

## NEIGHBORHOOD DEVELOPMENT



**Released the Quality of Life Indicators “Explorer”** to inform and guide strategic neighborhood investments and programs.

**Supported three Knight Cities Challenge grants** awarded to city staff for community engagement.

**Expanded the Neighborhood Leadership Awards** to provide additional training for neighborhood leaders by providing seven workshops on topics relevant to creating vibrant neighborhoods. Additionally, participants had access to local experts and neighborhood leaders to help answer their most pressing questions.

**Realigned community engagement staff** to support neighborhood revitalization and the enhanced neighborhood revitalization strategy.

**Commenced addressing digital divide issues** with community partners by convening 1) a community digital inclusion steering team that successfully secured funding for a Charlotte digital inclusion project manager to lead the community effort to create a comprehensive strategic plan and 2) over 50 community stakeholders on a bi-monthly basis.

## BUDGET & FINANCE



**Adopted a balanced FY2016 budget that preserved core services** while addressing revenue shortfalls through a blend of budget reductions, fee and tax adjustments. Most residential property owners had a net decrease in costs.

**FY2016 compensation plan for employees** provided a modest merit adjustment, increased the minimum starting salary, maintained flat rates in the basic health insurance program, and established Employee Health Clinics that will offer accessible and no cost basic medical services to employees, lowering the total cost to the city and to its employees.

**Implemented the Community Investment Plan** which included several design and construction contracts for portions of the Cross Charlotte Trail, I-85 South and North Bridges, Northeast Corridor Infrastructure that supports the BLE, and numerous sidewalk and pedestrian projects to enhance multi-modal connections between neighborhoods and other key areas of the city.

**Preserved city’s AAA status** and refinanced \$350M of city debt, saving \$55M.

## PLANNING



**Completed consultant selection process for the Zoning Ordinance update**, developing detailed scope of work, schedule and overall community engagement approach to update development regulations.

**Advanced improvements in land development services** by expanding city department plan review process, facilitating customer navigation, and addressing “holds” as the implementation of the Gartner Report continues.

**Approved University City Station Areas and Prosperity Hucks Area Plans** to help manage growth and encourage quality development at BLE stations and the designated Prosperity mixed-use activity center.

**Received 134 rezoning petitions** of which 81 were approved, 7 were denied with the remaining petitions either being withdrawn or still pending a decision.

**Added staff person to the Historic District Commission (HDC) Office** to lessen property owner complaints, reduce HDC meeting time, and improve procedures to protect historic properties.

**Jointly managed and developed the North Tryon Vision Plan with the Foundation for the Carolinas and Center City Partners.** The plan sets the stage for the next generation of investment in the North Tryon area of uptown incorporating the cultural institutions of the Carolina Theater, Discovery Place, Spirit Square, the Charlotte-Mecklenburg Public Library, and the Museum of the New South with the planned redevelopment around First Ward Park, the Hal Marshall Center and Hall House.

## OTHER



**Council held 15 Council town hall meetings.**

**Council revised its Ethics Policy** by adding a gift policy, enhancing disclosure through a new statement of economic interest form, and clarifying the process for receiving and investigating ethics complaints.

**Changed 311 operational hours** to reduce overall cost of the call center and still meet needs of customer base.

**Implemented the City’s first Open Data Portal** through a partnership with the national non-profit Code for America.



# 2015

## ACCOMPLISHMENTS



## COMMUNITY SAFETY



**Approved Civil Liberties resolution** to protect basic rights and enhance relationships between the community and police department.

**Approved deployment of body-worn cameras** to CMPD Officers.

**Managed community response to the Kerrick trial** through effective community-police relations and strong partnerships with the faith community and others.

**Implemented strategies in the Sugar Creek Road area and in the Beatties Ford Corridor** to address crime issues.

**Completed a new Lake Norman Patrol agreement** with Mecklenburg County and Cornelius establishing service levels for Lake Norman.

**Successfully managed the city's response to winter storms** with strong cooperation from the business community and news media.

**Deployed next-generation wireless data capabilities to 950 public safety vehicles** through a \$10M Federal Broadband Technology Opportunities Program (BTOP) grant.

## ENVIRONMENT



**Developed and approved the Catawba-Wateree River Basin Water Supply Master Plan.**

**Entered into an agreement with Union County** for managing its Wastewater Plant operations.

**Engaged staff and a citizen task force** to propose revisions to the city's Post-Construction Controls Ordinance.

**Managed water system to ensure water utility passed all required water quality tests** to maintain compliance with federal and state water standards when low water levels and high summer temperatures caused changes in the chemistry of the water in Lake Norman.

**Responded proactively to a diesel fuel spill in Little Sugar Creek** to minimize contamination and environmental impact.

**Adopted funding policies that provide for a more sustainable water utility.**

**Adopted revised stormwater utility policies** including adjusting stormwater rates to 1) recover costs associated with managing runoff from residential properties with the largest amounts of impervious surface, 2) provide a consistent 33/100 penny stormwater rate per median square foot of impervious surface across the four single-family residential tiers and all other impervious area and 3) address the backlog of high and medium priority work waiting to be done.

## ECONOMIC DEVELOPMENT



**Approved funding to support the Economic Opportunity Task Force** charged with developing actionable recommendations in response to a study on upward mobility that ranked the Charlotte area number 50 out of the 50 largest U.S. cities (and number 97 out of the 100 largest U.S. cities).

**Attracted 1,687 new jobs and \$150M in private investment** through the collaboration of city, county, state and chamber resources.

**Achieved goals and targets of \$35.9M with Minority, Women, and Small Business Enterprises (MWSBE) primes and \$24.5M with MWSBE subcontractors** in contract award commitments. Disadvantaged Business Enterprise (DBE) program contract award commitments (city projects under federal funding requirements) to primes and subcontractors totaled \$1.87M for the Airport and \$6.97M for CATS.

**Provided 320 student internships through the Mayors' Youth Employment Program and 4,239 student work experiences** through Charlotte Career Discovery Day, Career Readiness Training Certification and job shadowing opportunities.

**Right-sized the Charlotte Douglas International Airport budget** to handle growing operation, maintenance and capital needs and positioned it for a new lease agreement with the airlines; continued the successful capital construction program, opening new entry roadway and new parking deck.

**Successfully competed to be one of seven cities selected nationally by Google** for higher speed access to the internet.

**Renovated Bojangles' Coliseum to bring back the Charlotte Checkers to its original home** and improve the facility to host additional entertainment, sports and community events.

**Upgraded Time Warner Cable Arena** to 1) remain competitive in retaining and attracting new events, 2) meet contractual obligations with the Hornets as major tenant and 3) secure the 2017 NBA All-Star Game in Charlotte.

**Hosted three international soccer matches over 10 days in Bank of America Stadium**, and supported a Barcelona fútbol camp of 360 youth in Charlotte.

**Negotiated agreement with the U.S. General Services Administration** to receive valuable, transit-oriented vacant property on East Trade Street and allow the Federal Courthouse on West Trade Street to be renovated and expanded to meet its future needs.

**Sold the second of five I-277 parcels** for \$10.65M for a Whole Foods, residential and hotel mixed use development and entered into contracts for the remaining three parcels totaling \$22.3M.

**Took measures to improve the long-term financial sustainability of the NASCAR Hall of Fame** through 1) elimination of the bank sponsorship loan, 2) a renegotiation of the licensing agreement with NASCAR, and 3) cost containment and revenue enhancement measures implemented by the CRVA.

**Supported the work of the Immigrant Integration Task Force** through a staff implementation team.

**Developed an Eastland mixed used concept plan** that incorporates open space, a school, the CityLYNX Gold Line, and a 6-acre stormwater management pond.

## TRANSPORTATION



**Approved several Blue Line Extension construction contracts** to accelerate the projects and maintain the completion schedule; from project savings, added enhancements including additions/expansions of pedestrian bridges at the Sugar Creek and JW Clay/UNCC stations and expansions to the North Yard maintenance facility.

**Celebrated the opening of the 1.5 mile CityLYNX Gold Line Phase 1**; project selected for USDOT's Ladders of Opportunity (1 of 7 nationally); funding for Phase 2 included in recently adopted federal budget; new transit fund adopted in FY2016 to provide operating budget of Phase 2.

**Received a \$25.0M TIGER grant for Charlotte Gateway Station from the USDOT** in concert with NCDOT Rail Division to advance Phase I track, structures and signal work to accommodate a multi-modal rail and bus facility.

**Built approximately 20 miles of new sidewalks, 40 pedestrian safety/improved crossing projects and 8 miles of new bikeways.**

**Resurfaced 217.97 lane miles of streets.** In addition, repaired curbs and drainage structures (as needed) as part of the resurfacing.

**Developed a pilot Construction Impacts Mitigation Program** starting in 2016. This program is designed to find better ways to communicate project traffic impacts and alternative routes to citizens.

## HOUSING



**Approved 387 affordable housing units in 4 projects**, supported by City housing bonds: Allen Street Residential in the Belmont Community, Tall Oaks Redevelopment in the Cherry Community, Rodden Square and Whitehall Ayrslley.

**Approved \$520,000 of rental assistance** to three partners supporting 100 families.

**Launched new public-private partnership to end homelessness.**