

CITY OF CHARLOTTE

CITYWIDE RECORDS PROGRAM

PUBLIC RECORDS REQUEST #2624

The following materials have been gathered in response to public records request #2624. These materials include:

311 Service Requests

Email - April 3, 2019

Charlotte-Mecklenburg Storm Water Service Request Reports

For further information about this request or the Citywide Records Program, please contact:

Cheyenne Flotree

Citywide Records Program Manager
City of Charlotte/City Clerk's Office
600 East 4th Street, 7th Floor
Charlotte, NC 28202
cheyenne.flotree@charlottenc.gov



Emerald Request Detail



Request #: 2887262	Received By: Cassandra Allison 353-0347	Received: 09/23/2008 19:29
Type: COMPLAINT	Origin: Citizen	Due: 10/02/2008 18:00
Status: CLOSED	Complex?: N	Resolved: 09/24/2008 00:00
Priority: DNQ-Does not Qualify	Public Official:	
Group: Storm Water- City	Work Unit: Houser, Scott	
Title: complaint		

Request Location	Parcel	Named Creek	Juris	Ease?	Flood?	CMPD Div
1909 Vernon Dr, Charlotte, NC 28207	18102183		Char			Providence
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization	
Susan Pfahl	Caller			704-607-3668		
1900 Vernon Dr, Charlotte, NC 28211		E-Mail susan@pfahl.com				

Detail Description

The caller says that Charlie is taking the dirt from the city lot across from her and he is using a Bobcat to fill in his backyard. The caller does not want to be identified and she thinks it is odd since he only moves the dirt at night (after 7pm). The caller says that the dirt is behind huge retaining walls and she wants to know if they are engineered to be safe.

Request Prompt	Response
When did problem occur?	last week
Where did the problem occur?	
Who was involved?	neighbor
What would citizen like the city to do about the problem?	to see why taking the dirt from the city lot and verify the walls in his backyard
Have you called about this problem before?	

Attachment	Date	Certified Mail Number	Certified Mail Date/Time
CS_ACKNOWLEDGEMENT	09/23/2008		

Inspection	Date	Inspector	Results
Inspection	09/24/08 10:48	JOE TALBOT	#10 INFO ONLY. CONTACTED S. ACKERMAN TO FOLLOW UP.

Watershed Area BRIAR	Ranking:	Blockages	Erosion	Water Quality
Storm Water Problem Classification 10-Does Not Qualify		___ Pipe	___ Banks	___ Odor
		___ Ditches	___ Channels	___ Film on Water
		___ Creek	___ Sheet Flow	___ Algae
				___ Fish Kill
	Callback? <input type="checkbox"/>	Blowouts	Ponding	Inefficient Design
		___ Pipes	___ Yard	___ Channel
		___ Structures	___ Street	___ Ponds
			___ Ditch	___ Drainage Structure

Progress Note	Date	Author	Text
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Resolution

SITE VISIT
#10 INFO ONLY. CONTACTED S. ACKERMAN TO FOLLOW UP.

Resolution Prompt	Response
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What information was given to customer?
 What would citizen like the city to do about the problem?
 Who did customer talk to in your KBU?
 Who can customer call if more information needed?
 Was citizen satisfied with the service they received?
 If no, why?



Emerald Request Detail



Request #:2887262 (continued)
Storm Water History - No request history



Emerald Request Detail



Request #: 4958399	Received By: Barbara Blakeney	Received: 01/16/2013 11:19
Type: SW VERIFICATION REQUEST	Origin: Employee - City	Due: 01/24/2013 11:19
Status: CLOSED	Complex?: N	Resolved: 02/20/2013 00:00
Priority: ADM-Maps-fee credits-me	Public Official:	
Group: Storm Water- City	Work Unit:	
Title: SW VERIFICATION REQUEST		

Request Location	Parcel	Named Creek	Juris	Ease?	Flood?	CMPD Div
1727 Providence Rd, Charlotte, NC 28207	15512301		Char			Providence
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization	

Detail Description

PARCEL # 15512301 . PLEASE VERIFY IF IMPERVIOUS AREA HAS BEEN DEMOLISHED. MECKLENBURG COUNTY STORM WATER OPERATIONS,PURCHASED PROPERTY FOR HAZARD MITIGATION PROGRAM. STRUCTURE TO BE DEMOLISHED AND TURNED INTO NATURAL SPACE. PLEASE ADVISE IN ORDER TO STOP BILLING . LAURIE JAMES
704-336-3061.

Request Prompt	Response
Do you have a dog in the yard?	NO
Is the dog chained or running loose?	
Is the dog located in the front or back yard?	
Do you have a Gravel Driveway?	
Do you have a Shed, Outbuilding, or detached Garage?	
Do you have a Carport or Shed, with Gravel underneath?	
Have any features been added, removed or altered in 10 yrs?	

Inspection	Date	Inspector	Results																																				
Watershed Area Storm Water Problem Classification			<table style="width: 100%; border: none;"> <tr> <td style="width: 25%;">Ranking:</td> <td style="width: 25%;">Blockages</td> <td style="width: 25%;">Erosion</td> <td style="width: 25%;">Water Quality</td> </tr> <tr> <td></td> <td>___ Pipe</td> <td>___ Banks</td> <td>___ Odor</td> </tr> <tr> <td></td> <td>___ Ditches</td> <td>___ Channels</td> <td>___ Film on Water</td> </tr> <tr> <td></td> <td>___ Creek</td> <td>___ Sheet Flow</td> <td>___ Algae</td> </tr> <tr> <td></td> <td></td> <td></td> <td>___ Fish Kill</td> </tr> <tr> <td>Callback?</td> <td>Blowouts</td> <td>Ponding</td> <td>Inefficient Design</td> </tr> <tr> <td><input type="checkbox"/></td> <td>___ Pipes</td> <td>___ Yard</td> <td>___ Channel</td> </tr> <tr> <td></td> <td>___ Structures</td> <td>___ Street</td> <td>___ Ponds</td> </tr> <tr> <td></td> <td></td> <td>___ Ditch</td> <td>___ Drainage Structure</td> </tr> </table>	Ranking:	Blockages	Erosion	Water Quality		___ Pipe	___ Banks	___ Odor		___ Ditches	___ Channels	___ Film on Water		___ Creek	___ Sheet Flow	___ Algae				___ Fish Kill	Callback?	Blowouts	Ponding	Inefficient Design	<input type="checkbox"/>	___ Pipes	___ Yard	___ Channel		___ Structures	___ Street	___ Ponds			___ Ditch	___ Drainage Structure
Ranking:	Blockages	Erosion	Water Quality																																				
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		___ Ditch	___ Drainage Structure																																				

Progress Note	Date	Author	Text

Resolution

STORM WATER INQUIRY
PER JOHN THIS ISSUE HAS BEEN RESOLVED

Storm Water History - No request history

Emerald Request Detail



Request #: 5578953	Received By: Keshia Torres 353-0347	Received: 08/14/2014 18:19
Type: BLOCKAGE	Origin: Citizen	Due: 08/21/2014 18:00
Status: CLOSED	Complex?: N	Resolved: 08/19/2014 00:00
Priority: DNQ-Does not Qualify	Public Official:	
Group: Storm Water- City	Work Unit:	
Title: BLOCKAGE		

Request Location	Parcel	Named Creek	Juris	Ease?	Flood?	CMPD Div
1700 Providence Rd, Charlotte, NC 28207 ... North of Pinewood Cr.	15310528		Char			Providence

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Rob Cochran	Caller	704-577-2999	704-364-2413	704-577-2999	
		E-Mail robcochran1851@gmail.com			

Detail Description

Citizen advises there is poison ivy growing out of Brier Creek and would like cleaned out, advises it has grown out towards sidewalks and is blocking the drain.

Request Prompt	Response
Is blockage at catch basin in street?	no
Do you have a dog in the yard?	no
Is the dog located in the front or back yard?	
Is the dog chained or running loose?	
What is blocking the creek or ditch?	
Does your property border a big creek? Name of it?	Briar Creek
Where is the problem located? (front,back, side)	
How long has it been accumulating?	
Have you witnessed anyone dumping debris in the creek?	no

Attachment	Date	Certified Mail Number	Certified Mail Date/Time
CS_STW ACKNOWLEDGEMENT	08/14/2014		
MAP	08/21/2014		
SERVICE INVESTIGATION	08/21/2014		

Inspection	Date	Inspector	Results
Inspection	08/19/14 12:15	BILLY HATTAWAY	Overgrowth on the brier creek culvert, Contacted Mitch Combs with Meck. County Storm Water

Watershed Area BRIAR	Ranking:	Blockages	Erosion	Water Quality
		<input type="checkbox"/> Pipe	<input type="checkbox"/> Banks	<input type="checkbox"/> Odor
Storm Water Problem Classification 10-Does Not Qualify		<input type="checkbox"/> Ditches	<input type="checkbox"/> Channels	<input type="checkbox"/> Film on Water
		<input type="checkbox"/> Creek	<input type="checkbox"/> Sheet Flow	<input type="checkbox"/> Algae
				<input type="checkbox"/> Fish Kill
	Callback?	Blowouts	Ponding	Inefficient Design
	<input type="checkbox"/>	<input type="checkbox"/> Pipes	<input type="checkbox"/> Yard	<input type="checkbox"/> Channel
		<input type="checkbox"/> Structures	<input type="checkbox"/> Street	<input type="checkbox"/> Ponds
			<input type="checkbox"/> Ditch	<input type="checkbox"/> Drainage Structure

Progress Note	Date	Author	Text

Resolution

DOES NOT QUALIFY
Overgrowth on the brier creek culvert, Contacted Mitch Combs with Meck. County Storm Water

Resolution Prompt	Response



Emerald Request Detail



Request #:5578953 (continued)

Project Name:

Contractor Name:

Project Cost:

Project Complete Date:

Warranty End Date:

Was a closeout form received?

Storm Water History - No request history

From: [Sikes, Brian](#)
To: [Spidel, Ryan](#)
Subject: Re: Briar Project
Date: Wednesday, April 3, 2019 8:53:11 AM
Attachments: [image001.jpg](#)

Yep. Until the end of next week

On Apr 3, 2019, at 8:41 AM, Spidel, Ryan <Ryan.Spidel@mecklenburgcountync.gov> wrote:

Brian,

We saw a lot of turbidity in Briar Creek yesterday above Providence, but below Randolph. Are they currently doing work on your project out there?

Thank you,
Ryan

Ryan Spidel, Environmental Supervisor
Charlotte-Mecklenburg Storm Water Services
Water Quality Program
2145 Suttle Avenue
Charlotte, NC 28208-5237
980-721-3762 (mobile)
[Charlotte-Mecklenburg Storm Water Services' Automated Monitoring Network](#)
<http://charlottenc.gov/StormWater>

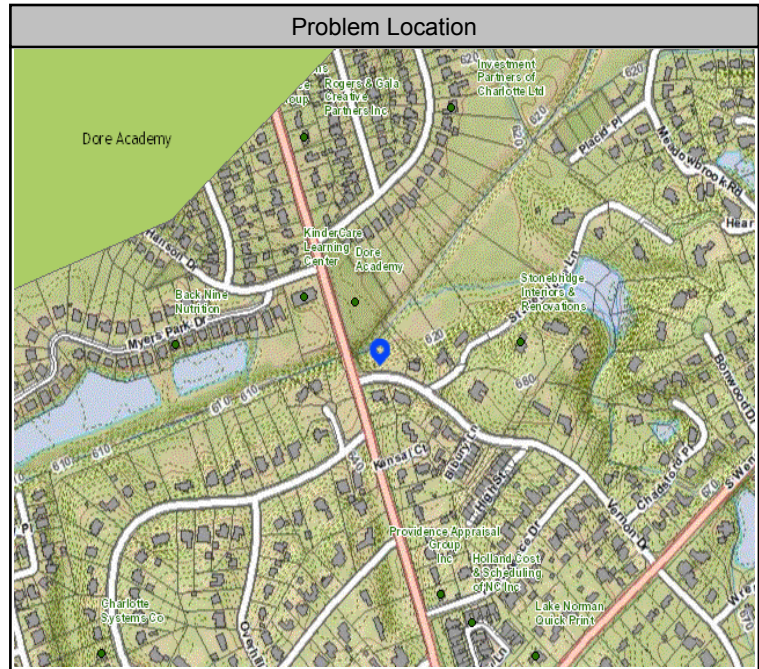
Storm Water's WHY statement: *We are passionate about making our environment safe and healthy by reducing flood losses and improving water quality for all.*

<image001.jpg>

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Service Request Report

General Information
Request ID: 7541
Status: CLOSED
Emergency: No
Initial Call: 11/29/2016 2:22:20PM
Initiated By: SPIDEL, RYAN
Date/Time Init: 11/29/2016 2:26:05PM
Submit To: MCCULLOCH, JOHN
Dispatch To: DECRISTOFARO, ANDREW
Closed By: MCCULLOCH, JOHN
Date Closed: 12/6/2016 3:39:24PM
Closed in 7 days



Caller Information
Caller: RYAN SPIDEL
Address: Staff
Phone Number: 9807213762
Customer Notified: Yes

Incident Information
Address: 1907 VERNON DR Charlotte - (Briar Creek)
Type: General Water Quality Service Request
Problems Found: 0 - Resolved: 0
Details: Creek camera shows a substantial amount of foam being deposited into the creek. May be from agitation of water over rocks at outfall, but looks like more than normal amount.

Inspections Summary					
Insp. ID:	Insp. Type:	Insp. Date:	Customer:	Inspector:	Attachments
27764	General Inspection	11/29/2016 3:00:00PM	Phase1	DECRISTOFARO, ANDREW	4
Incident type	Natural Condition	Black creek & natural foam from agitation			
Investigation methods used	Physical				
Land use type for activity location	Commercial				
Summary: Andrew DeCristofaro of CMSWS investigated a report of excessive foam seen on the Briar Creek creek camera at Providence Rd. Upon physical investigation it was determined that the foam generated was a natural occurrence from agitation as the water cascades down the rocks at the outfall. The entire drainage area was visually investigated at this time. No further action required.					

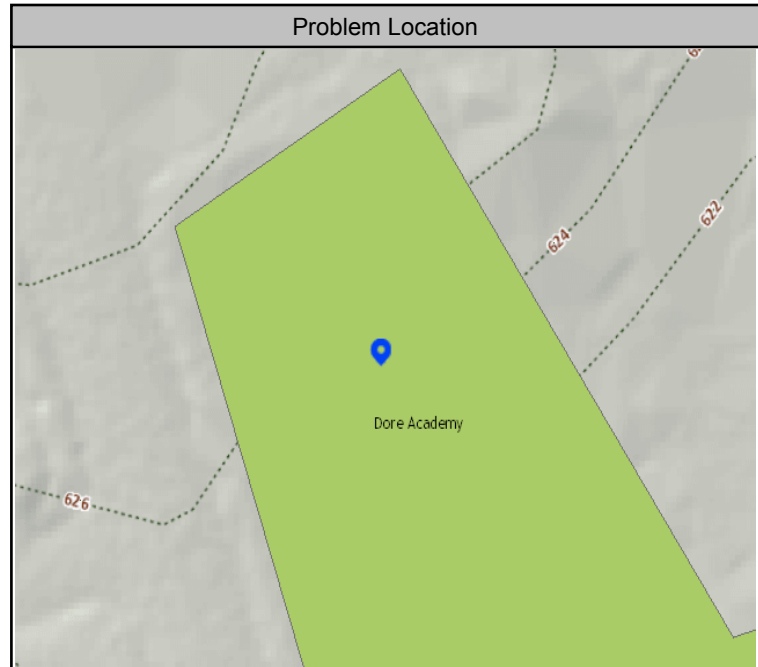


To report pollution or drainage problems call: 311
<http://stormwater.charmeck.org>



Service Request Report

General Information
Request ID: 48599
Status: CLOSED
Emergency: No
Initial Call: 4/2/2019 3:17:48PM
Initiated By: SPIDEL, RYAN
Date/Time Init: 4/2/2019 3:20:21PM
Submit To: SPIDEL, RYAN
Dispatch To: VANHOY, TYLER
Closed By: SPIDEL, RYAN
Date Closed: 4/3/2019 8:58:41AM
Closed in 1 days



Caller Information
Caller: RYAN SPIDEL
Address:
Phone Number: 980-721-3762
Customer Notified: Yes

Incident Information
Address: 1701 PROVIDENCE RD Charlotte - (Briar Creek)
Type: General Water Quality Service Request
Problems Found: 1 - Resolved: 1
Details: FINS Camera shows Briar Creek at Providence Road is extra muddy.

Inspections Summary					
Insp. ID:	Insp. Type:	Insp. Date:	Customer:	Inspector:	Attachments
43164	General Inspection	4/2/2019 3:30:00PM	Phase1	VANHOY, TYLER	7
Incident type	Erosion/sediment control				
Media impacted	Stream				
Material released	Sediment				
Investigation methods used	Physical				
Educational material distributed	NO		Do NOT answer question 13-16		
Land use type for activity location	Recreational				
<p>Summary: Tyler Vanhoy walked the stretch of Briar Creek from Providence Rd upstream to Randolph Rd in order to find the source of the sediment in the creek. Tyler found a construction project adding rip rap to the banks of the creek near the park just downstream of Randolph Rd. This construction is part of the MCSWS stream restoration/stabilization project for Briar Creek. See attached email from Brian Sikes on the SR page.</p>					