

2022

Fiscal Year Annual Report



Charlotte-Mecklenburg
**STORM
WATER**
Services

Our Team of 200+



Strategic Framework

Mission

To serve the City of Charlotte by improving surface waters and conveying rainwater safely through well-maintained storm drainage systems

Vision

Strengthening the community for generations to come as a national leader in sustainable, equitable, and comprehensive stormwater management

Priorities



Mission-Driven Workforce

To ensure a diverse team that is engaged, highly skilled, and committed to excellence



Environmental Stewardship

To protect and improve the quality of streams and other surface waters



Infrastructure Management

To continuously assess and improve storm drainage to protect public safety and ensure long-term sustainability



Development Services

To develop, implement, and enforce regulations that support the city's growth and address drainage needs



Communication and Outreach

To enhance understanding of our mission, foster credibility, and encourage community involvement



Financial Stewardship

To responsibly manage finances, fund key programs, and maintain customer affordability



Leadership Team

Mike Davis, PE
Program Director

Joe Hecksher
Business Division Manager

Robbey Zink, PE
Regulatory Division Manager

Kruti Desai, PE
Deputy Manager

Susan Tolan, PE
Construction & Utilities
Division Manager

Kate Labadorf, PE
Strategic Planning & Operations
Division Manager

Daryl Hammock, PE
Assistant Manager

Matthew Gustis, PE
Engineering & Design
Division Manager

Conveying Rainwater

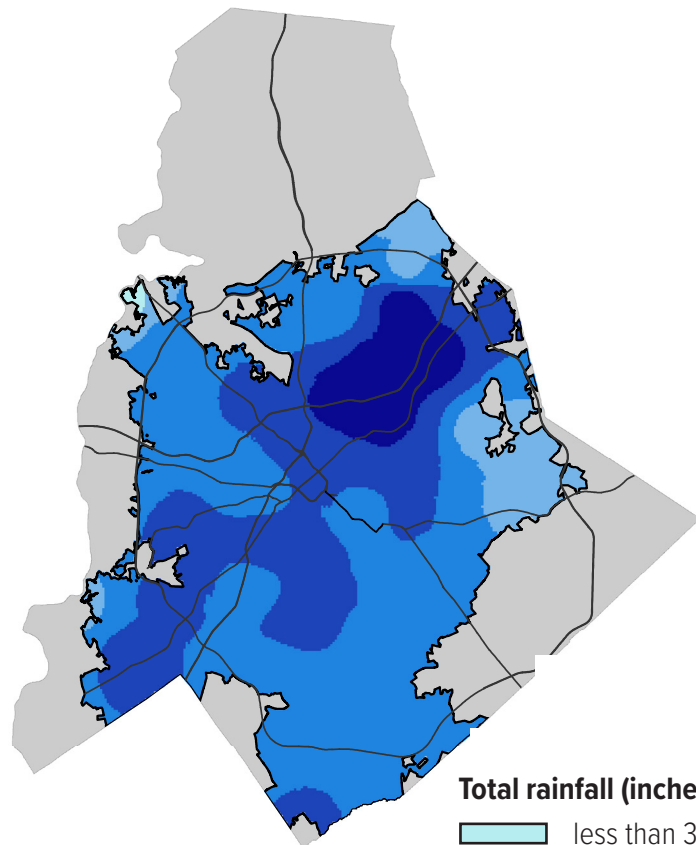
FY 2022 Quick Stats

Annual Rainfall

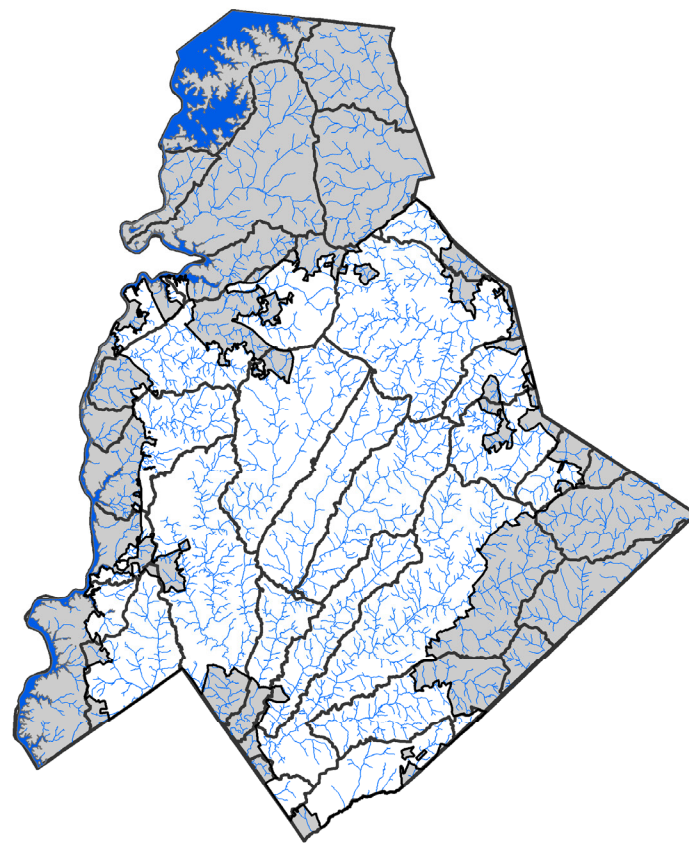
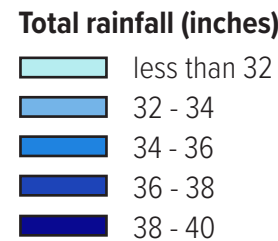
Average annual rainfall for Charlotte is 43 inches per year. Rainwater is conveyed safely through well-maintained storm drainage systems so our city thrives for the benefit of all.

Watershed Boundaries

A watershed is an area of land that drains to a body of water when it rains. There are 18 major watersheds in the City of Charlotte.



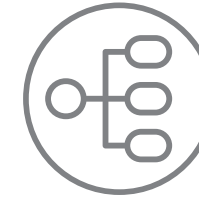
Legend
 — Major Streets
 □ City Boundary



Note: White area reflects watersheds within City boundary.



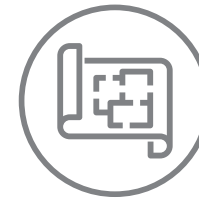
\$89M
capital investments



700+
projects managed



250+
projects completed



4,300+
private development plan reviews completed



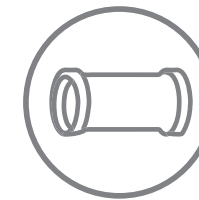
18,300+
feet of stream improvement in progress



1,600+
pollutant control measures inspected



5,000+
erosion control inspections completed



22,200+
feet of pipe installed



33,400+
stormwater assets inventoried



100,000+
existing storm drains



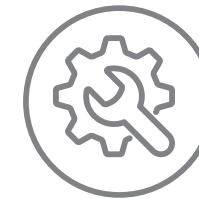
5,000+
miles of pipes and open streams



18
watersheds within the City of Charlotte



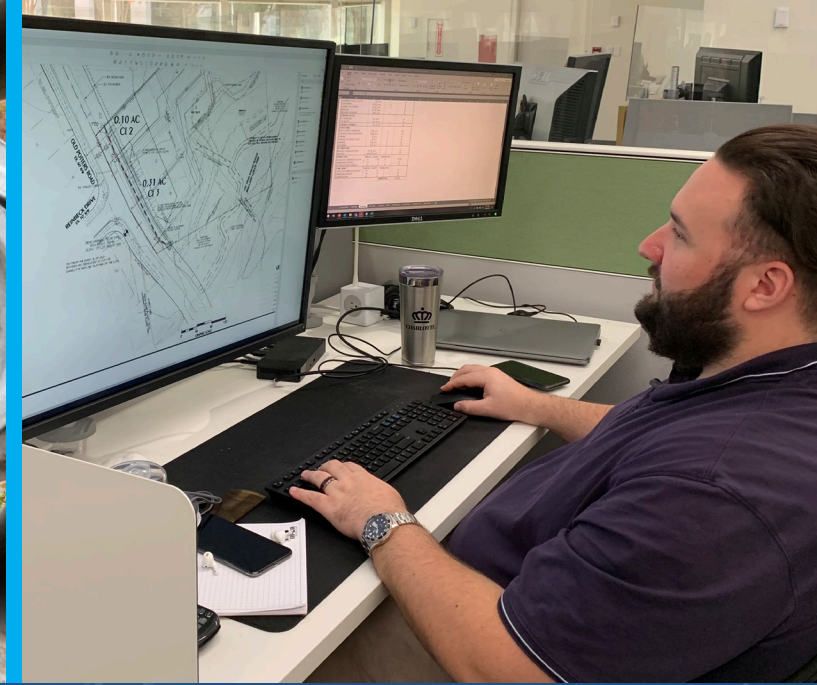
300+
culverts & drainage pipes proactively inspected



11,500+
feet of pipe rehabilitated



3,000+
drainage & surface water pollution concerns reported through 311



Environmental Stewardship

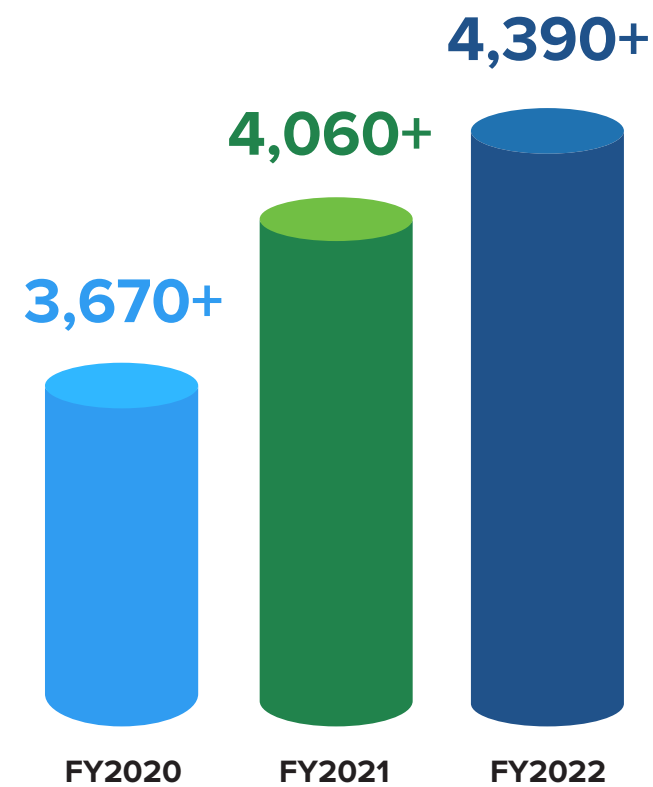
Infrastructure Management

Development Services

Communication and Outreach

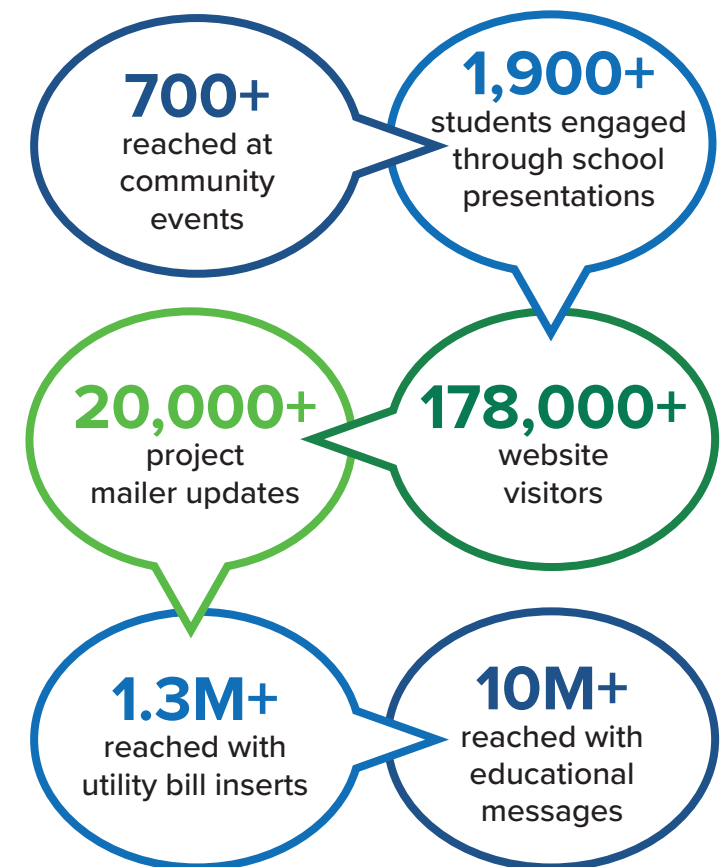


A successful audit of the City's National Pollutant Discharge Elimination System (NPDES) permit demonstrated appropriate management of this federally required permit and the City's commitment to protect and improve waterways.



Private Development Plan Reviews* Completed
*includes multiple plan reviews prior to approval

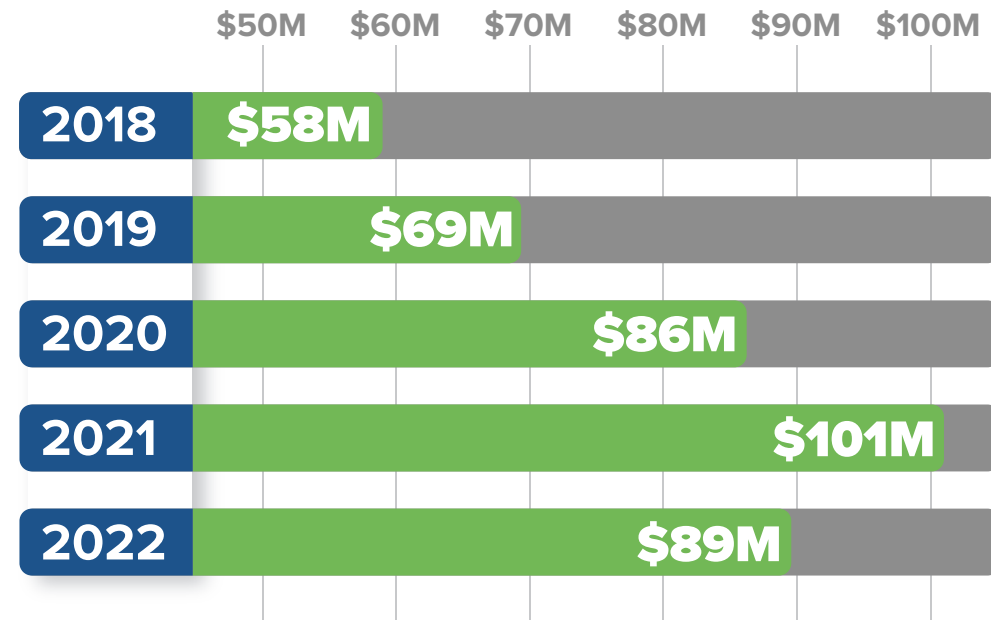
100% Land Development operations are funded by **user fees**



Financial Stewardship

Team Charlotte

Capital Investments



Storm Water Services maintains AAA ratings by Moody's Investors Service and Standard & Poor's Financial Services.

For each dollar of Storm Water Services fee collected in fiscal year 2022

57¢*	Capital investments (storm drainage improvement and surface water quality enhancement projects)
22¢*	Debt service for capital investment revenue bonds
9¢	Payroll for Storm Water Services employees
5¢	Overhead expenses (such as insurance, rent and training)
3¢	Daily maintenance activities (such as removing debris from storm drains)
2¢	Federal Clean Water Act compliance, public education and collaboration with the County
2¢	Technical expenses such as Geographic Information System mapping, utility locating and spatial data)
*79¢	funds capital investments

OneWater

partnering with Charlotte Water to manage water resources for our community

CDOT Street Maintenance

partnering to keep the traveling public safe

Strategy & Budget

supporting an equitable, sustainable and resilient Charlotte

Collaborative Projects

collaborating across departments to build community projects



Landscape Management

partnering with city arborists to assess and protect trees within project areas

Unified Development Ordinance

implementing streamlined regulations and ordinances

City Operations

ensuring daily operations meet Federal Clean Water Act requirements

Workforce Development

expanding skills with apprenticeship and the Career & Training Academy

Diversity, Equity & Inclusion

Charlotte Storm Water Services is committed to ensuring a culture of inclusion. We value the contributions of each of our employees and recognize that diversity in our workforce strengthens our ability to serve our community.

Advisory Team for Diversity, Equity, and Inclusion

- Assists Leadership on opportunities to improve outcomes within the organization and the community we serve.
- Current initiatives focus on organizational development, service delivery, along with hiring and economic mobility.
- A review of capital project identification and prioritization methodology was completed to determine potential barriers to equitable capital investments.



Mission-Driven Workforce

FY 2022 Staff

Administration

Angela Charles
Charlotte Water Director

Mike Davis
Storm Water Services
Program Director

Kruti Desai
Deputy Manager

Daryl Hammock
Assistant Manager

Business Division

Joe Hecksher, Manager

Jenny Burgett

Ankush Garg

Sabrena Gray

David Kist

Kathy Moua

Monique Prather-Foster

Thomas Ricard

Jaime Thompson

Samantha Willis

Communications

Leo Caplanides

Alyssa Dodd

Sassy Lojko

Amy Plummer

Construction & Utilities Division

Susan Tolan, Manager

Samantha Allen Joe Litaker

Brad Bednarik Phil Lopina

Thomas Bennett Edrina Mabin-Collins

Geno Bernhard Greg Mason

Baris Bingol Rob McGhee

Monty Bissette Chantel McKoy

Francis Boafo Curtis McLaughlin

Avery Braun Michelle Montgomery

Peter Braun Chris Nieder

Heather Bridges Logan Oliver

Sean Calloway Tate Osborne

Adam Clapp Bert Patterson

Blaine Cole Stephen Phillips

Jamie Collins Colin Pollinger

Saidou Deme Michael Rigney

Jacob Downer Santiago Rodriguez

Charlotte Drzewiecki Cirilo Saba

David Edwards Gerald Spann

David W Edwards Matt Tilden

Roy Ezell Jr Carlo Torres

JJ Gray Jose Torres

Keith Greene Hank Tucker

Chad Gunter Bong Vang

Joel Hardison Fred Volpe

Ben Ilnitskiy Jeremy Wallace

Nicholas Juan Ben Wicker

Jimmy Knight David Wright

Engineering & Design Division

Matt Gustis, Manager

Devin Arnold Nadeem Khan

Gina Asprilla Herve Kibala

Maricel Avery Dustin Ledford

Amy Bice Jody Lowe

Alex Bujenovic Doug Lozner

Doug Chandler Steven McCraney

Ryan Daniel Shawn McDonald

Jackie Deal Jack McFadden

Daniel Duymovic Danee McGee

Kevin Edmonds Charles Meehan

Stewart Edwards Chris Monteleone

David Estochen Steven Monteleone

Allen Feemster Joshua Moore

Harold Gaines Chad Nussman

Kate Goodman Emily Perry

Laurin Hallner Tom Purvis

Will Harris Emely Robles-Saravia

Brian Hedrick Michael Rupinski

Tyler Howell Carl Schaefer

Jermaine Jackson Brant Smiley

Chris Jain Harold Smith

Bob Jarzemsky Tristan Teasley

Ruben Johnson Stephen Trull

John Keene Gabe Tyson

Tyler Kemo Evan Walker

David Kenney Brian Wilson

Regulatory Division

Robert Zink, Manager

Matthew Anderson

Kara Becker

Jeff Bock

Emily Chien

Sharnelle Currence

Beca Deal

Andrew DeCristofaro

Jack Fulghum

Kyle Hall

Rylee Hernandez

Cheryl Hill

Gina Hodges

Donna Hood

Jason Hunt

Steve Jadlocki

Jerry Jenkins

Justin Klein

Jennifer Lawrence

Jacey Meador

Noah Meador

Craig Miller

Jordan Miller

Jeu Moua

Joel Nipper

Kristen O'Reilly

Andrew Poindexter

Marc Recktenwald

Peter Rodriguez

Keith Schell

Erin Shanaberger

Helen Simonson

Brendan Smith

Cody Starnes

Patrick Storz

Curveer Uppal

McKhenzy Welch

Michael Weller

Jay Wilson

Strategic Planning & Operations Division

Kate Labadorf, Manager

Aaron Anderson Shea Kegley

Brannon Baker Albert Long

Chris Bolin Kemp Miller

Corky Botkin Gregory Myers

Alexander Bryant Eli Nichols

Sara Clayton Gabe Petro

Mayara Clemente Dias Coelho Chad Phifer

Catherine Crigler Alonso Piedra

Sarah Deans Chelsea Radcliff

Michael Domras Brian Robinson

Josh Edwards Ken Setzer

Cooper Goodman Brad Spencer

Lewis Harrison Melissa Thai

Kevin Herring Michael Washington

David Honeycutt Angie Weekly

Scott Hudson Caleb Williams

Jason Irish Crystal Williams

A special thank you to the Storm Water Advisory Committee for their service and contributions during fiscal year 2022

Thank you to our city colleagues who support Storm Water Services' work including:

Charlotte Department of Transportation

Charlotte Water Procurement

City Attorney's Office

Finance

General Services

Human Resources

Office of Equity, Mobility and Immigrant Integration

Strategy & Budget

Award Winning

2021 National Association of Flood & Stormwater Management Agencies Excellence in Communications Awards

First place in the Improving Surface Water Quality category for the "Stormy: Making Water Quality Good in Your Neighborhood" campaign

2022 GOVies Awards

- **Outstanding Work (Internal) Award Storm Water Services Inventory Team**

For achieving a long-term goal by completing its stormwater asset inventory, collecting data on more than 540,000 assets

- **30+ Storm Water Services staff members nominated for numerous GOVies Awards**



Partnering with Mecklenburg County to Provide Comprehensive Stormwater Services

Charlotte-Mecklenburg Storm Water Services, established in 1993, is the first stormwater utility in North Carolina and one of the first in the nation. Through an interlocal agreement, the city and county jointly operate the utility, and work together to protect surface water quality, implement comprehensive storm drainage improvements and reduce flood risks.

