



Charlotte

At A Glance

charlotteNC.gov

Did You Know? Charlotte...

- Is the **17th largest city in the U.S.** in total population
- Ranks **6th nationally in the number of Fortune 500** companies headquartered here
- Is the **2nd largest banking** center in the nation, controlling more than \$2 trillion in assets
- Maintains superior **AAA bond** ratings for City operations with S&P, Fitch and Moody's
- Is among "**America's Top 25 Arts Destinations**" by AmericanStyle magazine
- Named "**Tree City USA**" for 31 consecutive years by The National Arbor Day Foundation
- Ranks 2nd as a "**Best Value City**" by *Kiplinger's*
- Ranks as one of the "**Best Cities for Small Business**" by Entrepreneur magazine
- Is among the top 20 "**America's most Wired Cities**" (Forbes.com)
- Ranks as one of the **Best places for Business and Careers** (Forbes.com)
- Is home to the **fastest growing** airport in the U.S.
- Ranks as one of the "**Top 10 Cities for African-Americans to Live**" by Black Enterprise magazine
- Is the site of the **2012 Democratic National Convention**



Serving Our Residents

Charlotte Area Transit System

- CATS **ridership increased 100%** during the past decade
- LYNX, the **state's only light rail line**, averages 14,500 trips daily
- Serves more than **85,000 riders per day** (enough people to fill Time Warner Cable Arena three times) and carries more than **23 million passengers per year**
- Operates the **largest transit system** between Atlanta and Washington, DC, with a fleet of more than 500 buses, 70 bus routes, 45 park and ride lots, 81 vanpools, and 10 LYNX stops.

Charlotte Department of Transportation

- Manages **125,000 traffic control signs, 2,015 miles of sidewalk** and **2,400 miles of streets** (about the distance from Charlotte to Los Angeles)
- Maintains **730 signalized intersections** and installs 30 new signals or upgrades annually
- Received the **Bronze Level Walking Friendly Community** designation by the Pedestrian and Bicycle Information Center for **efforts to improve pedestrian environments** through the Transportation Action Plan and Sidewalk Retrofit Program
- Installs approximately **10,000 signs, two million** linear feet of pavement markings and **800** pavement arrows, crosswalks and stop bars each year.

Charlotte-Mecklenburg Utilities

- Delivers **110 million gallons** of clean, safe drinking water daily to **788,000** people
- Received the **Safe Drinking Water Act Excellence Award** from the Environmental Protection Agency for superior drinking water quality and safe delivery to residents
- Analyzes more than **150,000 tests** each year to ensure safe drinking water
- Treats and recycles **30 billion gallons of wastewater** annually to protect our environment
- Maintains more than **8,000 miles of water and sewer pipe** (about the distance to Taiwan)
- Provides **environmental education** to thousands of students and adults each year at its Blue Planet Water Environmental Center.

Charlotte Douglas International Airport

- Served more than **38 million customers** in 2010 (that is more than the combined populations of Georgia, North Carolina, South Carolina, Tennessee and Virginia)
- Is the **7th busiest airport** in U.S. in operations and **11th most active** in U.S. passenger volume
- Averages **700 flights each day** to **138 destinations worldwide**
- Generates over **\$10 billion** annually to the region's economy
- Received the **2010 Eagle Award recipient for "Best Airport"** by International Air Transport Association.

Charlotte-Mecklenburg Storm Water Services

- Protects the water quality of **more than 3,000 miles of streams and shoreline**
- Nationally recognized for its **water quality education** and public involvement campaigns
- Volunteer efforts **remove more than 11 tons of debris and litter** from local waterways annually.

Charlotte-Mecklenburg Planning

- Develops and implements land use plans to **revitalize and enhance** neighborhoods, business areas and corridors
- Administers the Historic District review process for **six local historic districts** and the Subdivision Approval Process of **multi-family units** and **single-family lots**
- **Oversees the annexation process**, netting real property tax revenue
- Manages more than 90 Rezoning Petitions annually
- Develops and implements **land use plans** for transit stations, such as those along the LYNX light rail line
- Developed an Environmentally Sensitive Site Design guide to evaluate how specific development proposals address environmental considerations.

Charlotte-Mecklenburg Police Department

- More than **1,700 sworn officers** and 500 non-sworn employees protect more than 775,000 City and County citizens
- **Violent crime rate dropped** 32.1% throughout the past three years
- Officers patrol more than 3,777 street miles
- Is the **largest metropolitan police department** between Atlanta and Washington, DC
- Speaks numerous languages including Spanish, Korean, Vietnamese and Thai
- Offers academic, cultural and career programs through its Police Activities League which utilizes academic and athletic enrichment to **help youth develop life skills**.

CMPD's Animal Care & Control Division

- **Offers a variety of community outreach programs** that educate residents about proper pet care, adoption and animal health concerns
- Helps more than **4,300 animals find homes annually**
- Provides **free rabies vaccinations, spay and neuter surgeries** and **low cost microchips**
- Nearly 1,000 spay/neuter procedures performed through free spay neuter program, reducing animal euthanasia
- Provides nearly 4,000 free rabies vaccinations annually.

Charlotte Fire Department

- Operates **41 fire stations**, 41 engines, 15 ladders, six tankers, five brush trucks, two heavy rescue, four Haz-Mat trucks and six aircraft fire and rescue vehicles
- Answered more than **250,000 calls** in FY2010
- A minimum of 246 of **1,164 firefighters** are on duty at all times
- Conducts **swift water rescue training** for emergency response teams **worldwide**.

Engineering & Property Management

- **Administers more than 200 capital improvement projects** each year, including roads, intersections, sidewalks, transit lines, stormwater systems, fire and police stations
- Completed 48 transportation projects in 2010
- Manages **172 public facilities** totaling 4.7 million sq. ft.
- **Preserves and protects** Charlotte's nationally recognized **tree canopy**
- Project manager for the Charlotte Streetcar Project, which will **connect 10 miles of neighborhoods** between Beatties Ford Road and Central Avenue/Eastland.

Business Support Services

- Awarded \$17 million to build and manage a countywide **broadband infrastructure** to provide enhanced communication services to public safety and emergency responders
- Manages a **fuel reduction program** which will reduce the purchases of oil, filters and accessories for the City and County fleet and yield more than \$222,000 in savings in the first year alone
- Supports technology for **customer services and response** for CharMeck 311, Police, Fire and Human Resources
- Supported the North Carolina Division of Air Quality's Turn Off Your Engine anti-idling campaign to **reduce greenhouse gases** from heavy-duty diesel vehicles and construction equipment
- Continually recognized for excellence in purchasing standards.

Solid Waste Services

- Operates the **Recycle It!** program, a single-stream recycling effort providing bi-weekly collection
- **Serves more than 200,000** single-family households and 93,000 multi-family households
- **Spends 33% less per household** to collect garbage, recyclables and yard waste than statewide average
- Is committed to **improving the environment and air quality** through the use of compressed natural gas vehicles that will reduce emissions
- Successfully **expanded its Uptown On-Street Recycling Program** by installing 20 additional recycling containers along Tryon Street.

Neighborhood & Business Services

- Services include Code Enforcement, Community & Commerce, Economic Development and Housing Services
- Improves **quality of life** by serving as a resource for residents in need of training, affordable housing and other neighborhood assistance
- Provides **support services and programs to businesses** to fuel economic growth and prosperity
- Completes more than **1,200 Affordable Housing Units** annually
- Offers a **free series of classes** to help residents and neighborhoods build and maintain healthy communities
- Manages the Small Business Development Program that **certifies small businesses** to do business with the City
- Implemented a Non-Residential Building Code to ensure the safety and security of **commercial structures** in the community
- Working collectively with the community to implement the 10-year plan to **end and prevent homelessness**.



Connecting Residents to Services & Information

My Charlotte Mobile Application for Smartphones

- Access services via 311 to report graffiti, potholes and other neighborhood nuisances
- Obtain flight and parking information at Charlotte Douglas International Airport
- Search traffic accident locations from CMPD
- Access a link to download the CATS mobile application for transit information.



- Services are available online at <http://311.charmeck.org>
- Residents can call for **non-emergency customer service**. Operators answer more than **1.6 million calls annually**.
- Most frequently asked questions:
 - Utilities (billing questions)
 - Solid Waste Services (bulky items)
 - Tax Office (payment/balance due)
 - Utilities (move-in/out/transfer)
 - CMPD/Animal Care & Control



If unable to dial 311, try 704-336-7600.



- Produces and airs 2,100 hours of **original programming** annually
- Provides nearly five hours of electronic billboard information daily to keep citizens informed on everything from road construction to ozone ratings and job listings to pets available for adoption
- Airs **live City Council and County Board of Commissioners meetings** on **Cable 16**
- Produces **City Source**, a half-hour magazine show featuring City departments; **Queen City Limits**, an in-depth program with elected officials; and **The Point: with Mayor Foxx** where top issues and challenges are discussed
- Is the City's official news source for inclement weather and emergency information.

charlotteNC.gov for City Information

- Connects to City services, departments and programs
- Provides access to the **GOV Channel and free online subscription services**
- Features **City Council** meeting agendas and minutes
- Connects to elected officials' websites and contact information
- Links to City's **job listings** and online application form
- Directs subscribers to City's Facebook and Twitter.

charmeck.org for Citizen Service

- Connects to City and County services
- Features **easy access** to 311
- Provides access to **submit service requests**
- Portal to register for mobile applications and Twitter feeds.

newsroom.charlotteNC.gov

- Alerts and notifications about service impacts
- Emergency information
- News releases
- Public meeting information

