

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.

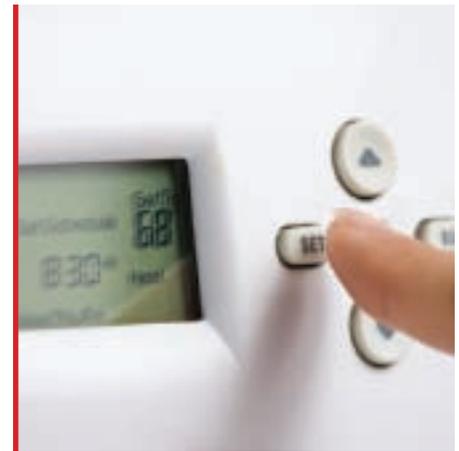
• **Use a humidifier to keep your home more comfortable.** Adding moisture allows you to reduce the thermostat setting without feeling colder.

• **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.

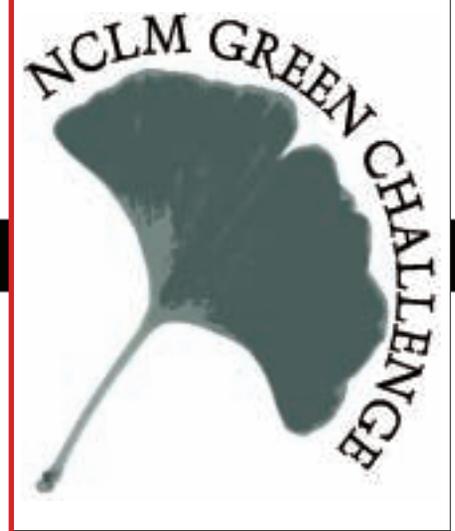
The NCLM Green Challenge was the idea several years ago of the late Susan Burgess, Charlotte council member and past NCLM president, as a way to honor those municipalities that have taken the initiative to conserve energy and

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. □

