



Charlotte, One Year Later – Talking Points

The Charlotte, One Year Later website offers a community experience, for everyone in our city to commit to changing our city for the better.

Last year, we committed to addressing several programs and services that we manage. A year later, we seek to share some of what we have accomplished, while recognizing that work still remains to be done.

A detailed report showcasing accomplishments related to the Community Letter will be shared on the Charlotte, One Year Later website at the conclusion of the City Council Workshop on Oct. 2. A few highlights of the work in progress are available now at cltoneyearlater.com.

Policing: Positive Youth Development

Youth Diversion Program

- Addresses the community's need to keep low-level youth offenders out of the juvenile justice system by providing an alternative to arrest while holding the participant accountable for their offense.
- CMPD Diversion Program has diverted an average of 700 youth per year.
- 90 percent of participants successfully complete the program and have not recidivated.

COPS CARE & CARE Curriculum

- COPS CARE is designed to target eighth-grade students in Charlotte-Mecklenburg Schools (CMS) with the same message for students: make positive choices for positive outcomes because COPS CARE and youth are worth it.
- During the CMS 2016-2017 school year the COPS CARE curriculum reached six middle schools and approximately 900 students.
- In the inaugural year, 2016-2017 COPS CARE was awarded Program of the Year by the N.C. Gang Investigators Association

Policing: Personal Responsibility for Officers and Residents

Body-Worn Cameras (BWC)

- In September 2016, 1,300 uniformed patrol officers were utilizing BWCs in an on-duty capacity. By June 9, 2017, all sworn employees (1,900+) below the rank of deputy chief (including SWAT and VCAT) were issued BWCs to be used on-duty and while working secondary employment.
- In May 2017, the CMPD policy regarding BWCs was updated to require that the cameras be worn for uniformed on-duty and secondary employment assignments.

President's Task Force on 21st Century Policing

- CMPD incorporated measures to rebuild trust within the community and align fully with the recommendations of the President's Task Force on 21st Century Policing. After CMPD's September 2016 police-involved shooting, various activist groups provided CMPD with a list of demands to enhance police-community relations. CMPD incorporated most of the demands into the recommendations made by the President's Task Force on 21st Century Policing under the associated pillars to include action items where needed.

Policing: Relationship Building to Enhance Trust

Community Safety Forums/Town Hall Meetings

- Chief of Police Kerr Putney hosted a community safety forum in each of the 13 patrol divisions in 2016 and continued the forums in 2017.

Cops and Clergy

- Chief Putney hosted the inaugural "Clergy Conversation with the Chief" this year. This is part of an ongoing series of discussions to foster an open, honest and meaningful dialogue on race relations and community engagement between the police and members of our faith-based community.

Transparency Workshops

- So far this year, the CMPD Training Academy has held five transparency workshops. The workshops are designed to provide the public with a behind-the-scenes look at the police department to help them better understand CMPD processes, policies and practices.

Housing: Creation of 5,000 workforce and affordable housing units

Total Number of Affordable Housing Units

- On Aug. 28, the city announced it has achieved close to 60 percent of City Council's goal to create 5,000 affordable housing units in three years. Between January 2016 and August 2017, approximately 3,000 affordable housing units were completed and/or committed.
- The city reorganized a department to focus specifically on the creation of affordable housing and revitalizing and maintaining neighborhoods called the Housing and Neighborhood Services Department.

House Charlotte

- Since January 2016, city government has funded 343 down payment assistance loans. This year was the largest expansion of program offerings, which includes a special program for public service employees and greater support for buyers in high-cost areas.

Single-Family New Construction and Rehabilitation

- In September 2016, the city piloted a Targeted Rehabilitation Program to revitalize single-family homes in targeted neighborhoods, including Camp Greene and Lincoln Heights.

Multifamily New Construction and Rehabilitation

- The city has increased its investment in renovations and new construction for multifamily developments.

Jobs: Offer training and remove barriers to employment

Project P.I.E.C.E.

- The city developed a workforce development program that provides skills and training as well as supportive services to help people obtain and keep jobs. Areas of training included residential and commercial construction, highway construction, and broadband and fiber-optic cabling.
- To date, the program has had 112 enrollments (goal of 90), with an 87 percent graduation rate (goal of 80 percent); 65 percent job placement rate to date (goal of 70 percent). The program engaged approximately 40 employers.

Jobs: Connect youth employment/mentoring and other services

Expansion of Mayor's Youth Employment Program

- City government offered 411 paid internships (completed as of June 30) with 378 of those internships being part of the mayor's Youth Employment Program.
- 2,231 students and 102 vendors participated in the 2017 Charlotte Career Discovery Day .
- 1,006 youth received job and career readiness training.

Jobs: Promote equitable economic development through connections

- Created a new Economic Development department to focus on enhancing and creating economic opportunities for a range of people and utilizing the lens of equitable economic development.

Community Forums

- Conversations led by the Charlotte-Mecklenburg Community Relations Committee and the Community Building Initiative allowed the community to have open and honest dialogue about events that occurred in Charlotte and across the county in a safe space.

Equip residents and employees to discuss Community Letter

Civic Leadership Academy (CLA) Training on Community Letter

- 250+ applicants; 35 accepted, 34 participants graduated.
- 94 percent of graduates indicated confidence in understanding and utilizing city government.
- 97 percent of graduates indicated that the program equipped them to take action on an issue they consider important.

Take 10, Phase 2: Employee Ambassador Conversations

- Ambassadors received the Community Letter and information in order to have conversations with residents about the letter.
- 5,468 phone conversations conducted with residents who called into 311 with service requests.
- 1,781 face-to-face conversations conducted by employees from across the city.
- 34 civic leaders from diverse communities attended training and held 282 face to face conversations with friends, family and people outside of participants' social circles.

Internal Opportunity Team/Model Employer

- Increased minimum pay for city employees to \$15 two years ahead of schedule.
- New health plan option for city employees.
- Non-exempt pay plan/public safety pay plan market adjustments.
- Paid parental leave.
- City-wide apprenticeship program.
- Eight-hour employer-sponsored volunteer day.

Review of city policies through economic and racial equity lens

- City employees analyze policies and practices from an economic and racial equity perspective and communicate about race.
- Partnership with Government Alliance on Race and Equity on projects.

Budget adjustments to align with Community Letter

- The Adopted FY 2018 Budget and FY 2018-2022 Community Investment Plan (CIP) include key investments that support safety, trust and accountability; quality, affordable housing; and good-paying jobs. These investments are designed to create a more inclusive community where all residents can benefit from the city's growth and economic prosperity.

General Fund Budget

Safety, Trust and Accountability

- Swore in 62 additional police officers.
- Approved additional funding to hire full-time crime scene/crime lab technicians, analysts, administrators, and specialists.
- Additional airport law enforcement officers.

Quality, affordable housing

- Allocated almost \$1million dollars in funding to provide additional staff to support the affordable housing program ,-code enforcement, capacity building and neighborhood problem solving.

Good paying jobs

- Created a new apprentice program in Charlotte Water and the Aviation Department through a 200,000 allocation.

Community Investment Plan

Safety, Trust and Accountability

- Provided \$12.5 million in additional funding for the CMPD Central Division Station.
- Allocated \$4.1 million to replace critical police operations equipment.
- \$5.8 million funded for one new infill fire station in the Clanton Road and I-77 area. New station to house one engine company, requiring an additional 18 firefighters.
- \$600,000 toward completing the renovations of Fire Station 27.

Quality, affordable housing

- Investing \$6 million over the next five years in the Affordable Housing Program to provide additional support and increase housing.
- Allocated \$105,000 per year to preserve the city's existing housing stock or eliminate deteriorated housing.
- Added \$75,000 a year to expand the Neighborhood Matching Grants program, established to support neighborhood organizations.

Good paying jobs

- Provided \$3 million to complete the North Tryon Streetscape Redevelopment project and revitalize the corridor between Dalton Avenue and 30th Street.
- \$1 million to invest in the business corridors of North Tryon, Beatties Ford Road, Rozzelles Ferry Road, and Wilkinson Boulevard/Morehead/Freedom.