Walking, cycling and skateboarding are ways we move, enjoy life, socialize, recreate, work and shop.

Open Streets 704 is a series of four Charlotte events in 2016 and 2017 made possible by a grant from the Knight Foundation. Open Streets 704 opens a length of city streets for an afternoon just for people. Taking cues from similar events around the country and the world, Open Streets 704 aims to build a better, healthier, connected community by encouraging Charlotte and Mecklenburg area residents to walk, bicycle, and experience the city together in a way that’s just not possible in a car.

Open Streets 704 partners with Partners for Parks, the Charlotte Department of Transportation, Mecklenburg County Park & Recreation, the Mecklenburg County Health Department and Charlotte Police and Fire departments.

The first event, held in May, drew an estimated 10,000 people to the three-mile route that connected the NoDa, Villa Heights, Belmont, Optimist Park, First Ward and Elizabeth neighborhoods. The second event was Sunday, October 23, 2016, with more events planned for spring and fall, 2017.
Active transportation is human-powered transportation. Walking, biking, running, skipping, skateboarding or propelling a wheelchair all count as active transportation. Active transportation works best where the land development pattern offers close proximity between homes and work sites, shopping, dining, entertainment, schools, parks and activities typical of a vibrant community. Active transportation also works well in less dense parts of the community when coupled with reliable transit service, greenways, sidewalks and bikeways.

Nationwide, communities are realizing the benefits of building active transportation networks including:

• Public health – allows physical activity to be incorporated into normal day-to-day living;
• Social – provides a venue for human interaction and connection;
• Transportation – provides alternatives to road congestion, helps save gas and reduces parking demands;
• Environmental – encourages human power which is always greener and produces no greenhouse gases;
• Economic – provides robust access to a wider range of jobs and economic opportunities. The real estate market demands active transportation opportunities;
• Fiscally smart – provides capacity for walking, bicycling and other forms of human powered transportation adds a small fraction of the cost of providing vehicle capacity.

The Charlotte Department of Transportation is helping the community realize a more active lifestyle by:

• Building dedicated bicycle lanes, providing bike racks around the community, encouraging development of urban spaces, and routes while advocating for sharing the road;
• Developing infrastructure to integrate pedestrians and cyclists into the street network;
• Regularly maintaining and upgrading streets and bicycle and pedestrian facilities;
• Supporting urban design that brings people closer to destinations;
• Developing inviting and appealing streetscapes;
• Supporting events such as Open Streets 704;
• Providing safe and easy transit access;
• Engaging the public so the best ideas and the community’s wishes come through loud and clear.

The Charlotte Department of Transportation remains committed to providing a transportation system that meets the needs of its citizens, fuels the local economy, keeps pace with growth and enhances the community’s aesthetic appeal and quality of life. Building an active transportation network will make Charlotte healthier, more vibrant and even more beautiful. Let’s imagine it and build it together.

“Building an active transportation network will make Charlotte healthier, more vibrant and even more beautiful. Let’s imagine it and build it together.”
The Charlotte Department of Transportation has the privilege of caring for the city’s streets and transportation network. Streets are the most visible and heavily used part of the urban landscape. Street rights-of-way occupy more land than any other public use or facility. So CDOT takes seriously its responsibility both to care for the city’s extensive street network and to plan for the transportation system needed to accommodate Charlotte’s growth and development.

CDOT’s work reaches across a broad and diverse spectrum. Our transportation planners and design professionals are considering all aspects of the transportation system needed to prepare Charlotte for its immediate and long-term future. Our engineers and field services staff manage traffic operations – traffic signals, signs and pavement markings – and maintain the pavement quality of the city’s 2400+ miles of streets, sidewalks, curbs and gutters. We have staff that regulates use of the city’s rights-of-way including utility construction, events, on-street parking and a variety of other activities.

Our public services staff is dedicated to interacting with residents and businesses, involving the public in CDOT’s work, and communicating about changes to the transportation network. This document describes in detail CDOT’s work and how it is shaping the community.

The transportation system connects people to their community, providing access to jobs, schools, shopping, services, leisure activities and social encounters. It also enables movement of goods and services to feed the city’s dynamic economy. Each year we are learning more about ways to plan and design the transportation system to respond to Charlotte’s aspirations for strong neighborhoods, a vibrant economy, healthy lifestyle choices, and opportunities for personal growth and social connections. Research shows that cities are healthier and more economically robust when made up of great places for walking, bicycling and using public transportation. While accommodating automobile and truck use remains an important part of CDOT’s mission, we also focus on increasing demand for safe and inviting places for walking and cycling.

During the upcoming year, CDOT will update or produce three plans: the Transportation Action Plan, the bicycle plan called Charlotte BIKES, and a new Charlotte WALKS pedestrian plan. We will be producing the plans in collaboration with the city’s Planning Department, which is leading development of a “Community Character Manual” and rewriting the city’s land development codes. This blended effort recognizes that public streets and private land development work together to shape the urban environment. Integrated planning works best when the results include great places where people want to live, work and enjoy their community.

Of all the things we do, nothing is more important than public safety. One of city’s most daunting challenges during the past year was the significant increase in automobile crashes and fatalities. Too many involved people walking or cycling. During the upcoming year, CDOT will be working with the Charlotte-Mecklenburg Police Department with renewed focus on traffic safety.

I hope you enjoy reading this Strategic Operating Plan. Please feel free to reach out to us with any ideas you might have for enhancing Charlotte’s transportation network.

Danny Pleasant, AICP
Director, Charlotte Department of Transportation

“The transportation system connects people to their community, providing access to jobs, schools, shopping, services, leisure activities and social encounters.”
Charlotte’s transportation system has been vital to the city’s growth and prosperity as long as the city has existed. It facilitates many lifestyle choices and supports business and commerce. As the largest user of public space, the transportation system helps to shape the look, feel and visual quality of the community. The Charlotte Department of Transportation recognizes the potential for communities to flourish with the implementation of a good transportation system.

VISION
To be a part of building a city of transportation choices through the efforts of our innovative, competent and highly motivated workforce. We will plan, operate and maintain the transportation system in an exemplary manner and continue to anticipate and serve the needs of our citizens and the city.

MISSION
Connecting Charlotte…enhances the driving, bicycling and walking experience through planning, operating and maintaining the city’s transportation choices.

COMMITMENT
• To build, operate and maintain a sustainable urban transportation network which will accommodate more people, jobs and demands for housing, public services and urban amenities
• To advance Charlotte’s position as a livable, economically competitive, and environmentally healthy urban center
• To enhance the public realm
• To recognize the value economic development brings to the community
• To respect lifestyle choices and established development patterns

Effective planning and continued transportation investments are important to Charlotte’s future. The Charlotte Department of Transportation helps lead the City in progressive and innovative ideas to accomplish its Key Objectives.

ACCOMMODATE AND SUPPORT GROWTH
Transportation Action Plan (TAP)
The TAP is the City’s multi-modal transportation plan. The plan considers the transportation challenges and opportunities facing Charlotte over the next 25 years, and establishes the overall vision, programs, projects, and funding necessary to keep Charlotte moving. First adopted in 2006, the TAP is currently being updated in conjunction with Charlotte WALKS Pedestrian Plan and the Charlotte BIKES Bicycle Plan. The update is scheduled for completion in early 2017.

Charlotte WALKS Pedestrian Plan
Charlotte WALKS is Charlotte’s first Pedestrian Plan. Charlotte WALKS brings together a number of previously existing walkability initiatives and identifies new strategies for meeting the pedestrian safety and walkability goals described in the City’s Transportation Action Plan. Charlotte WALKS is a five year plan, focused on three themes – Safe, Useful and Inviting walking experiences. The Plan is expected to be completed in the first quarter of 2017.

Charlotte BIKES Bicycle Plan
The Charlotte BIKES Bicycle Plan is the bicycle mobility component of the TAP. Since Charlotte’s 1999 Bicycle Plan, Charlotte has installed over 93 miles of bike lanes and paved shoulders and 56 miles of signed bike routes. In addition the City and County have implemented 45 miles of greenways and off-street paths. The Cross Charlotte Trail, a 26-mile multiuse pathway, will significantly add to this total. The plan is currently being updated and rebranded, in conjunction with the Charlotte WALKS Pedestrian Plan, to power Charlotte into the next generation of active transportation investment. The update scheduled for completion in 2017.

Community Investment Plan (CIP)
The CIP is a critical component to help Charlotte keep pace with rapid growth. In 2015, the City implemented and advanced key transportation projects for motorists, pedestrians and bicyclists. Over the last year, the City completed the Rea Road Widening, Ballantyne Commons Parkway/Elm Lane Intersection Improvements, Community House Farm-to-Market Phase II and advanced the South Bridge over I-85 into construction. In addition, the City built over 13 miles of new sidewalk and improved 42 pedestrian crossings. Planning and design continues on the Cross Charlotte Trail, a 26 mile multi-use pathway that will link northeast Mecklenburg County to Pineville. The Trail will create significant economic, transportation and green-living opportunities. The Cordelia Park segment of the Trail moved into construction and is scheduled for completion in late 2016. FY2017 will advance another set of new projects.
SUPPORT A VIBRANT AND GROWING ECONOMY

Unified Development Ordinance (UDO)
The Charlotte-Mecklenburg Planning Department is taking the lead on a rewrite of the City’s Zoning Ordinance and combining it with other development regulations to create a unified development ordinance (UDO). The UDO will simplify the permitting process by consolidating development requirements into a single document. It will help modernize the City’s practice of regulating development to be more consistent with area plans, strengthen the use of building form as an element of design and reduce the City’s reliance on conditional zoning.

Fiber-optic Construction
Charlotte is benefiting from infrastructure investments by internet service providers. These providers are deploying fiber-optic networks directly to households, known as gigabit service. AT&T and Google Fiber are both underway with construction that could eventually impact every Charlotte street. CDOT regulates and/or manages the right-of-way, affecting the design of these facilities, and then provides routine inspection services to minimize the impacts of construction.

MAINTAIN AND SUPPORT CHARLOTTE’S TRANSPORTATION ASSETS AND TRAFFIC SAFETY

CDOT strives to manage and maintain the City’s rights-of-way, while being cost-effective and using resources wisely. CDOT restores, builds, maintains streets, bike lanes, sidewalks, signals, signs and street pavement markings, and responds to emergency service needs.

Intelligent Transportation Systems (ITS)
In 2001, CDOT began installing fiber optic communication lines to traffic signals to support the expansion of a smarter transportation network and a smarter city. This fiber communication, along with traffic monitoring cameras, provides real-time opportunities to change traffic signal timings to meet the needs of the network. Traffic engineers can be more responsive to citizen requests for signal timing adjustments as well as react to emergency situations that impact the streets. The ITS network currently reaches approximately 73 percent of all the traffic signals within the City. CDOT plans to add about 20 miles of fiber and 40 traffic management cameras in the next year.

Signal Optimization
CDOT re-times traffic signals and performs preventative maintenance every two years. The signal system will be able to run at optimum performance with continued commitment to maintenance and expansion of the ITS network. The current goal is to have 90 percent of signal detection be operable at all times and to maintain traffic signal software capabilities in the last few years.

Traffic Safety
CDOT has a comprehensive traffic safety program that includes data collection/analysis, evaluation and monitoring of crash trends or high-hazard locations, education/awareness campaigns and implementation of safety countermeasures. CDOT prepares an Annual Traffic Safety Report to summarize the crash trends that occur each calendar year in the city. CDOT will begin efforts to develop a comprehensive Vision Zero program targeting serious injury and fatal crash elimination.

Employee Safety
Employee health and safety is top priority for CDOT. This includes injury, vehicle crashes and illness prevention. CDOT leadership and line employees encourage education, training and reporting to keep all safe, healthy and well.

Employee Safety Strategies include employee participation in finding solutions and a systematic approach to identify and fix hazards.

FODER ECONOMIC SUCCESS FOR EVERYONE IN THE COMMUNITY AND INCLUDE ALL PUBLICS IN THE TRANSPORTATION INFRASTRUCTURE PLANNING PROCESS

Community Engagement
CDOT is leading the way with new and innovative communications techniques to reach broad and diverse audiences. Participating in approximately 100 community outreach events annually, CDOT has expanded beyond the traditional public meeting format to enhance community involvement. Public meetings are interactive and offer activities for people of all ages. Public input is solicited at meetings, through the website, wiki maps, online surveys, social media, emails and in person. Knowing how to best help meet the community’s transportation needs enables CDOT to more effectively plan infrastructure improvements.

Transportation Choices
CDOT plays a key role in helping Charlotte continue to develop as a vibrant, livable city where all residents can have convenient transportation, access to employment, services and housing choices. CDOT is committed to implementing transportation choices for all users including motorists, transit users, bicyclists and pedestrians.

CDOT will continue to help integrate land use, urban design and transportation decisions that maintain mobility and create more places and neighborhoods throughout Charlotte that are walkable, transit-oriented and bicycle-friendly.
KEY CHALLENGES

Americans with Disabilities Act (ADA)

Last September the City’s ADA Support Team tasked CDOT with the creation of a Public Right-of-Way (PROW) Subcommittee that has 19 representatives from various divisions within five departments. This subcommittee is currently reviewing internal standards and guidance documents that are used for items constructed in the PROW. CDOT is also responsible for developing a system-wide inventory to identify the physical barriers in the existing environment that are non-compliant. This inventory is used to prioritize and schedule barrier removal. CDOT recently hired an ADA Coordinator and an Engineering Project Manager to develop this program and will seek continued funding sources.

CDOT Buildings and Facilities

Several operation facilities have reached the end of serviceable life and need replacing.

The Transportation Operations facility, built in 1963, includes the traffic signal, sign and pavement marking operations. The building and off-site storage currently provide around 25,000 square feet which is much less than the 60,000 square feet needed to house the maintenance functions. The current facility deficiencies also include:

• no assembly/training/conference rooms
• no loading dock
• insufficient on-site storage,
• insufficient sheltered areas for heavy equipment and materials

The Southwest Street Maintenance office building doesn’t meet the needs of a modern operations facility. Lack of meeting spaces and a decaying structure hinder an efficient work environment.

Impacts/Concerns about Fiber Construction

In 2015, Google Fiber selected Charlotte for installation of its high-speed fiber network. AT&T began upgrading their existing system throughout the City. These projects increased CDOT’s workload for plan review, construction and inspection. Citizens are concerned about restoration, notifications, utility hits and other inconveniences.

Wireless Facilities in the Public Right-of-Way

Mobile carriers are experiencing challenges providing reliable, high capacity coverage with traditional cell towers. Carriers are using Distributed Antenna Systems (DAS) to improve their networks. This often requires new pole installation in neighborhoods, causing objections from residents.

Importance of Maintenance

Resources are inadequate to keep pace with the demands of a high-growth and expanding city. Since 1977:

• the population of Charlotte has grown by 276%,
• the land area has increased by 247%,
• the number of city maintained streets is up 232%, and
• the number of signalized intersection is up by 410

The number of Transportation Operations employees increased from 50 to 60 in this same time frame. Transportation industry best practices such as new technology, improved pavement markings colors/designs, and enhanced signs can be funded with capital dollars. Maintenance dollars have not kept pace with new installations. CDOT is maintaining less, while the inventory keeps expanding.

The current road pavement condition rating is 81.62 while the target is 90. Based on current bid and asphalt prices, the proposed FY17 resurfacing budget will pave 245 lane miles, resulting in a 21 year resurfacing cycle.

“The world we have created is a product of our thinking; it cannot be changed without changing our thinking.”

—Albert Einstein
REQUEST FOR RESOURCES

RESOURCES

12

4 Includes both a General Fund Transfer of $4,261,000; $4,444,059 in Fund Balance in FY14; $1,000,000 in Fund Balance In FY15; $8,200,000 in Fund Balance in FY16; $3,337,808 in Fund Balance budgeted in FY17

$25,449,649, Street Lighting of $10,957,317, Grant Funds of $3,714,083 and Powell Bill of $28,928,441

Fiscal Year 2017 total budget of $69,049,490 with 414 positions includes General Fund Operating of $37,818,972, Traffic Controls budget of $9,430,954, Transportation Planning and Safety and Neighborhood Services budget of $13,452,987.

FY2014 FY2015 FY16 FY17

EXPENDITURES

Street Maintenance $38,100,681 $39,098,902 $42,755,935 $37,818,972
Traffic Controls $7,804,815 $7,573,309 $9,266,524 $9,430,954
Transportation Planning and Community Investment Plan Management $3,205,057 $3,003,777 $4,675,072 $5,264,283
Land Development & Right of Way Management $1,754,801 $1,794,959 $2,182,825 $3,082,295
Transportation Safety and Neighborhood Services $12,657,742 $13,276,709 $13,462,246 $13,452,987

Total Expenditures $63,523,096 $64,747,655 $72,342,601 $69,049,490

REVENUES

General Fund Revenue:

State Funds $998,633 $1,113,177 $875,000 $875,000
Fee Based Revenues $4,835,448 $5,663,636 $6,646,584 $7,392,735
Other Misc. Revenue $33,335 $11,843 $8,719 $0
Grant Funds $1,802,631 $1,787,933 $3,084,080 $3,714,083
Property/Sales Tax (Gap) $26,065,757 $25,478,196 $27,653,790 $28,139,231

Total GF Revenue: $33,695,804 $34,054,785 $38,268,173 $40,121,049

Total Motor Fuel Tax: 4 $29,827,292 $30,692,870 $34,074,428 $28,928,441

Total Revenues $63,523,096 $64,747,655 $72,342,601 $69,049,490

Departmental Charges $15,212,168 $15,390,222 $15,345,453 $15,673,411

POSITIONS

404.5 405.75 414 414

1 Includes encumbrances rolling forward to FY2015 and FY2016, respectively
2 This reflects an additional appropriation of $8,400,000 from Fund Balance in FY16 and $3,337,808 in FY17
3 Includes fees, permits, citations, and penalties
4 Includes both a General Fund Transfer of $4,261,000; $4,444,059 in Fund Balance in FY14; $1,000,000 in Fund Balance In FY15; $8,200,000 in Fund Balance in FY16; $3,337,808 in Fund Balance budgeted in FY17

State Reimbursement
Federal/Regional Planning Grants
Fines/Penalties
Other Misc. Revenue
Motor Fuel Tax
Transportation Planning and Community Investment Plan Management
Land Development & Right-of-Way Management
Transportation Safety and Neighborhood Services

FY2017 REVENUES

FY2017 EXPENDITURES

55% 55% 55% 55%

Street Maintenance
Transportation Planning and Community Investment Plan Management
Land Development & Right-of-Way Management
Transportation Safety and Neighborhood Services
CDOT consists of five core service areas that maintain, operate and develop a multi-modal transportation system that serves an area of 303 square miles and consists of 2,450 centerline miles of streets, with 757 signalized intersections, 175,000 traffic control signs and approximately 2,015 linear miles of sidewalk. The goal of the department is to manage and operate a system that ensures resource efficiency, innovation and cost effective service delivery to Charlotte’s residents.

**CORE SERVICES**

- Street Maintenance
- Traffic Control
- Transportation Planning & Community Investment
- Land Development Regulations & Right-of-Way Management
- Transportation Safety & Neighborhood Services

**STREET MAINTENANCE**

Charlotte is a vibrant, growing community with 2,450 (centerline measured) miles of City maintained streets. The Street Maintenance Division and its 226 employees are committed to ensuring Charlotte streets, drainage structures and sidewalks are in safe condition.

Revenues for resurfacing activities have remained flat since 2008 while the population and street system have continued to grow. The ability of the Department to pave the required street mileage to reliably improve pavement condition ratings remains a challenge. Variability within asphalt prices, labor costs and material costs further erode CDOT’s ability to adequately plan and execute a systematic paving program.

The main work areas are:

- **Street Repair**
  - Crews are responsible for repairing potholes and general street failures such as cracking, rutting and utility cuts. The main body of work is to prepare streets for annual resurfacing projects.

- **Street Resurfacing**
  - Street resurfacing/renewal efforts include repaving streets, repairing curbs and sidewalks, and replacing drainage structures. During FY16, CDOT managed the resurfacing of 237 lane miles of City roadways.
SERVICE DELIVERY

Minor Street Construction
Efforts to keep the infrastructure in good repair include grading and constructing shoulders, widening strips, and removing debris or obstructions from the right-of-way.

Sidewalk Repair
CDOT crews inspect sidewalks and repair unsafe conditions to sidewalks.

Utility Cut Repair
Public and private utility companies disturb asphalt and concrete surfaces in the right-of-way to conduct their operations. Street Maintenance is charged with ensuring streets are properly restored once utility repairs are complete.

Storm Drainage Maintenance
The City keeps the storm drainage system in top shape, which helps prevent street degradation and pavement failure. Crews clean storm drain catch basins, build and maintain roadway ditches and shoulders, and repair sidewalk curbs and gutters.

Emergency Response
CDOT is a first responder providing critical services in emergencies. Street Maintenance Division regularly responds to inclement weather events and addresses unscheduled maintenance needs.

TRAFFIC CONTROL

It is a 24-hour service to install, operate and maintain traffic signals, signs and pavement markings. At all times, the over-arching goal is to promote pedestrian and traffic safety. The Engineering and Operations Division meets this objective by continually reviewing system operations and making adjustments.

Traffic Signals
To provide safe and efficient vehicular and pedestrian movement, CDOT maintained over 757 signalized intersections and installed six new signals and 211 upgrades this year. Of these, 486 are signals on NCDOT maintained streets within the City’s system. Integrating and coordinating the signal system is essential to help mitigate congestion.

SERVICE DELIVERY

Signs and Pavement Markings
Transportation Operation crews fabricated and installed approximately 14,000 signs, 639,300 linear feet of pavement markings, 850 arrows, 38,350 linear feet of crosswalks and 11,850 linear feet of stop bars this year.

TRANSPORTATION PLANNING AND COMMUNITY INVESTMENT PLAN (CIP) MANAGEMENT

Charlotte’s continued population growth creates new demands on our transportation system. Already the 17th largest city in the United States, Charlotte is expected to add approximately 400,000 additional residents by 2040. This is the equivalent of 43 people moving to Charlotte every day for the next 25 years. In an effort to prepare for the projected growth, the City has endorsed a comprehensive land use/transportation strategy that focuses growth and multi-modal transportation investments into the activity centers and growth corridors most suited to accommodate this growth.

Regional Planning
Charlotte’s influence extends far beyond the City’s limits. CDOT supports regional planning efforts by providing services for the Charlotte Regional Transportation Planning Organization, preparing the Long Range Transportation Plan Air Quality Conformity Determination and the Transportation Improvement Program. Technical services include: producing population and employment projections, planning future highway and transit networks, applying and refining the regional travel forecasting model, and analyzing transportation performance and air quality effects for programs and projects in the air-quality non-attainment area.

Local Planning
CDOT’s mission is “Connecting Charlotte,” which drives the department’s planning efforts. The five-year Transportation Action Plan finalized and adopted by City Council in 2006 and updated in 2011, is a strategic effort that recommends goals, objectives, policies and transportation improvements to prepare the City for growth over the next 25 years. Whether enhancing mobility for all users, collaborating to develop innovative Area Plans, promoting complete streets, or implementing the Bicycle and Pedestrian Plans, staff supports many transportation planning functions. Planning staff also takes an active role in rezoning petitions, creating travel forecasts, conducting traffic counts and ongoing special studies.
SERVICE DELIVERY

Capital Program/Design & Implementation
CDOT engages with staff across the City organization in implementing capital project improvements. The department provides technical and management expertise, and supports programming, planning, designing, and construction of infrastructure.

LAND DEVELOPMENT REGULATIONS & RIGHT-OF-WAY MANAGEMENT
CDOT is responsible for reviewing and monitoring development activity that may impact traffic conditions or affect the City’s right-of-way. The department works with developers, utility providers and special event organizers to accommodate growth and development, and support activities that contribute to a vibrant city.

Land Development Review
CDOT planners and engineers review residential and commercial property development plans to ensure compliance with transportation requirements and to identify, evaluate and mitigate the transportation impacts of new development.

Right-of-Way Use
CDOT facilitates the planning, coordination, approval and permitting of work within the City’s rights-of-way, which includes encroachments and abandonments. The department maintains over 25 square miles of right-of-way.

Special Events
CDOT is responsible for assisting the review, approval, coordination and implementation of parades and special events within the public rights-of-way.

"Whether by footpath or thoroughfare, safe and well-connected neighborhoods contribute to a neighborhood’s vitality and well-being."

TRANSPORTATION SAFETY AND NEIGHBORHOOD SERVICES
Whether by footpath or thoroughfare, safe and well-connected neighborhoods contribute to a neighborhood’s vitality and well-being. CDOT strives to involve citizens in solving local transportation issues while being responsive to suggestions and remedies.

Pedestrian/Traffic Analysis and Safety
Pedestrian, bicycle and traffic safety is a high priority. CDOT proactively collects and analyzes crash data, assists Charlotte-Mecklenburg Police Department with targeted enforcement strategies, and develops educational and awareness campaigns.

Park It!
Convenient on-street parking is essential for a thriving city. The Park It! Program provides short-term, inexpensive parking to shop, dine and conduct business in the uptown area. Staff also manages on-street residential parking in areas of high-demand.

Neighborhood Programs and Customer Service
To better serve the City’s residents, CDOT investigates sight and/or right-of-way obstructions, signal timing issues, and works with residents to address concerns related to parking requests, traffic calming and school zones.

Street Lighting
The City provides street lighting services along thoroughfares and neighborhood streets. The City supports electrical costs for approximately 72,716 lights annually.
The following charts illustrate Charlotte’s annual response to emergency calls for service to repair signs and signals. The current annual objective is to respond quickly and efficiently to emergency calls for service for stop/yield signs and traffic signals. Specific targets are:

- Respond within 1 hour to 90% of calls during regular shift
- Respond within 2 hours to 100% of calls for on-call requests

**AWARDS & RECOGNITION**

- **2016 - CENTRALINA COUNCIL OF GOVERNMENTS**
  2016 EXCELLENCE AWARD
  Improving Quality of Life
  Cross Charlotte Trail

- **2016 - U.S. NEWS & WORLD REPORT**
  2016 Best Places to Live
  Ranked number 15 in nation

- **2016 - GALLUP’S 2016 WELL-BEING INDEX**
  Walk Friendly Community
  Bronze Level Designation

- **2013 - SMART GROWTH AMERICA**
  TECHNICAL ASSISTANCE GRANT
  Planning for Economic and Fiscal Health

- **2011 - WALK FRIENDLY COMMUNITY**
  Bronze Level Designation