



Request for Proposals

by

City of Concord

for

**REQUEST FOR PROPOSALS TO PROVIDE ASSISTANCE AND
PRODUCE THE CITY OF CONCORD'S QUARTERLY MAGAZINE**

May 27, 2011

I. OVERVIEW AND PURPOSE

The City of Concord, North Carolina is requesting proposals for preparation and production of its quarterly publication, "Concord City Circular." The City Circular is a color publication, which is distributed to approximately 30,000 addresses and serves as one of the City's main information source to its citizens.

The publication consists of a minimum of 16 pages and is in magazine format. The pages will be printed on 80 - 100 lb. Productolith white, glossy paper, or equivalent, using full color processing. The magazine is attached on the left side with two staples.

The successful bidder will be awarded a contract for creative production, printing, and mailing of eight issues of this publication between July 2011 and June 2013. The City of Concord retains editorial control of the publication.

The City is interested in exploring the addition of a robust digital edition to include user friendly interface (including "page turning, zoom, hyperlinks, etc.), and the capability for the reader to share via email and social media. Proposals should include this feature as an option to include in the contract, as well as an analysis of per-reader cost-reductions that may be associated with subscribing to the online version in lieu of receiving a printed copy.

II. SCOPE OF SERVICE

Concord expects the successful bidder to provide typical services associated with a professional service contract including, but not limited to the following:

1. Professional writing for at least two feature articles and two supplemental articles to be used in each edition will be required by conducting interviews to gather the information.
2. Proofreading, editing, stock photography and clip art, supplemental articles, graphics, layout, design, and offset preparation will be required.
3. Compiling information for calendars and writing articles with the assistance of various City officials and departments will be required.
4. Familiarity with the workings of a city government, particularly Concord, will be helpful in preparing articles.
5. Submission of a draft of each edition to City staff for review before the final printing.
6. Ensuring that each publication is prepared and ready for mailing no later than the tenth day of the following months: September, December, March, and June.
7. Ensuring that the publication proceeds through the stages of production from beginning to end and includes ensuring that the publications are printed and mailed.
8. Providing electronic PDF files of each issue to the City for its use.

Copies of recent "City Circulars" are included in this package to serve as an example of the City's expectations.

Technical questions concerning the scope of this project should be directed in writing to Peter Franzese, Public Affairs and Projects Manager at the following address:

Peter Franzese, Public Affairs and Projects Manager
City of Concord Phone: 704-920-5210
26 Union St., S E-mail: franzese@concordnc.gov
PO Box 308
Concord, North Carolina 28026

Questions regarding purchasing procedures should be directed to Sid Talbert, Purchasing Manager at the following address:

Sid Talbert, Purchasing Manager
Alfred M Brown Operations Center Phone: 704-920-5441
850 Warren C. Coleman Blvd S E-mail: talberts@concordnc.gov
PO Box 308
Concord, North Carolina 28026

Firms shall have no contact related to this project with elected officials or City of Concord employees other than as directed herein, during this RFP process. Any such contact will subject the firm to immediate disqualification for consideration for this project. At the option of the selection committee interviews may be held with selected applicants if it is determined to enhance the selection process.

III. SUBMITTAL REQUIREMENTS

The proposal submitted shall be received in accordance with the instructions detailed in this RFP. Any amendments to this RFP shall be made in writing and distributed as an addendum.

The selection of the firm will be based on the totality of the proposal as presented in the detailed proposal statement. The presence or absence of one or more of the items listed below, except for those items required by law, shall not be totally disqualifying but shall be taken into consideration as a portion of the totality reflecting positively or negatively on the proposal. Proposals should clearly and concisely address the following:

1. **Coversheet:** List project title, the name of your firm, and the name, address, e-mail, and telephone number of a contact person for questions concerning this proposal.
2. **Scope of Service:** Provide a list of the scope of service you will provide related to Section II of this request. Please note that the City would like to consider the addition of a robust online edition as an option.
3. **Cost:** Provide the total cost per issue (four issues per year for two years). Please note that the City would like to consider the addition of a robust online edition as an option.
4. **Experience:** Provide biographies and experience of the team members that would work with the City on this project.
5. **Samples:** Provide samples of similar work your firm has prepared over the last three (3) years as part of the PDF packet. Hard copies received at 26 Union Street South, Concord, NC before the 2:00 p.m. deadline on June 10 will also be considered. Please note that the City would like to consider the addition of a robust online edition as an option.

6. **References:** Provide the name, address, phone number, e-mail address, and relationship of at least three references familiar with the quality of work done by your firm on similar projects that were under taken in the last two years.
7. **Contract:** Provide a proposed two-year contract with the City's option to cancel after the first issue printing if not completely satisfied.
8. **Other Supporting Data:** Include any other information you feel to be relevant to the selection of your firm for this RFP.

IV. SUBMITTAL FORMAT AND DEADLINE

The proposal shall be limited to 15 pages inclusive of the cover sheet, and shall be typed on 8 1/2" x 11" sheets, single spaced, one sided. **ONLY ELECTRONIC SUBMISSIONS WILL BE ACCEPTED.** Submissions exceeding the 15-page limitation will not be considered. Submissions should be in .pdf format. **Electronic submission of the proposal is due no later than 2:00 p.m. on Friday, June 10, 2011 at the email addresses below.** No proposals will be accepted after this time.

The proposal should be sent to the following e-mail address as a .pdf file: franzese@concordnc.gov. An electronic receipt will be sent when your submission is downloaded to our server. Paper copies are not required. The subject line should contain the firm's name and "RFP for City of Concord's City Circular".

The City reserves the right to reject any and all proposals, and to waive any informalities or irregularities in a proposal. It is anticipated that a firm will be selected and notified by mid-July 2011.

V. SELECTION CRITERIA

The considerations below will be utilized for selection of the firm. Selection will be made after thorough review conducted by a City panel.

1. **Qualifications of the firm:** Preference shall be given to those proposals whose firm has personnel with experience and training with similar projects.
2. **Cost/value:** Preference shall be given to those proposals that provide the best value, effectiveness, and use of the City's resources.
3. **Ability to Meet Time Frame Established:** Preference will be given to those firms that can meet the City's established time frame for completion of each issue with limited conflict of project staff from other projects.
4. **Response Capability, Budget Control, Meeting Deadlines, and Project Understanding:** Submitted examples of projects that your firm or team conducted shall be reviewed. The firm's ability to finish projects within budget and within the project time frame will be included. Examples reviewed will be within the last three (3) years. Firm's demonstrated ability to respond to the proposed project is important.

The City of Concord selection panel shall review the proposals and recommend the top proposal to the City Manager. Once the City Manager approves the recommendation, the selection panel will negotiate a contract fee with the top recommended firm to be approved by City Council. If a contract cannot be successfully negotiated with the top recommended firm, the panel will proceed to the second recommended firm, and so on until an acceptable contract is negotiated. Firms that are not selected will be notified.

VI. PROJECT SCHEDULE

The City expects to recommend the top proposal to the City Manager by late June 2011. Once a contract is approved by City Council and executed by the City Manager, a copy will be sent to the firm. It is anticipated that the selected firm will begin this contract by producing the September issue. The conceptual design of the Circular will be due within 30 days of the awarding of the contract. The eight issues of the two-year contract will be produced as follows:

No.	Issue	Deadline for mailing
48	Fall 2011	September 10, 2011
49	Winter 2012	December 10, 2011
50	Spring 2012	March 10, 2012
51	Summer 2012	June 10, 2012
52	Fall 2012	September 10, 2012
53	Winter 2013	December 10, 2012
54	Spring 2013	March 10, 2013
55	Summer 2013	June 10, 2013

VII. CONTRACTING

Any contract developed for this work shall be construed and enforced in accordance with the laws of the State of North Carolina. Any controversy or claim arising as a result of contracting shall be settled by an action initiated in the appropriate division of the General Court of Justice in Cabarrus County, North Carolina.

The selected firm will be expected to enter into the City’s Standard Form of Agreement for Professional Services. This agreement is attached and any questions or comments should be communicated to Sid Talbert, Purchasing Manager before selection as the consultant for this project.

VIII. EQUAL EMPLOYMENT OPPORTUNITY AND DRUG FREE WORK PLACE

The local government of the City of Concord does not discriminate administering any of its programs and activities. The Firm(s) awarded the contract for work will be required to assure that no person shall be denied employment or fair treatment, or in any way discriminated against on the basis of race, sex, religion, age, national origin, or disability.

Although no percentage is assigned, it is an absolute requirement of the City that the project work site and work force be drug free and that associated individuals, including subcontractors, working on the project be free of prior or pending felony convictions, the proposal should include a commitment to this requirement and an indication of the plan of the firm to ensure compliance with this requirement.

Concord

NORTH CAROLINA

CITY CIRCULAR

SPRING 2011



INSIDE

- Recycling Changes Coming July 5!
- Educating the Community About Improvements
- More Items Can Be Recycled
- Roll-out Cart Placement
- Reusing Before Recycling
- Bulky Item Collection
- City Transitions to New Web Address

**SPECIAL
SOLID WASTE
IMPROVEMENTS
ISSUE!**



David W. Phillips
District 1



James E. Ramseur
District 2



Ella Mae Small
District 3



Alfred M. Brown, Jr.
District 4
Mayor Pro-Tem



W. Lamar Barrier
District 5



Hector H. Henry II
District 6



John A. Sweat, Jr.
District 7

Want to Eliminate That Paper Utility Bill?

The City of Concord is proud to offer a new feature to send monthly utility bills without paper. This new, free service is called eBilling, where customers view an exact image of the monthly utility bill online. Each month, customers will receive an email with a link to their utility eCare account. Once the customer views the bill, it can be paid online using a credit card, by mail with a check or in person.

The eBilling program gives customers the ability to say goodbye to opening envelopes and filing papers. Customers who want to go completely paperless can sign up for the City's free electronic bank draft program. Customers who take advantage of this program do not have to worry about writing and mailing checks, or paying credit card fees.

To use these free features,

customers should just log into their eCare account and click the "Sign up for eBilling" button and check the "Yes. Send me an email when my bill is ready" option. Customers who do not have an eCare account yet should just follow the eCare signup instructions.

"We are proud to provide this enhanced level of service and convenience to our utility customers," said City Manager Brian Hiatt. "I have been testing this feature with my own utility account and am very pleased."

Customers who try eBilling will probably not want to switch back to the printed bill, but can do this at any time using eCare. Please contact the Customer Care Center with any questions or for assistance with starting eBills at custcare@concordnc.gov or 704-920-5555. □

What's Inside...

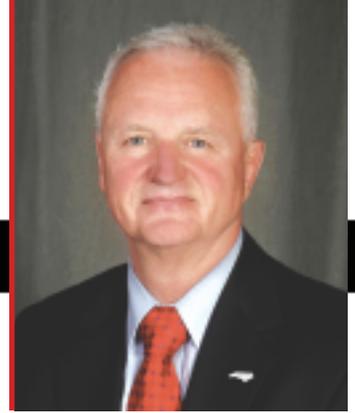
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The Concord City Circular is produced quarterly by the City Public Information Office to provide Concord citizens with information about current activities of the City of Concord. It contains items that will help make it easier for you to do business with the City. Your comments and questions are welcomed. Please send them to Concord City Circular, P.O. Box 308, Concord, NC 28026 or call 704-920-5210 or e-mail franzese@concordnc.gov.

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J. Scott Padgett



A Season of Progress

Welcome to spring in Concord! Our city is alive with blooming flowers and green grass. The recent cold winter makes the warm weather and longer days all the more welcome.

I heard a lot of positive feedback from Concord citizens on the way our crews responded to this winter's ice and snow. The City's capacity to respond to winter weather has improved significantly over the last decade, with the new approach of applying salt brine to streets before the storm, both improving conditions and lowering the total cost. Hats off to the Transportation Department for their leadership and hard work in keeping our streets clear and citizens safe, with support from the Stormwater and Wastewater departments.

In January, the Concord City Council held its annual Planning Session at Fire Station 9. City Manager Brian Hiatt and Deputy City Manager Jim Greene worked with the City's staff leadership team to conduct an efficient and informative meeting. Your City Council will use information gained from the planning session to make the best decisions for the future. Rest assured that the priority will be to provide the best services for the lowest cost.

One example of this sort of

decision-making is the improved solid waste (recycling and garbage) collection program for Concord. The new contract with Waste Pro will result in better, more efficient service and more recyclable items, with no additional cost to our citizens. These exciting improvements, featured throughout this edition of the *Concord City Circular*, roll out on July 5, 2011.

The intersection of Cabarrus Avenue and Union Street in downtown Concord is the site of a project that will reveal a mural that you will either remember fondly or never knew existed. After years of being covered by once-fashionable aluminum, a 1960s-era hand-painted Coca-Cola mural will soon be completely restored. The planning began under the leadership of former Concord Downtown Development Corporation Director Vickie Weant. Current CDDC Director Diane Young, the CDDC Board of Directors, building owner Marion Bost and financial support by Coca-Cola Bottling Company Consolidated will bring this landmark back to life and add to the nostalgic appeal of Historic Downtown Concord.

The corner diagonally across the intersection from the mural also has historic significance as the original site of Concord National Bank (First

Charter, Fifth Third Bank) and Concord Telephone Company (Windstream).

Recently there has been a lot of discussion about civility in public discourse. Of course there are differing perspectives, but I am pleased that, locally, the elected bodies in Cabarrus County have respect for one another and work together professionally. This also includes each of the staffs who work together on a daily basis.

An example of the importance of working together is the Celgard project. Celgard manufactures a component of electric batteries for automobiles. In the summer of 2010, Celgard announced a \$58-million facility to be built at International Business Park in Concord, employing more than 200 people.

This economic development success story was made possible by the cooperation of the North Carolina Department of Commerce, the Cabarrus County Economic Development Corporation, Cabarrus County Board of County Commissioners, Concord City Council and staff members from each of those bodies. March of this year brought a welcome surprise. Because of the demand for Celgard's product, they are planning to move ahead with an additional \$64-million expansion over the original plan,

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Brian Hiatt, Concord City Manager



Thoughts on the 2010 Census Results

In March, the US Census Bureau released the numbers for population counts in North Carolina. Not surprising to those of us who have been in North Carolina since at least 2000, many local governments in this region experienced significant increases in population.

The City of Concord grew by 23,089 people to 79,066, reflecting a 41.2 percent increase in population since the last census. Cabarrus County grew by 35.8 percent during the decade with over 70 percent of the 178,011 county residents living within a municipality, and over 44 percent in Concord alone.

While many area municipalities also experienced strong growth, Concord is now the second largest city in the region (see table).

Also not surprising, most of the decade's growth took place before 2008. The impact of the recession on jobs and the movement of people has been significant. All of this has had a dramatic impact on new housing starts, the factor that led to the majority of the population growth in Concord over the past decade.

While a much smaller percentage of population growth can be attributed to the annexation of existing housing, annexation remains a vital tool to make sure that owners

North Carolina Cities in the Charlotte Region: Changes in Population Rank Since 2000

Current Rank	City	2010 Population	2000 Rank
1	Charlotte	731,424	1
2	Concord	79,066	3
3	Gastonia	71,741	2
4	Huntersville	46,773	8
5	Kannapolis	42,625	5
6	Hickory	40,010	4
7	Salisbury	33,662	6
8	Indian Trail	33,518	17
9	Monroe	32,797	7
10	Mooresville	32,711	12
11	Matthews	27,198	10
12	Cornelius	24,866	16
13	Statesville	24,532	9
14	Mint Hill	22,722	14
15	Shelby	20,323	11
16	Albemarle	15,903	13
17	Stallings	13,831	37
18	Mt Holly	13,656	20
19	Newton	12,968	15
20	Harrisburg	11,526	29
21	Davidson	10,944	22
22	Lincolnton	10,486	18
23	Kings Mtn	10,296	19
24	Belmont	10,076	21
25	Waxhaw	9,859	42
26	Weddington	9,459	23
27	Conover	8,165	24
28	Pineville	7,479	33
29	Wesley Chapel	7,463	43
30	Unionville	5,929	27

Source: Census 2000; Census 2010.

Table courtesy of UNC Charlotte Urban Institute. Please visit <http://ui.uncc.edu/story/census-2010-cities-and-towns-charlotte-region> for more information.

in adjacent housing communities built at urban densities pay their fair share of services used within our city.

A slowdown in residential growth is not necessarily bad. Concord had to be in a change mode during

much of the decade in implementing new requirements to make sure the new residential development was at a level of quality that added value to the community and incorporated infrastructure within subdivisions that did not place the burden of maintenance on existing taxpayers.

Even with these changes, the fast pace of growth created challenges. For example, traffic has increased on major thoroughfares, and cities like Concord have found themselves investing money not only in City streets, but in improvements to roads maintained by the North Carolina Department of Transportation to try to help keep up with the need.

However, anything taken to the extreme can be bad. The old adage, "If you are not growing, you are dying," rings true. Communities need to evolve to deal with the constant changes in the economy, and the expansion of housing opportunities must keep pace with the growth of businesses and the creation of new jobs.

For the last three years the slow economy in this region and others in the United States has reflected the impact of the drastic reduction in quality residential construction through the loss of good jobs and investment. Construction

employment in North Carolina is down 30 percent from its peak and is now at the level it was in the early 1990s. Statewide, single-family housing starts are 70 percent below their peak levels prior to the recession. The current level of single-family housing starts is the lowest for any 12-month period in more than 20 years.

Many see the slowdown in housing starts only impacting the growth in City property tax

revenues; however, they are forgetting about other revenues such as the loss of sales tax associated with the industry decline. Of course, many cities like Detroit, Cincinnati, Buffalo, Pittsburgh and St. Louis are actually losing population, and can vividly describe the impact of negative growth on their ability to deliver essential services.

When Concord receives the results of the census again in 2021, I hope

the increase in population will reflect a decade of steady but manageable growth, including residential development. Based on the way the decade has started, the percentage may be smaller than reflected in the 2010 census. Even so, it will still be important that our local economy continues to expand and provide more opportunities for our residents to have good jobs and enjoy an excellent quality of life. □

News & Updates

Roll Out Your Recycling Cart Every Other Week Beginning July 5!

One of the most frequent reasons Concord residents cited for not recycling in the 2010 Customer Satisfaction Survey was that the bins were too heavy to carry to the curb every week.

Starting July 5, 2011, recycling gets a lot easier because you will simply roll your cart to the curb! You will not be charged for this new cart.

Between mid-May and mid-June, you will receive a new, black, 96-gallon roll-out cart at your home. Your new recycling cart will hold five times as much material as the current green bins, and allow us to make the switch to automated every-other-week collection. This type of service is not only quicker for you, but it allows the City to provide a higher level of service at a lower cost.

The cart's lid will also be helpful to you, as it will keep your materials dry on rainy days. In addition, the lid will keep items from blowing around and littering your neighborhood on windy days.

When selecting the manufacturer for the new recycling carts, the City ensured that the carts will be durable, yet easy to roll and maneuver. It will be much easier for you and your family members to get your recyclables to the curb for collection. Because of the automated collection process, your cart will always be returned to the exact spot you placed it in for collection.

Your collection day will not



change. For example, if your items are currently collected on Thursday, they will continue to be collected on Thursday. The main difference is that you will roll out your green garbage cart every Thursday, and black recycling cart every other Thursday. You will receive a magnetic calendar in the mail to help you remember which week to put out your recycling cart. You may also visit concordnc.gov/whatsmyday to enter your address and find out your collection day and recycling week. □



Concord Welcomes Waste Pro

Concord's improved solid waste services are possible in part through a new contract with Waste Pro USA Inc. of Longwood, Florida. Although new to North Carolina, Waste Pro is currently contracted to provide solid waste and recycling services to more than one million residences and more than 35,000 businesses in Alabama, Florida, Georgia, Mississippi, Louisiana and South Carolina.

Concord will be the second community in North Carolina to work with Waste Pro, as they currently operate in the Asheville/Buncombe County area.

City staff received nothing but positive feedback when asking

counterparts across the Southeast about Waste Pro. Although there are a host of reasons why the company was chosen, the most compelling is their commitment to excellent customer service.

Waste Pro has purchased an industrial building on Manor Avenue to serve as their local operations base. The site is near the City's Alfred M. Brown Operations Center and will provide a centralized point to serve Concord and allow a high level of communication with City staff. The company is also purchasing an all-new fleet of trucks that will provide the City with quick, efficient service while emitting one-thirtieth of the pollutants of the

current provider's fleet.

Waste Pro is hiring locally to employ CDL drivers and helpers at their Concord site. Please visit wasteprousa.iapplicants.com/search/listings.php to search the Concord openings.

Community involvement is a signature part of Waste Pro's commitment to their customers. The company plans to give back to Concord through charitable and service-oriented causes. Waste Pro has already jumped into helping the community before officially beginning service, as they participated in Viva Verde Earth Fest at North Cabarrus Park on April 16.

Welcome aboard, Waste Pro! □

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creating an additional 100 jobs. This type of development is beneficial to Concord beyond the jobs, as it is what helps keep our taxes low.

More than ever before, it is critical to our future to be on the front line of economic development. We need jobs for our citizens! We need to demonstrate that we are business friendly — that we intend to compete for economic development and new jobs. Concord's low tax rate of 42 cents per \$100 of valuation, our quality of life and great work force are tremendous

assets for our community. However, cooperation and mutual trust among elected officials and our economic development agencies will serve as the catalyst to this future.

Finally, the recently-announced Census 2010 results confirmed that Concord is now the 12th largest city in North Carolina. As a mayor, I believe that strong, progressive cities are essential to a healthy economy. Seventy-four percent of our state's jobs are located in municipalities; it is clear that our state's urban areas have a unique ability to foster creativity and prosperity. The

region's, state's and nation's ability to recover from the economic downturn is connected to how well cities can turn this potential into results. Unfortunately, some members of the North Carolina General Assembly are focused on intruding upon cities' ability to be successful in economic development, which will hurt everyone.

The quality of life and services provided by Concord and other cities across the state is essential to North Carolina's position among the most desirable places to live in our nation. □

City Staffers Work to Educate Community on Improvements

When the City of Concord approved a contract with Waste Pro to deliver improved solid waste services beginning July 5, 2011, one of the biggest jobs ahead would be to educate the 28,000 residential solid waste customers.

Successful implementation of the new and improved services (including fully automated roll-out recycling and garbage collection, and scheduled collection of all bulky items) is contingent on our customers' ability to understand what will and will not change beginning in July.

Prior to designing our own education program, we consulted with other communities across the state that have moved to automated collection to hear about what went well and what could have been better.

Every community we talked to experienced a significant increase in recycling participation, and many offered great lessons for how they could have better prepared their communities. With this information, we designed our education program with a mission "to educate our customers, the residents of Concord, about garbage and recycling program improvements, minimize

confusion and build commitment for recycling."

Working with Granite Sky Design, we developed a brand and slogan for the improved services that challenges members of the community to consider what they are doing to make a difference.

Make a commitment to reduce the amount of waste you produce (*purchasing only items you need or will consume, and composting when*



possible), **become an avid recycler** (*with even more items to recycle!*), **and reuse items that are still functional** (*be creative and find new uses or pass them along to others*). It's an easy commitment that makes a world of difference! **Reduce, Reuse, Recycle. I do! Do you?**

Here are the major ways we're working to help you understand our improvements:



- Improved solid waste pages on concordnc.gov include printable versions of all the publications we are producing for the education effort.
- Presentations across the city — staff has already visited dozens of groups and talked with hundreds of people; contact Amanda Smith-Thompson via email at smithal@concordnc.gov or call 704-920-5379 to have a City staffer visit your neighborhood or civic group.
- Informative utility bill inserts in March, May and August.
- Sharing information with third, fourth, and fifth grade students at all elementary schools in the city — look for your student to bring home mini roll-out carts with information inside.
- Information attached to your cart when it is delivered (mid-May though mid-June), including a new, comprehensive Solid Waste Resource Guide.
- You will receive a magnetic calendar in the mail to help you remember when to roll out your recycling cart.

Have a question or suggestion about our education plan? Let us know at 704-920-5210 or franzese@concordnc.gov. □

Concord to Collect More Recyclables Curbside

In addition to saving costs on collection, moving to every-other-week roll-out cart recycling introduces many new items to Concord's recycling program starting July 5, 2011.

Most household waste will be recyclable. By carefully reusing items when possible, composting organics and actively participating in the recycling program, you can help divert most materials from the landfill. You will be surprised to find how much room will be left in your garbage cart each week!

As a reminder: Please rinse all food, drink or other residues from items before placing them in your cart.

Here are the **NEW** items you may recycle beginning July 5, 2011:

- **Empty aerosol cans.** Note: Paint cans of any type are not collected in recycling or garbage carts. Please take spray paint and other paint cans to the Cabarrus County Household Hazardous Waste Facility (call 704-920-EARTH for more information).

- **All plastics.** Any type of hard plastic (numbers 1 through 7) can go in the cart. This includes **wide-mouth plastic containers and their lids, rigid plastic containers (crates, etc.) and small plastic toys.** Note: Other items that may have recycle number logos on them (such as Styrofoam and plastic bags, wrap and film) are not recyclable and should be reused or placed in the garbage.

- **Milk and juice cartons, and juice boxes.**

- **Shredded paper** (in a tied clear plastic bag).

Items that have already been recyclable in Concord will continue to be part of the program, including:

- **Aluminum cans**
- **Metal food cans and lids**
- **Glass bottles and jars**
- **Cereal and food boxes**
- **Cardboard boxes**
- **Mixed paper, newspapers with inserts and junk mail**
- **Paperback books**
- **Magazines and phonebooks**
- **Spiral paper cans** (with plastic lids detached). □





Cart Placement is Essential to a Successful Collection

Between mid-May and mid-June, each City of Concord residence will receive – at no charge – one new 96-gallon black recycling cart (with a lid to keep material dry and prevent litter!). All recycling will go in this cart together. The new black recycling carts are easier to use and place at the curb than bins, hold more items, increase collection efficiency and reduce the cost for recycling, allowing the City to save valuable tax dollars.

The new black cart is the same size as your garbage cart; it will hold more than five times the recyclables than the 18-gallon bin. The increased capacity will easily hold two week's worth of recycling for most residences.

Do not begin using your new black cart until your scheduled collection date on or after July 5. After July 5, the the current 18-gallon green bins will not be collected. You can place your green bins next to your new black cart in July and they will be recycled into new 96-gallon carts, or keep them to reuse for something else.

We encourage everyone to recycle as much as possible, but please wait until January 1, 2012 before requesting an additional black recycling cart. After January 1, 2012,

the City will supply a second black recycling cart to anyone who needs one at no cost (call 704-920-5555).

Roll-out carts are the property of the City and assigned to your address. Please do not deface, damage or disfigure assigned roll-out carts. Also, leave all roll-out carts at the residence if you move.

Automated collection works best when customers take a few moments to understand setout procedures. The most important thing to remember about cart placement is that all recycling and garbage must be placed in the City-

provided roll-out carts. Items not in these carts will not be collected.

Because the new collection trucks use automated collection arms to pick up your items, it is essential that carts are placed as follows:

- Position wheels toward your house.
- Do not block driveways or sidewalks.
- Place the roll-out carts at least two feet apart and two feet from obstructions that may interfere with collection (i.e., mailboxes, fire hydrants, parked cars, etc.).
- Do not overfill carts; the lids must close. □

Place cart out between 5 pm day before and 7 am day of collection

Retrieve cart by 9 pm collection day

Wheels must face your house

No liquid waste

Cart should not block streets, sidewalks, mailboxes or driveways

Garbage placed inside rollout cart must be in a tied plastic bag

Do not place trash on ground beside cart

Yard waste pile

Leaves in clear, untied bag

2 feet minimum between carts, yard waste, bulky pickup, fire hydrants and other objects

Street

For more information, go to CONCORDnc.gov
704.920.5555





Local Manufacturer to Supply New Roll-out Carts

The City of Concord is purchasing more than 28,000 new, black, 96-gallon roll-out carts with lids so that everyone will be ready when the improved recycling service begins on July 5, 2011.

With such a big investment (an approximately \$1.4 million purchase), the City wanted to ensure that the cart's manufacturer would provide a durable and user-friendly cart to residents.

Schaefer Systems International Inc., out of Charlotte, was selected as the cart manufacturer and will produce, assemble and deliver the carts to residents between mid-May and mid-June.

SSI Schaefer began operations some 60 years ago in the Siegerland region of central Germany, a traditional steel smelting and processing area. Since then it has grown into an organization that encompasses a dozen different manufacturing plants in steel and plastics, subsidiaries in 22 countries around the world and employs more than 7,000. It was, and still is today, a privately held and operated company.

Schaefer Systems International Inc., the North American subsidiary of the SSI Schaefer group of companies, established headquarters in Charlotte, North Carolina, in 1989. Since then, it has undergone tremendous growth. Facilities in the Westlake Business Park in southwest Charlotte have expanded to four buildings.

The manufacturing plant in Charlotte is equipped with injection-molding machines rated from 850 tons to 3,300 tons. Twenty hot-stamping machines are available for imprinting. All of the equipment is state-of-the-art computer controlled, with all phases of production monitored by 33 different information screens 24 hours a day. Production capacity for the plant is 700,000 roll-out waste containers annually, and 1.2 million returnable shipping containers per year. It supplies the Canadian, Mexican and U.S. markets.

Total integrated systems design — down to the smallest detail — has earned SSI Schaefer an international reputation as a leader in the manufacture of refuse containers,

returnable packaging and storage systems. The scope of SSI Schaefer's investment in the U.S. is a demonstration of its confidence not only in its products, but also in the U.S. as a viable marketplace for quality products. All SSI Schaefer products are backed by more than 60 years of experience in the industry and a total commitment to quality. SSI Schaefer's manufacturing operation is ISO 9001 certified, guaranteeing consistent quality every time.

Schaefer points out that Concord's roll-out carts will have the strongest lid in the industry, excellent wind stability, a 12-inch wheel, and a solid steel axle. In addition, Schaefer is manufacturing the carts for Concord with 30 percent post-consumer recycled material, and custom hot stamps and in-mold graphics to provide residents with carts that are attractive, educational and user-friendly. The new black carts will be the foundation of a recycling program our city will be proud of for years to come. □

DID YOU KNOW...

According to the Container Recycling Institute, if people recycled 70 percent of the bottles they purchased for one year, greenhouse gases could be reduced by the equivalent of 20,000 metric tons of carbon. It would save the equivalent of 600,000 barrels of crude oil from being extracted and processed.

Recycling

by Mandy Smith-Thompson, Environmental Educator

Reusing Before Recycling

Singer Jack Johnson describes the concept of reuse in layman's terms in his children's song, *The 3 Rs*. He sings, "If your brother or your sister's got some cool clothes, you could try them on before you buy some more of those. Reuse. You've got to learn to reuse!"

He's right! Before we discard or recycle anything, we should first try to reuse it. Reusing is just as important as recycling in reaching the goal of sustainability. Reuse happens when we re-purpose something that would otherwise be thrown in the garbage or recycling cart, when we give or accept hand-me-downs and when we donate to or purchase from local thrift stores.

Many local charities make it quick and easy to donate unwanted clothing, furniture and other items, while the thrift stores they operate also offer great shopping! Who doesn't like to find a perfectly good item at half price?!

To encourage reuse, the City of Concord operates the online Concord Swap Shop, a Facebook page where locals can go to advertise items they have to give

away or look for things they'd like to get for free. It's easy to access. Simply visit [Facebook.com/ConcordSwapShop](https://www.facebook.com/ConcordSwapShop) and click the "like" button.

Any opportunity for reuse is an opportunity to save money, energy and natural resources while preserving the life of our landfill.

Here are just a few ideas for reuse from Purdue University (You can see the entire list at <http://www.purdue.edu/envirosoft/housewaste/src/credits.htm>):

- Run your dull razor blade through a cork to get a few more shaves out of it; attach a cork to boat keys so they will float if they end up overboard; use corks as fish hook holders.
- Use a detergent squeeze bottle to water plants, fill a steam iron or spot clean the floor; store a water-filled squeeze bottle in the car and use it to clean the windshield when the wiper fluid is used up or to clean hands after changing a flat.
- Return metal clothes hangers to your dry cleaner; or take some hangers with you when you go camping for roasting hot dogs and marshmallows.
- Use last year's greeting cards to

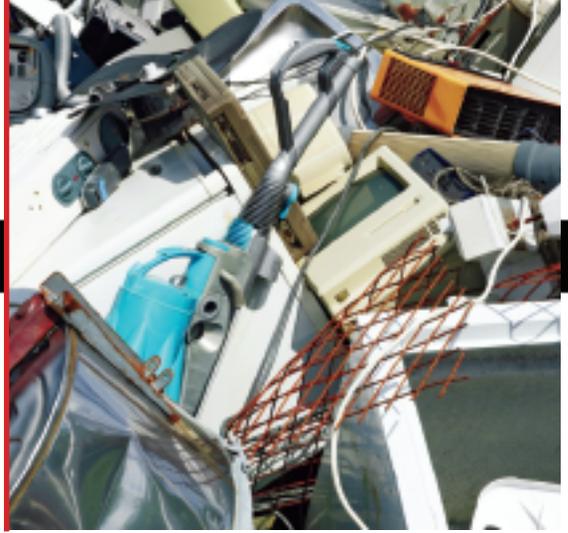


make gift tags, bookmarks or gift boxes; reuse an especially nice or funny card by sending it back and forth to different people.

- Use plastic berry baskets to hold small items, such as baby bottle caps, that often end up on the bottom of the dishwasher. Put the items in one basket, place another basket upside down on top, then secure both baskets with a rubber band.
- Reuse packing chips for mailing parcels or donate them to a local shipping/printing retailer for reuse.
- Use the sand box your children have outgrown to make a vegetable or flower garden.
- Use tablecloths and sheets to make cloths, curtains, placemats, tea cozies, serviettes, aprons or laundry bags.
- Use old kitchen utensils in your picnic basket or in the garden, or let children have them for playing house or digging in dirt and sand.
- Return vases to florist shops or donate them to thrift stores.
- Use plastic food containers to store leftovers or to pack lunches.
- Take the zippers out of old garments and use them again. □

HAVE A QUESTION?

Visit the City of Concord's Web site at concordnc.gov or call 704-920-5555.



Scheduling Required for Collection of All Bulky Items

The centerpiece of Concord's residential solid waste program is recycling and garbage collection in 96-gallon roll-out carts. However, sometimes residents have items that cannot fit in a cart. As a way to better use our resources, the City will require advanced scheduling (call 704-920-5555) of all bulky items beginning July 1, 2011. This allows the City to send trucks exactly where they are needed, rather than having trucks drive on every street every week looking for waste.

Bulky waste refers to items too large to fit into roll-out carts, including furniture, appliances, scrap metal, etc. Although the City encourages donating slightly used but serviceable items to a needy person or charity, residents may call 704-920-5555 to schedule pick-up of unusable bulky waste. There is no additional cost for bulky waste collection if the items are prepared properly and within volume limits. Items should be placed two feet from roll-out carts, parked cars or other impediments, and away from low overhead lines. There are several types of waste that you

should call the Customer Care Center to schedule pick up.

Electronic Waste

The State of North Carolina bans electronic waste (e-waste) from NC landfills effective July 1, 2011. As a new service to residents, the City will collect these items for recycling on a scheduled basis, at no extra cost. E-waste includes televisions; computers and computer components such as printers, keyboards, etc.; or anything else with a circuit board such as electronic games, cell phones, radios, stereo systems, etc. Call 704-920-5555 to arrange a collection of e-waste with a representative.

Scrap Metal and Old Appliances

Metal and appliance collection continues, but again, residents must call 704-920-5555 to schedule pick-up. This includes freezers, refrigerators, unit air conditioners and other Freon-containing appliances; stoves, ranges, dishwashers, washing machines, clothes dryers, water heaters and other similar household appliances;

and bicycles, metal tools, wheelbarrows, tire rims (tires removed), old lawn mowers (remove oil drain plug and gas cap), large metal items (i.e., disassembled swing sets) and other metal items not requiring lift equipment.

Tires

A maximum of four auto or pick-up truck-sized tires per week per residence are collected. Tires must be removed from rims (but rims are collected with scrap metal).

Construction and Demolition Debris

Small quantities of construction and demolition debris may be scheduled for collection at no additional cost. The materials must not exceed four cubic yards or obstruct the street or sidewalk when placed at the curb. Please remove nails or bend flush with surface of wood to protect collectors and pedestrians from injury. Place loose material such as drywall, insulation, etc. in clear plastic bags or in open cardboard boxes. Secure all materials to prevent scattering of litter.

Individual bags or boxes are limited to 35 pounds.

Volume Limit

A combination of bulky waste and four cubic yards of construction debris not to exceed 10 cubic yards may be placed curbside for collection without cost (see Large Quantities following). Construction debris greater than four cubic yards in volume must be placed in a roll-off container for disposal at the householder's expense.

Large Quantities of Bulky Waste

For the collection of more than 10 cubic yards of bulky waste, or more than four cubic yards of construction debris, citizens must schedule and pay for a 20-Cubic-Yard Roll-off container. A reduced rate is available if scheduled through Concord Customer Service or the Customer Care Center. Advanced payment is required. Call 704-920-5555 to schedule and pay for this service.

How to Recycle Wooden Pallets, Used Oil and Oil Filters

These items are not collected by the City of Concord.

Small quantities of wooden pallets can be recycled by Cabarrus County residents at the Cabarrus County Household Hazardous Waste Facility located at 246 General Services Drive SW, or at the Cabarrus County Landfill located at 4441 Irish Potato Road.

Used oil and oil filters can also be recycled at the Cabarrus County Household Hazardous Waste Facility, as well as many of the retail locations that sell these items. Please be sure to drain oil filters into your used oil container for at least 24 hours before taking them to the recycling center. Do not place used oil filters into your garbage or recycling roll-out cart.

Items Not Collected at the Curb

There are several items that will not be collected curbside under any

circumstances because they are too heavy or hazardous for crews to handle. Items include, but are not limited to:

- Hazardous waste (paint, paint remover, solvents, gasoline, kerosene, pesticides, herbicides, motor oil, brake fluid, antifreeze, batteries, fluorescent and compact fluorescent bulbs). Please bring these items to the Cabarrus County Household Hazardous Waste Facility.
- Railroad ties
- Automobile engines, transmissions, or parts and other vehicle components
- Unsecured glass
- Compressed gas cylinders
- Dead animals over 100 pounds
- Drums, unless both ends are removed to verify no liquid or residue is present
- Dirt and rocks
- Brick, block or concrete
- Stumps
- Asbestos insulation. □

City of Concord Transitions to concordnc.gov

As a customer service improvement, the City of Concord is transitioning its Web site and employee email addresses to a new .gov domain, beginning Monday, May 2, 2011.

Currently, the City of Concord uses "ci.concord.nc.us" as its Web site URL and at the end of all employee email addresses. The naming convention is changing to "concordnc.gov" to be more user-friendly and consistent with other

government agencies.

The .gov domain name registration is limited to federal, state, local and tribal government organizations within the U.S. Having a .gov domain name assures customers and other users they are accessing an official government site.

The City is leaving the existing "ci.concord.nc.us" address in place for the foreseeable future for both the Web site and emails. This will

allow a period of transition where either domain works seamlessly without interruption to the customer.

In addition, the City has instructed coworkers to only change the Web site and email addresses on printed materials such as business cards after existing supplies are depleted. There will be no extra expenses as a result of the new concordnc.gov domain. □



Find Your Collection Day and Recycling Week

City of Concord residents can visit the City's Web site right now to find out their household garbage collection day and recycling week.

Visit concordnc.gov/whatsmyday and enter your house number and street name. It's that simple! □



City of Concord Important Phone Numbers

Fire, Police, Medical Emergencies911

ONE NUMBER DOES IT ALL

For service requests and inquiries about any of the following listed below, call the Customer Call Center at 704-920-5555.

New Services

- Electric Outages/Services
- Water/Sewer Emergencies
- Dead Animal Pick-up
- Drinking Water Inquiries
- Garbage/Bulk Pick-up/Recycling
- Utility Bills
- Street/Traffic Light Issues
- Right-of-Way Issues
- Storm Water/Storm Drain/Flooding Problems
- Yard Waste/Leaf Collection
- Building Material Disposal
- Bulk Metal Collection
- Old Tire Collection
- Vacant Lot Cleaning/Mowing

The primary phone numbers for the various City departments are:

- Accounts Payable704-920-5217
- Accounts Receivable704-920-5231
- Buildings & Grounds704-920-5380
- City Clerk704-920-5205
- City Manager704-920-5215
- Communications704-920-5580
- Concord Regional Airport704-920-5900
- Community Development704-920-5132

- Electric Systems704-920-5320
- Engineering704-920-5425
- Finance704-920-5220
- Fire Chief704-920-5516
- Fleet Services704-920-5430
- GIS704-920-5153
- Housing704-788-1139
- Human Resources704-920-5100
- Meter Reading704-920-5219
- Parks & Recreation704-920-5600
- Planning & Neighborhood Development704-920-5143
- Police (non-emergency)704-920-5000
- Public Relations704-920-5210
- Purchasing704-920-5440
- RIDER.....704-920-7433
- Rocky River Golf Club704-455-1200
- Sewer Construction & Maintenance704-920-5351
- Solid Waste704-920-5361
- Stormwater704-920-5360
- Tax Collector704-920-5216
- TDD.....1-800-735-8262
- Transportation704-920-5362
- Water Resources704-920-5341

Main Switchboard Menu704-920-5200

concordnc.gov

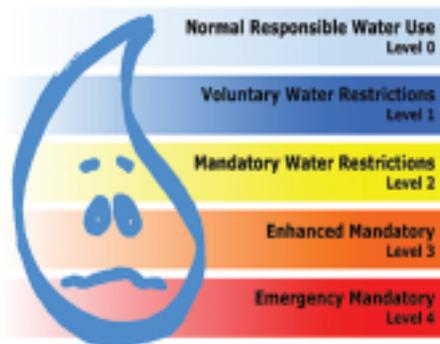


Leading the Way Through Conservation

As spring begins, the cities of Concord and Kannapolis would like to remind customers of the normal, responsible water use guidelines that were adopted in 2009. These guidelines restrict water use for the municipalities of Concord, Kannapolis, Harrisburg, Landis and Mount Pleasant.

Under the water use restrictions, lawn irrigation is ONLY allowed on Tuesday, Thursday and Saturday. Those who violate the specified lawn irrigation days watering rule will receive written notice of the violation and the appropriate fee will be assessed.

In addition, customers are



encouraged to limit the following permitted activities to help conserve our limited resources:

- The filling, operation or topping off of ornamental fountains.
- Residential car washing will be allowed using a hand-held hose or pressure washer, both equipped with a spring-loaded nozzle.
- Residential use of water for wash-down of outside areas using a hand-held hose or pressure washer, both equipped with a spring-loaded nozzle.
- Watering of trees, flowers, shrubs, ornamental plants and vegetable gardens for plant preservation.
- Automated irrigation services may be installed and activated.
- All customers are allowed to use pressure washing devices.

Concord and Kannapolis are committed to environmentally sustainable water use practices 365 days a year during normal conditions and periods of drought.



Irrigation creates the single largest demand for water during spring and summer months.

Research shows that properly maintained lawns only need one inch of water per week to thrive, and it is best to water during evening and early morning hours.

We thank our customers for reducing their demand and assisting us with extending our limited water supplies. Our businesses and residents continue to demonstrate leadership in water conservation and environmental protection.

The aforementioned water use restrictions do not apply to those customers using wells or ponds for irrigation purposes. However, all users are encouraged to remain diligent in their conservation efforts regardless of the water source. □



Online Bill Payment



You can access your utility bill account information as well as pay your utility and tax bills by Internet and telephone. Visit our Web site at concordnc.gov and click on the Pay Your Utility Bill link. If you would like to pay your bill by phone, call our Customer Care Center at 704-920-5555. Both systems are quick and easy to use as long as you have a credit card. Both systems are also secure and confidential. □



P.O. Box 308
Concord, NC 28026
concordnc.gov

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Entertainment

Union Street Live! Summer Concert Series 2011



Third Thursday of each Month
May - September
6:00 p.m. - 9:00 p.m.
Historic Courthouse Lawn



2011 SCHEDULE

May 19 - Route 66

June 16 - Too MUCH Sylvia

July 21 - Atlantic Groove Band

August 18 - Craig Woolard Band

September 15 - SuperGlide



Concord

NORTH CAROLINA

CITY CIRCULAR

WINTER 2011



Transit Rider
connecting communities and people

Concord Kannapolis Area Transit
TRANSIT CENTER
unveiled

INSIDE

- Solid Waste and Recycling Service Changes
- City Awards and Certifications
- Energy-saving Tips
- Concord 101 Graduates
- Viva Verde Earth Festival
- News & Updates



David W. Phillips
District 1



James E. Ramseur
District 2



Ella Mae Small
District 3



Alfred M. Brown, Jr.
District 4
Mayor Pro-Tem



W. Lamar Barrier
District 5



Hector H. Henry II
District 6



John A. Sweat, Jr.
District 7

Concord Finance Department Continues Tradition of Excellence

The North Carolina General Statutes require each unit of local government or public authority to have its accounts audited as soon as possible after the close of each fiscal year, by a certified public accountant or by an accountant certified by the Local Government Commission as qualified to audit local government accounts.

At a minimum, the required report (Comprehensive Annual Financial Report or CAFR) must include the financial statements prepared in accordance with generally accepted accounting principles, all disclosures in the public interest required by law, and the auditor's opinion and comments relating to the financial statements.

The City's auditor issued an "unqualified opinion" on the statements of the City of Concord as of June 30, 2010. An unqualified report is the highest level of assurance that independent auditors

can issue, and states that the financial statements present fairly — in all material respects — the financial position of the City at June 30, 2010. This is commonly referred to as a clean opinion. A copy of the report is on the City's Web site and is available upon request.

The 2010 CAFR will be submitted for consideration for the Certificate of Achievement for Excellence in Financial Reporting to the Government Finance Officer's Association (GFOA). The Certificate of Achievement is the highest form of recognition and its attainment represents a significant accomplishment by a government body and its management. Concord has earned this award for 21 consecutive years. "We have a tradition of excellent financial reporting here in Concord, and the Finance team is very proud of this accomplishment," said Pam Hinson, finance director. □

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The Concord City Circular is produced quarterly by the City Public Information Office to provide Concord citizens with information about current activities of the City of Concord. It contains items that will help make it easier for you to do business with the City. Your comments and questions are welcomed. Please send them to Concord City Circular, P.O. Box 308, Concord, NC 28026 or call 704-920-5210 or e-mail franzese@ci.concord.nc.us.

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From the Mayor

J. Scott Padgett



Reaching Out to One Another

I hope you had a great Thanksgiving, Christmas and New Year. In the past several months our community has once again demonstrated one of the many reasons why we are so special. From tragedy to celebration, our citizens have always responded in great fashion.

In June, Kelly Jo Campbell lost her life in an automobile accident. Hundreds of her friends and classmates came together for an impromptu candlelight vigil to show their love for this special young lady.

Then, in September, P.F.C. James McClamrock was brought back to Concord after being killed in service to his country. A few days later, Valerie Hamilton lost her life. Hundreds of people lined our streets to honor private McClamrock and hundreds more attended a candlelight vigil to support Valerie Hamilton's family. This public outpouring of support was overwhelming to both families. The care and love shown during these tragedies speaks to what makes Concord special.

There are people in our community who have a hard time making ends meet on a day-to-day basis. The cold temperatures in the winter can make utility bills especially

difficult. Through the City of Concord's Neighbor Helping Neighbor program, you can make a difference for people in this situation. Through this program, you can make a monthly tax-deductible contribution to a fund that will be managed by the Cabarrus Cooperative Christian Ministry (CCM). CCM will use these funds to

Trust and Carolinas Medical Center-NorthEast made this special night possible. We thank WBTV for live coverage of the tree lighting and fireworks! The festivities continued into the next day, November 20, when Concord enjoyed a fantastic Christmas parade. It was great to see former Mayor Harold McEachern and his family lead the 82nd parade into downtown Concord.

Our community has changed a lot over the years, but one thing that has not changed is our ability to come together in times of joy and sorrow alike. Another important piece that makes Concord so special are the City coworkers who always go the extra mile to make our events exceptional. Whether after months of planning, or at the drop of a hat, we can always depend on our team to make sure everything is in place, public safety is protected, and our environment is protected and left better than it was found.

The last few years have been difficult for everyone, but we have all continued to work together and support each other. I hope this community will continue to grow and work with each other in the year to come. I wish you the best in the new year! □



aid City of Concord utility customers who need help with their utility bills. Be sure to see the feature on page 10 to find out how you can participate.

On a much lighter note, on November 19, we had our 13th annual Christmas tree lighting and fireworks show downtown. Several thousand people came downtown to get the Christmas season started. The sponsorships of Cabarrus Bank &



Brian Hiatt, Concord City Manager



Picking Up the Trash — More Efficiently

A long-time trend among organizations has been “doing more with less.” It is evident with the news of severe service cuts from many surrounding jurisdictions that the current challenge for local governments is maintaining existing levels of services while revenues are sharply decreasing.

During the Concord City Council’s Annual Planning Session in February of 2010, much of the discussion focused on how the City organization could continue to provide basic City services while revenues were declining due to the economy. As a part of this discussion, Council heard a report on a comprehensive analysis of solid waste collection and disposal methods, including recycling.

Council instructed staff to explore taking advantage of automated equipment and other changes in solid waste collection methods to continue the same type of services and save money to avoid charging the separate garbage and/or recycling collection fees that are levied by many other local governments. As a result, staff developed a Request for Proposals for private service providers to respond to that, and included the weekly automated collection of garbage — using most of the existing

garbage carts — and every-other-week recycling pick-up — also using 96 gallon roll-out carts. Staff was also instructed to evaluate other services currently provided through weekly collection routes and determine if some could be handled more efficiently by collecting these materials on a call-in basis.

The results are in and Council approved a schedule of new collection methods in November in order to be prepared to implement these changes, effective July 1, 2011. These changes will eventually save the City approximately \$1.7 million in collection costs. This is crucial, as it helps to partially offset the decline in City revenues due to the economy. For example, because of the economy and changes in the apportionment formula allocating sales taxes to Cabarrus County local governments, Concord has lost about \$2 million in revenue. When you add that to more than \$2 million lost from the Philip Morris closure, it is essential that we implement ways to save money while trying to maintain services. This requires changes in methods.

The automation of the garbage collection services provided to most residents will require the use of a truck that can pick up the carts and empty them into the truck using

only one worker to operate the equipment. This means that all garbage will need to be bagged and inside the cart, and proper cart placement will be essential so the driver can use a mechanical arm to pick it up. The contract with the private provider calls for the City to pay for service of one cart per single family household. The City will pay the private provider for the collection of garbage in that cart once a week. If a resident generates more garbage than can be bagged and placed in one cart, then that person will need to order another cart from the City and pay for the additional service. This is designed so that the majority of residents that are able to manage with one cart are not paying taxes to subsidize the cost of those who cannot.

To assist residents with reducing their waste so that one cart for garbage is adequate, starting July 1, 2011, the City’s private provider will start collecting recycling with the same type of truck so recycling materials can be placed in a 96-gallon container provided by the City and collected every two weeks. This will allow residents to “roll” their garbage to curb rather than carrying multiple bins, and will also allow customers to recycle more items than can be recycled now. Residents

in other towns have found this to be far more convenient, resulting in increased levels of recycling. If residents can put more of their materials in the recycling cart, then it should reduce any need for a second garbage cart. Of course, this method will also save the City money on the collection contract.

Residential yard waste will continue to be collected on a weekly route, just like garbage; however, after evaluating how other types of solid waste materials are collected to look for money-saving efficiencies, the City will begin to phase in the collection of other items on a call-in basis. As a result, call-in is required to

schedule collection of bulky waste, appliances (or white goods), swing sets, and tires, effective January 1, 2011. Bulky waste collection will continue to be limited to 10 cubic yards.

Electronic waste (such as televisions and computers) will be collected on a call-in basis, effective July 1, 2011, reflecting new State regulations impacting these items. A new law has banned electronic waste from landfills so they must be recycled. Many local governments will find it necessary to ask residents to take these to a central facility. Concord will be able to offer this service curbside.

To notify the City of materials to be collected, customers will just simply call 704-920-5555 to schedule pick-up of items that will not fit in the cart.

The new recycling carts will be delivered before July 1 with specific instructions on all these changes to educate residents. Citizen education will be essential to a smooth transition, and we expect most people will find these changes to be more convenient. At the least, we know that the money to be saved by these modifications will be preferable to eliminating services to cut the same amount in expenditures. □

Certification

Concord Budget Staff Members Earn Certification from State Association

The City of Concord is known across North Carolina for its strong budget and evaluation program. In addition to earning the Distinguished Budget Presentation Award for the ninth consecutive year, both members of the budget staff have completed the voluntary Budget and Evaluation Officer Certification program through the NC Local Government Budget Association (NCLGBA).

Budget Manager Robin Barham became certified in February 2010, while Budget Analyst Lesley Reder completed the program in September. Barham has a BA in political

science and master of public administration (MPA) from Virginia Tech, and Reder holds a BS in political science from Appalachian State and an MPA from UNC Charlotte. Both have been with the City of Concord since 2007.

The certification program recognizes individual achievement for an established level of knowledge on the topics of budgeting, performance and evaluation. Individuals must meet the certification's standards of professional experience (total of

eight years experience and education), courses (eight days of course work), and exams (passing three exams). Only seven individuals across the state have been certified by NCLGBA, and Concord is extremely fortunate to have two of them on staff. For more information, visit www.nclgba.org. □



Robin Barham



Lesley Reder



Buildings and Grounds staff members Joe Robinson, Dennis Pemberton, Elwin Hurlburt and David Ratchford accept the 2010 Productivity Improvement Award.

Buildings and Grounds Earns 2010 Productivity Improvement Award

At the November 11, 2010 City Council Meeting, the 2010 Productivity Improvement Award was presented to the Buildings and Grounds Department for their improved process for cleaning carpets and vinyl floor tiles, saving the City 77 percent of the cost of previous cleaning methods.

You might think cleaning carpet and vinyl tile is a simple task, but the staff members in Building and Grounds take it very seriously. The methods used for carpet and floor care previously included hundreds of man hours, lots of stripping/waxing, night and weekend overtime, and significant use of water and other materials. Building and Grounds staff found that multiple departments were contracting for their own cleaning, often with the same vendor. Staff knew they needed to reduce labor

and materials costs and water usage, and improve environmental conditions.

After doing much research, the Building and Grounds team adopted a new carpet cleaning system and chose new materials/supplies for vinyl floor cleaning. Using the new methods, the amount of time required for cleaning was greatly reduced, allowing staff to take on additional buildings that previously were cleaned by contractors. As a result, they were able to allow existing staff to clean nearly 50 percent more space and thereby reduce the budgets of those departments affected.

The Building and Grounds budget for carpet cleaning and vinyl floor tile was \$42,000 in FY08. In FY10, a total of \$9,500 was spent, including the new buildings

for which they assumed responsibility. This resulted in a 77 percent reduction in spending, with improved coordination and quality of cleaning. Water usage has been greatly reduced, as well as materials/waste from the cleaning process.

Congratulations to David Ratchford, Elwin Hurlburt, Joey Cook, and each of our Custodial staff members for taking a routine "not always thought about" task, thinking through it, and providing solutions to save the City time, effort, money, AND water.

This award is given annually to the department, division, or work team that demonstrates significant improvements or efforts in performance/productivity over the given year. This may result in staff time/work saved, processes streamlined, and/or dollars saved. □

Greenway Loop



1/4 Mile Markers

New quarter-mile markers featuring the iconic red lizards are in place to help users of Concord's Downtown Greenway Loop keep pace.

The Downtown Greenway Loop is a four-mile exercise adventure. For more information contact Parks and Recreation at 704-920-5600 or concordparksandrec.org.



Sergeant Robert Ledwell

Concord Police Department Detective Graduates from National Forensic Academy

Sergeant (Detective) Robert Ledwell of the Concord Police Department was one of 24 law enforcement professionals to graduate from Session 27 of The University of Tennessee National Forensic Academy™ (NFA™). Graduation was held November 19 on the University of Tennessee campus in Knoxville.

Sgt. Ledwell has more than 15 years of law enforcement experience and has served 13 years with Concord Police Department. His assignment as an investigator began in 1999 and, in 2003, he was promoted to head up the

department's Crime Scene Investigation Unit. In addition to this recent accomplishment, Sgt. Ledwell is a Certified Crime Scene Analyst with the International Association for Identification.

Concord Police Chief Merl Hamilton offered praise to Ledwell, saying, "Congratulations to Sergeant Ledwell on completing this extensive and highly-selective academy that will enhance his ability to serve the citizens of Concord."

The NFA is one of the nation's premier training grounds for crime scene investigators. A program of the UT Law Enforcement Innovation

Center (LEIC), the NFA is a 10-week, in-residence training program. Select crime scene investigators from law enforcement organizations around the country learn about evidence identification, collection, and preservation. Two sessions are held each year, and each involves 400 hours of training: 150 hours of class work, 240 hours of field exercises, and 10 hours of skills assessment and evaluation.

The National Forensic Academy held its first session in 2001. Since then, the academy has graduated more than 471 law enforcement professionals from 47 states, the District of Columbia, and Iceland.

Concord Police Department Launches tip411

The Concord Police Department is launching tip411, an Internet-based tool that enables the public to text message an anonymous tip to police, and lets the police respond back, creating a two-way anonymous "chat."

"This new capability will help our citizens play an active role in keeping neighborhoods safer, it will engage a younger demographic in the process, and it will save our

agency time and resources," said Merl Hamilton, Chief of Police.

Anyone with a cell phone can now send an anonymous tip to Concord Police by texting the word CONCORDPD and the tip information to 847411 (tip411). Anonymous Web tips can also be submitted right from the Police Department's page on the City Web site: www.ci.concord.nc.us. Citizen-Observer's technology removes all

identifying information before the Police Department sees it, so there is no way to identify the sender.

"When someone feels afraid to come forward, or simply feels like they don't want to get involved — this can be a great way to pass information on without fear of retribution," added Chief Hamilton.

For further information please contact the Concord Police Department at 704-920-5000. □



Transportation

Transit Center photos courtesy of Light Capture Photography



Rider Rolls Out a New Transit Center to Support Cities' Partnership

Concord Kannapolis Area Transit's Rider bus service has moved operations into a new, state-of-the-art facility conveniently located in the heart of the service area. After six years of operation using shelters along Davidson Drive as a transfer hub, passengers and operators are now enjoying the improved amenities available to them at the new facility.

Considerable thought was put into

the construction of the Rider Transit Center, the first LEED (Leadership in Energy and Environmental Design)-eligible government building in Cabarrus County. Green features include brick made with recycled components; passive lighting and heat; use of rapidly renewable resources like rubber and cork; low-VOC paint, adhesives, sealants, carpet, and wood products; use of a rain garden instead of a settling

pond; and a green roof that utilizes drought-resistant plants that absorb water, reduce run-off and help keep the building cooler in the summer months.

Rider Transit was introduced to Concord and Kannapolis in April 2004 with connections to Amtrak and CATS Express; ridership for the remainder of that year totaled 146,000 passengers. Service improvements since then include the addition of Saturday service in 2006, the Brown Route and connections with the Rowan Express in 2008, and connections with Cabarrus LINKS in 2009. The addition of the full-service Transit Center marks a major milestone in our community and has poised Rider for future growth and improvements.

The new Rider Transit Center celebrated its completion with a ribbon cutting on November 16. Located on Ridge Avenue near Concord Parkway and I-85, the project cost \$2.8 million. With eighty percent of the funding from the federal government and ten percent from the state, Concord funded the remaining ten percent of the project.

Accommodations for park and ride passengers are one major improve-



The Rider Transit Center's "green" roof is one component of its LEED construction.

ment offered by the Transit Center. "I have heard from many people who would like to ride the bus to go shopping on a Saturday, but do not live near a stop," said Transit Manager L.J. Weslowski. "Now, they can just park at the Transit Center and hop on any one of our seven routes to check out destinations such as Carolina Mall, Concord Mills, and the Northlite and Concord Commons shopping centers."

Access to fixed-route stops will also improve, as efficiencies made possible by the Transit Center allow 73 new bus stops system-wide — with a net increase from 182 to 244 total stops. New service areas include Highway 29 between I-85 and Dale Earnhardt Boulevard, Dale Earnhardt Boulevard from Lake Concord Road to I-85 at Exit 60, and Copperfield Boulevard. Several other stops have been added along all seven of Rider's routes in Concord and Kannapolis, and the need for double transfers for passengers going to and from many parts of Kannapolis have been eliminated with the Blue Route meeting all other routes for the first time at the new Transit Center.

The Transit Center building encompasses 4,500 square feet. Amenities include a two-story atrium with passenger seating; onsite customer service, administrative and operations staff; route and schedule information; and restrooms. A

conference/community room that seats 20 and a police substation are also housed within the complex.

The bus canopy consists of a 14,000-square-foot covered passenger platform with 10 bus bays. LED signage in each bay displays the bus route as well as the estimated time of arrival for the next bus on that route. Each bay permanently houses the same bus route for ease of identification.

Besides the physical enhancements aimed to take customer service and the passenger's overall experience up a level, a newly-redesigned Web page provides updates concerning service delays and detours, as well as announcements, holiday schedules, and special events. AVL (Automatic Vehicle Location) real-time tracking allows the subscriber to see where each bus is on its route, the location of each stop in the system — not just those on the schedule — the bus' arrival time, and bus schedules with larger maps and timetables. In addition, passengers can now set up email and text alerts for real-time arrival information for each stop.

Rider customers can also enjoy new ways to pay and ride. Thirty-one-day unlimited ride passes and SMART cards — a reloadable cash-free form of payment — are available. Visit www.ckrider.com or call 704-920-RIDER (7433) for more information.

Ridership Statistics and System Highlights

April 2004 - December (projected) 2010:

Service began: April 13, 2004

One-millionth Passenger:
August 2007

Two-millionth Passenger:
March 2010

Saturday Service introduced:
April 2006

Biodiesel introduced: 2008

Brown Route added: Sept. 2008

Two Light Transit Vehicles
added: 2010

GFI Electronic Fareboxes added:
2010

Number of Riders:

2004 = 146,000

2005 = 266,000

2006 = 344,000

2007 = 379,000

2008 = 415,000

2009 = 384,000

2010 = ~385,000

The Rider Transit Center hours of operation are Monday-Friday, 8 a.m. to 5 p.m. Parking and passenger drop-off/pick-up areas are open during regular service hours: Monday-Friday, 5:30 a.m. to 8:30 p.m. and Saturday, 8:30 a.m. to 8:30 p.m. □



Online Bill Payment



You can access your utility bill account information as well as pay your utility and tax bills by Internet and telephone. Visit our Web site at www.ci.concord.nc.us and click on the Pay Your Utility Bill link. If you would like to pay your bill by phone, call our Customer Care Center at 704-920-5555. Both systems are quick and easy to use as long as you have a credit card. Both systems are also secure and confidential. □



by Bob Pate, Electric Systems Director

City of Concord Electric Systems Offers Energy-saving Tips for Winter

Winter of 2009-2010 was one of the coldest winters in 30 years, and this winter is shaping up to be just as cold. It is never too late to start thinking about ways to save on your energy bill. To keep warm and cut down your energy use, try these helpful energy-saving tips around your house all winter.

- **Heat pumps are the most efficient form of electric heating in moderate climates.** You can just “set it and forget it.”

- **Keep the thermostat on your heating system at the lowest comfortable setting.** On the average, you add five percent to the operating time of your heating system for every degree it’s set above 68.

- **If you have a furnace, install a programmable thermostat.** Set thermostat to turn the heat down at night and when you’re away.

- **Wrap water pipes.** This will reduce heat loss from your hot water lines and help to prevent your pipes from freezing. The best type of wrap to use is “foam pipe wrap” that you can find inexpensively at hardware stores.

- **Caulk or re-caulk around windows and doors.** This helps keep the cold out and the heat in.

If your caulking is cracked, remove it and reseal with new caulk.

- **Change your air filters.** This should be done every month or so to help your unit’s air exchange and indoor air quality. Dirty filters can increase your system’s operating costs, damage equipment, and reduce efficiency.

- **Have your heating or cooling system professionally checked to make sure it is running properly.** This can prolong the life of your system, as well as reduce operating costs.

- **Insulate your water heater with at least R-6 insulation.** Read your water heater manufacturer’s warranty to make sure it’s not voided by adding a water heater jacket. Do not cover the pressure release valve when you wrap the water heater.

- **Check weather stripping around doors, windows, and between heated and unheated areas of your home — such as garages, basements, attics, etc.** A good way to check to see if stripping needs changing: close your door; if you see light coming through, the stripping needs changing.

- **If you are going away for**

Did you know that the City of Concord offers an easy way for you to help those who have trouble paying their utility bills in these hard times? With the Neighbor Helping Neighbor program, each month you can make a tax-deductible contribution to a fund that will be managed by the Cooperative Christian Ministry (CCM). CCM provides crisis financial assistance, food and counseling, and will use these funds to aid City of Concord utility customers with their utility bills. Visit the City’s Web site or call Customer Service at 704-920-5200 for more information.

several days, lower the thermostat to 60 degrees, but not to “off.” By setting the thermostat at 60, there will be less strain on your heating system when you return and it’s time to reheat the house. Also, having some heat in the house will prevent damage, such as frozen or busted water pipes, from outside freezing temperatures.

- **Keep heating vents and registers clear.** Make sure they are not blocked by draperies or furniture. The vents should also be cleaned regularly with a vacuum or broom.

- **Let the sun shine in.** On sunny days, open drapes or blinds to allow natural solar heat to warm the house. Keep drapes and blinds closed on cloudy days and at night. Use insulated or heavy curtains on windows facing the north side of the house.

- **Make sure fireplace dampers fit tightly, and keep them closed when not using the fireplace.** Add

a glass fireplace screen, if possible.

• **Cover bare floors.** Carpeting adds to comfort and heat retention, especially if there is little or no floor insulation.

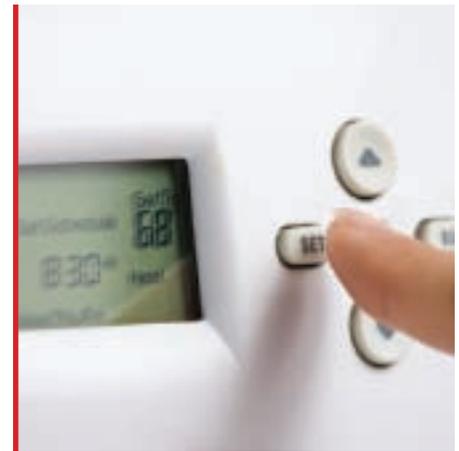
• **Use a humidifier to keep your home more comfortable.** Adding moisture allows you to reduce the thermostat setting without feeling colder.

• **Reverse the direction of your ceiling fans to help maintain a comfortable temperature in your home.** Check the switch located on your ceiling fan or refer to your owner’s manual for the proper direction of rotation.

• **If you have a window air conditioning unit, remove it for the winter months to prevent heat from escaping through and around the unit.** If it can’t be moved, put a cover over it to prevent drafts.

• **Check the R-value of insulation in your home.** R-value is a measure of resistance to heat flow. For existing homes, it is recommended that R-30 be used in the ceiling, R-13 be used in the walls and R-11 be used in the floor for maximum comfort and energy efficiency.

For other helpful tools, please visit the City of Concord’s Electric



System Web page, featuring a YouTube video on winter energy-saving tips, courtesy of NC Public Power, and an energy conservation calculator. □

City of Concord Important Phone Numbers

Fire, Police, Medical Emergencies911

ONE NUMBER DOES IT ALL

For service requests and inquiries about any of the following listed below, call the Customer Call Center at 704-920-5555.

New Services

Electric Outages/Services

Water/Sewer Emergencies

Dead Animal Pick-up

Drinking Water Inquiries

Garbage/Bulk Pick-up/Recycling

Utility Bills

Street/Traffic Light Issues

Right-of-Way Issues

Storm Water/Storm Drain/Flooding Problems

Yard Waste/Leaf Collection

Building Material Disposal

Bulk Metal Collection

Old Tire Collection

Vacant Lot Cleaning/Mowing

The primary phone numbers for the various City departments are:

Accounts Payable704-920-5217

Accounts Receivable704-920-5231

Buildings & Grounds704-920-5380

Business & Neighborhood Services704-920-5120

City Clerk704-920-5205

City Manager704-920-5215

Communications704-920-5580

Concord Regional Airport704-920-5900

Community Development704-920-5132

Development Services.....704-920-5152

Electric Services704-920-5320

Engineering704-920-5425

Finance704-920-5220

Fire Chief704-920-5516

Fleet Services.....704-920-5430

GIS704-920-5153

Housing704-788-1139

Human Resources704-920-5100

Meter Reading704-920-5219

Parks & Recreation704-920-5600

Police (non-emergency)704-920-5000

Public Relations704-920-5210

Purchasing.....704-920-5440

RIDER.....704-920-7433

Rocky River Golf Club704-455-1200

Sewer Construction & Maintenance704-920-5351

Solid Waste704-920-5361

Stormwater704-920-5360

Streets704-920-5362

Tax Collector704-920-5216

TDD.....1-800-735-8262

Water Resources704-920-5341

Main Switchboard Menu704-920-5200

www.ci.concord.nc.us



City Coworkers Back United Way

City of Concord coworkers have pledged and donated more than \$24,000 to support United Way member agencies in 2011. In addition to contributions through payroll deduction, many City coworkers participated in special events organized throughout the campaign to raise awareness and funds for member agencies.

The United Way Committee, comprised of representatives from nearly all of the City's departments, started out the campaign by finding creative ways to thank the 925 coworkers in the organization for supporting those in need in previous years.

"Our goal this year was to really connect our coworkers to the member agencies and those served by them," said Peter Franzese,

committee co-chair. "The agencies tell the real story of United Way and the difference it makes in the community."

The significant portion of Cabarrus residents who work and donate to United Way campaigns



**United Way
of Central Carolinas**

in Mecklenburg County is not overlooked by the regional allocations process. For every dollar given to United Way in Cabarrus County, local agencies receive more than a dollar and a half back

in funding. "Our partnership with United Way of Central Carolinas gives Cabarrus County donators real value in their generosity," said Jeff Young, committee co-chair. "You can even call it more bang for the buck."

Community businesses also stepped up to the plate, donating more than \$4,000 in supplies and prizes to help raise funds.

City Manager Brian Hiatt, a long-time United Way supporter and a past-president of the Cabarrus Board of Directors, addressed coworkers during the Chili Cook-Off finale event. "You did a wonderful job for a great cause that led to real positive camaraderie among departments, along with raising some significant dollars for United Way," he said. □

Mayor's Golf Tournament Raises Funds for Youth Programs

The City of Concord and Embassy Suites Charlotte-Concord Golf Resort and Spa hosted 148 participants at the City's Rocky River Golf Club on October 1, 2010, for the 13th annual Mayor's Golf Tournament. With great weather, volunteers from City departments, and the sponsorship of countless businesses, the tournament was able to raise more than \$8,000 for youth programs in Cabarrus County. □





Concord and Other Municipalities Honored for Sustainable Practices

The City of Concord and 16 other North Carolina municipalities have been honored as NCLM Green Challenge cities by the NC League of Municipalities. Concord achieved Advanced Level status by completing specific activities and projects to save energy, natural resources and money. The City was previously recognized for Level One recognition in October 2008 and Intermediate recognition in October 2009.

Some of the programs that contributed to Concord's Advanced Level recognition include:

- Development of a tree preservation plan as part of Concord's proposed low-impact development ordinance;
- A comprehensive community environmental education program;
- Special outreach programs including the City of Concord Swap Shop, Outdoor Explorers and Viva Verde Earth Fest.

The NCLM Green Challenge was the idea several years ago of the late Susan Burgess, Charlotte council member and past NCLM president, as a way to honor those municipalities that have taken the initiative to conserve energy and

natural resources at the local government level.

Cities and towns that achieved NCLM Green Challenge status in 2010 were honored at the NCLM Annual Conference, October 24-26, 2010, at the Benton Convention Center in Winston-Salem.

"The N.C. League of Municipalities is proud to honor these communities for doing such good work," said Brevard Council Member Rodney Locks, 2009-2010 NCLM president. "These cities and towns have led the way in saving money and energy. Each and every one of them are pioneers. The citizens and taxpayers in all of these communities can take pride in knowing that their city leaders are taking the necessary steps to save energy, natural resources and money."

Concord is currently performing several energy-efficient lighting and building retrofit projects under the Energy Efficiency and Conservation Block Grant program (EECBG). With \$638,000 in stimulus funding, Concord will reduce greenhouse gas emissions in the city by more than 8,400 metric tons, save more than 13,000 gallons of gasoline, and reduce

energy consumption by 11.5 million kilowatt-hours.

Concord is one of only 29 municipalities that have achieved Advanced Level recognition. More than 90 North Carolina municipalities have participated in the Green Challenge since its inception.

2010 NCLM Green Challenge Municipalities

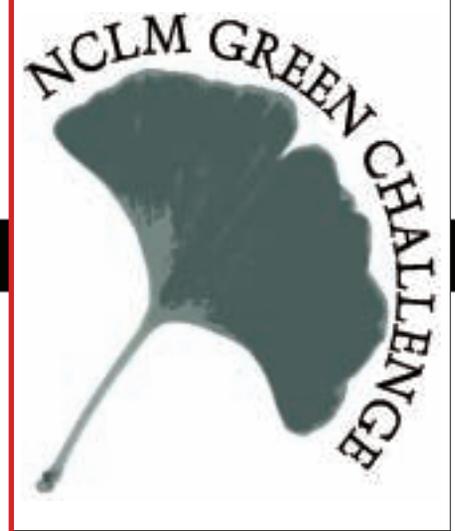
Level One: Bald Head Island, Elon, Kernersville, Knightdale, Williamston;

Intermediate: Boone, Goldsboro, North Wilkesboro, Pinehurst, Rocky Mount;

Advanced: Black Mountain, Cary, Concord, Greenville, Kill Devil Hills, Manteo, Navassa.

Founded in 1908, the League is a voluntary, nonpartisan association of more than 540 cities, towns and villages in North Carolina. The League advocates for municipalities at the state and federal levels and provides a variety of direct services.

If you are interested in more information about the NCLM Green Challenge, please contact Matt Lail at (919) 715-3929 or mlail@nclm.org, or go to www.nclm.org and click on Programs & Services. □





City of Concord Recognizes Concord 101 Participants

The Concord 101 class of 2010 was recognized on November 30 with a graduation ceremony at Fire Station 9.

Concord 101 is a course designed for citizens to learn about their local government. Participants met on Tuesday nights and heard from City staff members about what it takes to run City services such as solid waste and recycling, public utilities, police, fire, parks and recreation, and much more. The free 13-week course began in September.

The class was first offered in 2002, and alumni have come from all walks of life. Some are now serving

in leadership roles in their neighborhoods or on City boards and commissions such as the Historic Preservation Commission. In addition, Council Member John Sweat is a graduate of the 2003 class.

Twenty-ten participants were Pearl Asbury, Carolyn Baker, Pat Baker, Ed Brasefield, Jennie Brasefield, Yvette Burwell, Lafá Coleman, Brenda Cook, William Hall, Carolyn Osborne, Gerry Osborne, Julie Petroff, Tracy Raulerson, James Shepherd, Mary Shepherd, Jeanette Thompson, Dale Wood, and Marybeth Wood.

"We appreciate the citizens who

Pictured (left to right): Jennie Brasefield, Ed Brasefield, Julie Petroff, James Shepherd, Mary Shepherd, William Hall, Lafá Coleman, Yvette Burwell, Pearl Asbury, Carolyn Baker, Jeanette Thompson, Pat Baker, Brenda Cook, Tracy Raulerson, Marybeth Wood, Dale Wood, Carolyn Osborne, and Gerry Osborne

have taken their time to learn about City government and services," said Mayor Scott Padgett. "The graduates always enjoy the course and come out of it learning more than they could have imagined.

"This course is an opportunity for us to interact closely with citizens. We hope these graduates will continue to give us input and take an active role in the community," said City Manager Brian Hiatt.

The next class will begin in fall of 2011, and applications will be available in May. For more information call 704-920-5215 or visit the City's Web site. □

Changes to Solid Waste and Recycling Will Provide Better Service to Customers

Effective January 1, 2011, the City of Concord requires that all residents call our Customer CARE Center (704-920-5555) to schedule the curbside collection of bulk metal, old appliances, and used tires. Although the City of Concord has encouraged residents to schedule the collection of these items for some time, scheduling becomes mandatory in 2011. Items left on curb and not scheduled for pick-up could lead to code enforce-

ment penalties for property owners.

Currently, two trucks serve Concord citizens in collecting metal and tires. "By requiring citizens to schedule the collection of appliances, metal and tires, we can eliminate the need for one of our two trucks. The retirement of one coworker during this year allows us to eliminate his position, consolidate our operations, and move the truck into reserve status," said Allen Scott, director of

solid waste services. "With the cooperation of our citizens, this simple change will save the City 30,000 miles of driving, 3,000 gallons of diesel fuel, and approximately \$55,000 annually."

More service changes will come in July, when the City will begin collecting residential recycling every other week using 96-gallon roll-out carts. Look for lots of information in the next few months to further explain our service improvements. □



City's Fifth Public Safety Academy Begins February 14

The City of Concord believes in creating partnerships with the citizens who live and work in our city. We believe this partnership keeps our quality of life at a high level and allows us to provide the best municipal services possible.

To help build this partnership, the Concord Communications, Fire and Life Safety, and Police departments are proud to announce the fifth Citizen Public Safety Academy. This course will allow citizens to learn about the functions of Concord's public safety departments, meet our staff and help us evaluate the services we provide.

The 10-week academy will begin

February 14, 2011, and end on April 18, 2011. Consecutive classes will be held each Monday from 6:30 to 8:30 p.m.

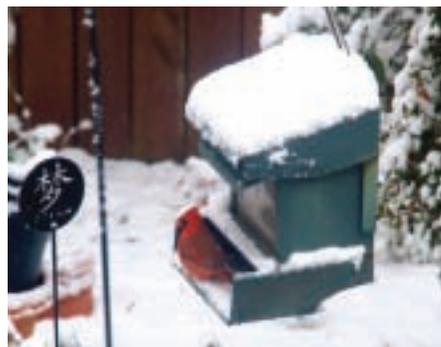
Four classes will be taught by members of the Concord Department of Fire and Life Safety and will include presentations on the various services provided as well as how all of us can be safer in our daily lives. Members of the Concord Police Department will instruct four classes on all functions of the department and give an in-depth look at our community policing philosophy. One class will be presented by members of Concord's Communications

Department and will explain what happens when you call 911 or request any service from our public safety departments. The 10th week will be a graduation dinner to honor academy participants.

Class participants will be urged to participate in an exchange of information that will benefit all involved. Class size is limited to 20, so please visit the City's Web site (www.ci.concord.nc.us) to download an application. You may also contact Leslie Griffin at the Police Department (email: griffinl@ci.concord.nc.us; mail: P.O. Box 308, Concord NC, 28026; fax: 704-788-9313). □

A Winter Wonderland

It was a sight to behold — several inches of snow in Concord on December 26, 2010. What started falling on December 25 was the first Christmas Day snow since 1947 in this area. Young and old alike enjoyed the beauty and the wildlife. □



Winter pictures courtesy of Richard Schmidt, artfulnotes.blogspot.com.



P.O. Box 308
Concord, NC 28026

www.ci.concord.nc.us

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Family Fun

Viva Verde Earth Fest Scheduled for Saturday, April 16

The Second Annual Viva Verde Earth Fest has been scheduled for Saturday, April 16, from 10 a.m. until 2 p.m. at North Cabarrus Park in Kannapolis (address is 760 Orphanage Road, Concord, NC 28027).

Plans include information booths, live music, geocaching, art contests, recycling, arts and crafts, music, children's activities, food, and more.

A shuttle will connect the parking area, Viva Verde Earth Fest and the Piedmont Farmers' Market.

Please visit the event's Web site at www.VivaVerdeEarthFest.wordpress.com and Facebook page at www.Facebook.com/VivaVerdeEarthFest.

Vendors, service groups, and food service providers interested in participating should download and submit a Vendor Registration Form off of the Web site. □



**STANDARD FORM OF AGREEMENT
FOR PROFESSIONAL SERVICES**

THIS AGREEMENT is made and entered into this ____ day of _____, 200_, by and between the CITY OF CONCORD, (herein referred to as the "City") located at 26 Union Street, South, Concord, North Carolina, and _____, a _____ (herein referred to as "Contractor") located at _____, North Carolina _____;

W I T N E S S E T H:

WHEREAS, the Contractor is engaged in the business of performing consulting services relating to professional _____ matters; and

WHEREAS, the City desires to contract with the Contractor to perform such services at the City's project known as _____ (the "Project") located adjacent to the _____ between _____, comprised of approximately _____ acres of parcels _____ (the "Project Site");

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

Sec. 1. Professional Services to be Provided. The Contractor will provide professional services for the Project as set forth in Exhibit "A" attached hereto and incorporated herein by reference. The fee shall not exceed the amount set forth in Exhibit "A". Additional Exhibits may be used to further define this Agreement when the Contractor and City so agree. Any additional exhibits shall be designated as exhibits to the Agreement with capitalized, sequential letters of the alphabet, shall be attached hereto and incorporated herein by reference as if the same were fully recited, and shall become terms of this Agreement upon execution by both parties.

Sec. 2. Standards of Performance.

A. The standard of care for all professional and related services performed or furnished by Contractor under this Agreement will be the care and skill ordinarily used by members of Contractor's profession practicing under similar conditions and circumstances and in a similar locality.

B. Contractor shall be responsible for the technical accuracy of its services and documents resulting therefrom, and City shall not be responsible for discovering deficiencies therein. Contractor shall correct such deficiencies without additional compensation, except to the extent such action is directly attributable to deficiencies in City-furnished information.

C. Contractor shall perform or furnish professional _____ and related services in all phases of the Project to which this Agreement applies. Contractor may employ such Contractor's consultants as Contractor deems necessary to assist in the performance or furnishing of the services. The meaning of the term "consultant" shall include "subcontractor." Contractor shall not be required to employ any Contractor consultant unacceptable to Contractor; however, the Contractor shall obtain the City's written approval for each consultant selected. Such approval may be granted by the City Manager or by any duly authorized agent of the City Manager.

D. Contractor and City shall comply with all applicable local, state and federal Laws and Regulations or Standards. Changes made to these requirements subsequent to the City's issuance of the Notice to Proceed may be the basis for modifications to City's responsibilities or to the scope, schedule, and compensation for Contractor's services.

E. City shall be responsible for, and Contractor may rely upon, the accuracy and completeness of all requirements, programs, instructions, reports, data, and other information furnished by City to Contractor pursuant to the Agreement. Contractor may use such requirements, reports, data, and information in performing or furnishing services under this Agreement.

F. City shall make decisions and carry out its other responsibilities in a timely manner so as not to unreasonably delay the services of Contractor.

G. Contractor shall guarantee the performance of any consultant hired by, or otherwise relied upon by Contractor and shall assume responsibility for any such consultant's failure to furnish and perform the Work in accordance with this Agreement.

H. Contractor shall not be responsible for the acts or omissions of any contractor(s), subcontractor, or supplier, or of any of the contractor's agents or employees or any other persons (except Contractor's own employees or consultant's hired by or working directly for the Contractor) at the site or otherwise furnishing or performing any of the Contractor's work; or for any decision made on interpretations or clarifications by the City of the Contract Documents when such interpretations or clarifications are given without the consultation and advice of Contractor.

Sec. 3. Project Site. Reasonable precautions will be taken to minimize damage to the Project Site from the Contractor's activities and use of equipment. The Contractor, well in advance of any testing or site investigation, will research and identify the accurate location of all utilities located on the Project Site including the presence and accurate location of hidden or obscured man-made objects known to the City. Contractor shall take all reasonable precautions to locate any hidden or obscured utilities or other man-made objects which may be on the Project Site, but are unknown to the City.

Sec. 4. Time of Service. The Contractor shall commence work within _____ () days of the date of its receipt of written Notice to Proceed from the City. The date that is _____ () days from the date of the Contractor's receipt of the Notice to Proceed shall be the "Commencement Date." All work as set forth in the Scope of Services in Exhibit "A" shall be completed within _____ () calendar days of the Commencement Date. The date that is _____ () calendar days from the Commencement Date shall be the "Completion Date." Time is of the essence with regard to this Project. If Contractor's obligations are not completed by the Completion Date, the City reserves the right to nullify this Agreement, order the Contractor to immediately cease all work under this Agreement and vacate the premises, and to seek professional services equivalent to those outlined in Exhibit "A." The Contractor shall be held accountable for all damages incurred by the City as a consequence of the missed Completion Date. The exercise of any of these rights by the City shall not be interpreted to prejudice any other rights the City may have in law or equity.

Sec. 5. Cancellation for Non-Conformity. In the event of the Contractor's failure to deliver or perform in accordance with the terms and conditions set forth herein, the City shall have the right to nullify this Agreement or any part hereof, without prejudice to its other rights, and the Contractor agrees that the City may return part or all of any delivery and may charge the Contractor with any loss or expense sustained as a result of such failure to deliver or to perform.

Sec. 6. Insurance and Liability. Contractor shall maintain and cause all consultants to maintain insurance policies at all times with minimum limits as follows:

<u>Coverage</u>	<u>Minimum Limits</u>
Workers' Compensation	\$100,000 each accident, \$500,000 bodily injury by disease, \$500,000 bodily injury by disease policy limit
General Liability	<input type="checkbox"/> \$500,000 per occurrence if contract does not exceed 30 days and does not exceed \$25,000; otherwise, <input type="checkbox"/> \$1,000,000 per occurrence/\$2,000,000 aggregate
Automobile Liability	<input type="checkbox"/> \$500,000 per occurrence if contract does not exceed 180 days and does not exceed \$500,000; otherwise, <input type="checkbox"/> \$1,000,000 per occurrence
Umbrella	<input type="checkbox"/> \$1,000,000 per occurrence if contract does not exceed 180 days and does not exceed \$500,000; otherwise,

\$2,000,000 per occurrence

Professional Liability insurance policy limit requirements shall be based on the total amount of compensation to be paid to Contractor under this Agreement and as set forth in Exhibit "A," and on a determination by City of whether the services provided under this Agreement are for hazardous or non-hazardous activities. The required limits are:

For Non-Hazardous Activities:

- \$500,000 for contracts under \$50,000
- \$1,000,000 for contracts above \$50,000 but less than \$100,000
- \$5,000,000 for contracts over \$100,000

For Hazardous Activities:

- \$1,000,000 for contracts under \$50,000
- \$2,000,000 for contracts above \$50,000 but less than \$100,000
- \$5,000,000 for contracts over \$100,000

Sec. 7. Documentation Requirements:

A. Contractor shall provide the City with a **Certificate of Insurance** for review prior to the issuance of any contract or Purchase Order. All Certificates of Insurance will require written notice by the insurer or contractor's agent in the event of cancellation, reduction or other modifications of coverage by the insurer. Such notice shall be not less than 30 days for nonrenewal by the insurer, not less than 10 days for cancellation due to nonpayment of the premium and as soon as possible for all other types of modifications. In addition to the notice requirement above, Contractor shall provide the City with written notice of cancellation, reduction, or other modification of coverage of insurance whether instigated by the insurer or by the Contractor immediately upon Contractor's receipt of knowledge of such modifications. Upon failure of the Contractor to provide such notice, Contractor assumes sole responsibility for all losses incurred by the City for which insurance would have provided coverage. The insurance certificate shall be for the insured period in which the initial contract period begins and shall be renewed by the contractor for each subsequent renewal period of the insurance for so long as the contract remains in effect.

The City shall be named as an **additional insured** and it is required that coverage be placed with "A" rated insurance companies acceptable to the City. Statement should read, "City of Concord is added as an additional insured as evidenced by an endorsement attached to this certificate." Failure to maintain the required insurance in force may be cause for termination of this Agreement. In the event that the contractor fails to maintain and keep in force the insurance herein required, the City has the right to cancel and terminate the Agreement without notice.

B. All those doing business with the City must have a current **Privilege License** issued by the City of Concord if a privilege license is authorized by law.

C. Contractor shall provide a completed W-9 form to the City prior to execution by the City of this Agreement.

Sec. 8. Indemnification. To the maximum extent allowed by law, the Contractor shall defend, indemnify, and save harmless the City of Concord, its agents, officers, and employees, from and against all charges that arise in any manner from, in connection with, or out of this Agreement as a result of the acts or omissions of the Contractor or its subcontractors or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable except for damage or injury caused solely by the negligence of the City its agents, officers, or employees. In performing its duties under this section, the Contractor shall at its sole expense defend the City of Concord, its agents, officers, and employees with legal counsel reasonably acceptable to City. As used in this subsection – "Charges" means claims, judgments, costs, damages, losses, demands, liabilities, duties, obligations, fines, penalties, royalties, settlements, expenses, interest, reasonable attorney's fees, and amounts for alleged violations of sedimentation pollution, erosion control, pollution, or other environmental laws, regulations,

ordinances, rules, or orders. Nothing in this section shall affect any warranties in favor of the City that are otherwise provided in or arise out of this Agreement or by operation of law. This section is in addition to and shall be construed separately from any other indemnification provisions that may be in this Agreement. This section shall remain in force despite termination of this Agreement (whether by expiration of the term or otherwise) and termination of the services of the Contractor under this Agreement.

Sec. 9. Intellectual Property. If any claim based upon alleged infringement of rights in any patent, copyright, trademark, or trade name is asserted against the City by virtue of the purchase or use of any good, service, or process hereunder, the Contractor shall indemnify and hold the City harmless from all claims, demands, and legal obligations against the City in preparation or in defense of such claims, or in settlement thereof.

Sec. 10. Documents. All documents, including but not limited to drawings, specifications, reports, boring logs, field notes, laboratory test data, calculations and estimates, prepared by the Contractor pursuant to this Agreement, shall be the City's sole property. The Contractor shall furnish or cause to be furnished to the City any and all such reports, data, studies, plans, specifications, documents, computer files, and other information created or collected by the Contractor for the Project. The documents so provided will remain the property of the City. All documents prepared by the Contractor for the City are subject to public records requirements, and the City will not assume any responsibility for any third party's use of the documents that are produced.

Sec. 11. Attachments. The following attachments are made a part of this contract and incorporated herein by reference: _____

In the event any terms in any attachment hereto conflict with any terms in this Agreement without said attachment, the terms of this Agreement as written without said attachment shall control and take precedence over the contradictory language in the attachment, except in such case where the City has expressly waived said conflicting terms by stating the specific term in this Agreement which is to be waived and the alternative term which is to be effective. The waiver must be in writing and signed by the City Manager or a duly authorized representative of the City Manager.

Sec. 12. Strict Compliance. The City may at any time insist upon strict compliance with these terms and conditions notwithstanding any previous course of dealing or course of performance between the parties to the contrary.

Sec. 13. Corporate Status. If the Contractor experiences any change in corporate status whatsoever, including but not limited to incorporation, dissolution or suspension of incorporation, or any change in the status of partnership or sole proprietorship, and the Contractor does not notify the City of such change in status within three (3) business days from the date of the change in status, and/or the status existing at the time of execution of this Agreement is not reinstated within thirty (30) days, The City may, at its sole option, either declare the Agreement null and void or require execution by the Contractor of a new Agreement reciting the Contractor's correct legal entity and executed by a duly authorized agent of that entity.

Sec. 14. Notices.

A. All notices and other communications required or permitted by this Agreement shall be in writing and shall be given either by personal delivery, fax, or certified United States mail, return receipt requested, addressed as follows:

To the City:

City of Concord
P.O. Box 308
Concord, NC 28206
Fax Number: (704) _____

To the Contractor:

Albert Benschhoff, Esq.
City Attorney
PO Box 308
Concord, NC 28026

B. Change of Address, Date Notice Deemed Given: A change of address, fax number, or person to receive notice may be made by either party by notice given to the other party. Any notice or other communication under this Agreement shall be deemed given at the time of actual delivery, if it is personally delivered or sent by fax. If the notice or other communication is sent by US Mail, it shall be deemed given upon the third calendar day following the day on which such notice or other communication is deposited with the US Postal Service or upon actual delivery, whichever first occurs.

Sec. 15. Survival. All obligations arising prior to the termination of this Agreement and all provisions of this Agreement allocating responsibility or liability between the City and the Contractor shall survive the completion of the services and the termination of this Agreement.

Sec. 16. Miscellaneous.

A. **Choice of Law and Forum.** This Agreement shall be deemed made in Cabarrus County, North Carolina, and shall be governed by and construed in accordance with the laws of North Carolina. The exclusive forum and venue for all actions arising out of this Agreement shall be the appropriate division of the North Carolina General Court of Justice, in Cabarrus County. Such actions shall neither be commenced in nor removed to federal court. This section shall not apply to subsequent actions to enforce a judgment entered in actions heard pursuant to this section.

B. **Waiver.** No action or failure to act by the City shall constitute a waiver of any of its rights or remedies that arise out this Agreement, nor shall such action or failure to act constitute approval of or acquiescence in a breach thereunder, except as may be specifically agreed in writing.

C. **Performance of Government Functions.** Nothing contained in this Agreement shall be deemed or construed so as to in any way estop, limit, or impair the City from exercising or performing any regulatory, policing, legislative, governmental, or other powers or functions.

D. **Severability.** If any provision of this Agreement shall be unenforceable, the remainder of this Agreement shall be enforceable to the extent permitted by law.

E. **Assignment, Successors and Assigns.** Without the City's written consent, the Contractor shall not assign (which includes to delegate) any of its rights (including the right to payment) or duties that arise out this contract. Unless the City otherwise agrees in writing, the Contractor and all assigns shall be subject to all of the City's defenses and shall be liable for all of the Contractor's duties that arise out of this Agreement and all of the City's claims that arise out of this Agreement. Without granting the Contractor the right to assign, it is agreed that the duties of the Contractor that arise out of this Agreement shall be binding upon it and its heirs, personal representatives, successors, and assigns.

F. **City Policy.** THE CITY OPPOSES DISCRIMINATION ON THE BASIS OF RACE AND SEX AND URGES ALL OF ITS CONTRACTORS TO PROVIDE A FAIR OPPORTUNITY FOR MINORITIES AND WOMEN TO PARTICIPATE IN THEIR WORK FORCE AND AS SUBCONTRACTORS AND VENDORS UNDER CITY CONTRACTS.

G. **EEO Provisions.** During the performance of this Agreement the Contractor agrees as follows:

(1) The Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, political affiliation or belief, age, or handicap. The Contractor shall take affirmative action to insure that applicants are employed and that employees are treated equally during employment, without regard to race, color, religion, sex, national origin, political affiliation or belief, age, or handicap. The Contractor shall post in conspicuous places available to employees and applicants for employment, notices setting forth these EEO provisions.

(2) The Contractor in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, political affiliation or belief, age, or handicap.

H. **No Third Party Right Created.** This Agreement is intended for the benefit of the City and the Contractor and not any other person.

I. **Principles of Interpretation.** In this Agreement, unless the context requires otherwise the singular includes the plural and the plural the singular. The pronouns "it" and "its" include the masculine and feminine. Reference to statutes or regulations include all statutory or regulatory provisions consolidating, amending, or replacing the statute or regulation. References to contracts and agreements shall be deemed to include all amendments to them. The word "person" includes natural persons, firms, companies associations, partnerships, trusts, corporations, governmental agencies and units, and any other legal entities.

J. **Modifications, Entire Agreement.** A modification of this Agreement is not valid unless signed by both parties and otherwise in accordance with requirements of law. Further, a modification is not enforceable against the City unless the City Manager or other duly authorized official signs it for the City. This Agreement, including all exhibits and attachments hereto, contains the entire agreement between the parties pertaining to the subject matter of this Agreement. With respect to that subject matter, there are no promises, agreements, conditions, inducements, warranties, or understandings, written or oral, expressed or implied, between the parties, other than as set forth or referenced in this Agreement.

(SIGNATURES ON PAGE 6 OF 7)

CITY OF CONCORD:

(Typed or Printed Legal Name of Contractor)

By: _____
City Manager

By: _____
Signature of President/Vice President/Manager/Partner

ATTEST BY:

Printed Name: _____

Title: _____

City Clerk
SEAL

ATTEST:

BY: _____
Signature of Vice President, Secretary, or other officer

APPROVED AS TO FORM:

Printed Name: _____

Title _____

Attorney for the City of Concord

SEAL

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

EXHIBIT A

This document is an Exhibit to the Agreement for Professional Services between the CITY OF CONCORD and _____
dated _____ 2_____.

Scope of Services:

Fee for Scope of Services:

The fee for services shall not exceed _____ and shall be based on a time and material format, whereby fees would be invoiced by the amount of actual time/material expended. Fees for _____ staff time shall be based on the rate schedule provided below. Invoices shall be directed to: City of Concord Attention: _____, Post Office Box 308, Concord, NC 28026-0308. Should changes or extra services be needed, which will cause a cost overrun; _____ will consult with the City for adjustments prior to conducting the work.

The budget for the scope of services is based on the following estimates: