:

Account	Title	<u>Revenues</u>		(Decrease) Increase
		Current Budget	Amended Budget	
690-4501400	Transfer from Cap Proj	0	444,945	444,945
690-4501100	Transfer from Gen Fund	361,446	383,110	21,664
690-4603000	Grant Proceeds	36,418	53,946	17,528
690-4406000	Retained Earnings Approp	35,743	20,651	(15,092)
690-4702200	Other Income	75,000	55,000	(20,000)
Total				449,045

Account	Title	<u>Expenses/Expenditures</u>		(Decrease) Increase
		Current Budget	Amended Budget	
1000-5186000	Workers Compensation	0	2,966	2,966
1000-5122000	Overtime	7,000	11,000	4,000
1000-5353000	Maintenance-Vehicles	5,637	7,137	1,500
1000-5443300	Gas	90,366	107,366	17,000
1000-5432000	Electric	95,000	113,000	18,000
1000-5443500	Contract Cost-Office	9,310	12,310	3,000
1000-5451000	Insurance	29,312	32,536	3,224
1000-5540000	Vehicles – Capital	36,418	47,590	11,172
1000-5550000	Equipment – Capital	0	6,356	6,356
1000-5990001	Approp to Retained Earnings	0	381,827	381,827
Total				449,045

Reason: To adjust year end estimates

Adopted this 13th day of June 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

AN ORDINANCE TO AMEND FY 2023-2024 BUDGET ORDINANCE

WHEREAS, the City Council of the City of Concord, North Carolina did on the 8th day of June 2023, adopt a City budget for the fiscal year beginning July 1, 2023 and ending on June 30, 2024, as amended; and

WHEREAS, it is appropriate to amend the expense/expenditures and the revenue accounts in the funds listed for the reason stated;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord that in accordance with the authority contained in G.S. 159-15, the following accounts are hereby amended as follows:

Account	Title	<u>Revenues</u>		(Decrease) Increase
		Current Budget	Amended Budget	
600-4351000	Sale of Fixed Assets	0	21,900	21,900
600-4353100	Insurance Proceeds	0	494	494
Total				22,394

Account	Title	<u>Expenses/Expenditures</u>		(Decrease) Increase
		Current Budget	Amended Budget	
7100-5492000	Bad Debt Expense	0	20,000	20,000
7100-5244000	Materials	39,446	39,940	494
7100-5194000	Contract Services	11,560	13,460	1,900
Total				22,394

Reason: To adjust to year end projections

Adopted this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

CAPITAL PROJECT ORDINANCE

Transportation Projects

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 13.2 Chapter 159 of the General Statutes of North Carolina, the following project ordinance is hereby ordained:

SECTION 1. The project authorized is various transportation projects.

SECTION 2. The City Manager is hereby authorized to proceed with the implementation and amendments of the projects within the terms of the plans and specifications for the projects.

SECTION 3. The following revenues are anticipated to be available to the City of Concord for the project:

<u>Revenues</u>				
Account	Title	Current Budget	Amended Budget	(Decrease) Increase
423-4324250	Vehicle License – Addl \$5	2,864,461	2,964,461	100,000
423-4357300	Federal Aid	12,064,000	13,364,000	1,300,000
				1,400,000

SECTION 4. The following amounts are appropriated for the project:

<u>Expenses/Expenditures</u>				
Account	Title	Current Budget	Amended Budget	(Decrease) Increase
8600-5811073	Future Transp Projects	2,400,605	2,349,579	(51,026)
8600-5811253	Future Sidewalk Projects	113,651	1,285,186	1,171,535
8600-5811205	Derita Rd	7,892,033	7,920,342	28,309
8600-5811271	I-85 Branding	450,000	592,000	142,000
8600-5811294	NC 3 & Cabarrus Ped Imp	24,000	4,717	(19,283)
8600-5811501	Old Charlotte Sidewalk	486,490	333,505	(152,985)
8600-5811502	Gibson Area Sidewalks	705,003	1,625,000	919,997
8600-5811503	Glenn/Elm Sidewalk	344,954	0	(344,954)
8600-5811505	Roberta Rd MS Sidewalk	370,000	76,407	(293,593)
				1,400,000

SECTION 5. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the grant agreement and other agreements executed or to be executed with the various parties involved with the project; and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 6. Within five (5) days after adopted, copies of this grant project amendment shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out this project.

SECTION 7. The Finance Director is directed to report on the financial status of this project in accordance with the existing City policy. She shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 13th day of June 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

AN ORDINANCE TO AMEND FY 2023-2024 BUDGET ORDINANCE

WHEREAS, the City Council of the City of Concord, North Carolina did on the 8th day of June, 2023, adopt a City budget for the fiscal year beginning July 1, 2023 and ending on June 30, 2024, as amended; and

WHEREAS, it is appropriate to amend the expense/expenditures and the revenue accounts in the funds listed for the reason stated;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord that in accordance with the authority contained in G.S. 159-15, the following accounts are hereby amended as follows:

Account	Title	<u>Revenues</u>		(Decrease) Increase
		Current Budget	Amended Budget	
620-4353100	Insurance Reimb	0	398,554	398,554
620-4341660	Communication Fees	50,000	117,000	67,000
620-4361000	Investment Earnings	0	1,000,000	1,000,000
620-4406000	Retained Earnings Appr	2,687,613	1,297,059	(1,390,554)
Total				75,000

Account	Title	<u>Expenses/Expenditures</u>		(Decrease) Increase
		Current Budget	Amended Budget	
7330-5122000	Overtime	10,000	20,000	10,000
7330-5331000	Utilities	775,240	995,240	220,000
7330-5440000	Maintenance Contracts	315,000	440,000	125,000
7331-5276000	Purchase - Raw Water	420,004	270,004	(150,000)
7331-5277000	Purchase - Finish Water	3,650,000	4,850,000	1,200,000
7331-5359000	Maintenance - System (In)	859,874	359,874	(500,000)
7340-5121000	Regular	2,475,877	2,275,877	(200,000)
7340-5244000	Materials	1,934,178	2,134,178	200,000
7340-5586000	Infrastructure	125,000	0	(125,000)
7340-5595000	System Imprv (In) - Capt	240,000	0	(240,000)
7340-5492000	Bad Debt Expense	0	85,000	85,000
7340-5720000	Bond/Debt Interest	1,282,545	532,545	(750,000)
7340-5981500	Transfer to Cap Reserve	1,000,000	1,200,000	200,000
Total				75,000

Reason: To adjust to year end estimates.

Adopted this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

AN ORDINANCE TO AMEND FY 2023-2024 BUDGET ORDINANCE

WHEREAS, the City Council of the City of Concord, North Carolina did on the 8th day of June 2023, adopt a City budget for the fiscal year beginning July 1, 2023 and ending on June 30, 2024, as amended; and

WHEREAS, it is appropriate to amend the expense/expenditures and the revenue accounts in the funds listed for the reason stated;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord that in accordance with the authority contained in G.S. 159-15, the following accounts are hereby amended as follows:

Account	Title	<u>Revenues</u>		(Decrease) Increase
		Current Budget	Amended Budget	
640-4361000	Investment Earnings	0	500,000	500,000
Total				500,000

Account	Title	<u>Expenses/Expenditures</u>		
		Current Budget	Amended Budget	(Decrease) Increase
7420-5122000	Overtime	22,500	42,500	20,000
7420-5186000	Workers Comp	0	20,000	20,000
7420-5244000	Materials	190,000	300,000	110,000
7420-5331000	Utilities	9,366,677	9,616,677	250,000
7420-5492000	Bad Debt Expense	0	70,000	70,000
7420-5981500	Transfer to Cap Reserve	400,000	430,000	30,000
Total				500,000

Reason: To adjust to year end projections

Adopted this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

ORD. #

CAPITAL PROJECT ORDINANCE AMENDMENT
Wastewater Future Projects

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 13.2 Chapter 159 of the General Statutes of North Carolina, the following project ordinance is hereby adopted/amended:

SECTION 1. The projects authorized are the projects included for the Wastewater Future projects.

SECTION 2. The City Manager is hereby authorized to proceed with the implementation and amendments of the projects within the terms of the plans and specifications for the projects.

SECTION 3. The following revenues are anticipated to be available to the City of Concord for the completion of the projects:

Revenues

<u>Account</u>	<u>Title</u>	<u>Current Budget</u>	<u>Amended Budget</u>	<u>(Decrease) Increase</u>
421-4402150	System Development Fees	5,459,027	6,859,027	1,400,000
				<u>1,400,000</u>

SECTION 4. The following amounts are appropriated for the project:

Expenses/Expenditures

<u>Account</u>	<u>Title</u>	<u>Current Budget</u>	<u>Amended Budget</u>	<u>(Decrease) Increase</u>
8402-5811082	Future Projects	1,038,271	2,438,271	1,400,000
	Total			<u>1,400,000</u>

SECTION 5. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the project agreement and other agreements executed or to be executed with the various parties involved with the project; and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 6. Within five (5) days after adoption, copies of this capital projects ordinance shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out this project.

SECTION 7. The Finance Director is directed to report on the financial status of this project in accordance with the existing City policy, and shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 13th day June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

Valerie Kolczynski, City Attorney

CAPITAL PROJECT ORDINANCE
FIRST CONCORD

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 13.2 Chapter 159 of the General Statutes of North Carolina, the following project ordinance is hereby authorized/amended:

SECTION 1. The project authorized/amended is First Concord 2024 LOBS Fire Station 6.

SECTION 2. The City Manager is hereby authorized to proceed with the implementation/amendment of the project.

SECTION 3. The following revenues are anticipated to be available to the City of Concord for the project:

<u>Revenues</u>				
<u>Account</u>	<u>Title</u>	<u>Current Budget</u>	<u>Amended Budget</u>	<u>(Decrease) Increase</u>
554-4601000	Bond Proceeds	0	12,661,000	12,661,000
Total				12,661,000

SECTION 4. The following amounts are appropriated for the project:

<u>Expenses/Expenditures</u>				
<u>Account</u>	<u>Title</u>	<u>Current Budget</u>	<u>Amended Budget</u>	<u>(Decrease) Increase</u>
5540-5811028	Fire Station 6	0	12,500,000	12,500,000
5540-5811062	Cost of Issuance	0	161,000	161,000
Total				12,661,000

SECTION 5. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the grant agreement and other agreements executed or to be executed with the various parties involved with the project; and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 6. Within five (5) days after adopted, copies of this grant project amendment shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out this project.

SECTION 7. The Finance Director is directed to report on the financial status of this project in accordance with the existing City policy. She shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 13th day of June 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

AN ORDINANCE TO AMEND FY 2023-2024 BUDGET ORDINANCE

WHEREAS, the City Council of the City of Concord, North Carolina did on the 8th day of June, 2023, adopt a City budget for the fiscal year beginning July 1, 2023 and ending on June 30, 2024, as amended; and

WHEREAS, it is appropriate to amend the expense/expenditures and the revenue accounts in the funds listed for the reason stated;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord that in accordance with the authority contained in G.S. 159-15, the following accounts are hereby amended as follows:

Account	Title	<u>Revenues</u>		(Decrease) Increase
		Current Budget	Amended Budget	
211-4702600	FSS Escrow Forfeitures	0	3,225	3,225
	Total			3,225

Account	Title	<u>Expenses/Expenditures</u>		(Decrease) Increase
		Current Budget	Amended Budget	
2110-5422000	Rec Publication Other	0	3,225	3,225
	Total			3,225

Reason: To adjust year end estimates.

Adopted this 13th day of June 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

**GRANT PROJECT ORDINANCE
State Directed Grants Fund**

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 13.2 Chapter 159 of the General Statutes of North Carolina, the following grant project ordinance is hereby amended:

SECTION 1. The project authorized is the Motorsports directed grant funded by state directed grant funds.

SECTION 2. The City Manager is hereby authorized to proceed with the implementation and amendments of the projects within the terms of the plans and specifications for the projects.

SECTION 3. The following revenues are anticipated to be available to the City of Concord for the completion of the projects:

		<u>Revenues</u>		
<u>Account</u>	<u>Title</u>	<u>Current Budget</u>	<u>Amended Budget</u>	<u>(Decrease) Increase</u>
331-4357000	State Aid	4,122,255	17,122,255	13,000,000
Total				13,000,000

SECTION 4. The following amounts are appropriated for the project:

		<u>Expenses/Expenditures</u>		
<u>Account</u>	<u>Title</u>	<u>Current Budget</u>	<u>Amended Budget</u>	<u>(Decrease) Increase</u>
3310-5840000	Motorsports Grant	0	13,000,000	13,000,000
Total				13,000,000

SECTION 5. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the grant agreement and other agreements executed or to be executed with the various parties involved with the project; and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 6. Within five (5) days after adoption, copies of this grant projects ordinance shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out this project.

SECTION 7. The Finance Director is directed to report on the financial status of this project in accordance with the existing City policy. She shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

**GRANT PROJECT ORDINANCE
State Directed Grants Fund**

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 13.2 Chapter 159 of the General Statutes of North Carolina, the following grant project ordinance is hereby amended:

SECTION 1. The project authorized is the NASCAR directed grant funded by state directed grant funds.

SECTION 2. The City Manager is hereby authorized to proceed with the implementation and amendments of the projects within the terms of the plans and specifications for the projects.

SECTION 3. The following revenues are anticipated to be available to the City of Concord for the completion of the projects:

		<u>Revenues</u>		
<u>Account</u>	<u>Title</u>	<u>Current Budget</u>	<u>Amended Budget</u>	<u>(Decrease) Increase</u>
331-4357000	State Aid	0	4,122,255	4,122,255
Total				4,122,255

SECTION 4. The following amounts are appropriated for the project:

		<u>Expenses/Expenditures</u>		
<u>Account</u>	<u>Title</u>	<u>Current Budget</u>	<u>Amended Budget</u>	<u>(Decrease) Increase</u>
3310-5840001	NASCAR Grant	0	4,122,255	4,122,255
Total				4,122,255

SECTION 5. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the grant agreement and other agreements executed or to be executed with the various parties involved with the project; and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 6. Within five (5) days after adoption, copies of this grant projects ordinance shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out this project.

SECTION 7. The Finance Director is directed to report on the financial status of this project in accordance with the existing City policy. She shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

AN ORDINANCE TO AMEND FY 2023-2024 BUDGET ORDINANCE

WHEREAS, the City Council of the City of Concord, North Carolina did on the 8th day of June, 2023, adopt a City budget for the fiscal year beginning July 1, 2023 and ending on June 30, 2024, as amended; and

WHEREAS, it is appropriate to amend the expense/expenditures and the revenue accounts in the funds listed for the reason stated;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord that in accordance with the authority contained in G.S. 159-15, the following accounts are hereby amended as follows:

Account	Title	<u>Revenues</u>		(Decrease) Increase
		Current Budget	Amended Budget	
100-4327500	Contra Credit Cards - GF	(38,355)	(8,355)	30,000
100-4332200	Alcohol/Beverage Tax	420,439	539,205	118,766
100-4335100	Powell Bill	2,979,783	3,346,146	366,363
100-4341100	Federal-Justice Dept	0	93,454	93,454
100-4341300	Contrl'd SubstncTx State	44,500	139,500	95,000
100-4603100	FTA 5310 Enhncd Mobility	0	126,077	126,077
100-4353100	Insurance Reimbursement	32,915	242,015	209,100
100-4344150	Rental-Recreation	61,511	86,511	25,000
100-4344700	Registration Fees - Classes	25,714	38,714	13,000
100-4350400	Rental Income	5,000	40,000	35,000
100-4351000	Sale of Fixed Assets	0	260,000	260,000
100-4352000	ABC Distribution	834,563	854,563	20,000
100-4354500	Holiday Parade	0	26,680	26,680
100-4361000	Investment Earnings	1,000,000	3,500,000	2,500,000
100-4501330	Transfer fm Amer Resc Plan	0	1,264,785	1,264,785
100-4501400	Transfer from Capital Project	0	85,050	85,050
100-4603000	Grant Proceeds	152,589	198,122	45,533
100-4370000	Appropriated Fund Balance	12,336,420	17,541,647	5,205,227
	Total			10,519,035

<u>Expenses/Expenditures</u>				
Account	Title	Current Budget	Amended Budget	(Decrease) Increase
4110-5181000	FICA	7,407	9,407	2,000
4110-5183000	Group Insurance	47,172	57,172	10,000
4110-5280000	Tree Lighting	13,650	16,650	3,000
4110-5989500	Transfer to First Concord	121,722	136,826	15,104
4115-5331000	Utilities	224,000	264,000	40,000
4120-5121000	Regular	1,138,844	1,163,844	25,000
4120-5181000	FICA	70,614	78,614	8,000
4120-5182000	Retirement-General	138,538	149,538	11,000
4120-5989500	Transfer to First Concord	124,457	139,901	15,444
4125-5989500	Transfer to First Concord	131,295	147,587	16,292
4126-5194000	Contract Services	449,701	454,701	5,000
4126-5331000	Utilities	8,640	13,640	5,000
4130-5989500	Transfer to First Concord	180,532	202,933	22,401
4140-5121000	Regular	84,536	85,536	1,000
4140-5183000	Group Insurance	9,324	12,324	3,000
4140-5494000	Tax Collection Charge	305,350	340,350	35,000
4140-5989500	Transfer to First Concord	19,147	21,523	2,376

4150-5121000	Regular	666,309	686,309	20,000
4150-5183000	Group Insurance	50,569	70,569	20,000
4150-5192000	Legal Expenses	64,000	264,000	200,000
4150-5989500	Transfer to First Concord	112,148	126,064	13,916
4160-5121000	Regular	1,589,643	1,489,643	(100,000)
4160-5194000	Contract Services	700,269	600,269	(100,000)
4160-5441200	Software Subscriptions	720,738	820,738	100,000
4160-5989500	Transfer to First Concord	116,251	130,676	14,425
4190-5185000	Unemployment Tax	0	42,210	42,210
4190-5186000	Worker's Compensation	300,000	0	(300,000)
4190-5198000	Engineer	75,000	0	(75,000)
4190-5299200	Clearwater Studio Expense	5,000	0	(5,000)
4190-5299500	66 Union St Expenses	1,555	51,555	50,000
4190-5331000	Utilities	150,000	200,000	50,000
4190-5339000	City Street Lighting	870,000	1,120,000	250,000
4190-5351000	Maintenance-Buildings	140,973	240,973	100,000
4190-5395000	Election Expense	80,000	60,686	(19,314)
4190-5492000	Bad Debt Expense	0	20,000	20,000
4190-5800500	FTA 5310 Enhncd Mobility	0	130,000	130,000
4190-5962000	Legal Settlements	0	9,350,000	9,350,000
4190-5982500	Transfer to Transit Fund	1,508,051	1,520,625	12,574
4190-5987000	Transfer to Project Fund	0	1,250,000	1,250,000
4190-5992000	Contingency	1,252,720	0	(1,252,720)
4310-5121000	Regular	14,489,430	13,989,430	(500,000)
4310-5122000	Overtime	510,685	760,685	250,000
4310-5127000	Supplemental Retirement	552,000	652,000	100,000
4310-5181000	FICA	1,054,844	1,114,844	60,000
4310-5182000	Retirement-General	134,719	269,719	135,000
4310-5186000	Worker's Compensation	0	200,000	200,000
4310-5189000	Group Insurance-Retirees	199,014	499,014	300,000
4310-5294000	Miscellaneous Pay	298,566	48,566	(250,000)
4310-5251000	Motor Fuel & Lubricants	606,123	406,123	(200,000)
4310-5540000	Vehicles - Capital	1,487,600	1,510,015	22,415
4310-5730000	Loan Principal	326,000	0	(326,000)
4310-5740000	Loan Interest	130,400	0	(130,400)
4315-5121000	Regular	1,328,016	1,128,016	(200,000)
4315-5122000	Overtime	83,580	183,580	100,000
4315-5126000	Part-Time - Regular	40,708	60,708	20,000
4315-5183000	Group Insurance	252,497	202,497	(50,000)
4315-5294000	Miscellaneous Pay	25,208	0	(25,208)
4315-5710000	Bond/Debt Principal	214,500	0	(214,500)
4315-5720000	Bond/Debt Interest	107,250	0	(107,250)
4320-5540000	Vehicles - Capital	223,568	183,922	(39,646)
4320-5550000	Equipment - Capital	0	39,646	39,646
4330-5121000	Regular	371,050	381,050	10,000
4340-5121000	Regular	16,786,742	16,286,742	(500,000)
4340-5540000	Vehicles - Capital	5,261,061	6,169,561	908,500
4340-5730000	Loan Principal	1,539,080	942,580	(596,500)
4340-5740000	Loan Interest	353,794	122,544	(231,250)
4340-5991000	Contribution to Cab Cty	21,931	0	(21,931)
4342-5122000	Overtime	25,000	45,000	20,000
4342-5186000	Worker's Compensation	0	150,000	150,000
4343-5121000	Regular	93,509	98,509	5,000
4343-5451000	Insurance - Prop&Gen Liab	13,059	16,459	3,400
4343-5989500	Transfer to First Concord	5,470	6,150	680
4550-5362000	Accident Repairs	11,729	58,633	46,904
4550-5353000	Maintenance - Vehicles	834,090	1,234,090	400,000
4910-5121000	Regular	1,447,092	1,527,092	80,000
4910-5181000	FICA	104,287	114,287	10,000
4910-5182000	Retirement-General	178,345	198,345	20,000
4910-5183000	Group Insurance	187,514	207,514	20,000
4910-5187000	401K Contribution	62,311	72,311	10,000

4910-5540000	Vehicles - Capital	36,418	47,095	10,677
4910-5550000	Equipment - Capital	0	6,356	6,356
4910-5982000	Transfer to HOME Fund	0	1,100	1,100
4910-5989500	Transfer to First Concord	242,076	272,114	30,038
4920-5470024	Incentive Grants	327,000	354,796	27,796
4115-5182500	OPEB Contributions	0	1,155	1,155
4120-5182500	OPEB Contributions	0	10,395	10,395
4125-5182500	OPEB Contributions	0	15,015	15,015
4130-5182500	OPEB Contributions	0	17,325	17,325
4140-5182500	OPEB Contributions	0	1,155	1,155
4150-5182500	OPEB Contributions	0	6,930	6,930
4310-5182500	OPEB Contributions	0	262,195	262,195
4312-5182500	OPEB Contributions	0	10,395	10,395
4315-5182500	OPEB Contributions	0	29,453	29,453
4320-5182500	OPEB Contributions	0	1,155	1,155
4330-5182500	OPEB Contributions	0	6,353	6,353
4340-5182500	OPEB Contributions	0	297,882	297,882
4341-5182500	OPEB Contributions	0	11,781	11,781
4342-5182500	OPEB Contributions	0	6,930	6,930
4343-5182500	OPEB Contributions	0	1,155	1,155
4510-5182500	OPEB Contributions	0	41,581	41,581
4513-5182500	OPEB Contributions	0	9,240	9,240
4514-5182500	OPEB Contributions	0	5,775	5,775
4520-5182500	OPEB Contributions	0	69,995	69,995
4540-5182500	OPEB Contributions	0	10,395	10,395
4550-5182500	OPEB Contributions	0	17,325	17,325
4910-5182500	OPEB Contributions	0	21,946	21,946
4920-5182500	OPEB Contributions	0	1,155	1,155
6120-5182500	OPEB Contributions	0	43,314	43,314
6120-5194000	Contract Services	445,542	474,042	28,500
6120-5299200	Clearwater Studio Expense	8,860	13,860	5,000
	Total			<u>10,519,035</u>

Reason: To adjust to year end projections.

Adopted this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST:

Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

**CAPITAL PROJECT ORDINANCE
General Capital Projects**

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 13.2 Chapter 159 of the General Statutes of North Carolina, the following project ordinance is hereby ordained:

SECTION 1. The projects authorized are various General Capital Projects.

SECTION 2. The City Manager is hereby authorized to proceed with the implementation and amendments of the projects within the terms of the plans and specifications for the projects.

SECTION 3. The following revenues are anticipated to be available to the City of Concord for the project:

<u>Revenues</u>				
<u>Account</u>	<u>Title</u>	<u>Current Budget</u>	<u>Amended Budget</u>	<u>(Decrease) Increase</u>
430-4501100	Transfer from Gen Fund	12,134,549	13,384,549	1,250,000
Total				<u>1,250,000</u>

SECTION 4. The following amounts are appropriated for the project:

<u>Expenses/Expenditures</u>				
<u>Account</u>	<u>Title</u>	<u>Current Budget</u>	<u>Amended Budget</u>	<u>(Decrease) Increase</u>
8804-5811082	Future Projects	110,508	90,508	(18,639)
8804-5811190	McGill Project	0	20,000	20,000
8804-5811267	W Concord Expansion	90,000	88,639	(1,361)
8804-5811296	ERP System	500,000	1,750,000	1,250,000
Total				<u>1,250,000</u>

SECTION 5. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the grant agreement and other agreements executed or to be executed with the various parties involved with the project; and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 6. Within five (5) days after adopted, copies of this project amendment shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out this project.

SECTION 7. The Finance Director is directed to report on the financial status of this project in accordance with the existing City policy. She shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 13th day of June, 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

Invoice Date	Inv #	Cust #	Cust	Amt Due
11/10/2021	GEN0008321	0002002300	LEONARD J & LUTIE DOVER	8,200.00
01/10/2022	GEN0008353	0002002300	LEONARD J & LUTIE DOVER	3,100.00
02/14/2022	GEN0008365	0002002300	LEONARD J & LUTIE DOVER	3,100.00
03/04/2022	GEN0008386	0002002300	LEONARD J & LUTIE DOVER	2,800.00
04/11/2022	GEN0008399	0002002300	LEONARD J & LUTIE DOVER	3,000.00
06/09/2022	GEN0008426	0002002300	LEONARD J & LUTIE DOVER	2,200.00
		0002002300 Total		22,400.00
11/10/2021	GEN0008324	0002012945	WHITAKER INVESTMEN	16,400.00
12/10/2021	GEN0008348	0002012945	WHITAKER INVESTMEN	100.00
01/10/2022	GEN0008355	0002012945	WHITAKER INVESTMEN	3,200.00
02/14/2022	GEN0008362	0002012945	WHITAKER INVESTMEN	3,100.00
03/04/2022	GEN0008384	0002012945	WHITAKER INVESTMEN	2,700.00
04/11/2022	GEN0008400	0002012945	WHITAKER INVESTMEN	3,000.00
05/06/2022	GEN0008419	0002012945	WHITAKER INVESTMEN	2,900.00
06/17/2022	GEN0008428	0002012945	WHITAKER INVESTMEN	3,300.00
07/20/2022	GEN0008439	0002012945	WHITAKER INVESTMEN	2,900.00
08/12/2022	GEN0008466	0002012945	WHITAKER INVESTMEN	3,000.00
09/20/2022	GEN0008474	0002012945	WHITAKER INVESTMEN	2,800.00
10/13/2022	GEN0008484	0002012945	WHITAKER INVESTMEN	3,400.00
11/15/2022	GEN0008491	0002012945	WHITAKER INVESTMEN	2,900.00
12/09/2022	GEN0008513	0002012945	WHITAKER INVESTMEN	3,100.00
01/11/2023	GEN0008522	0002012945	WHITAKER INVESTMEN	3,100.00
02/10/2023	GEN0008546	0002012945	WHITAKER INVESTMEN	3,400.00
02/24/2023	GEN0008552	0002012945	WHITAKER INVESTMEN	3,500.00
04/14/2023	GEN0008562	0002012945	WHITAKER INVESTMEN	6,100.00
04/14/2023	GEN0008563	0002012945	WHITAKER INVESTMEN	4,900.00
05/12/2023	GEN0008587	0002012945	WHITAKER INVESTMEN	3,000.00
05/12/2023	GEN0008588	0002012945	WHITAKER INVESTMEN	3,000.00
06/23/2023	GEN0008599	0002012945	WHITAKER INVESTMEN	3,300.00
06/24/2023	GEN0008600	0002012945	WHITAKER INVESTMEN	3,300.00
		0002012945 Total		86,400.00
11/24/2021	GEN0008344	0002013032	JAMES CROWE	894.39
12/10/2021	GEN0008350	0002013032	JAMES CROWE	4,328.90
		0002013032 Total		5,223.29
02/14/2022	GEN0008366	0002013049	THOMAS E WALL III	300.00
		0002013049 Total		300.00
03/04/2022	GEN0008385	0002013055	THA 2018-1 BORROWE	300.00
		0002013055 Total		300.00
06/17/2022	GEN0008431	0002013086	TRISTAN & KRISTEN ADAMCZUK	8,300.00
		0002013086 Total		8,300.00
07/29/2022	GEN0008441	0002013095	WARREN LEE CALDWEL	1,040.43
		0002013095 Total		1,040.43
11/15/2022	GEN0008492	0002013126	J&J TRACTOR REPAIR	6,400.00
12/15/2022	GEN0008519	0002013126	J&J TRACTOR REPAIR	3,200.00
01/24/2023	GEN0008526	0002013126	J&J TRACTOR REPAIR	3,000.00
02/24/2023	GEN0008549	0002013126	J&J TRACTOR REPAIR	3,800.00
03/24/2023	GEN0008558	0002013126	J&J TRACTOR REPAIR	2,900.00
04/21/2023	GEN0008580	0002013126	J&J TRACTOR REPAIR	3,100.00
05/26/2023	GEN0008592	0002013126	J&J TRACTOR REPAIR	3,600.00
		0002013126 Total		26,000.00
11/23/2022	GEN0008495	0002013127	SUNGLASS HUT	500.00
		0002013127 Total		500.00
11/23/2022	GEN0008496	0002013128	CHAMPS SPORTS	500.00
		0002013128 Total		500.00
01/30/2023	GEN0008529	0002013139	C.A.S.E. DISCOUNT	700.00
		0002013139 Total		700.00
02/24/2023	GEN0008551	0002013144	SUNDARAM HOLDINGS	3,200.00
		0002013144 Total		3,200.00
05/19/2023	GEN0008589	0002013180	ADIDAS	1,000.00
		0002013180 Total		1,000.00
05/19/2023	GEN0008590	0002013181	GALLERIA OF FURNIT	1,000.00
		0002013181 Total		1,000.00
05/26/2023	GEN0008594	0002013186	TAMMY VESEY	841.54
		0002013186 Total		841.54
09/20/2022	WTR0002249	0002013092	THE EROSION COMPANY	33.44
		0002013092		33.44

was not moved out of 100 4341650

Grand Total

157,738.70

Emergency Mgmt Invoices	10,200.00	100 4327300 - Emergency Response Reim
Fire - Civil Penalites Invoices	7,800.00	100 2214100 - Suspense Account (moved to 100 2216005 Due to Cabarrus Co Schools once pd)
Water Hydrant Usage Invoice	33.44	620 4403000 - charge out - reimbursement
Code Enforcement Civil penalites Invoices	136,605.26	100 2214100 - Suspense Account (moved to 100 2216005 Due to Cabarrus Co Schools once pd)
Code Enforemennt Invoice	3,100.00	100 4341650 - Code Violation
	157,738.70	

CITY OF CONCORD HOUSING DEPARTMENT LOW-RENT PUBLIC HOUSING
PROGRAM COLLECTION LOSSES TRANSFER RESOLUTION

WHEREAS, the Housing Director has submitted a list of Resident's accounts who has moved out of their dwelling units leaving a balance due; and

WHEREAS the Housing Director reports that attempts to collect the amounts have been unsuccessful as of this date; and

WHEREAS, the City Council has determined that the transfer of the delinquent accounts can be transferred to collection losses due to unsuccessful attempts to make collections.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Concord does hereby approve the transfer of delinquent accounts for the Low-Rent Public Housing Program to collections losses:

Tenant#	Net Balance
00055011-6	\$3218.00
00022011-8	\$3,163.41
00022016-4	\$741.51
00022025-6	\$1,220.52
00022042-12	\$2,011.31
00022045-13	\$3,534.63
00033009-9	\$8.58
00033058-10	\$68.00

\$13,965.96

Adopted this 13th day of June, 2024

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

ATTEST: _____

VaLerie Kolczynski, City Attorney

CITY OF CONCORD HOUSING DEPARTMENT
MARKET RATE PROGRAM
COLLECTION LOSSES TRANSFER RESOLUTION

WHEREAS, the Housing Director has submitted a list of Resident's accounts who has moved out of their dwelling units leaving a balance due; and

WHEREAS the Housing Director reports that attempts to collect the amounts have been unsuccessful as of this date; and

WHEREAS, the City Council has determined that the transfer of the delinquent accounts can be transferred to collection losses due to unsuccessful attempts to make collections.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Concord does hereby approve the transfer of delinquent accounts for the Market Rate Program to collections losses:

Tenant#	Net Balance
086-3	\$1,939.49
272Vance-1	\$3,073.00
	\$5,012.49

Adopted this 13th day of June 2024.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

ATTEST: _____
VaLerie Kolczynski, City Attorney



Quarterly Council Report

UTILITY EXTENSIONS/ADDITIONS PERMITTED

January 1st - March 31st, 2024

SUMMARY

During the past quarter, the City of Concord Engineering Department's local permitting programs have authorized the expansion of the City of Concord's water distribution system and wastewater collection system to areas that have been recently annexed, developed or to portions of the countywide service area, where infrastructure is lacking, deficient or overloaded.

In summary, the water distribution and wastewater collection expansion projects, as permitted by the City of Concord's delegated permitting program during the quarter of **January 1- March 31, 2024**, are as follows:

WATER- *The City of Concord initiated water distribution system extensions permitted by the City of Concord's delegated permitting consisted of 3,183 linear feet of 12-inch water lines, 33 linear feet of 6-inch water lines, and other appurtenances providing a loop system on Zion Church Rd. and replacing the existing 8" water line for the purpose of improving the water supply, located off of Zion Church Road with zero increase to the existing water demand.*

The Developer initiated PUBLIC water distribution system extensions permitted by the City of Concord's delegated permitting program consisted of approximately 182 linear feet of 16-inch water main, 253 linear feet of 8-inch water main, 37 linear feet of 6-inch water main, with valves, hydrants and other appurtenances to serve the existing customers, 27 2-Bedroom Condos, indoor and outdoor mini-storage buildings, and an 8,455 sq. ft. private clubhouse for the road course, with an average domestic & commercial water demand of 16,102 GPD, of treated water from the City of Concord's existing potable water distribution system.

SEWER –*The City of Concord does not report any wastewater collection system extensions for this quarter.*

The Developer initiated wastewater collection system extensions permitted by the City of Concord's delegated permitting program consisted of approximately 177 linear feet of 10-inch sanitary sewer, 20 linear feet of 8-inch sanitary sewer, with manholes and other appurtenances to serve the existing customers, 27 2-Bedroom Condos, indoor and outdoor mini-storage buildings, and Hudspeth Road #2 Pump Station, to serve an 8,455 sq. ft. private clubhouse for the road course, with an average domestic & commercial with a total average wastewater discharge of 9,050 GPD.

**Attributes associated with the reissued permits that have been previously permitted, including the asset linear footage, water demand and wastewater flow totals are excluded in the quantities for the modified permits. Private Water and Wastewater flow totals are also excluded in the total GPD.*

*Please reference the following pages for more information concerning the authorized expansion and the associated particulars of each project permitted by the City from **1st of January to the 31st of March, 2024**:*

Water Distribution System Extensions: January 1- March 31, 2024

Date Issued: January 2, 2024
Project Title: **NCDOT B-5808 Concord Parkway -Poplar Tent Intersection Bridge Replacement & Concord Utility Modifications**
Project #: 2022-016
Developer: NCDOT
Michael Mariano, PE,
601 Concord Road
Albemarle, NC 28001
P) 704-983-4380
Email) mamariano@ncdot.gov

Description: Relocation of approximately 182 linear feet of 16-inch water line with 1 in-line valve, 1 hydrant, and other appurtenances to serve the existing customers located off of US29/US601, with zero increase to the existing water demand.

Date Issued: January 8, 2024
Project Title: **Peachtree Townhomes**
Project #: 2023-026
Developer: The Creamery Concord, LLC
J. Harris Morrison, III,
805 Trade St. NW
Concord, NC 28027
P) 704-786-8888
Email) harris@harrismorrison.com

Description: Construction of approximately 37 linear feet of 6-inch water line with 2 in-line valves, 1 hydrant, and other appurtenances to provide potable water to serve 27 2-Bedroom Condos located off of Church Street with an average domestic water demand of 10,800 GPD.

Date Issued: January 30, 2024
Project Title: **Zion Church Road 12" Parallel Waterline (HWY 49)**
Project #: 2020-077 & Accela PRS2023-02955
Developer: City of Concord - Water Resources
Crystal Scheip, Project Manager
635 Alfred Brown Jr. CT SW
Concord, NC 28026
P) 704-920-5287
Email) scheipc@concordnc.gov

Description: Construction of approximately 3,183 linear feet of 12-inch water lines with 6 in-line valves, 33 linear feet of 6-inch water lines with 1 in-line valve, 6 hydrants, and other appurtenances, providing a loop system on Zion Church Rd. and replacing the existing 8" water line for the purpose of improving the water supply, located off of Zion Church Road with zero increase to the existing water demand.

Date Issued: January 31, 2024
Project Title: **24-Hour Storage-Webb Rd**
Project #: 2022-011 & Accela PRS2022-00432
Developer: Velocity Commercial Real Estate
Randall Bozard, President
1800 Camden Road, Ste. 10701
Charlotte, NC 28203
P) 704-779-2397
Email) randall@velocity-cre.com

Description: Construction of approximately 78 linear feet of 8-inch water line with 2 in-line valves, and other appurtenances to provide potable water to serve indoor and outdoor mini-storage buildings located off of Webb Road, with an average commercial water demand of 302 GPD.

Date Issued: February 5, 2024 ***PERMIT RENEWAL ONLY**
Project Title: **Midland Crossings Subdivision**
Project #: 2020-089 & Accela PRS2020-03112
Developer: KB Home Charlotte Inc.
William Kiselick, Div. President
2626 Glenwood Ave., Ste. 550
Raleigh, NC 27608
P) 704-400-4536
Email) wskiselick@kbhome.com

Description: Construction of approximately 6,040 linear feet of 8-inch water lines with 28 in-line valves, 1,350 linear feet of 2-inch water lines with 11 in-line valves, 13 hydrants, and other appurtenances to provide potable water to 86 3-bedroom and 43 4-bedroom single family lots located off/on of Hwy 24/27 & Riceland Way, with an average domestic water demand of 51,600 GPD.

Date Issued: February 9, 2024
Project Title: **Charlotte Motor Speedway Road Course**
Project #: 2023-016
Developer: Charlotte Motor Speedway, LLC
Stephen Swift, Senior VP
P.O. Box 600
Concord, NC 28026
P) 704-455-3207
Email) sswift@speedwaymotorsports.com

Description: Construction of approximately 175 linear feet of 8-inch water lines with 3 in-line valves, and other appurtenances, to provide potable water to serve an 8,455 sq. ft. private clubhouse for the road course located on Morehead Road, with an average commercial water demand of 5,000 GPD.

Wastewater Distribution System Extensions: January 1- March 31, 2024

Date Issued: January 2, 2024
Project Title: **NCDOT B-5808 Concord Parkway -Poplar Tent Intersection Bridge Replacement & Concord Utility Modifications**
Project #: 2022-016
Developer: NCDOT
Michael Mariano, PE,
601 Concord Road
Albemarle, NC 28001
P) 704-983-4380
Email) mamariano@ncdot.gov

Description: Relocation of approximately 177 linear feet of 10-inch sanitary sewer with 2 manholes and other appurtenances to serve the existing customers located off of US29/US601, with zero increase to the existing wastewater discharge.

Date Issued: January 8, 2024
Project Title: **Peachtree Townhomes**
Project #: 2023-026
Developer: The Creamery Concord, LLC
J. Harris Morrison, III,
805 Trade St. NW
Concord, NC 28027
P) 704-786-8888
Email) harris@harrismorrison.com

Description: Construction of approximately 20 linear feet of 8-inch sanitary sewer line, 2 manholes, and other appurtenances to serve 27 2-Bedroom Condos located off Church Street with a domestic wastewater discharge of 4,050 GPD.

Date Issued: February 5, 2024 ***PERMIT RENEWAL ONLY**
Project Title: **Midland Crossings Subdivision**
Project #: 2020-089 & Accela PRS2020-03112
Developer: KB Home Charlotte Inc.
William Kiselick, Div. President
2626 Glenwood Ave., Ste. 550
Raleigh, NC 27608
P) 704-400-4536
Email) wskiselick@kbhome.com

Description: Construction of approximately 44 linear feet of 12-inch sanitary sewer and 6,905 linear feet of 8-inch sanitary sewer with 43 manholes and other appurtenances to serve 86 3-bedroom and 43 4-bedroom single family lots located off/on of Hwy 24/27 & Riceland Way, with a domestic wastewater discharge of 34,400 GPD.

Date Issued: February 9, 2024
Project Title: **Charlotte Motor Speedway Road Course**
Project #: 2023-016
Developer: Charlotte Motor Speedway, LLC
Stephen Swift, Senior VP
P.O. Box 600
Concord, NC 28026
P) 704-455-3207
Email) sswift@speedwaymotorsports.com

Description: Additional flow only to the Hudspeth Road #2 Pump Station, to serve an 8,455 sq. ft. private clubhouse for the road course located on Morehead Road with a commercial wastewater discharge of 5,000 GPD.

Tax Report for Fiscal Year 2023-2024**FINAL REPORT****April****Property Tax Receipts- Munis**

2023 BUDGET YEAR	287,235.23
2022	9,400.62
2021	970.68
2020	439.54
2019	389.28
2018	262.21
2017	224.69
2016	224.69
2015	198.53
2014	48.00
Prior Years	323.48
Interest	15,951.98
Refunds	
	<hr/>
	315,668.93

Vehicle Tax Receipts- County

2023 BUDGET YEAR	571,141.33
2022	
2021	
2020	
2019	
2018	
2017	
Prior Years	114.72
Penalty & Interest	9,312.08
Refunds	
	<hr/>
	580,568.13

Fire District Tax - County

2023 BUDGET YEAR	7,349.19
------------------	----------

Less: Collection Fee from County

Net Ad Valorem Collections	<hr/>
	903,586.25

423:Vehicle Tag Fee-Transportation Impr Fund	38,690.22
100:Vehicle Tag Fee	157,059.82
630:Vehicle Tag Fee-Transportation Fund	38,690.21
Less Collection Fee - Transit	
Net Vehicle Tag Collection	<hr/>
	234,440.25

Privilege License	4,462.50
Prepaid Privilege Licenses	
Privilege License interest	27.50
Total Privilege License	<hr/>
	4,490.00

Oakwood Cemetery current	1,400.00
Oakwood Cemetery endowment	-
Rutherford Cemetery current	7,358.35
Rutherford Cemetery endowment	1,366.65
West Concord Cemetery current	4,625.00
West Concord Cemetery endowment	300.00
Total Cemetery Collections	<hr/>
	15,050.00

Total Collections	<hr/>
	\$ 1,157,566.50

Current Year	
Original Scroll	
Levy	
Penalty	
Adjustments	
Public Service	
Levy	
Penalty	
Discoveries/Annex	1,638.94
Discovery Penalty	70.51
Total Amount Invoiced - Monthly	<u>1,709.45</u>
Total Amount Invoiced - YTD	71,436,785.24

Current Year	
Less Abatements (Releases)	
Real	19,208.84
Personal	
Discovery	
Penalty - all	
Total Abatements	<u>19,208.84</u>

Adjusted Amount Invoiced - monthly	(17,499.39)
Adjusted Amount Invoiced - YTD	71,160,776.67

Current Levy Collected	287,235.23
Levy Collected from previous years	12,481.72
Penalties & Interest Collected	15,951.98
Current Month Write Off - Debit/Credit	-
Total Monthly Collected	<u>315,668.93</u>
Total Collected - YTD	70,895,588.04

Total Collected - net current levy -YTD 70,529,474.93

Percentage of Collected -current levy 99.11%

Amount Uncollected - current year levy 631,301.74

Percentage of Uncollected - current levy 0.89%

100.00%

CITY OF CONCORD

Summary of Releases, Refunds and Discoveries for the Month of April 2024

RELEASES		
CITY OF CONCORD	\$	19,208.84
CONCORD DOWNTOWN	\$	-

REFUNDS		
CITY OF CONCORD	\$	3,367.21
CONCORD DOWNTOWN	\$	-

DISCOVERIES								
CITY OF CONCORD								
TaxYear	Real	Personal	Total	Rate	Calculated	Penalties		
2017	0	0	0	0.0048	0.00	0.00		
2018	0	0	0	0.0048	0.00	0.00		
2019	0	0	0	0.0048	0.00	0.00		
2020	0	1,845	1,845	0.0048	8.86	0.89		
2021	0	0	0	0.0048	0.00	0.00		
2022	0	0	0	0.0048	0.00	0.00		
2023	267,089	72,512	339,601	0.0048	1,630.08	69.62		
Total	267,089	74,357	341,446		\$ 1,638.94	\$ 70.51		
DOWNTOWN								
TaxYear	Real	Personal	Total	Rate	Calculated	Penalties		
2018	0	0	0	0.0023	0.00	0.00		
2019	0	0	0	0.0023	0.00	0.00		
2020	0	0	0	0.0023	0.00	0.00		
2021	0	0	0	0.0023	0.00	0.00		
2022	0	0	0	0.0023	0.00	0.00		
2023	0	0	0	0.0023	0.00	0.00		
Total	0	0	0		\$ -	\$ -		

City of Concord
Portfolio Holdings
Monthly Investments to Council
Report Format: By Transaction
Group By: Security Type
Average By: Cost Value
Portfolio / Report Group: All Portfolios
As of 4/30/2024

Description	CUSIP/Ticker	Face Amount/Shares	Cost Value	Maturity Date	YTM @ Cost	% of Portfolio	Settlement Date	Cost Price	Days To Maturity
Commercial Paper									
CP NORDEA BK ABP 0 5/17/2024	65558JEH6	5,000,000.00	4,861,983.33	5/17/2024	5.615	1.11	11/17/2023	97.239667	17
CP MUFG BK LTD 0 6/7/2024	62479L75	5,000,000.00	4,918,022.22	6/7/2024	5.358	1.12	2/16/2024	98.360444	38
CP ANGLESEA FUNDING 0 7/19/2024	0347M2GK6	5,000,000.00	4,876,041.65	7/19/2024	5.230	1.11	1/26/2024	97.520833	80
CP TOYOTA MOTOR CREDIT 0 9/6/2024	89233GJ64	3,200,000.00	3,075,162.66	9/6/2024	5.474	0.70	12/14/2023	96.098833	129
CP ING US FDG LLC 0 10/18/2024	4497WOKJ6	5,000,000.00	4,847,166.67	10/18/2024	5.405	1.10	3/22/2024	96.943333	171
CP NATIXIS NY 0 10/25/2024	63873JKR0	5,000,000.00	4,844,255.55	10/25/2024	5.408	1.10	3/25/2024	96.885111	178
CP CREDIT AGRICOLE CIB NY 0 11/22/2024	22533TLN4	5,000,000.00	4,844,680.56	11/22/2024	5.470	1.10	4/25/2024	96.893611	206
Sub Total / Average Commercial Paper		33,200,000.00	32,267,312.64		5.420	7.35		97.194552	116
FFCB Bond									
FFCB 0.46 8/19/2024-21	3133EM2U5	5,000,000.00	5,000,000.00	8/19/2024	0.460	1.14	8/19/2021	100	111
FFCB 0.43 9/10/2024-20	3133EL6V1	5,000,000.00	5,000,000.00	9/10/2024	0.430	1.14	9/11/2020	100	133
FFCB 0.63 10/21/2024-22	3133ENBM1	4,189,000.00	4,172,244.00	10/21/2024	0.768	0.95	11/12/2021	99.6	174
FFCB 0.97 12/9/2024-22	3133ENGN4	5,000,000.00	5,000,000.00	12/9/2024	0.970	1.14	12/10/2021	100	223
FFCB 5 3/10/2025	3133EPCW3	5,000,000.00	5,000,989.35	3/10/2025	4.984	1.14	8/10/2023	100.019787	314
FFCB 5.21 4/3/2025-24	3133EPT39	5,000,000.00	5,000,000.00	4/3/2025	5.210	1.14	1/12/2024	100	338
FFCB 0.71 4/21/2025-22	3133EMWH1	5,000,000.00	5,000,000.00	4/21/2025	0.710	1.14	4/21/2021	100	356
FFCB 0.53 9/29/2025-21	3133EMBH4	5,000,000.00	5,000,000.00	9/29/2025	0.530	1.14	9/29/2020	100	517
FFCB 1.21 12/22/2025-22	3133ENHU7	5,000,000.00	5,000,000.00	12/22/2025	1.210	1.14	12/22/2021	100	601
FFCB 4.625 3/5/2026	3133EP4K8	5,000,000.00	4,999,610.20	3/5/2026	4.628	1.14	3/22/2024	99.992204	674
FFCB 0.625 6/16/2026-21	3133ENMKV3	5,000,000.00	5,000,000.00	6/16/2026	0.625	1.14	12/17/2020	100	777
FFCB 4.75 9/1/2026	3133EPUW3	5,000,000.00	4,971,300.00	9/1/2026	4.961	1.13	9/22/2023	99.426	854
FFCB 0.94 9/28/2026-22	3133EM6E7	5,000,000.00	5,000,000.00	9/28/2026	0.940	1.14	9/28/2021	100	881
FFCB 1.55 3/30/2027-23	3133ELUN2	5,000,000.00	5,000,000.00	3/30/2027	1.550	1.14	3/30/2020	100	1,064
FFCB 1.4 3/10/2028-22	3133EMSW3	5,000,000.00	5,000,000.00	3/10/2028	1.400	1.14	3/10/2021	100	1,410
FFCB 1.5 3/23/2028-22	3133EMUB6	5,000,000.00	5,000,000.00	3/23/2028	1.500	1.14	3/23/2021	100	1,423
FFCB 1.04 1/25/2029-22	3133EMNL2	5,000,000.00	4,986,250.00	1/25/2029	1.076	1.14	2/16/2021	99.725	1,731
FFCB 1.55 3/15/2029-22	3133EMSX1	5,000,000.00	4,960,000.00	3/15/2029	1.658	1.13	3/24/2021	99.2	1,780
Sub Total / Average FFCB Bond		89,189,000.00	89,090,393.55		1.877	20.28		99.889981	747
FHLB Bond									
FHLB 0.375 5/24/2024-21	3130AMPB2	5,000,000.00	5,000,000.00	5/24/2024	0.375	1.14	5/28/2021	100	24
FHLB 0.4 5/24/2024-21	3130AMEP3	5,000,000.00	5,000,000.00	5/24/2024	0.400	1.14	5/24/2021	100	24
FHLB 0.4 6/7/2024-21	3130AMKX9	5,000,000.00	5,000,000.00	6/7/2024	0.400	1.14	6/7/2021	100	38
FHLB 0.5 7/15/2024-21	3130AMXL1	5,000,000.00	5,000,000.00	7/15/2024	0.500	1.14	7/15/2021	100	76
FHLB 0.5 7/29/2024-21	3130ANCU2	5,000,000.00	5,000,000.00	7/29/2024	0.500	1.14	7/29/2021	100	90
FHLB 0.45 8/27/2024-20	3130AJZH5	5,000,000.00	5,000,000.00	8/27/2024	0.450	1.14	8/28/2020	100	119
FHLB 1.27 1/27/2025-23	3130AQMJ9	5,000,000.00	5,000,000.00	1/27/2025	1.270	1.14	1/27/2022	100	272
FHLB 0.4 7/15/2025-21	3130AKM29	5,000,000.00	4,999,000.00	7/15/2025	0.405	1.14	1/29/2021	99.98	441
FHLB 0.5 10/20/2025-21	3130AKNK8	5,000,000.00	4,999,000.00	10/20/2025	0.504	1.14	1/20/2021	99.98	538
FHLB Step 12/30/2025-21	3130AKLH7	5,000,000.00	5,000,000.00	12/30/2025	0.636	1.14	12/30/2020	100	609
FHLB 5.35 1/23/2026-25	3130B14G9	5,000,000.00	5,000,000.00	1/23/2026	5.350	1.14	4/25/2024	100	633
FHLB Step 1/29/2026-21	3130AKRA6	5,000,000.00	5,000,000.00	1/29/2026	1.002	1.14	1/29/2021	100	639
FHLB 0.53 2/17/2026-21	3130AKWS1	5,000,000.00	4,995,000.00	2/17/2026	0.550	1.14	2/17/2021	99.9	658
FHLB 0.8 3/10/2026-21	3130ALFS8	5,000,000.00	5,000,000.00	3/10/2026	0.800	1.14	3/10/2021	100	679
FHLB Step 4/29/2026-21	3130ALZA5	5,000,000.00	5,000,000.00	4/29/2026	1.432	1.14	4/29/2021	100	729
FHLB 5.2 6/30/2026-24	3130B03A5	5,000,000.00	4,998,250.00	6/30/2026	5.218	1.14	2/27/2024	99.965	791
FHLB 0.825 8/17/2027-21	3130AJXH7	5,000,000.00	4,986,250.00	8/17/2027	0.866	1.14	8/28/2020	99.725	1,204
FHLB 2.32 11/1/2029-22	3130AHEU3	5,000,000.00	5,000,000.00	11/1/2029	2.320	1.14	11/1/2019	100	2,011
Sub Total / Average FHLB Bond		90,000,000.00	89,977,500.00		1.277	20.48		99.975042	532
FHLMC Bond									
FHLMC 5.05 6/14/2024-23	3134GY5E8	5,000,000.00	5,000,000.00	6/14/2024	5.050	1.14	12/14/2022	100	45
FHLMC 3 6/28/2024-22	3134GXWZ3	5,000,000.00	5,000,000.00	6/28/2024	3.000	1.14	6/28/2022	100	59
FHLMC 0.45 7/29/2024-22	3134GWFS0	2,250,000.00	2,250,000.00	7/29/2024	0.450	0.51	9/24/2021	100	90
FHLMC 1.5 2/12/2025	3137EAEP0	1,305,000.00	1,296,987.51	2/12/2025	1.715	0.30	3/4/2022	99.386016	288

FHLMC 5.15 2/14/2025-23	3134GYJ29	5,000,000.00	4,984,200.00	2/14/2025	5.409	1.13	11/17/2023	99.684	290
FHLMC 5.25 3/21/2025-23	3134GYA77	5,000,000.00	5,000,000.00	3/21/2025	5.250	1.14	12/21/2022	100	325
FHLMC 5.25 6/30/2025-23	3134GY6T4	4,596,000.00	4,596,000.00	6/30/2025	5.250	1.05	12/30/2022	100	426
FHLMC Step 6/30/2025-22	3134GXVT8	5,000,000.00	5,000,000.00	6/30/2025	3.676	1.14	6/30/2022	100	426
FHLMC 0.375 7/21/2025	3137EAEU9	1,315,000.00	1,215,559.70	7/21/2025	3.063	0.28	8/4/2022	92.438	447
FHLMC 0.375 9/23/2025	3137EAEX3	1,570,000.00	1,405,668.10	9/23/2025	4.166	0.32	10/6/2022	89.533	511
FHLMC 0.375 9/23/2025	3137EAEX3	1,010,000.00	893,535.53	9/23/2025	4.694	0.20	11/4/2022	88.468864	511
FHLMC 0.375 9/23/2025	3137EAEX3	560,000.00	504,624.88	9/23/2025	4.156	0.11	12/6/2022	90.111586	511
FHLMC 5.15 2/18/2026-24	3134H1TY9	5,250,000.00	5,249,212.50	2/18/2026	5.159	1.20	2/23/2024	99.985	659
FHLMC 0.8 7/14/2026-21	3134GV5T1	5,000,000.00	5,000,000.00	7/14/2026	0.800	1.14	7/14/2020	100	805
FHLMC 5.05 9/25/2026-24	3134H1CK7	5,000,000.00	4,963,500.00	9/25/2026	5.322	1.13	10/27/2023	99.27	878
FHLMC 5.55 10/30/2026-24	3134H1GU1	5,000,000.00	4,996,250.00	10/30/2026	5.578	1.14	10/30/2023	99.925	913
FHLMC 5.2 12/4/2026-24	3134H1LA9	5,000,000.00	5,000,000.00	12/4/2026	5.200	1.14	12/4/2023	100	948
FHLMC 5.25 12/11/2026-24	3134H1MA8	5,000,000.00	5,000,000.00	12/11/2026	5.250	1.14	12/15/2023	100	955
FHLMC 4.25 2/22/2027-24	3134H1SN4	5,000,000.00	4,952,500.00	2/22/2027	4.593	1.13	2/22/2024	99.05	1,028
FHLMC 2.67 3/25/2027-24	3134GXNM2	5,000,000.00	4,745,882.69	3/25/2027	4.500	1.08	3/25/2024	94.917654	1,059
FHLMC 5.55 9/27/2027-24	3134H1DG5	5,000,000.00	4,998,250.00	9/27/2027	5.560	1.14	9/27/2023	99.965	1,245
FHLMC Step 1/12/2029-24	3134H1PC1	5,000,000.00	5,000,000.00	1/12/2029	6.019	1.14	1/12/2024	100	1,718
Sub Total / Average FHLMC Bond		87,856,000.00	87,052,170.91		4.534	19.82		99.142505	702
FNMA Bond									
FNMA 1.75 7/2/2024	3135G0V75	945,000.00	983,130.75	7/2/2024	0.390	0.22	7/7/2021	104.035	63
FNMA 1.75 7/2/2024	3135G0V75	565,000.00	588,487.72	7/2/2024	0.313	0.13	8/5/2021	104.157119	63
FNMA 0.455 8/27/2024-21	3136G4Y72	5,000,000.00	5,000,000.00	8/27/2024	0.455	1.14	8/28/2020	100	119
FNMA 2.625 9/6/2024	3135G0ZR7	3,167,000.00	3,093,525.60	9/6/2024	5.424	0.70	10/27/2023	97.68	129
FNMA 1.625 10/15/2024	3135G0W66	1,740,000.00	1,797,259.31	10/15/2024	0.527	0.41	10/6/2021	103.290765	168
FNMA 1.625 10/15/2024	3135G0W66	640,000.00	656,959.05	10/15/2024	0.714	0.15	11/4/2021	102.649852	168
FNMA 0.5 12/16/2024-21	3135G06M0	5,000,000.00	4,989,850.00	12/16/2024	0.560	1.14	7/19/2021	99.797	230
FNMA 1.625 1/7/2025	3135G0X24	1,055,000.00	1,072,574.78	1/7/2025	1.060	0.24	1/5/2022	101.665856	252
FNMA 0.625 4/22/2025	3135G03U5	1,360,000.00	1,268,407.71	4/22/2025	3.017	0.29	5/5/2022	93.265273	357
FNMA 0.625 4/22/2025	3135G03U5	5,000,000.00	4,761,950.00	4/22/2025	4.500	1.08	1/12/2024	95.239	357
FNMA 0.5 6/17/2025	3135G04Z3	925,000.00	861,249.00	6/17/2025	2.892	0.20	6/6/2022	93.108	413
FNMA 0.5 6/17/2025	3135G04Z3	1,365,000.00	1,271,599.52	6/17/2025	2.943	0.29	7/7/2022	93.154744	413
FNMA 0.7 7/14/2025-21	3136G4YH0	5,000,000.00	5,000,000.00	7/14/2025	0.700	1.14	7/14/2020	100	440
FNMA 0.55 8/19/2025-22	3136G4H63	5,000,000.00	5,000,000.00	8/19/2025	0.550	1.14	8/19/2020	100	476
FNMA 0.58 8/25/2025-22	3136G4J20	5,000,000.00	5,000,000.00	8/25/2025	0.580	1.14	8/25/2020	100	482
FNMA 0.375 8/25/2025	3135G05X7	920,000.00	839,132.00	8/25/2025	3.521	0.19	9/7/2022	91.21	482
FNMA 5.375 10/17/2025-24	3135GAKU4	5,000,000.00	5,000,000.00	10/17/2025	5.375	1.14	12/21/2023	100	535
FNMA 0.5 11/7/2025	3135G06G3	1,295,000.00	1,169,555.72	11/7/2025	4.152	0.27	1/5/2023	90.313183	556
FNMA 0.5 11/7/2025	3135G06G3	830,000.00	743,924.04	11/7/2025	4.682	0.17	3/7/2023	89.629402	556
FNMA 0.5 11/7/2025	3135G06G3	885,000.00	815,301.29	11/7/2025	3.719	0.19	4/5/2023	92.12444	556
FNMA 0.57 12/29/2025-21	3135GABS9	5,000,000.00	4,563,350.00	12/29/2025	4.967	1.04	11/17/2023	91.267	608
FNMA 2.125 4/24/2026	3135G0K36	545,000.00	519,466.75	4/24/2026	3.805	0.12	5/3/2023	95.315	724
FNMA 0.75 7/30/2026-20	3136G4D91	1,000,000.00	888,980.00	7/30/2026	5.116	0.20	10/27/2023	88.898	821
FNMA 0.73 10/29/2026-21	3136G46F5	5,000,000.00	5,000,000.00	10/29/2026	0.730	1.14	10/29/2020	100	912
FNMA 5.625 11/24/2026-24	3135GAKB6	5,000,000.00	5,000,000.00	11/24/2026	5.625	1.14	11/27/2023	100	938
FNMA 5 1/4/2027-24	3135GAL58	5,000,000.00	4,998,750.00	1/4/2027	5.009	1.14	1/12/2024	99.975	979
FNMA 5 1/8/2027-25	3135GALP4	5,000,000.00	5,000,000.00	1/8/2027	5.000	1.14	1/12/2024	100	983
FNMA 5.25 2/2/2027-24	3135GAMS7	5,000,000.00	5,000,000.00	2/2/2027	5.250	1.14	2/2/2024	100	1,008
FNMA 5.3 3/4/2027-25	3135GAPU9	5,000,000.00	5,000,000.00	3/4/2027	5.300	1.14	3/4/2024	100	1,038
FNMA 4.25 4/9/2027-25	3135GAQU8	5,000,000.00	4,951,479.86	4/9/2027	4.600	1.13	4/9/2024	99.029597	1,074
FNMA 0.8 11/4/2027-22	3135GA2L4	5,000,000.00	5,000,000.00	11/4/2027	0.800	1.14	11/4/2020	100	1,283
Sub Total / Average FNMA Bond		97,237,000.00	95,834,933.10		3.103	21.82		98.663209	652
Local Government Investment Pool									
NCCMT LGIP	NCCMT599	92,480.27	92,480.27	N/A	5.290	0.02	6/29/2012	100	1
NCCMT LGIP	NCCMT481	18,708,202.75	18,708,202.75	N/A	5.290	4.26	12/31/2005	100	1
NCCMT LGIP	NCCMT271	216,516.38	216,516.38	N/A	5.290	0.05	12/31/2005	100	1
Sub Total / Average Local Government Investment Pool		19,017,199.40	19,017,199.40		5.290	4.33		100	1
Money Market									
PINNACLE BANK MM	PINNACLE	16,171,741.51	16,171,741.51	N/A	5.000	3.68	3/31/2019	100	1
Sub Total / Average Money Market		16,171,741.51	16,171,741.51		5.000	3.68		100	1
Treasury Bill									
T-Bill 0 8/22/2024	912797KC0	5,000,000.00	4,871,791.67	8/22/2024	5.307	1.11	2/23/2024	97.435833	114
Sub Total / Average Treasury Bill		5,000,000.00	4,871,791.67		5.307	1.11		97.435833	114
Treasury Note									

T-Note 0 11/30/2024	91282CFX4	5,000,000.00	4,977,150.00	11/30/2024	0.767	1.13	4/25/2024	99.543	214
Sub Total / Average Treasury Note		5,000,000.00	4,977,150.00		0.767	1.13		99.543	214
Total / Average		442,670,940.91	439,260,192.78		3.096	100		99.271283	554