



City of Asheville
CITY MANAGER'S OFFICE
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February 27, 2024

Kit Cramer
President & CEO
Asheville Area Chamber of Commerce
36 Montford Avenue
Asheville, NC 28801

Re: City of Asheville Current Services

Dear Mrs. Cramer,

The City of Asheville is supportive of the Chamber of Commerce's effort to work with downtown stakeholders to determine if a Business Improvement District (BID) is an appropriate mechanism for providing enhanced services in the downtown area, and if its implementation is feasible and supported. Based on identified stakeholder priorities, we understand that services focused on enhancing safety and cleanliness conditions will initially be the primary focus of the BID.

The City provides a base level of services in the Central Business District (CBD), as outlined in the enclosed Current City of Asheville Services Provided in the CBD document. Each applicable City department described their current services, distinguishing whether the service is delivered by staff or through a contract. The City is committed to delivering downtown services in a consistent and professional manner.

As economic conditions and city-wide service demands continue to fluctuate, there may be times when financial or resource constraints cause the City to shift resources affecting current levels of service. Any changes in service would be mindful of our stated goals of partnering with the Chamber of Commerce, business and property owners as well as the Asheville Downtown Association to support and enhance a vibrant downtown Asheville.

Sincerely,

Debra Campbell
City Manager
City of Asheville

Cc: Esther Manheimer, Asheville Mayor
Asheville City Council
Asheville Department Directors

Enclosed: Current City of Asheville Services Provided in the CBD



Current City of Asheville Services Provided in the Central Business District (CBD)

February 27, 2024

*contracts linked for reference

Public Works

Sidewalk Repairs/Maintenance

- The City performs sidewalk maintenance, repairs and/or replacements city-wide, prioritizing accessibility improvements.
- Sidewalks abutting City-owned properties are treated during winter events.
- The crew's work lists are generated by work orders from across the City, mobility plans and community input.
- There is budgeted funding for two in-house 5-person sidewalk maintenance crews, one that focuses on downtown. They do sidewalk maintenance, sidewalk repairs and/or replacements.
- Brick sidewalks are generally repaired by public works staff. The decision on brick vs. concrete replacement is generally related to the scope of the repair. If it is a minor repair, brick will generally be used to match the surrounding sidewalk. If it's part of a larger scale sidewalk project, city staff will discuss with stakeholders, historic regulations, etc. to determine material and design aspects.
- The COA is responsible for management and general maintenance of sidewalks and ramps on all COA and NCDOT streets within the City limits, except for DOT bridges, tunnels and the areas under overpasses.

Right of Way Cleaning

- Street sweeping is done 4x per week (Sun - Thurs) by street sweeper vehicles at night in the CBD weather permitting.
- Staff removes graffiti from public/city property and administers enforcement on private property.
- **Downtown specific service:**
 - Contracted general roadside/sidewalk clean-up and weed control in the historic core of downtown 5 days per week. (contracted service - Downtown Cleanliness*)
 - Pressure-washing 6x per year in the historic core and 4x per year in other areas of the CBD. (contracted service - Downtown Cleanliness*)
 - Cleaning of trash and recycling receptacles in the CBD. (contracted service - Downtown Cleanliness*)

- Biohazard and hot spot clean-up on sidewalks/public spaces in the CBD on an as-needed basis. (contracted service - Downtown Cleanliness*)
- **ARPA Funded (Temporary)**
 - Supplemental litter clean-up in target public spaces 48-60 hours/week - Cherry St, Lexington Bridge, Tunnel Rd. (contracted service - Roadside Litter*)
 - Supplemental roadside/sidewalk litter clean-up in areas of the CBD outside of the historic core. (contracted service - Roadside Litter*)
 - Hot spot clean up of extensive litter on City property on an as needed basis city-wide. (contracted service - Roadside Litter*)
 - *Unless other/new funds are identified and programmed, these services will go away when the money runs out.*

City Roadway Maintenance

- Roadways are treated by staff during winter events (city-wide)
- Potholes are scheduled for repair when reported (city-wide)
- Preventative maintenance on roadways is handled as-needed (city-wide)
- Streets are resurfaced annually city-wide as determined by the city's annual capital projects budgeting process (contracted annually)
- NCDOT responsibilities
 - Generally, NCDOT is responsible for paving/structural roadway conditions (and ramp upgrades associated with repaving) on NCDOT managed streets within the CBD as well as the areas (including sidewalks) under highway overpasses.
 - A list of City maintained streets is [viewable here](#).

Tree Planting and Maintenance

- Tree plantings are completed annually across the city through annual contracting. A majority of work takes place in the CBD. The number of trees varies by replacement needs. In 2022, 11 trees were planted in the CBD and in 2023, 21. In 2024, 12 trees are included in the bid for planting.
- Removal of dead or irreversibly declining trees is performed on an as-needed basis by staff.
- Tree pruning, stump removal, pest management and tree grate repairs are performed on an as-needed basis by staff.
- The City's arborist uses his professional knowledge to prioritize locations generated by work orders for pruning. 21 locations within the CBD were pruned by staff in 2023.

Median Maintenance

- Maintenance/replanting of medians and bulb-outs throughout the city including the following streets in the CBD: Broadway, Battery Park Avenue, Church Street, Coxe Avenue, College Street, Haywood Street, Woodfin Street, S. Lexington Avenue, N. Lexington Avenue. (contracted service - Median Maintenance*).

Trash and Recycling Collection

- There are 115 receptacles in the CBD.
- Staff collects trash from street receptacles in the CBD 7 days/week.
- Recycling receptacles are collected 5 days/week - Mon, Wed, Fri, Sat, Sun (city-wide contracted service).
- Staff collects business and residential trash once per week on Wednesdays.
- Staff coordinates with residents for special waste collections such as residential move-outs, extra trash, bulky trash, etc.
- Staff troubleshoots and coordinates with businesses if there are collection issues.
- Staff collects waste from cigarette butt receptacles and refills pet waste station bags once per week.
- Staff conducts sanitation related enforcement activities as-needed.
- Trash and recycling receptacles are cleaned on a quarterly basis in the historic core of downtown and 2x per year in the rest of the CBD (also referenced as part of the downtown cleanliness contract).

Holiday Decorations

- Staff's current inventory of holiday decorations installed in the CBD is made up of 94 wreaths and 49 snowflakes installed on light poles. This is approximately 84% of the city-installed (city-wide) holiday decorations.
- The installation costs (equipment and labor) for the current decorations city-wide are approximately \$24,000.

Event Support

- Waste management and barricade support for City-supported/produced events held downtown, generally including Juneteenth, MLK Peace March, Veteran's Day, Memorial Day, Independence Day and the Holiday Parade (see more details in Office of *Community and Regional Entertainment* section).

Downtown City Fuel Station

- The City sells CNG fuel to the public at 45 McCormick Place. The City also offers the public free compressed air. Upkeep of the fuel station including cleanliness of the exterior areas. (fleet division staff)

Parks and Recreation

Parks Maintenance and Management

- Landscaping, irrigation, security, lighting and programming of the following downtown parks spaces: Pack Square Park, Pritchard Park, Triangle Park and Grace's Garden as well as the landscaped areas surrounding Rankin Garage, Wall Street Garage, City Hall, Municipal Building, Public Works building/lots and fleet lots. (combination of staff and contracted services - see Pack Square Park Landscaping* and Pritchard Park/Grace's Garden Landscaping* *including a breakdown of services**)
- *Downtown Restroom Maintenance*

- Pack Square Park Pavilion
 - Budgeted daily coverage from 7:00 a.m. to 3:00 p.m. to stock and clean the restrooms at the Pack Square Park Pavilion.
- Future: Portland Loo Restroom Facility
 - A similar level of service is planned for this facility expected to be installed in spring 2024.
 - Additional resources may be considered as part of the current budget process, particularly with the potential for a new restroom facility and/or expanded restroom hours.
- *General Maintenance of Downtown Parks*
 - An employee dedicated to focusing on Pack, Pritchard and Grace's Garden checks on these areas throughout the day to ensure the heavily used, downtown properties are clean. Duties include cleaning/stocking restrooms, cleaning up litter/debris, emptying trash cans and blowing/clearing off paths.
- *Downtown Security*
 - There is budgeted security staff for coverage in downtown parks 7 days/week from 7:00 a.m. to 10:30 p.m. with additional afternoon and evening coverage in the summer months, April - October.
- *Downtown Programming*
 - The Parks & Recreation Department staff produces the following community programs downtown throughout the year:
 - Movies in the Park (Pack Square Park) once per month in May, June, July and August.
 - Tiny Tykes Triathlon (Pack Square Park) in August.

Planning and Urban Design

Public Art

- Maintenance and management of City-owned public art assets in the CBD including the Urban Trail.
- The City allocates \$60,000 for repair maintenance and programming for the Public Art Program City-wide.
- The Public Art Program spent approximately \$36K per year the last two years to cover expenses related to maintenance, repair, reinstallation of public art in downtown.
- New public art and placemaking projects determined by staff and the Public Art and Cultural Commission (generally these projects are enhancements to new or existing capital projects and administered by staff)

Downtown Management

- Position dedicated to downtown projects, coordination of internal downtown task force and liaison to the downtown commission.

Transportation

Parking Services

- *Parking Administration*
 - Parking Services' office is located downtown, open 8:00 AM thru 6:00 PM Monday - Friday with customer service provided. The majority of the Parking Services team operates out of the offices located in the Wall Street Garage. Typical customer service issues include questions about parking citations, booting of vehicles, and monthly accounts either in-person or via telephone calls and email messages. (Parking Services staff)
- *Parking Enforcement*
 - Manage and enforce parking spaces within the CBD 8am - 6pm Monday - Saturday. Enforcement includes but is not limited to on-street metered parking spaces, on-street designated ADA parking spaces, on-street loading zones, and on-street timed parking spaces. This function also covers addressing abandoned vehicles. (Transportation / Parking Services staff)
- *Garage/Lot Management*
 - All 4 of the City's parking garages are located downtown.
 - Manage garage and parking lot operations 24/7 including cleaning, pressure washing, landscaping, maintenance of the parking structures and equipment, repairs, and security. Typically staff takes care of cleaning activities on a daily basis and contracted services handles pressure washing, landscaping, maintenance, and repairs. (parking services staff and contracted services)
 - NEW: 24/7 security coverage with security guards covering each 8-hour shift began on February 1, 2024. The service delivery model for parking security will continue to evolve as the new contractor becomes more familiar with the community and the City's parking facilities (contracted service with Walden - Parking Security*)

Transit

- *Downtown Transit Service*
 - Oversee operation of 19 routes from 5:30 a.m.-10:30 p.m. Monday – Saturday and from 8:00 a.m. – 6:00 p.m. on Sunday and Holidays. All routes serve downtown (combination of staff and contracted service with operator).
- *Downtown Transit Stops*
 - Manage and maintain 34 bus stops in the CBD (out of 650 total) including signs, benches and collection of trash from receptacles on a weekly basis. (contracted service with operator -RATPDev)
 - Manage and maintain 5 bus shelters, including collecting waste at the stops, in the CBD (contracted service with operator -RATPDev)

- *Downtown ART Transit Station*
 - Provide security for the ART Transit Center: 1 guard 6:00 am to 2:00 pm and 2 guards 2:00 pm to 10:00 pm Monday - Saturday. 1 guard Sundays 7:00 am to 6:30 pm. (contracted service with operator)
 - Cleaning and maintenance of the transit station. (contracted service with operator)

Traffic Engineering

- *Street Lights*
 - Staff monitors outages on a regular basis including responding to requests from citizens of the 585 street lights within the CBD - City and Duke owned.
 - Staff coordinates with Duke energy and track repairs/replacements.
- *Traffic Signals*
 - Responsible for 22 traffic signals within the CBD on city-maintained streets; staff performs preventive maintenance, repairs and programming.
- *Signage*
 - Responsible for maintenance, installation, and repair of traffic signs on public streets within the CBD.
- *Street Markings*
 - Responsible for crosswalks, parking spaces and various symbols on public streets in the CBD.
 - Responsible for centerline and lane markings on public streets in the CBD. (typically a contracted service).

Community and Economic Development

- *Homeless Strategies*
 - The Homeless Strategies Division includes 3 staff: Division Manager, primary liaison to Continuum of Care (CoC) board and City leadership, primary responsibility for compliance with federal CoC regulations, develop and direct division's work; Training and Development Specialist, training and technical assistance for service providers and community members, leads Homelessness Learning Series; and Data and Compliance Specialist, system administrator for the Homeless Management Information System.
- *Homeless Outreach*
 - **Downtown focused service:**

- Street Outreach services are provided to those experiencing unsheltered homelessness to connect individuals with resources when possible and troubleshoot issues with impacted stakeholders (contracted service - street outreach*)
 - The City/Community and Economic Development does not have in-house dedicated outreach staff. AFD's Community Responder initiative is heavily involved in homelessness outreach but the scope of services does not include case management and entails broader community engagement efforts.
- *29 Haywood Street*
 - The City provides office and storage space for the Asheville Downtown Association as a quantifiable subsidy in exchange for in-kind services that support the betterment and success of downtown. The annual value of the ADA services (and City subsidy) was most recently calculated in 2018 at \$22,994 per year.

Office of Regional Entertainment and Event Support

- *Pole Banner permitting and policy administration*
 - Administer permitting for street pole banners city-wide
- *Property maintenance*
 - Harrah's Cherokee Center of Asheville (HCCA) staff picks up trash/debris at 68 Haywood once per week.
- *Outdoor Special Event Administration*
 - Administer permitting for outdoor special events and commercial filming on public property.
- *Downtown Special Event Support*
 - Provide production support to the Asheville Downtown Association for the Holiday Parade and Independence Day Celebration through a production agreement. City support includes the following:
 - Management fee (\$5,000 per event and up to \$30,000 for fireworks).
 - In-kind support fee waivers including application and alcohol permitting fees, property use fees, permits issued by Development Services and Transportation Departments, metered parking closures, Transit detour impact fees, installation of traffic control devices and signage, law enforcement officers, medical support personnel and waste management support, subject to availability.
 - Additional annual event support for a 3 year period (2024 - 2026)* including the following:
 - \$76,014 to ArtsAVL
 - Juneteenth Celebration (\$20,000 + broad in-kind support as agreed)

- Independence Day Celebration (\$30,000 + broad in-kind support as agreed)
- Asheville Holiday Parade (\$5,000 + broad in-kind support as agreed)
- Memorial Day Ceremony (\$500 + limited in-kind support)
- Veterans Day Ceremony (\$1,000 with no in-kind support requested/expected)
- Asheville City Market (limited in-kind support only)

Asheville Fire Department

- *Community Risk Reduction*
 - Fire code enforcement, Fire life safety education, planning review city-wide.
- *Operations*
 - Fire protection, Advanced Emergency Medical Services, in-kind standby services for City-sponsored special events city-wide.
- *Special Operations*
 - Confined space, hazardous material mitigation and structural collapse response city-wide.
- *Emergency Management*
 - Drone operation, incident management (IMT), communications plans city-wide.
- *NEW: Community Responder Pilot Program*
 - **Downtown focused service:**
 - Proactive engagement with individuals in-need; providing assistance and resources as available. This program is continuing to be developed with the goal of developing a long-term service delivery model.

Asheville Police Department

- *Beat Officers*
 - The dedicated beat officers for the central business district patrol the central business district on foot, bicycle and in marked Asheville Police Department cruisers. They provide proactive police services to improve public safety in downtown Asheville. These officers work 12 hour shifts which include a day and night shift. There are currently 4 dedicated Charlie/David District beat officers (approximately 8,320 FTE hours annually)
- *Augment Officers*
 - These are Asheville Police Department Officers who voluntarily sign up to provide extra-duty patrols. These patrols are scheduled during the peak call times and highest call volume and designed to provide extra coverage to the CBD. The extra patrols are a variety of foot, bicycle and vehicle. They augment

regular beat officer patrols to provide an increased police presence. It is possible that an augment officer may respond to a critical call outside of the CBD but for the most part, they remain inside of this designated area. (approximately 16,222 hours annually)

- *Community Resource Officers*
 - These officers provide a problem solving approach to improve quality of life issues in the central business district. They work closely with downtown residents, visitors, business owners and stakeholders to create a safer environment downtown. They regularly attend community meetings and provide crime statistics and crime reduction strategies to our community. There is currently 1 dedicated Charlie District CRO (approximately 2,080 hours annually)

- *Partnership Opportunities*
 - Conversations are occurring between the APD Chief and Sheriff around shared ideas and goals, specifically downtown.

- *Coverage Pre-Pandemic*
 - The following are estimates from May of 2020 if fully staffed
 - 11 x Dedicated Charlie District Beat Officers: 22,880 hours
 - 2 x Charlie Community Resource Officer: 4,160 hours
 - 5 x Dedicated Supervisors: 10,400 hours
 - Downtown Augment Officers: 10,660 hours
 - Total: 48,100 hours

CONTRACTS FOR REFERENCE

- [Downtown Cleanliness](#)
 - Contracted service initiated in 2014
 - Current contract approved December 2023
 - \$295,544 per year

- [Median Maintenance](#)
 - Contracted service initiated 2017
 - Current contract effective July 2022
 - \$61,000 per year

- [Street Outreach](#)
 - Contracted service initiated in 2019
 - Current contract effective July 2023
 - \$110,000 per year

- [ARPA Roadside and Hot Spot Litter](#)
 - Contracted service initiated 2023
 - Contract executed February 2023 (until funds are exhausted)
 - Total allocated \$300,000

- [ARPA Biohazard Clean-Up](#)

- Contracted service initiated 2023
 - Contract executed July 2023 (until funds are exhausted)
 - Total allocated \$200,000
- [Event Support Grants and Assistance](#)
 - Funding approved 2023
 - Effective 2024 - 2026
 - \$228,042 per year
 - [COA/ADA Holiday Parade and Independence Day Production Agreement](#)
- [Pack Square Park Landscaping](#)
 - Current contract executed 2021
 - Renewal executed 2023
 - \$47,800 per year
- [Pritchard Park/Grace's Garden Landscaping](#)
 - [Addition: Schedule and breakdown of services](#)
 - Current contract executed 2023
 - \$10,000 - \$12,000 per year plus \$5,00 for plants
- [Parking Security](#)
 - Contracted service initiated 2023
 - \$481,834 per year