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# Questions & Answers from the April 6 Budget Workshop

Published on April 28, 2022

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## **Section 1**

### ***Digital Transformation***

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- 1. Has I&T reviewed whether there will be any cost savings to offset outlays in the ERP platform integration process?**

The benefits derived from the ERP project are many. Through the business process mapping phase of the project, I&T will look across the city to identify opportunities to automate manual processes. Automation allows I&T to leverage existing resources on other tasks and initiatives, while also eliminating single points of failure (i.e., eliminate reliance on a single individual). City departments may identify some staff resources that can be reallocated to more value-added duties due to process automations. The more immediate benefits of replacing the city's ERP system will come from further reducing system fragmentation and centralizing data for decision support, accessing new features, enhancing security, and improving the city's flexibility to adapt to changes in technology.

- 2. Is I&T reviewing the KBCOPS system as part of the Enterprise Resource Planning (ERP), or different process? Are there opportunities to work with the District Attorney (DA) on a comprehensive solution?**

The Criminal Case Automation and Communications project which involves making updates to the city's Knowledge-Based Community-Oriented Policing (KBCOPS) system is an initiative separate from the ERP project. With regard to the digitization of records, CMPD does not typically have paper police records. Detectives may maintain, in-part, a case file on paper, but that is due to preference because KBCOPS already allows digital document attachments to case files. CMPD's vision is to create a fully electronic case file versus paper file. When files are on paper, they are sent to Iron Mountain where they are scanned and indexed on microfiche. Currently the DA's office still uses paper, requiring CMPD to print electronic documents - specifically for homicide cases.

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## **Section 2**

### **Enterprise Fund Report Outs**

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#### **Charlotte Water, Storm Water**

- 1. Provide information about wastewater constraints that have caused Charlotte Water to defer certain petitions.**

Charlotte Water operates five large wastewater treatment plants, providing service for the large majority of Mecklenburg County. The WSACC-limited basins represent 100 percent of Davidson, 11 percent of Cornelius, 19 percent of Huntersville, 6 percent of Charlotte, and 22 percent of unincorporated Mecklenburg County.

Charlotte Water has a contract with the Water and Sewer Authority of Cabarrus County (WSACC) to accept wastewater from customers living in a few areas of northeastern Mecklenburg County. This contract was established many years ago to provide sewer service to Charlotte Water customers too far and geographically prohibitive to connect to wastewater treatment plants located in Mecklenburg County.

Charlotte Water's agreement with WSACC provides an allocation of 6 million-gallons-per-day (MGD) to Charlotte Water for wastewater treatment at WSACC's Rocky River Regional Wastewater Treatment Plant (RRRWWTP). The agreement also allows for a maximum allocation of up to 12 MGD for Charlotte Water. A request for incremental increases in Charlotte Water's allocation was anticipated to occur in the future.

However, excess rainfall that occurred from 2018-2020 increased the flows being treated in the Charlotte Water and WSACC system. This excess rainfall-derived flow reduced the remaining capacity available under Charlotte Water's 6 MGD allocation as well as the total available capacity at WSACC's RRRWWTP. Therefore, no additional capacity was available to Charlotte Water per the contract.

In October 2021 the volume of wastewater flowing to WSACC reached the 6MGD limit. In anticipation of the flow limit being reached, Charlotte Water implemented an allocation plan to address applications for sewer service (development plans) in September 2021. Applications that had already applied for capacity and had submitted approved plans received a rationed allocation of the remaining capacity. Charlotte Water has paused acceptance of any sewer capacity applications as of September 2021 until more capacity is available.

To remedy this, Charlotte Water and WSACC have amended the agreement to expand the RRRWWTP and increase Charlotte Water's allocation to 9 MGD. The WSACC Board and Council approved this

amendment at their December 2021 and January 2022 meetings, respectively. However, construction needed to provide the additional capacity will not be complete until 2024.

While working to address the dwindling remaining capacity before the limit was reached, Charlotte Water also began looking for ways to make more capacity available before WSACC's plant expansion is constructed in 2024. Charlotte Water reached out to NC Department of Environmental Quality (NCDEQ) to reduce the estimated sewer need per home (flow factor reduction), escalated the design and construction of a multimillion-dollar pump station in Mecklenburg County to divert sewer flows to another wastewater treatment plant, and escalated capacity assessment and maintenance of current sewer pipe system in the WSACC-limited basins. Because of Charlotte Water's efforts outlined above, 30 projects were allowed to proceed with development.

## **2. What was the effect of the 2018 Session Law limiting applicability of stormwater ordinances and how did it impact Storm Water Services?**

On December 27, 2018, the North Carolina Legislature passed Session Law 2018-145 limiting municipal authority to require stormwater improvements connected to redeveloped parcels. The law prohibits local governments from requiring stormwater controls for redevelopment projects on private property where the amount of impervious surface is not increased under the redevelopment.

Certain requirements within the City of Charlotte's Post Construction Stormwater Ordinance (PCSO) are now restricted and cannot be enforced:

- The city's requirement that redevelopment provide onsite controls for water quality is no longer enforceable.
- The city's requirement that redevelopment provide onsite controls for downstream flooding and stream protection is no longer enforceable.
- The fee in lieu of the above required onsite controls is no longer an option.

The estimated annual financial impact to Storm Water Services is estimated to be \$5 million-\$6 million in costs transferred from property developers to fee payers. The legislation has had an enduring negative effect on the city's ability to improve surface water quality through off-site mitigation projects and has curtailed the city's ability to remedy existing downstream flooding problems as sites redevelop. It has also caused the in-lieu fee program, that enabled flexible compliance for developers, to become economically unviable since the city does not take in enough revenue to cover the actual costs to complete mitigation projects.

**Charlotte Area Transit System (CATS)**

**1. Provide a breakdown of COVID-19 funding CATS has received and how this funding is being used.**

The following table is a detailed list of how CATS has used or plans to use COVID-19 funds awarded:

COVID-19 Funding Use (Millions)	FY 2020 Actual	FY 2021 Actual	FY 2022 Adopted Budget	FY 2023 Proposed Budget	FY 2024 Plan	FY 2025 Plan	FY 2026 Plan	Total
<b>Operating</b>								
Revenue Shortfalls, Cleaning, PPE, and Social Distancing Equipment & Supplies	\$0.2	\$20.2	\$1.9	\$9.3	\$4.0	\$1.0	\$0.8	<b>\$37.4</b>
Rail Vehicle Preventative Maintenance	-	-	\$7.0	\$7.0	\$7.0	\$4.5	-	<b>\$25.5</b>
Bus and STS Vehicles Preventative Maintenance	-	-	\$12.0	\$12.8	\$12.0	\$4.5	-	<b>\$41.3</b>
Rail Vehicle Maintenance - Mid-Life Overhaul	-	-	-	\$5.0	\$14.5	\$14.5	\$10.0	<b>\$43.9</b>
<b>Operating Total</b>	<b>\$0.2</b>	<b>\$20.2</b>	<b>\$20.9</b>	<b>\$34.1</b>	<b>\$37.5</b>	<b>\$24.5</b>	<b>\$10.8</b>	<b>\$148.1</b>
<b>Capital</b>								
Key Capital Projects	-	-	\$20.0	\$20.0	-	-	-	<b>\$40.0</b>
Acquire Misc. Equipment (Bus Shields, Cleaning Equipment)	\$2.6	-	-	-	-	-	-	<b>\$2.6</b>
<b>Capital Total</b>	<b>\$2.6</b>	<b>-</b>	<b>\$20.0</b>	<b>\$20.0</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>\$42.6</b>
<b>Total</b>	<b>\$2.8</b>	<b>\$20.2</b>	<b>\$40.9</b>	<b>\$54.1</b>	<b>\$37.5</b>	<b>\$24.5</b>	<b>\$10.8</b>	<b>\$190.7</b>

**2. What are the budgetary implications to achieve shorter, more reliable, and increased frequency in bus route outcomes when considering staffing and capital expenses?**

The budgetary implications to achieve shorter, more reliable, and increased frequency in bus route service is programmed through CATS’ Envision My Ride Plan (EMR). EMR is a planning initiative to redesign the current bus system. Through this initiative, CATS plans to study bus route structure and frequency to determine how to improve the system and better serve the Charlotte region. CATS is currently conducting extensive public outreach to best understand what is most important to riders. CATS will use this feedback to develop a plan for route and service adjustments. Enhancements being planned relate to:

- Higher frequencies - shorter wait times, resulting in shorter commutes
- Easier transfers - advanced payment technology, real time arrival information, and an improved grid pattern would make transfers easier and more efficient.
- Every route, every day - every bus route would run every day, including weekends

The total estimated cost for implementation over a four-year period is highlighted in the table below.

CATS' Envision My Ride Program							
	Service Change	Anticipated New Revenue Hours	Additional Hour Cost Per Year*	Additional E-Vehicles	Additional Vehicle Cost	FY CPH	FY E-Bus
<b>Year 1</b>	Phase 3.0 (Q1)	22,025	\$1,041,425	37	\$40,392,000	\$113.48	\$1,100,000
	Phase 3.1 (Q4)	99,109	\$937,241				
<b>Year 2</b>	Phase 3.0-3.1 (Q1)	121,134	\$14,158,701	-	-	-	-
	Phase 3.2 (Q2)	76,768	\$6,729,780	59	\$66,892,320	\$116.88	\$1,133,000
	Phase 3.3 (Q3)	57,429	\$2,796,906				
	Phase 3.4 (Q4)	91,611	\$892,327				
<b>Year 3</b>	Phase 3.0-3.4 (Q1)	346,943	\$41,768,804	-	-	-	-
	Phase 3.5 (Q2)	36,934	\$3,334,875	19	\$22,406,208	\$120.39	\$1,166,990
	Phase 3.6 (Q3)	84,555	\$4,241,539				
<b>Year 4</b>	Phase 3.0-3.6 (Q1)	468,432	\$58,086,850	-	-	-	-
	Phase 3.7 (Q2)	72,071	\$6,702,700	4	\$4,615,679	\$124.00	\$1,202,000
<b>Total in FY 2027</b>		<b>540,503</b>	<b>\$64,789,550</b>	<b>119</b>	<b>\$134,306,207</b>		

\* Hourly rate is estimated cost of direct bus operations and maintenance per revenue hour. CATS will need additional bus operators, buses, and maintenance staff and have related expense to add additional revenue hours to improve the service as planned in the EMR program. Cost per hour are projected to increase by three percent each year.

**3. Provide more information on the special service fleet and the maintenance, repairs, and replacement schedule.**

CATS is currently evaluating the vendor proposals for a medium heavy-duty chassis, diesel engine, STS (paratransit) cutaway vehicle. The RCA and recommendation for awarding a new vehicle purchase contract will be coming before Council at an upcoming Business Meeting. STS vehicles typically have a 6–12-month production timeline. CATS currently has 85 vehicles in the STS fleet; of which, 47 are eligible for retirement and scheduled for replacement over the next two years. The retirement requirements are five years of revenue service or 150,000 miles. Over the next year or two, CATS will have another 39 vehicles eligible for retirement and replacement. CATS has funding in the CIP program to support the vehicle replacements as planned and needed. The department has continued to perform routine maintenance without a significant increase in costs.

CATS recently became aware of a new electric paratransit vehicle in the market. CATS is in the process of verifying if the electric vehicle chassis meets operational requirements of medium heavy duty. An electric paratransit vehicle solicitation would begin a new procurement and would have an estimated timeline of 6-12 months.

**4. Has CATS evaluated buying smaller electric buses for routes with less ridership?**

CATS is currently evaluating the performance of Battery Electric Buses from two manufacturers (Gillig and New Flyer) for its 30-foot, 40-foot, and future 60-foot transit bus fleet. The pilot has just begun with four buses in revenue service.

CATS has evaluated more efficient and cost-effective means of providing mobility services in less dense areas of the city and county and has partnered with LYFT in the past to provide first and last mile connections to the Blue Line in Camp North End and University City. However, the pilot program with LYFT was ended due to minimal ridership.

There are five CATS bus routes (Circulator 97, Carrowinds 42, Circulator 98, Local Express 290, Local Express 47) that have a daily average ridership of less than 75 trips. These routes would be ideal for piloting smaller electric vehicles that could potentially operate on demand services. Four of the five routes are in the towns of Cornelius, Huntersville, and Davidson. CATS has been working with towns to develop a pilot autonomous vehicle, on demand route that could provide more cost-effective service to those towns. CATS is partnering with NCDOT and the Town of Davidson to deploy autonomous shuttles later this year. The goal would be to connect Davidson College to the downtown Davidson area and CATS' express route. Currently the team is developing the route and working through a draft memorandum of understanding. The fifth route is a workforce connector that provides service from CATS Blue Line station at I-485 to Carowinds. It is estimated that this route will grow ridership as the impact of pandemic decreases and summer attractions reopen.

**5. Are there any increases or changes when it comes to the van or motor pool for the upcoming fiscal year?**

There are no plans to change the van pool service in FY 2023. This program consists of CATS' owned vehicles that go to people's homes: 7 passenger minivans and 15 passenger vans. Until more electric vehicle infrastructure is integrated, CATS does not foresee a change to this service at this time.

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## Section 3

### Financial Partners

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1. Do we have addresses and locations for the city’s FY 2023 Financial Partner applicants? Provide detail on where these organizations are located and their targeted client base.

Applicant Organization	Address	Zip	Clients
Achieving Success on Purpose	5333 Bellflower Lane	28227	City wide
Alliance Center for Education	700 Parkwood Ave	28205	28203,28206,28208,28205,28215,28212
Bengali Women’s Forum	6001 Neargate Dr	28173	City wide
Charlotte Center for Legal Advocacy	5535 Albemarle Rd	28212	City wide
Community Building Initiative	601 E. 4 <sup>th</sup> Street	28202	City wide
Greater Enrichment Program	2035 Patton Ave	28216	*under-resourced communities
Mental Health America	3701 Latrobe Dr	28211	Crescent zip codes
My Brother’s Keeper	400 Morehead St	28202	City wide
Women’s Business Center	9319 Robert Snyder Rd	28283	Alexander, Anson, Cabarrus, Catawba, Cleveland, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly, and Union Counties
Safe Alliance	601 E. 5 <sup>th</sup> St	28202	City wide
Sword of Spirit	9519 Misty Arbor Way	28269	Charlotte Metro – specifically: Beatties Ford, Dillehay Courts, Parkwood and East Charlotte
Time Out Care	2801 E Independence Blvd	28205	City wide
TreesCharlotte	701 Tuckaseegee Rd	28214	City wide – special focus: under-canopied and under-served areas

2. Provide feedback from TreesCharlotte as to what they need to expand their operational capacity.

Per TreesCharlotte:

*TreesCharlotte has continually worked to ensure they meet the planned deliverables for each fiscal year. In recognition of the need to increase impact in Charlotte, TreesCharlotte has hired a Community Engagement Manager who will manage their NeighborWoods program with a focus on fostering relationships with the Corridors of Opportunity. Depending on additional funding amount, TreesCharlotte could build out their Canopy Care Program which focuses on sustainability or increase tree distribution.*

*The Canopy Care Program will steward trees that were previously planted during a NeighborWoods project by hosting stewardship events. Stewardship events entails purchasing, delivering, and applying fresh layers of mulch; and, where appropriate, educating the residents on how to steward their own trees to ensure our canopy continues to thrive. Stewardship events are an effective way of engaging communities and volunteers around trees. If additional funding were to be received, TreesCharlotte could*



*add communities beyond the initial pilot to have a greater sustainable investment during the next fiscal year. This additional capacity for consideration is in addition to TreesCharlotte's FY 2023 Financial Partner request of \$150,000.*

Examples:

- \$5,000 in additional funding could support adding 1-2 neighborhoods to the Canopy Care Program
- \$50,000 in additional funding could support the costs for 300 trees distributed to Corridors of Opportunity zip codes along with the engagement/education efforts

### **3. Did the city enter into a separate funding agreement with TreesCharlotte?**

There are two types of tree-related payment-in-lieu fees:

1. Perimeter tree payment-in-lieu – fees are collected in scenarios where development customers are unable to plant required street trees. Fees collected during this process go to the City Arborist Group in General Services' Landscape Management Division to support the city's neighborhood tree planting efforts in public street right-of-way.
2. Tree save payment-in-lieu – fees are collected in scenarios where development customers elect not preserve tree save on development sites and submit a payment to the city instead. Fees collected during this process go to support the City's Tree Canopy Preservation Program (TCPP) which acquires land for tree canopy conservation purposes.

TreesCharlotte receives significant direct funding and in-kind staff support annually from the City of Charlotte to support TreesCharlotte's planting efforts. While there is no current tree mitigation fund available to developers to directly support tree planting efforts by TreesCharlotte, the draft Unified Development Ordinance (UDO) proposes two new tree regulations that provide opportunity to expand the City's partnership with TreesCharlotte:

1. Heritage tree regulation – will require developers or property owners to submit a mitigation fee and plant one or more mitigation trees in some situations. Heritage tree mitigation fees will support the City's new Canopy Care Fund and help residents and neighborhoods manage tree canopy and plant trees on private property.
2. Residential infill street tree planting – will require all residential single-lot infill development projects to plant street trees.

The city has initiated discussions with TreesCharlotte leadership to review potential partnership opportunities related to an expected increase in tree planting volume and mitigation fee revenue if these two regulations are adopted in the UDO.

## FY2023 Budget Engagement Sessions

### Background

In February and March, the City of Charlotte Strategy and Budget Department hosted three virtual engagement sessions. During these sessions, attendees received an overview of the city’s budget process and were provided the opportunity to ask questions and share priorities. The sessions allowed the budget office to receive real-time feedback from Charlotte residents. City staff, including assistant city managers and department directors, were available to answer questions and provide information on city services and how to stay connected throughout the budget process.

The sessions were held:

- Thursday, February 3, 12:30-1:30 p.m. [[Watch the Feb. 3 session](#)]
- Wednesday, February 16, 6-7 p.m. [[Watch the Feb. 16, session](#)]
- Tuesday, March 1, 6-7 p.m. [[Watch the March 1, session](#)]

Input from the survey and listening sessions will help Charlotte City Council and the City Manager develop a budget that meets the community's needs.

### Attendance

<u>Session Date</u>	<u>WebEx Attendees</u>	<u>Facebook Reach</u>	<u>Post Engagements (likes, comments, etc.)</u>	<u>YouTube Views</u>
February 3	6	647	28	120
February 16	9	628	11	114
March 1	11	317	10	94

## **Overview of Feedback, Questions, and Comments Received by Strategic Priority area:**

During the Strategy and Budget Engagement Sessions members of the public had the opportunity to hear an overview of the budget, ask questions, and provide feedback and comments. City staff were available at the meetings to answer questions and follow up information was provided as appropriate. To follow is an overview, by Strategic Priority Area, of the themes of the input and feedback received at the sessions reflecting the types of questions the public had and the topics participants either supported or wanted to learn more about.

### **Workforce and Business Development**

- Potential to provide support to the open-air market and skate park at Eastland
- Understanding how investments into MLB, MLS, and NFL are funded
- Information on the percentage of Economic Development department's budget compared to overall city budget
- Supporting small businesses still recovering from the COVID-19 pandemic
- Understanding how upgrades to the stadium are funded

### **Great Neighborhoods**

- Interest in the city banking land for affordable housing
- Understanding the city's financial commitment to addressing homeless issue
- Understanding the plan to address increases in litter on streets as the Charlotte grows
- Recommend increasing Storm Water Services budget to ensure projects are adequately funded
- Explaining city's efforts to improve affordable housing crisis
- Understanding and influence the city has on developers to build affordable housing
- Consideration for the city investing more in affordable housing
- Consider creating Parks Department within City of Charlotte

## **Safe Communities**

- Funding needed to install speed humps to reduce speeding in neighborhoods
- Expanding violence prevention programs similar to Alternatives to Violence into other areas
- Important to ensure safety of Charlotte Area Transit bus drivers
- Information around the funding mechanism for CMPD vehicles and equipment
- Update on alternative policing methods and SAFE Charlotte
- Additional funds needed for public safety programs outside of police in high-crime areas
- Understanding how CMPD budget is determined, and how the budget is allocated for staffing, equipment, and services

## **Transportation, Planning, and Environment**

- Requesting additional funding for sidewalks to improve connectivity
- Understanding the financial impacts of congestion mitigation efforts, and provide a comparison of how those investments compare to investments in bicycle infrastructure
- Investing in red-light cameras to curtail speeding and prevent crashes
- Investments in electric vehicles, charging stations and long-term sustainability
- Information on funding for sustainability
- How the city is addressing Powell Bill funding cuts that affect the ability to maintain streets
- Recommend increase to stipend for planning commission
- Requesting funding for East/West trail connection to improve multi-modal transportation options
- Provide update on Vision Zero program, and plans to reduce pedestrian fatalities
- Interest in budget to reduce traffic along West Boulevard
- Invest in road reflectors
- Understanding plans to address sidewalks in older communities
- Provide information about CATS' fleet conversion to electric vehicles
- Potential to reallocate automobile infrastructure funding to bike paths and greenways

## **Well-Managed Government**

- Understanding likelihood of increased property taxes to cover any deficits caused by the COVID-19 pandemic
- Understanding about the budget and budget process and how council provides direction on budget recommendations
- Understanding of how the COVID-19 pandemic has affected staffing levels for CMPD and key service departments
- Information to understand the General Fund and what is paid out of it
- Understanding the importance of the city's AAA bond rating
- Understanding the city's financial plan to manage operations as the COVID-19 pandemic continues
- Provide information on employee retention efforts
- Funding for racial equity



# BUDGET SURVEY REPORT

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Fiscal Year 2023

Version: April 14, 2022

## Introduction

The annual budget community input survey was designed by the City of Charlotte Strategy and Budget (S&B) Department and distributed with the help of Charlotte Communication and Marketing. The purpose was to gain constructive insights into the budgeting preferences of those who work, live, and play in the City of Charlotte as feedback for the fiscal year (FY) 2023 budget development process. The survey is one of the several tools that the city uses to promote community engagement within the budget development process.

The survey was first posted on January 19, 2022, with a close date of March 29, 2022. The survey was accessed by 1,026 participants, with each part of the survey capturing over 690 responses. The survey was distributed via the city's social media channels and website, the S&B webpage, three Virtual Budget Listening Sessions livestreamed on the city's YouTube channel, Facebook page, and GOV Channel. The survey was advertised on various local news and radio outlets, including Axios Charlotte, Hola News, and Latina 102.3 FM, and a survey flyer was provided in the March Charlotte Water Bill. The survey was available online with direct links to the English and Spanish language versions and could be translated into 10 languages, including Chinese and French. The survey was also available in paper format upon request.

## About the Survey

The City of Charlotte Budget for FY 2022 totals \$2.7 billion dollars to provide city services and infrastructure. The budget survey gives residents an additional way to get involved in the City's annual budgeting process. The results of the survey are shared with City Council as well as staff and are used to make more informed decisions. The FY 2023 budget will be considered by City Council in May. The FY 2023 budget will take effect July 1, 2022. It is important to note that while the survey seeks the opinion of Charlotte's residents, the results of this survey cannot be generalized as representing the opinion of all Charlotte residents.

The survey is by no means a scientific measurement tool; however, it serves as an important method of capturing input and providing an additional means for community engagement with the budgeting process.

The survey was designed to take approximately 10 to 15 minutes to complete. In addition to standard questions, participants also had the opportunity to provide individualized comments.

A copy of the survey can be found in **Appendix A**.

## SURVEY RESULTS

### Part One: Strategic Priorities and Initiatives

For several questions, respondents were asked to rank their highest to lowest budget priority. This functioned similar to ranked choice voting, meaning that the option with the most first votes would be ranked highest. For this section, the items with the lowest number ranking (closest to one) are the highest priorities.

### OVERALL RESULTS

**Question 1:** Below are major categories funded by the city's share of property taxes. Please note, the following are not included as the city is not the primary service provider: public health services; parks and recreation; homeless services; public education; social services; and court system/jails. Click to rank highest to lowest by priority, drag and drop to re-order, and click confirm.

**Responses:** For this question, the items with the lowest number ranking (closest to one) are the highest priorities. This question received 803 total responses. For this question, the top three priorities ranked were Transportation (3.08), Affordable Housing (3.76) and Planning, Design and Development (4.30).

#### Results:

Results in priority order:	Rank*
Transportation (e.g., roads, sidewalks, bike pathways, street lighting)	3.08
Affordable Housing	3.76
Planning, Design, and Development (e.g., land use, including land development permitting and rezoning)	4.30
Environment and Sustainability	4.33
Economic Development (Workforce and Business Development)	4.51
Police Protection	5.05
Fire Protection and First Responder Medical Services	5.05
Garbage, Recycling, and Yard Waste Collection	5.98
Technological Innovation for City Services	6.15

\* Lowest ranking number is highest priority.

Figure 1: General Fund services areas requiring additional resources ranked choice, n = 803

**Question 2:** Listed below are the Strategic Priorities identified by Charlotte's City Council. Click to rank highest to lowest by priority, drag and drop to re-order, and click confirm.

**Responses:** For this question the items with the lowest number ranking (closest to one) are the highest priorities. With 738 responses, Safe Communities ranked 2.39; Great Neighborhoods ranked 2.41; Transportation, Planning, and Environment ranked 2.63; Well-Managed Government ranked 3.36; and Workforce and Business Development ranked at 3.45.

#### Results:

Priority Area	Rank*
Safe Communities (Safe, Healthy, and Inclusive Communities)	2.39
Great Neighborhoods (Affordable and Sustainable Neighborhoods)	2.41
Transportation, Planning, and Environment (Accessibility, Mobility, and Connectivity)	2.63
Well-Managed Government (Efficient, Effective, Accountable, Responsive, Inclusive, and Customer Focused)	3.36
Workforce and Business Development (Economy, Jobs, and Upward Mobility)	3.45

\* Lowest ranking number is highest priority.

Figure 2: Strategic Priorities ranked choice, n=738



**Question 3:** Within the Strategic Priority areas, City Council has developed several key initiatives. Click to rank highest to lowest by priority, drag and drop to re-order, and click confirm.

**Responses:** For this question the items with the lowest number ranking (closest to one) are the highest priorities. With 695 responses, Affordable Housing ranked 2.49, Charlotte Future 2040 Comprehensive Plan, including the Strategic Energy Action Plan (SEAP) ranked 2.87, Corridors of Opportunity, including SAFE Charlotte ranked 3.17, Transformational Mobility Network ranked at 3.31, Arts and Culture ranked at 4, and Hire Charlotte ranked 4.07.

**Results:**

Key Initiatives	Rank*
Affordable Housing	2.49
Charlotte Future 2040 Comprehensive Plan, including the Strategic Energy Action Plan (SEAP)	2.87
Corridors of Opportunity, including SAFE Charlotte	3.17
Transformational Mobility Network	3.31
Arts and Culture	4.00
Hire Charlotte	4.07

\* Lowest ranking number is highest priority.

Figure 3: Strategic priority areas chosen by priority ranked choice, n=695

**Question 4:** If you were to reallocate existing funding to new or enhanced programs or services, which of these areas would you be willing to reduce current service levels?

**Responses:** With 932 responses, 33 percent of respondents selected Police Protection as the top program or service area to reduce funding. This was followed by Technological Innovation for City Services receiving 31 percent; Economic Development receiving 30 percent; and Planning, Design, and Development receiving 25 percent; Affordable Housing receiving 23 percent; Environment and Sustainability receiving 21 percent; Garbage, Recycling, and Yard Waste Collection receiving 11 percent; Transportation was receiving 9 percent; Fire Protection and First Responder Medical Services receiving 7 percent; and Other receiving 6 percent.

**Results:**

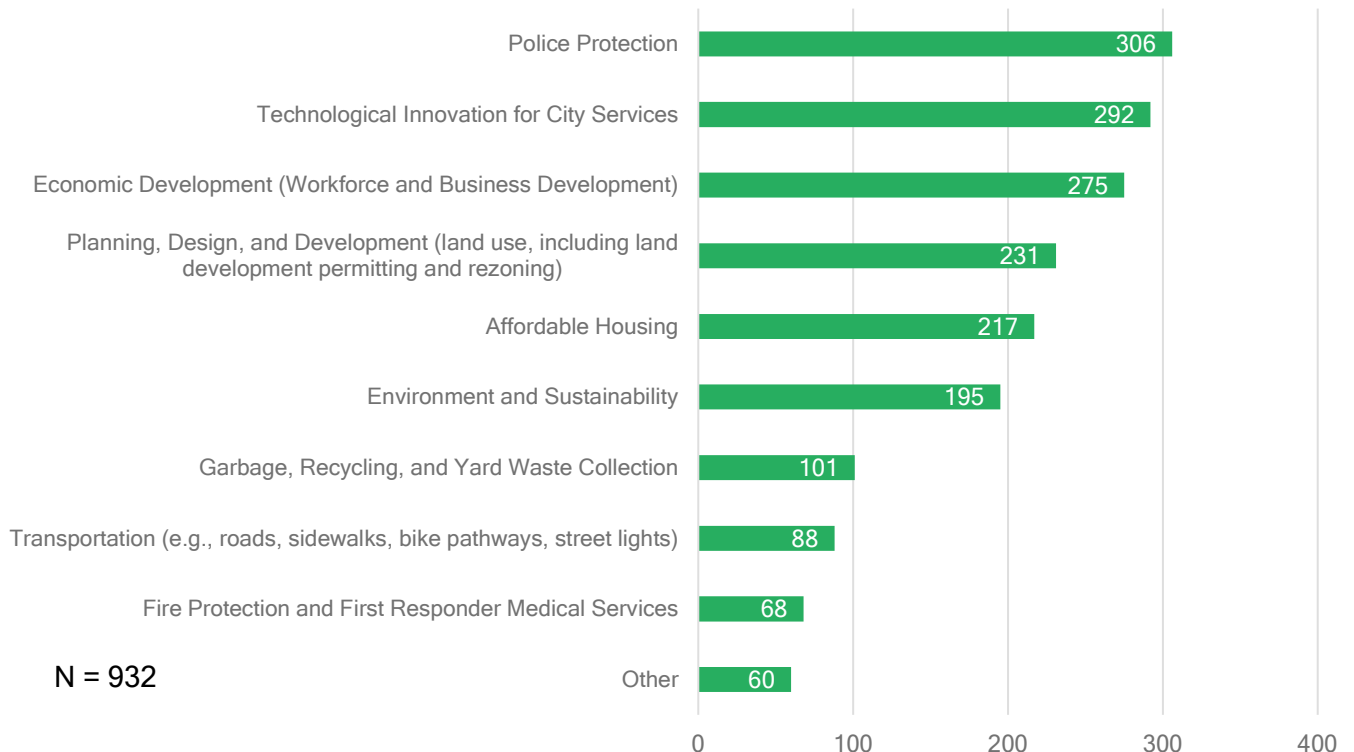


Figure 4: Reallocation existed funds, n=932

**Question 5:** The impacts of the COVID-19 pandemic are wide-ranging and have touched every community in our city. Please select the top three initiatives you would prefer to see continued/implemented to alleviate the negative impacts of COVID-19.

**Responses:** With 924 responses, 515 or 56 percent of respondents selected mental health and substance abuse assistance as the top initiative to continue to alleviate the negative impacts of COVID-19. 423 or 46 percent respondents selected assistance to the local homeless population and/or residents at risk of homelessness. 392 or 42 percent of respondents selected to continue aid for small business impacted by COVID-19. Aid for residents particularly harmed by COVID-19 received 396 or 40 percent of the responses, Investments to reduce or respond to violent crime received 36 percent or 333 responses, Investments in workforce development and re-skilling received 287 or 31 percent of the responses, Support for arts and culture initiatives received 20 percent or 181 responses, and other received 3 percent or 32 responses.

**Results:**

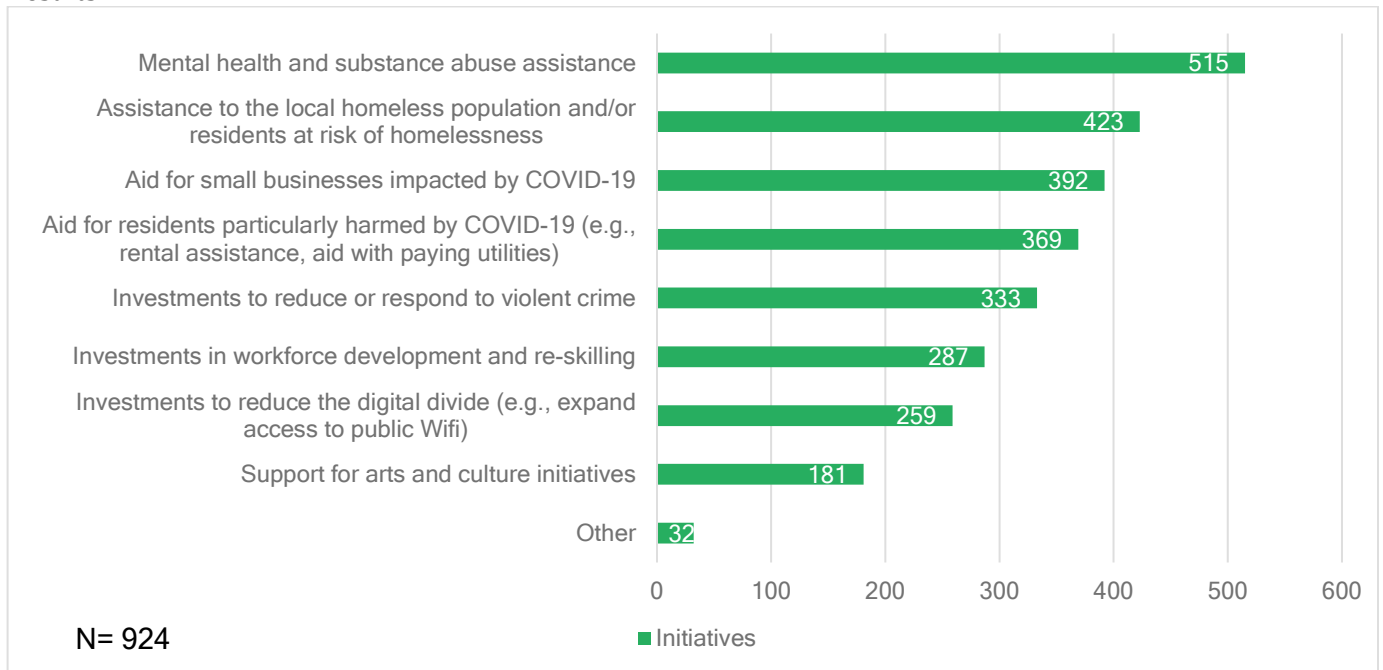


Figure 5: Coronavirus relief funds expenditure preferences, n=924

## Demographics

### OVERALL RESULTS

The English version of the survey was accessed by 1,026 participants. Part one of the survey captured, on average, 818 respondents. Part two of the survey, on average, captured 846 respondents. In an effort to encourage participation, the demographic section of the survey was optional.

**Demographic Question 1:** How did you hear about this survey?

**Response:** With 876 responses, 41 percent or 347 respondents heard about the survey through social media, 317 or 37 percent selected other, 12 percent selected media outlet, 11 percent selected the city website, and 2 percent or 15 respondents selected Charlotte Water Bill Flyer.

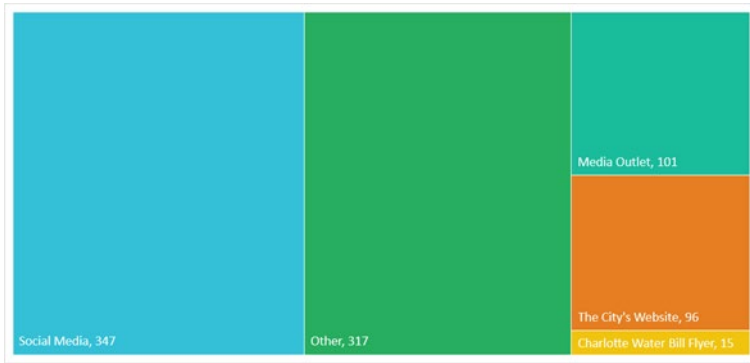


Figure 6: How respondents heard about survey, n=876

**Demographic Question 2:** What Charlotte City Council District (CD) to you reside in?

**Response:** Of the respondents who indicated a response to this question: 28 percent did not know their council district; 14 percent selected that they live in Council District 1; 12 percent selected they live in Council District 6; Council Districts 5, 2, and 4 each were selected by eight percent of the respondents; 7 percent selected they live in Council District 3; Council Districts 5 and 7 each were chosen by five percent of the respondents; and seven percent selected they live in Mecklenburg County towns; and five percent choose “N/A” for their response.

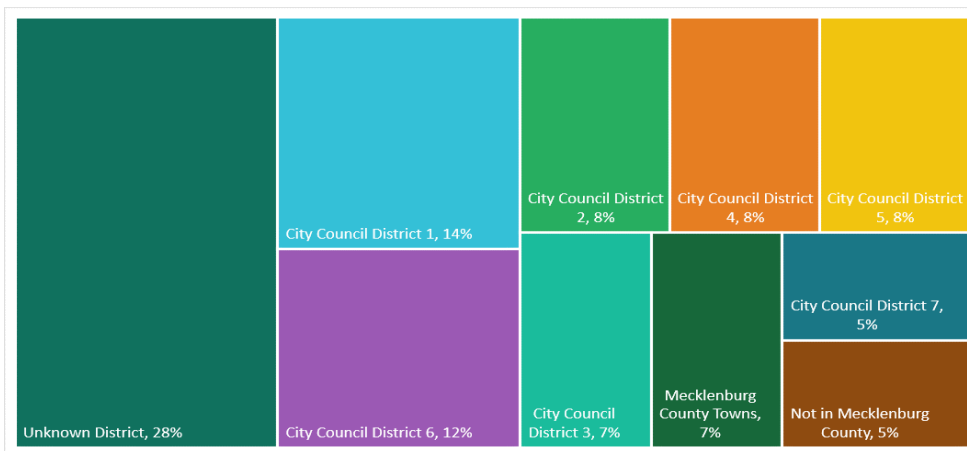


Figure 7: Survey respondents' council district demographic table, n=829

**Demographic Question 2:** What is your age? (optional)

**Response:** Of the respondents who indicated a response to this question, 37 percent of respondents were between the ages of 26 and 36. 19 percent were between the ages of 37 and 45. 16 percent were between 46 and 55, 15 percent were between the ages of 56 and 65, eight percent were between the ages of 66 and 75, and six percent were between the ages of 18 and 25.

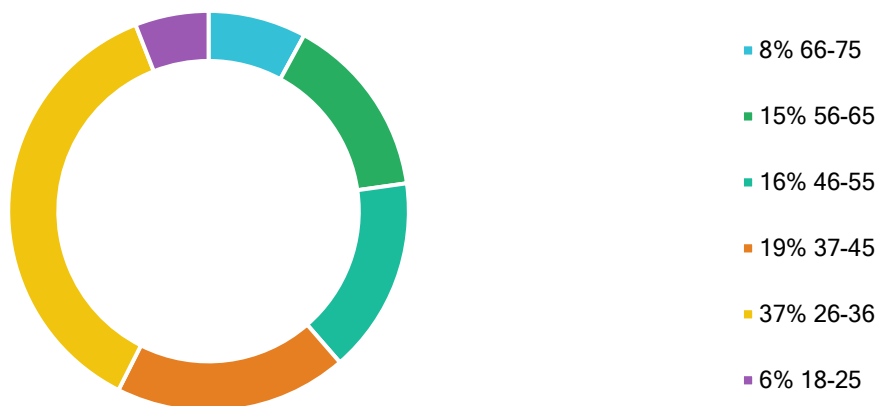


Figure 8: Survey respondents' age demographic table, n=798

**Demographic Question 4:** What is your race/ethnicity? (optional)

**Response:** Of the respondents who indicated a response to this question, 70 percent of respondents indicated they were white. 20 percent indicated they were black or African American. Six percent indicated they were Hispanic, Latino, or Spanish. Two percent indicated they were Asian. Two selected other. Two respondents indicated they were Native Hawaiian or Other Pacific Islander.

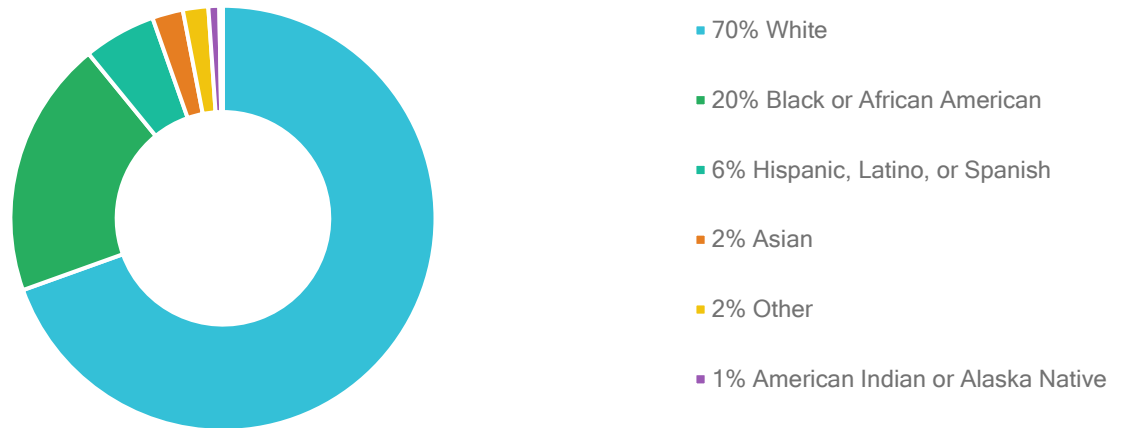


Figure 9: Survey respondents' age demographic table, n=725

**Demographic Question 5:** What is your gender? (optional)

**Response:** Of the 753 respondents who indicated a response to this question, 51 percent of respondents selected they were female. 47 percent of the total respondents were male, and 2 percent selected other.

**Demographic Question 6:** Which of the following best describes your current living situation? (optional)

**Response:** Of the respondents who indicated a response to this question, 73 percent of respondents own a condo, townhome, or etc. 23 percent of respondents rent a home, apartment, etc., and three percent selected other.

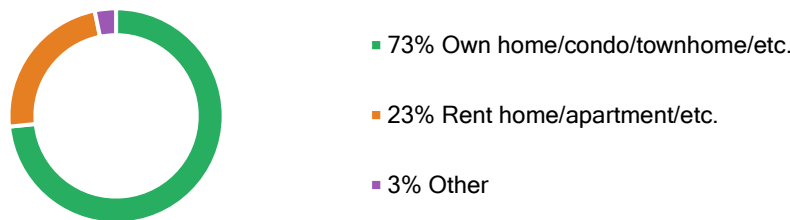


Figure 11: Survey respondents' household income demographic table, n=786

**Spanish Translated Survey Results**

The survey was translated into the Spanish language and was taken by nine respondents. Respondents ranked affordable housing as the highest priority followed by economic development and transportation. Of the City Council's Strategic Priorities, Transportation, Planning, and Environment; Safe Communities; and Workforce and Business Development ranked as the highest priorities. Of the key initiatives created by City Council, affordable housing ranked highest. The respondents selected planning, design, and development as the top area where they would reallocate existing funds away from in order to promote new or improved programs or services. Regarding allocating additional COVID-19 federal funding, respondents selected assisting the local homeless population. Most respondents reside in Mecklenburg County towns, were between the ages of 26-36, were female, and own their own home.

# Appendix A

## Copy of the City of Charlotte Annual Budget Community Input Survey

### Fiscal Year (FY) 2023 Budget Public Input Survey

The City of Charlotte Adopted Budget for FY 2022 totals \$2.7 billion dollars to provide City services and infrastructure. This budget survey gives residents an additional way to get involved in the City's annual budgeting process. The results of the survey are shared with City Council as well as staff and are used to make more informed decisions. The FY 2023 budget will be considered by City Council in May and adopted by City Council in June. It will take effect July 1, 2022. Please note that while this survey seeks the opinion of Charlotte's residents, it is acknowledged that the results of this survey cannot be generalized as representing the opinion of all Charlotte residents.

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## Survey

Below are major categories funded by the City's share of property taxes. Please note, the following are not included as the City is not the primary service provider: public health services; parks and recreation; homeless services; public education; social services; and court system/jails. Click to rank highest to lowest by priority, drag and drop to re-order, and click confirm.

- Economic Development (Workforce and Business Development)
- Garbage, Recycling, and Yard Waste Collection
- Affordable Housing
- Technological Innovation for City Services
- Planning, Design, and Development (e.g., land use, including land development permitting and rezoning)
- Fire Protection and First Responder Medical Services
- Police Protection
- Transportation (e.g., roads, sidewalks, bike pathways, street lighting)
- Environment and Sustainability

Listed below are the Strategic Priorities identified by Charlotte's City Council. Click to rank highest to lowest by priority, drag and drop to re-order, and click confirm.

- Great Neighborhoods (Affordable and Sustainable Neighborhoods)
- Safe Communities (Safe, Healthy, and Inclusive Communities)
- Transportation, Planning, and Environment (Accessibility, Mobility, and Connectivity)
- Workforce and Business Development (Economy, Jobs, and Upward Mobility)
- Well-Managed Government (Efficient, Effective, Accountable, Responsive, Inclusive, and Customer Focused)

Within the Strategic Priority areas, City Council has developed several key initiatives. Click to rank highest to lowest by priority, drag and drop to re-order, and click confirm.

- Affordable Housing
- Corridors of Opportunity, including SAFE Charlotte
- Transformational Mobility Network
- Charlotte Future 2040 Comprehensive Plan, including the Strategic Energy Action Plan (SEAP)
- Arts and Culture
- Hire Charlotte

If you were to reallocate existing funding to new or enhanced programs or services, which of these areas would you be willing to reduce current service levels?

- Economic Development (Workforce and Business Development)
- Garbage, Recycling, and Yard Waste Collection
- Affordable Housing
- Technological Innovation for City Services
- Planning, Design, and Development (land use, including land development permitting and rezoning)
- Fire Protection and First Responder Medical Services
- Police Protection
- Transportation (e.g., roads, sidewalks, bike pathways, street lights)
- Environment and Sustainability
- Other

The impacts of the COVID-19 pandemic are wide-ranging and have touched every community in our City. Please select the top three initiatives you would prefer to see continued/implemented to alleviate the negative impacts of COVID-19.

- Aid for residents particularly harmed by COVID-19 (e.g., rental assistance, aid with paying utilities)
- Aid for small businesses impacted by COVID-19
- Investments in workforce development and re-skilling
- Investments to reduce the digital divide (e.g., expand access to public Wifi)
- Assistance to the local homeless population and/or residents at risk of homelessness
- Mental health and substance abuse assistance
- Investments to reduce or respond to violent crime
- Support for arts and culture initiatives
- Other

Please provide any additional thoughts you have about which services and programs the City should be prioritizing as part of the FY 2023 budget.

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Please use the space below to provide feedback on other types of community engagement you would like to see within the budgeting process.

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If you would like to receive periodic updates about the budget process, please enter your e-mail address below.

Email

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## Additional Questions

How did you hear about this survey?

- Social Media
- The City's Website
- Media Outlet
- Charlotte Water Bill Flyer
- Other

What City Council District do you reside in?

- City Council District 1
- City Council District 2
- City Council District 3
- City Council District 4
- City Council District 5
- City Council District 6
- City Council District 7
- Mecklenburg County Towns
- N/A
- Unknown



What is your age? (optional)

- Under 18
- 18-25
- 26-36
- 37-45
- 46-55
- 56-65
- 66-75
- Other
- Prefer not to answer

What is your race/ethnicity? (optional)

- White
- Black or African American
- Hispanic, Latino, or Spanish
- Asian
- Native Hawaiian or Other Pacific Islander
- American Indian or Alaska Native
- Other
- Prefer not to answer

What is your gender? (optional)

- Male
- Female
- Transgender
- Do not identify as male, female, or transgender
- Prefer not to answer

Which of the following best describes your current living situation? (optional)

- Own home/condo/townhome/etc.
- Rent home/apartment/etc.
- Reside in Charlotte but neither rent nor own
- Other
- Prefer not to answer

Name

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Email

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Address

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