

City Page : Year In Review

NEWS & INFORMATION FROM THE CITY OF CHARLOTTE

This special Year in Review edition of City Page provides just a few City highlights in 2005. They are categorized according to several strategic objectives the City uses to measure its performance in delivering essential services to the residents of Charlotte. To learn more about City services and performance, visit www.charmeck.org

Safeguard the environment

Charlotte Solid Waste Services partnered with the Mecklenburg County Land Use and Environmental Services Agency to secure a \$100,000 grant from the EPA to cover the cost of retrofitting approximately 100 diesel-powered vehicles with pollution control diesel oxidation catalysts.

Thanks to increased pipe maintenance and additional capital improvements to a sewer system that is both expanding and aging, wastewater overflows and spills dropped during the past 18 months. But protecting waterways from spills will continue to be a big challenge as the City continues system maintenance efforts and education of customers to keep their drains free of fats, oils and kitchen grease.



18.5 million annual Charlotte Area Transit System (CATS) riders reduced by 98 million the number of vehicle miles driven during the year and prevented 852 tons of Volatile Organic Compounds (VOXs) from being released into the atmosphere. These compounds create ozone when exposed to strong sunlight.

Reduce crime/Increase perception of safety

A study conducted by the Institute for Transportation Research and Education (ITRE) found that since its implementation in Summer 2004, Safe Speed, the City's speed camera program, reduced total collisions by 12% and decreased by 55% the percentage of drivers who speed within enforcement areas.



In August, the Charlotte-Mecklenburg Police Department (CMPD) formed an entertainment unit to ensure a safe and secure environment in the Center City Entertainment District. Its mission includes partnering with all of the entertainment venues and proactively working to address issues that

threaten a safe environment. The unit focuses on the evening hours and on the weekends. Officers also perform planned operations that include combating panhandling, illicit drugs and alcohol violations.

The CMPD received full accreditation from the Commission on Accreditation for Law Enforcement Agencies.

Gang of One, CMPD's gang prevention and intervention program, received additional grants to continue community outreach.

Strengthen neighborhoods

In January, Solid Waste Services implemented the Call and Send Program, which began as a pilot in the Windsor Park neighborhood to increase bulky item scheduling in neighborhoods where unscheduled items were a consistent problem and detracted from neighborhood appearance. The program was expanded to the communities of Belmont, Lakewood, Plaza/Shamrock and Washington Heights.



Since the implementation of the program, there has been a 39% total increase in scheduling of bulky items in those communities.

In July, the Sisters of Mercy of North Carolina Foundation awarded a \$987,389 grant to the City's Neighborhood Development Department to implement neighborhood services in the Wingate Community over a three-year period.

Provide transportation choices

In February, construction began on the South Corridor Light Rail Line along with accompanying infrastructure projects to support the service.



Overall ridership on CATS increased 9%. CATS also implemented new services and expanded existing services to neighborhoods and started 7 new vanpools.

Charlotte Department of Transportation (CDOT) installed seven miles of bike lanes, bringing the City's total to 26.5 miles.

CDOT also installed 24 accessible pedestrian devices for the visually and hearing impaired.

Enhance customer service

In July, the City launched Charmeck 311, a 24-hour customer service line giving the public greater access to City and Mecklenburg County governments. Its goals are to reduce non-emergency calls to 911, streamline customer service calls into one central location and keep transfers to a minimum.

Also in July, zoning administration, enforcement and plan review services transferred from Mecklenburg County to the City to improve efficiencies by combining them with related services already provided by the City of Charlotte.

In November, CMPD's Animal Control Division partnered with the Humane Society to open a state-of-the-art spay neuter clinic.



Promote economic opportunity

In October, the City and Charlotte Bobcats officially opened the Charlotte Bobcats Arena. The \$265 million dollar facility was completed ahead of schedule and on budget.



In December, The Center for Transportation Policy Studies at University of North Carolina at Charlotte (UNCC) and Charlotte Chamber released an updated study that indicates that Charlotte Douglas Airport contributes nearly \$10 billion in total economic impact to the Carolinas and creates more than 100,000 jobs throughout the region, either directly or indirectly.

These jobs were found to feed more than \$5 billion into the region's economy through wages and salaries each year.