



City of Chattanooga

Mayor Andy Berke

March 13, 2019

Kim White
President and CEO
River City Company
850 Market Street, Suite 200
Chattanooga, TN 37402

RE: City of Chattanooga Level of Service

Dear Mrs. White,

The City of Chattanooga is supportive of River City Company's effort to work with the community to determine if a Business Improvement District (BID) in the downtown area is feasible and supported. We understand that the BID would increase resources available for downtown revitalization and allow for efforts to promote a safer, cleaner, and more vibrant downtown.

The City has historically provided a base level of services in the downtown area, as outlined in the attached document. Each relevant City department was requested to describe their services, and staff is committed to deliver these services in a consistent and professional way into the future. The City will provide an annual report of the services, along with a report of any major modifications.

As the economy continues to fluctuate there may be times when financial constraints cause the City to reduce budgets affecting base level services. Nevertheless, any reductions would be mindful of our stated goals to support and enhance a thriving downtown.

Sincerely,

Stacy Richardson
Chief of Staff, City of Chattanooga

Attached: City of Chattanooga Base Level of Services in the Proposed BID Area

City Baseline Services in the Downtown Business Improvement District Area

Police Department Downtown Services

Bike Officers

- Provide four bike patrol officers to patrol the downtown area. Two assigned to day shift from 0700 to 1700 hours and two assigned to evening shift from 1200 to 2200 hours.

Patrol Officers

- Most of the BID area falls within District Adam 7. This unit is assigned to respond by vehicle. Adam 6 and Adam 9 touch the southeastern and western boundaries of the BID and are often part of the response for this area. There are a total of four districts in the central part of downtown, and these districts are operated 24 hours a day, 7 days a week. The area outlined in the BID covers roughly two districts of area, which works out to two officers per shift for three shifts, starting at 0700, 1500 and 2200 hours respectively.
 - Additional overtime and on duty coverage for this area during special conditions and/or City sponsored events. Large scale private events may pay for additional overtime officers. The number of officers working overtime is determined by the number of citizens present. Typically this ratio is one officer to 50 citizens.
 - Vehicles used in this area include standard police cars, ATVs, golf carts and bicycles.

Public Works Downtown Services

Parks Maintenance

- Maintain parks and public space within the BID district
 - Including but not limited to grounds/landscaping/irrigation, custodial, water feature maintenance, building maintenance, security. Includes use of City staff and contractors.
- See the Downtown Landscape & Park Maintenance Plan (Exhibit A) for more details.
- Park reservations may be made online beginning in February 2019.

Refuse Collection

- Commercial garbage and recycling is picked up six nights a week within the CBD (Monday through Saturday). Carts/bins to be supplied by the City to developments that do not have a dumpster on site.
- Trash cans lining the street are emptied daily, but are not cleaned.

Forestry Department

- The City Forester inspects approximately 7,000 trees weekly in the expanded CBD to check for insect, disease pathogens, and dead or dying trees. Trees that need immediate attention are serviced mainly by in-house crews.
- Approximately 1200 trees are pruned and 75-100 trees are replaced in this area each year due to normal death. Trees that are knocked over by errant motorists or vandalized are replaced as needed.
- Pruning and removal work is typically done by a three-man crew. Tree replacements are contracted out.
- Work is done as needed and as time allows.

ROW Maintenance

- Perform weed control along sidewalks as needed or requested by using herbicide spray. Tree wells receive mulch and herbicide once per year.
- Bricks surrounding tree wells are corrected and fixed as needed or requested.
- Inspect bicycle lanes, curb lines, and storm drains for debris. If possible, remove debris to clear lanes, curb lines, storm drains, and catch basins.
- Street sweeping is performed five nights a week, Wednesday through Sunday, within the CBD from 11:00pm to 7:30am, additionally as needed or by 311 service request. Street sweeping services provide an average of 30 miles of sweeping per eight hour shift. Additional sweeping is done during fall and winter months to move leaves along the streets. The street sweeping operator also uses an ODB collection unit to collect larger piles of leaves along the sides of the road as needed.
- Roadways are treated during winter events. Additional sweeping is performed at the end of the winter event to collect any salt and sand on roadways.
- Public Works fills pot holes on an as needed and as requested basis. Requests are responded to within 24-48 hours.
- Sidewalk repairs are completed on an as needed and as requested basis. All sidewalk repair requests are added to a list and prioritized based on hazard.
- Graffiti removal will only be performed on public property (street signs, poles and sidewalks) by City Wide Services as requested
- Public Works does not perform any pressure washing and has no anticipation of doing so in the future.

Waste Resources Division Downtown Services

Deodorant Blocks

- Provide and install deodorant blocks in drainage structures for those that have not been converted to the sump and baffle structures throughout the downtown area.
 - [The downtown is a Combined Sewer Area for sanitary and storm drainage. During low flow active sewer odor builds up in the system and releases thru the connected storm drains, unless a sump and baffle structure has been installed.]

Fire Department Downtown Services

Fire Protection Services

- Fire protection and emergency response services provided within the CBD area.
- Fire prevention activities – fire code enforcement/plans review and fire public education

Special Operations

- Special Operation activities – confined space rescue, trench rescue, high/low ropes rescue, structural collapse rescue, vehicle extrication, and hazardous material response
- Fire Department Special Operations Division provides remote air monitoring, as well as coordinated safety and security plans during large events such as Riverbend, Ironman, Head of the Hooch, etc.

Chattanooga Department of Transportation Downtown Services

General

- CDOT has dedicated programmed funds and staff to several substantial projects that overlap with the BID boundary, such as, but not limited to 8th Street shared space, Patten Parkway redevelopment, Walnut Street shared space, MLK road diet and re-paving project. We consider capital investments in the downtown core to be worthwhile investments due to breadth of long-range value for the community and region as well as pedestrian and other active and healthy transportation options.
- In addition to capital projects, CDOT receives daily service requests, conducts field studies, pursues and manage grants, and implements changes to signal timing, parking regulations, as well as ongoing administration and coordination of work zones and special events that consistently have a noticeable impact on the quality and functionality of the downtown.

Street Lights

- Light portion of street lighting is maintained by EPB. Upkeep and improvements to light poles would need to go through the Capital Improvements Plan. There are not any current plans for upkeep or improvements.
- CDOT is responsible for approximately 1700 street lights within the BID boundary.

Signal Maintenance

- CDOT also maintains 53 signalized intersections with 12 vehicular signal heads, 8 pedestrian signal heads, and 8 pedestrian push buttons per location. CDOT installs approximately one new push-button actuated pedestrian crossing every 3 years.
- CDOT provides preventative maintenance at each location 1-2 times per year and provides Response Maintenance 24/7/365.

Other

- Any street resurfacing must go through the Capital Improvements Plan.
- CDOT maintains all crosswalks (75), traffic signs (~1,853), and 7 miles of lane markings.

Bike Share

- The Chattanooga Department of Transportation owns and maintains a bike share system with 11 docking stations within the BID area.
 - CDOT maintains a contract with Shift for the operations of the system. This contract ends on 10/2020 and has two optional 1 year extensions.
 - Shift inspects the bikes monthly and provides tune-ups as needed.
 - All bikes are given full annual tune-ups
 - Shift uses a 10 bike van and real time data feeds to re-balance bikes across the different stations so that no station is full or empty for more than 2 hours between 10am and 6pm.
 - Shift maintain the station/dock operations and appearance daily, including graffiti removal within 24 hours.

Chattanooga Area Regional Transportation Authority Downtown Services

Parking

- Enforce all on-street parking within the downtown core using two vehicles and staff on foot
 - Shifts are Monday through Saturday 8am-4:30pm and 1pm-9pm
- Maintain all parking meters
- Act as the coordinating entity for the implementation of the Parking Plan.
- CARTA manages the issuing of permits for bagging meters for a daily fee. All requests are reviewed prior to permits being issued. Meters are bagged early in the morning on dates requested.

Transit

- CARTA maintains 14 electric shuttles with 14 stops within the BID area.
 - Active shuttles and drivers are based on demand and season.
 - There could be up to 6 shuttles on the road at one time in the BID area.
 - Electric buses run daily about every 5-8 minutes from the Chattanooga Choo Choo to the Tennessee Aquarium with stops at every block in between.
 - Hours are Monday – Friday, 6:30am until 11:00pm, Saturdays 9:30am until 11:00pm, and Sundays 9:30am until 8:30pm
 - The shuttle runs daily except New Year’s Day, Thanksgiving Day and Christmas Day. The shuttle runs on a holiday schedule on Martin Luther King, Jr. Day, Memorial Day, Independence Day and Labor Day
- CARTA maintains 8 fixed-route bus stops within the BID area, in addition to the 14 shuttle stops.
- CARTA contracts for pressure washing services to clean both the bus stops and shuttle stops. Shuttle stops are cleaned once per week and bus stops are cleaned three times per week.

“Exhibit A”

Downtown Landscape & Park Maintenance Plan

Attached.

Location	Address	Grounds & Lawn Maintenance	Mowing Frequency (Days)	Landscape Maintenance	Annual Planting	Tree Pit Maintenance	Public Restrooms
1st Street Art Garden	Between Walnut & Cherry Streets	Weekly	7	Weekly			
4th Street Medians & ROW	Georgia Ave to US 27 ramp	Weekly	7				
13th St ROW	200 E MLK Blvd	2 x/wk	7	Weekly	2 X/yr	Monthly	
Bessie Smith Hall & Parking lots	Between MLK & Aquarium Way			Weekly	2 X/yr	Monthly	
Broad St Bike Lane Planters & 6th St bus stop planters	Between MLK & Aquarium Way			Weekly		Monthly	
Broad St medians & ROW	11th - 13th Streets			Weekly		Monthly	
Carter Street Median	100 E 11th Street	2 x/wk	7	Weekly	2 X/yr	Monthly	
City Hall, City Hall Annex, City Council Building & Parking lots	Minor St to Tampa St						
Cherokee & Frazier ROW							
Chestnut St ROW							
Clock Tower Park & Cye Leike Beds	Market St at Houston St (12th)	Weekly	7	Weekly	2 X/yr	Monthly	
Development Resource Center	1250 Market Street	Weekly	7	Weekly	2 X/yr	Monthly	
Frazier Ave ROW	Barton Ave to Cherokee						
Georgia & MLK (Triangle median)		Weekly				Monthly	
Hunter Museum		2 x/wk		2 x/wk		Monthly	
Main Street ROW	US27 to Fire Station						
Main Terrain Art Park	450 West 13th Street	2 x/wk	7	Weekly		Monthly	
Manufacturers ROW	Cherokee to US 27						
Market St medians	20th to Main						
Market St planters & beds	Between MLK & 6th Ave	Biweekly	10	Weekly	2 X/yr	Monthly	
Market St ROW							
Memorial Auditorium Mini Park	327 McCallie Ace						
Miller Park	910 Market St	Daily	5	Weekly	2 X/yr	Monthly	Daily
MLK Median Planters	Between Georgia & Market			Weekly	2 X/yr	Monthly	
Phillips Park (Cecil Phillips Park) & surrounding ROW	700 Georgia Avenue	Weekly	7	Weekly	2 X/yr	Monthly	
Pine St & MLK triangle median							
Ross's Landing/Chattanooga Green		Daily		Weekly			
Riverfront Pkwy medians	Main St to City Marina	Biweekly	10	Weekly		Monthly	
Riverfront parking lots (ROW)	Bluffview area						
Riverside/Riverfront Pkwy medians, ROW							
Riverside & 3rd St medians & ROW		Biweekly	10	Weekly		Monthly	
Tivoli Mini Park	W 7th St & Chestnut St						
TN Aquarium Plaza	1 Broad St	Daily		Weekly	2 X/yr		Daily
Walnut St Bridge				2 x/wk	2 X/yr		

Notes:

- Mowing, trimming, and edging all areas.
 - Cleaning all grass clippings, vegetation from curbs, gutters, sidewalks, landings, and other hardscape surfaces.
 - Collection, removal, and disposal of all debris & litter from the site.
 - Turf treatment & Pest control (5-6 x/yr)
 - Maintaining tree wells, tree rings, planting beds and other mulched areas in neat and orderly appearance, free of grass, weeds, leaves, litter and other debris.
- Pruning
 - Mulching, once a year
 - Collection, removal, and disposal of all debris & litter from the site.
 - Fertilization & Pest control
- Seasonal color planting of annual flowers, 2 x a year
- Keep weed free
 - Mulching, once a year
- Cleaning & restocking