

THE TOWN OF HILTON HEAD ISLAND

REGULAR TOWN COUNCIL MEETING

Date: Tuesday, September 18, 2012

Time: 4:30 P.M.

Present from Town Council: Drew A. Laughlin, *Mayor*; George Williams, Lee Edwards, Bill Harkins, Kim Likins, *Council Members*.

Absent from Town Council: Ken Heitzke, *Mayor Pro-Tem*; Bill Ferguson, *Council Member*

Present from Town Staff: Steve Riley, *Town Manager*; Greg DeLoach, *Assistant Town Manager*; Lavarn Lucas, *Fire Chief*; Charles Cousins, *Director of Community Development*; Susan Simmons, *Director of Finance*; Brian Hulbert, *Staff Attorney*; Teri Lewis, *LMO Official*; Jennifer Ray, *Urban Designer*; Shawn Colin, *Comprehensive Planning Manager*; Julian Walls, *Facilities Manager*; Alice Derian, *Contracts and Services Administrator*; Ed Boring, *Deputy Fire Chief – Support Services*, Numerous staff members of Fire and Rescue; Vicki Pfannenschmidt, *Executive Assistant*

Present from Media: Tom Barton

1) CALL TO ORDER

Mayor Laughlin called the meeting to order at 4:30 p.m.

2) PLEDGE TO THE FLAG

3) INVOCATION

4) FOIA COMPLIANCE – Public notification of this meeting has been published, posted and mailed in compliance with the Freedom of Information Act and the Town of Hilton Head Island requirements.

5) Proclamations and Commendations

a. Joe Monmonier - Hilton Head High School and Seahawks Athletic Director

Mr. Monmonier was present to accept the Commendation.

6) Approval of Minutes

a. Town Council Meeting – September 4, 2012

Mr. Harkins moved to approve. Mrs. Likins seconded. The minutes of the September 4, 2012 Town Council meeting were approved by a vote of 4-0-1. Mr. Williams abstained as he was not present at the September 4, 2012 meeting.

7) Report of the Town Manager

a. Cardiac Arrest Demonstration – Hilton Head Island Fire & Rescue

Chief Lucas explained that when Fire & Rescue receives a 911 call for a possible cardiac arrest, a full *pit crew* response (7 to 9 persons) is initiated. He stated that this extra response of trained paramedics and EMTs is based upon the belief, and now evidence, that lives are saved which a choreographed treatment plan, supported by sufficient staffing to carry it out. Members of Fire and Rescue then enacted a real-life demonstration of a cardiac arrest response.

b. Semi-Annual Report of the Planning Commission, Loretta Warden, Past Chairman

Mrs. Warden presented an activity report for the first six months of 2012.

c. Republic Waste Update

Scott Liggett updated Town Council on the current status of the Franchise Agreement with Republic Waste Services. He stated that at the staff level they have been reminded in a variety of ways that this transition period concerning the waste hauling and recycling initiative is set to expire. He noted that September 30, 2012 is the end date for other haulers to provide services to single family and eligible multi-family dwellings and that beyond that point all customers that fall in to those categories choosing to utilize the service would have to sign up with Republic Waste Services.

Mr. Liggett shared that beginning in October there will be 12,000 customers on board which includes multi-family customers that recently signed up. He said they are preparing for an additional 2,500 customers and he will have a better number in the beginning of October. Mr. Liggett said that since the inception of the program, they are averaging a collection of 143 tons of recyclables monthly, which compares to a figure of 31 tons per month prior to the program which is a 360% increase in recyclable collections. He noted that the recyclables are 20% of the total waste stream and said that it is suggested that even a modest goal would be in the 35% range, noting there is room for growth.

Mr. Liggett stated there is an average daily basis of 3500 customer interactions taking place and during the summer the number increased to 120,000 per month. He reviewed the successful collection rate during the 18 month history which was 99.6% and the collection failure rate which was .33%. He explained the escalation of reported concerns reached its peak in July and increased from .33% to .8% and said the number has decreased since July. Mr. Liggett explained that since the transition period is set to expire there will be additional customers accumulated, but from that point forward a modest growth will most likely take place. He explained the goals projected for the plan moving forward would be to reduce the number of misses and eliminate the need for repetitive calls whether it is a report of the same problem or a recurring problem that may linger from week to week. Mr. Liggett said a plan to detect problems before the customer has to report it would be another goal and to determine why the misses are occurring and take corrective action. He suggested that there be an expanded involvement of the supervisor for the routes. He explained he felt with the supervisor reaching out to the customer base it would reduce calls to the Town. Mr. Liggett noted the challenges and constraints concerning the Saturday turnover day for rental units.

Mr. Williams asked about the inconsistency in correcting misses in trash pick-up in some areas and not others. Mr. Art Smith of Republic Waste Services responded that in some cases it is the inconsistency of the same driver and or helper on the route and knowledge of the route. He said during the summer when the volume increased on a route, additional staff/trucks were deployed and didn't know the route. He said due to all the variables that have to be dealt with on each pick-up they have found they need to keep the same driver/helper on the route so they are familiar with it. He noted at times that replacement drivers/helpers cannot be avoided. Mr. Smith said they have enacted some procedures to try and alleviate the problem. His example was a "hot list" of previous problems provided to drivers to pay attention to and not miss that customer. Mr. Smith said that once they get stabilized with the number of units problems should decrease.

Mr. Harkins asked about the continuation of billing while residents are away for extended periods of time. Mr. Liggett noted that the Franchise Agreement does not make provisions for service periods that are less than one quarter. He explained that if a resident signs up for service during the midst of a quarter, the billing would be pro-rated for that quarter only and from that point forward the expectation would be a quarterly service. Mr. Harkins said he felt there should be allowances. Mr. Smith explained there needs to be a minimum because the starting and stopping of services increases administrative expenses. Mr. Harkins said he felt the time period of one quarter needs revisited. Mr. Smith explained that the base rate is based on quarterly pick-up and billing is done quarterly and it would be complicated and costly to change it to monthly.

Mrs. Likins stated she would be remiss if she did not say that from her constituents' standpoint the failure rate has seemed to increase rather than diminish over the last couple of months. She cautioned thinking that the problems are under control. She pointed out that while quantity was discussed, the other key component that she keeps hearing about is the poor quality of the service. Mrs. Likins asked about transfer of trash from truck to truck and a problem with spillage. Mr. Smith said that spillage is not acceptable in any situation. He explained the origin of the smaller truck transferring to larger trucks was at the request of the citizens and the Town supported that request. He said transfers have to take place. Mrs. Likins as if there were designated points for transfer and a defined process. Mr. Smith said they have been advised to complete the transfer in a low profile area. He explained this is not to hide but to find a safe location to complete the transfer.

Mr. Edwards said that he had several complaints the staff from Republic Waste Services have said that trash pick-up twice a week is not available. Mr. Smith responded that trash pick-up twice a week is available. He explained the fee schedule allows a customer to add a recycling day but they do suggest a customer obtain an additional recycling container rather than add on the expense of another service. Mr. Liggett explained that the fee schedule provides for two base levels of service, one being twice a week trash, once a week recycling and the other base rate is once a week trash and once a week recycling. He added that if any customer would desire additional days of service they can do that with an additional charge at the prescribed rate in the schedule. Mr. Smith emphasized that he would strongly suggest additional containers as opposed to additional pick-up. Mr. Edwards agreed.

Mr. Edwards asked about plans for the influx of customers to come on board on October 1. Mr. Smith said they have been working with staff by trying to approximate the number of customers that will be coming on. He said they have estimated roughly 600+ single family homes and 1500+ multifamily units. Mr. Smith said they have hired six additional employees and added two trucks to prepare for an additional 2500 units.

Mr. Harkins asked if liners are provided at this time or have they been provided in the past. Mr. Smith said they did provide them in the past and no longer do so. Mr. Hulbert said it was originally in the agreement as an additional cost item and has since been removed by an amendment to the agreement.

Mr. Liggett informed Council the Town has received approximately \$130,000 to date from Republic and Sunoco and part of the revenues were to be used public education and for advertising. He said the Town is sending out a mailer the end of this week to residents that are not customers to remind them the transition period is coming to a close and if they are in need of the services to contact Republic Waste Services.

Mayor Laughlin noted that normally on these updates, public comment is not solicited but due to the nature of the subject he asked for public comment noting the normal policy of three minutes would apply. He added that if there were questions, Mr. Liggett and Mr. Smith would be available to take them outside of the meeting. There was no public comment.

d. Town Managers Items of Interest

Mr. Riley reported on some items of interest. Mr. Riley announced that the LMO Committee of the Planning Commission would be meeting at 6:00 p.m., tomorrow, September 19, 2012 to review the Mall Development Agreement. He added that the Mall Development Agreement will go to the full Planning Commission at 9:00 a.m., Wednesday, October 3, 2012 and that at 4:30 p.m. on Thursday, October 4, 2012 Town Council will hold a Special Meeting concerning the Mall Development Agreement, the rezoning and all items that were deferred at the August 7, 2012 Town Council meeting. He also reminded all that the Accommodations Tax application deadline is September 28, 2012.

8) Reports from Members of Council

a. General Reports from Council

The Mayor announced there will be a second Public Hearing on the Proposed Development Agreement between the Town and Shelter Cove Towne Center, LLC at 5:00 p.m. on Tuesday, October 16, 2012 in Council Chambers.

Mr. Williams reported that he received the memorandum from Lowcountry Council of Governments pertaining to highway funding for the four-county region for the upcoming year. He said the State is going to lose approximately ten million dollars statewide from the Federal Transportation Program which will result in a loss of \$600,000 for the four-county region. He added there is an additional change the DOT Commission is adding which is that 20 percent of all of the allocations will now go to resurfacing of the roads. In the past resurfacing was a separate funded item. Mr. Williams explained this will result in an impact on future projects but they are not sure what the impact will be at this time. He pointed out that this does not include any monies or any reduction of the money because of the new Hilton Head Metropolitan Planning Organization.

Mrs. Likins stated that in the past, before she was a member of Town Council, they considered a creation of a Commercial Property Maintenance Ordinance that failed. She requested that in light of the situation of some of the commercial properties on the Island and calls she has received she would like Town Council to consider revisiting the issue. Mayor Laughlin said that the issue could be assigned to the Planning and Development Standards Committee. Mr. Harkins suggested the issue be considered as an agenda item for the upcoming Town Council Workshop in November. Mayor Laughlin stated that if it would suit Town Council to discuss the issue at the upcoming Workshop, they could certainly do that. All Council Members present were in agreement to review the issue at the Town Council Workshop.

b. Report of the Intergovernmental Relations Committee – George Williams, Chairman

No report.

c. Report of the Personnel Committee – Lee Edwards, Chairman

No report.

- d. Report of the Planning & Development Standards Committee –Bill Ferguson, Chairman
No report.
- e. Report of the Public Facilities Committee – Kim Likins, Chairman
No report.
- f. Report of the Public Safety Committee – Bill Harkins, Chairman
No report.
- g. Report of the LMO Rewrite Committee – Kim Likins, Ex-Officio Member
No report.
- h. Report of the Economic Development Committee – Bill Harkins, Town Council Liaison
No report.

9) Appearance by Citizens

None.

10) Unfinished Business

None

11) New Business

a. Consideration of a Recommendation – Public Art Site Selection

Consideration of a Recommendation that the Town Council of the Town of Hilton Head Island approve two additional proposed sites identified by the Public Art Committee of the Community Foundation of the Lowcountry as potential sites for placement of Public Art on Hilton Head Island.

Mrs. Likins moved to approve. Mr. Harkins seconded. Mr. Williams moved to remove the New Chamber of Commerce Welcome Center Site on US278 from the list for this round. He explained that since there is a question as to what is going to be done with the property it would be best to pull it out of consideration at this time. Mr. Harkins seconded. The amendment was approved by a vote of 5-0. The amended motion was approved by a vote of 5-0.

b. Consideration of a Resolution – Tax Increment Financing Redevelopment Project Area Funding

Consideration of a Resolution that the Town Council of the Town of Hilton Head Island authorizing the use of tax increment financing funds generated by the Redevelopment Project Area (Tax Increment Finance District) to complete the Chaplin Linear Park project including portions of the park located outside the Redevelopment Project Area.

Mr. Williams moved to approve. Mrs. Likins seconded. The motion was approved by a vote of 5-0.

c. Consideration of a Recommendation – Proposed Shelter Cove Park – Potential Park Elements

Consideration of a Recommendation that the Town Council of the Town of Hilton Head Island approve the attached list of potential park elements to be included in the Park Improvement Plan to be used to further develop detailed plans for permitting and construction.

Mrs. Likins moved to approve. Mr. Williams seconded. Mr. Williams moved to add security cameras as a component of the proposed park. Mr. Harkins seconded. The amendment was approved by a vote of 5-0. The amended motion was approved 5-0.

d. First Reading of Proposed Ordinance 2012-30

First Reading of Proposed Ordinance 2012-30 authorizing the granting of a Temporary Construction Easement across real property owned by the Town of Hilton Head Island, South Carolina known as R520 012 00C 0002 0000 at the Mall at Shelter Cove for the purposes of relocating and constructing sewage infrastructure.

Mrs. Likins moved to approve. Mr. Harkins seconded. The motion was approved by a vote of 5-0.

12) Executive Session

Mr. Riley stated he needed an executive session for contractual matters pertaining to land acquisition and legal matters pertaining to the franchise agreement with Republic Waste Services.

At 6:07 p.m. Mr. Harkins moved to go into Executive Session for the reasons given by the Town Manager. Mr. Williams seconded. The motion was approved by a vote of 5-0.

Mayor Laughlin called the meeting back to order at 6:20 p.m. and stated there was no business to take up as a result of executive session.

13) Adjournment

Mr. Williams moved to adjourn. Mr. Harkins seconded. The meeting was adjourned at 6:21 p.m.

Victoria L. Pfannenschmidt
Executive Assistant

Approved: 10/2/2012

Drew A. Laughlin, Mayor