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6. **City-owned Land on England Street**

The city’s Real Estate Collaborative team designated 77 city-owned parcels as potential candidates for affordable housing development. The parcel on England Street is one of 36 parcels categorized under the city-directed development approach, where we are partnering with community stakeholders and the city’s urban design staff to test development concepts and create a preferred development plan prior to releasing a request for proposal. For the England Street parcel specifically:

* Community stakeholders provided input on their preferred uses for the site.
* The city contracted with a local firm to conduct a fit study of the site. After engaging with an engineering firm, part of the site was determined un-buildable and the fit study was then revised to reflect the site conditions.
* The fit study indicated that the site could accommodate mixed-use – both affordable housing and other land uses, including municipal facilities and community space.
* We are currently conducting a financial feasibility study of co-locating affordable housing with other uses, as this approach requires different financing strategies than affordable housing only. The England Street parcel is one component of this larger analysis.
* The financial feasibility study is expected to be complete in late September/early October. Once complete, we will bring the information back to community stakeholders for review and discussion.

1. **Neighbors Building Neighborhoods**

The Neighbors Building Neighborhoods initiative in Nations Ford/Arrowood is anticipated to kick off in late fall 2025. As such, there is not yet a plan with actions, timeline and outcomes.

* Neighbors Building Neighborhoods is a new initiative launched by Housing & Neighborhood Services focused on helping communities with clear needs and real momentum get the support to activate change. By zeroing in on small geographic areas, we work side-by-side with residents to identify priorities, align city services, and turn ideas into action. It’s a hands-on, problem-solving approach to building stronger neighborhoods together.
* This approach is being piloted in five areas across the city: Little Rock Apartments, Park at Oaklawn, Catherine Simmons/Lincoln Heights, Plaza/Milton and Nations Ford/Arrowood.
* The Nations Ford/Arrowood NBN will be led by Millicent Powell and Gayla Johnson, with support from staff in Code Enforcement, Office of Youth Opportunities, and CMPD, among others.

1. **Office of Youth Opportunities**

Each Council District has an assigned Neighborhood Engagement Liaison who serves as the primary liaison for neighborhood and community-based groups in that district. The liaison for District 3 is Millicent Powell, and the team manager is Jacky Horton. In general, these staff resources should be able to answer questions and direct you to other city staff as needed.

Specific to your questions about the Office of Youth Opportunities:

* For information about the Office of Youth Opportunities, please contact Shaniqua Early at [Shaniqua.early@charlottenc.gov](mailto:Shaniqua.early@charlottenc.gov) or (980)-420-3206.
* The Office of Youth Opportunities (OYO) was created in July 2025 through the alignment of several youth program teams across the city. No new funding was allocated to OYO or youth programs.
* In the Fiscal Year 2025 budget, City Council allocated $4.5 Million in one-time PAYGO funds to advance recommendations related to youth programs (as discussed in the Housing, Safety & Community Committee). Those funds are allocated/earmarked as follows:
  + $2.5 Million investment in the Katie Blessing Center. When opened, the Katie Blessing Center will be North Carolina’s largest and most advanced pediatric behavioral health care facility. Renovation of existing building is slated to open in 2026, and the new construction/addition is expected to be complete in 2027. Learn more at <https://katieblessingcenter.org/>.
  + $700,000 to CMPD to strengthen youth initiatives including Juvenile Accountability Diversion Empowerment (JADE), Fifth Element, and mentoring programs
  + $600,000 to enhance youth programming to increase the inclusion of at-risk and justice-involved youth in the city’s workforce and employment programs
  + $600,000 for Community-Based Partnerships to advance evidence-based initiatives – there is currently an open Request for Proposals for a Youth-Led Social Norms Campaign and Violence Prevention Strategy ([learn more here](https://www.charlottenc.gov/Growth-and-Development/Doing-Business/Contract-Opportunities/Violence-Prevention-Comms)).
  + $100,000 for data management and evaluation support – to establish clear goals and measurable outcomes and evaluate the impact of city programs and partner investments.

1. **Customer Service Expectations**

Housing & Neighborhood Services has customer service expectations for department staff, which include response time expectations. Typically, staff are expected to respond to customers within two business days, unless the situation is urgent or relates to life safety matters.

* If staff is unable to provide the requested information in two business days, they should respond to acknowledge receipt and share what the next steps will be
* If the contacted staff member is not the appropriate person to handle the inquiry, they should return the message and provide the correct staff contact information, and/or forward to the appropriate person for response.

1. **Reflections on Transforming Nations Ford Meeting**

I reviewed the email correspondence about this meeting and my notes from our conversation. Below are my reflections on staff’s responsiveness to your requests. Let’s review the presentation together when we meet – I think it will help us better understand where the disconnect is.

* Focus on District 3, Label maps with TNF boundaries
  + As Sarah noted, there is a baseline level of information that we share when we bring information on the mobility plan to community meetings and other stakeholders. We ground the discussion of Strategic Investment Areas (SIA) and the Transit System Plan in the big picture and then zoom in on specific areas and topics, depending on the audience.
  + To highlight the TNF area, we included several slides specific to District 3/Arrowood/TNF: Slide 9 illustrates SIAs and Transit System Plan updates specifically in District 3, Slide 14 illustrates the projects that fall within the Arrowood SIA, and Slide 20 depicts the bus stop inventory and planned upgrades specifically within the TNF boundary.
  + During the presentation, staff noted the location of Arrowood Road on the maps as they went through the slides.
* Provide maps, details, and timelines for SIA projects
  + There is some funding in the city’s current Capital Investment Plan (CIP) to pilot SIA projects in two locations – Harrisburg and Arrowood. Work has already begun in Harrisburg and staff are now moving into Arrowood. The pilot projects in the Arrowood SIA will be finalized through a community engagement process, which begins with a community event on September 25th. Once project plans are finalized, details and timelines will be shared with the community. Note that detailed information on active CIP projects, including description, status, timeline, and staff contact information, can be viewed on the city’s [Capital Project Dashboard](https://charlotte.maps.arcgis.com/apps/dashboards/a5079588d9ba4139bb617d64ad970175).
* Concerns about the Archdale light rail station (inoperable elevators) and other CATS questions
  + We included a section in the presentation covering the current concerns you raised about public transit in your emails to staff. CATS staff addressed these concerns specifically on Slides 18-21, including a map of the planned bus stop improvements within the TNF boundary. Regarding the elevators at the Archdale Station, staff noted that elevator modernization planning is underway but timelines of improvements are dependent on funding.
* Location of Arrowood SIA community Event
  + The location of this event had not been determined at time of presentation. The date and time were shared as a Save the Date. Details of the community event will be communicated as they are finalized.
* Other:
  + Provided slides one week in advance for review
  + Materials provided in English and Spanish
  + Spanish-speaking staff attended to answer questions
  + Staff brough question cards to capture and respond to any questions that could not be answered during the meeting