

2023

Fiscal Year Annual Report



Charlotte-Mecklenburg Storm Water Services





Our Team of 200+



Priorities

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



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

Kruti Desai, PE
Deputy Manager

Daryl Hammock, PE
Assistant Manager

Joe Hecksher
(not pictured)
Business
Division Manager

Logan Oliver, PE
Construction & Utilities
Division Manager

Matthew Gustis, PE
Engineering & Design
Division Manager

Robbey Zink, PE
Regulatory Division Manager

Kate Labadorf, PE
Strategic Planning & Operations
Division Manager



Storm Water Services

Conveying Rainwater

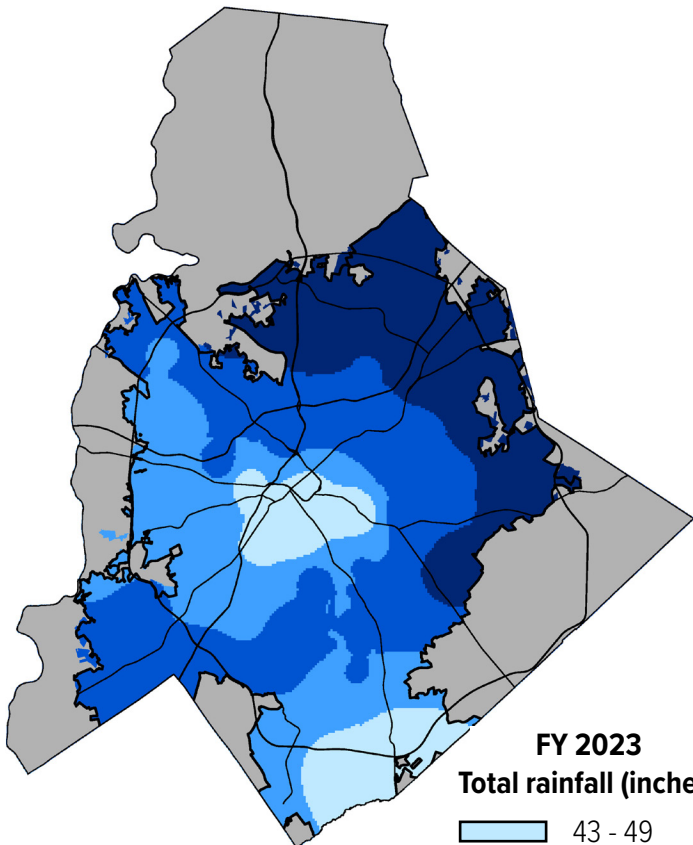
FY 2023 Quick Stats

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.

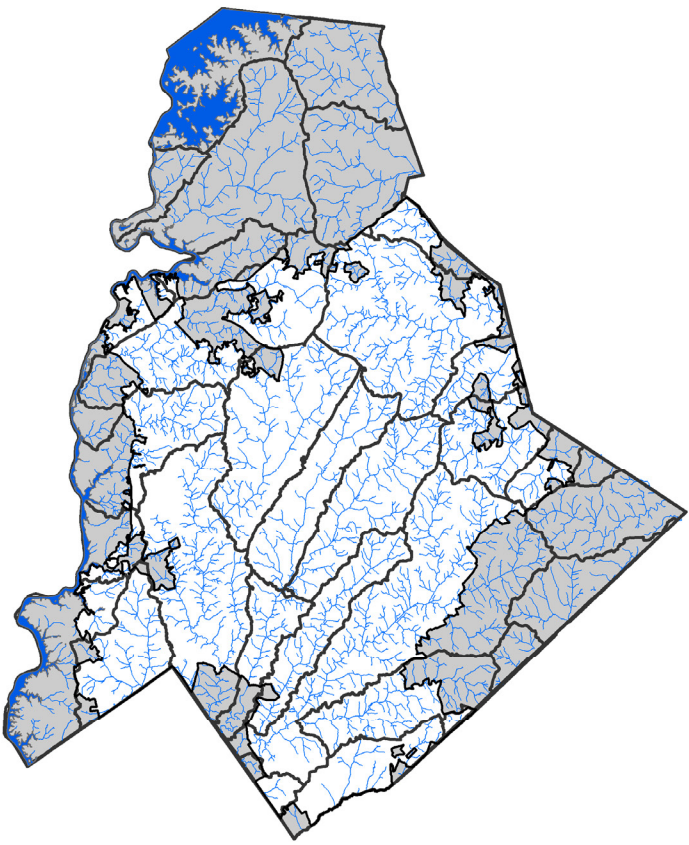
Watershed Boundaries

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

FY 2023
Total rainfall (inches)
43 - 49
49 - 51
51 - 54
54 - 58



Note: White area reflects watersheds within City boundary.



100,000+
existing
storm drains



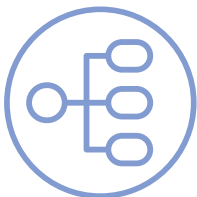
5,000+
miles of pipes
and open streams



18
watersheds within
the City of Charlotte



\$91M+
capital
investments



800+
projects
managed



245+
projects
completed



6,000+
private development
plan reviews
completed



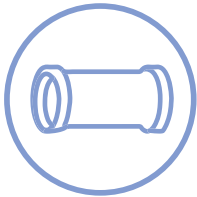
25,000+
feet of stream
improvement
in progress



1,400+
pollutant
control measures
inspected



5,100+
erosion control
inspections
completed



33,000+
feet of pipe
installed



13,500+
stormwater
assets
inventoried



350+
culverts & drainage
pipes proactively
inspected



9,800+
feet of pipe
rehabilitated



3,600+
drainage & surface water
pollution concerns
reported through 311

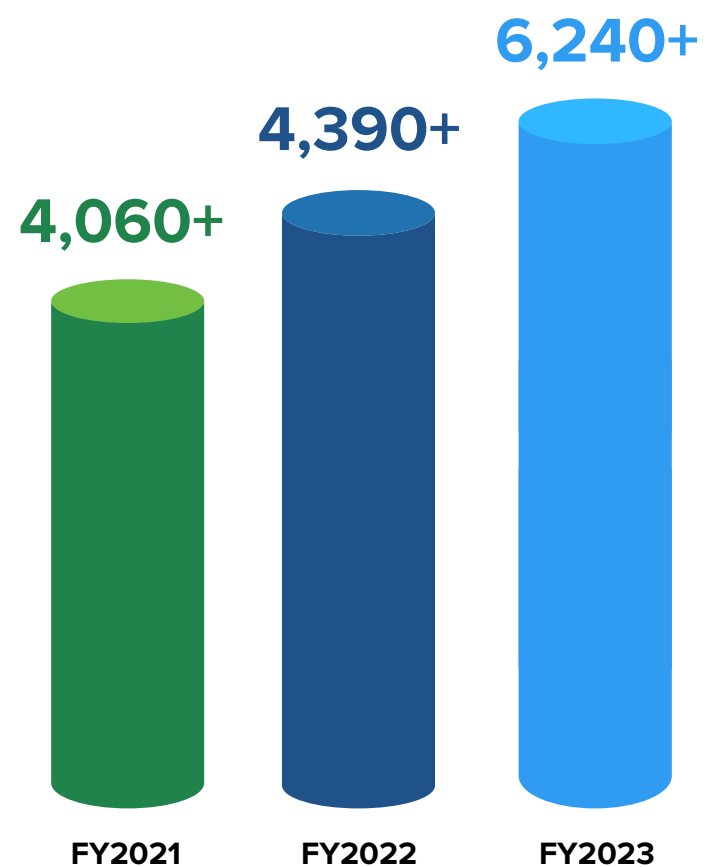
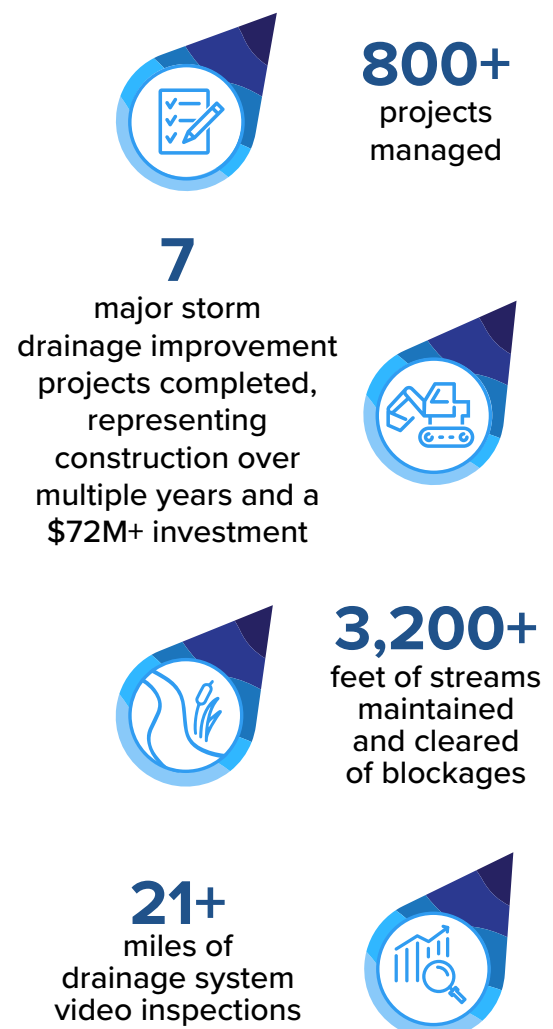
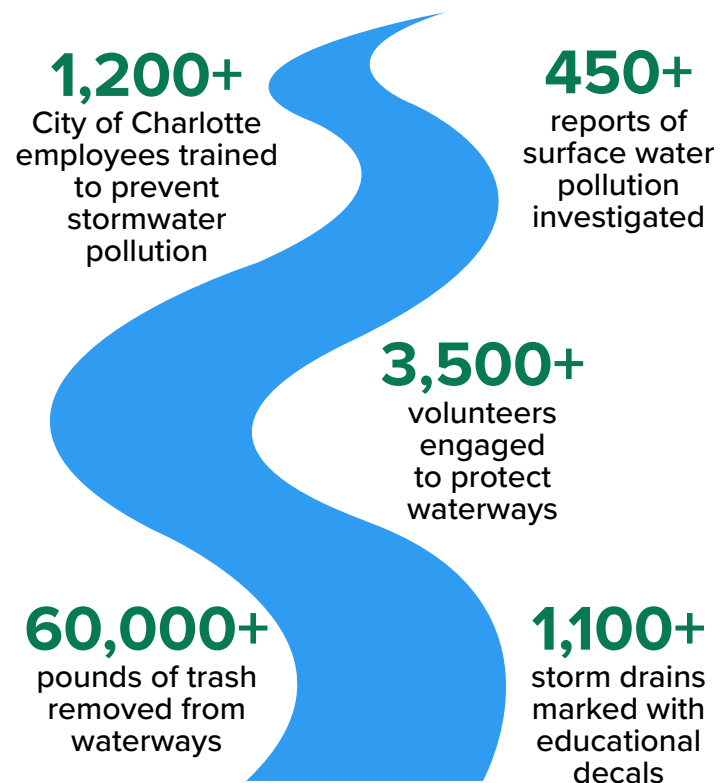


Environmental Stewardship

Infrastructure Management

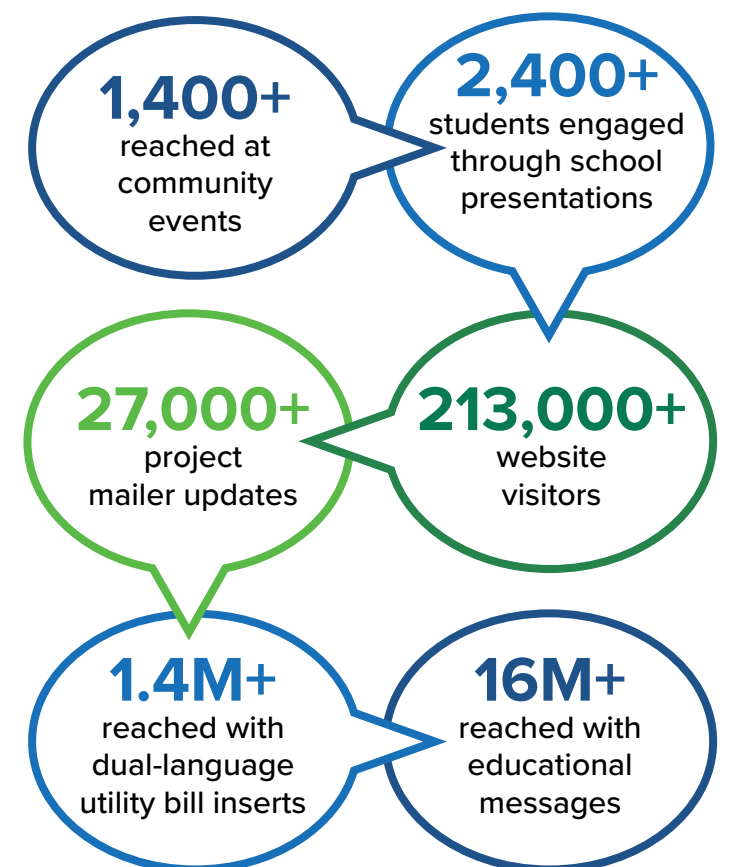
Development Services

Communication and Outreach



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

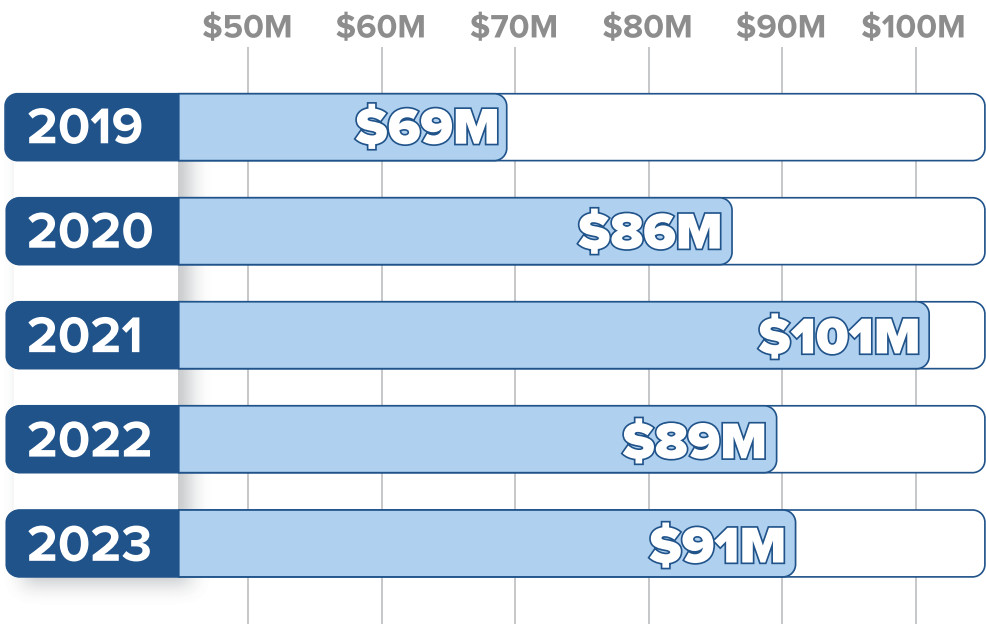
100% Land Development operations are funded by **user fees**



Managed the City's National Pollutant Discharge Elimination System (NPDES) permit, a federally required permit under the Clean Water Act, demonstrating the City's commitment to protect and improve waterways.

Financial Stewardship

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 2023

| | | |
|--|------|--|
| | 48¢* | Capital investments (storm drainage improvement and surface water quality enhancement projects) |
| | 25¢* | Debt service for capital investment revenue bonds |
| | 13¢ | Payroll for Storm Water Services employees |
| | 6¢ | Overhead expenses (such as insurance, rent and training) |
| | 4¢ | 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) |
| | | *73¢ funds capital investments |

Team Charlotte

| | | |
|---|---|--|
| One Water 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.



Mission-Driven Workforce

FY 2023 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

Sassy Lojko

Kathy Moua

John Plebanski

Monique Prather-Foster

Thomas Ricard

Jaime Thompson

Samantha Willis

Communications

Alyssa Dodd, Manager

Lynda Anello

David Meyer

Amy Plummer

Elizabeth Sanborn

Construction & Utilities Division

Logan Oliver, Manager

Nicholas Altamirano

Bradley Bednarik

Thomas Bennett

Geno Bernhard

Baris Bingol

Monty Bissette

Avery Braun

Peter Braun

Heather Bridges

Mayara Clemente Dias Coelho

Blaine Cole

Jamie Collins

Jason Cooper

Saidou Deme

Jacob Downer

Charlotte Drzewiecki

David Edwards

Daniel Eudy

Roy Ezell

JJ Gray

Keith Greene

Chad Gunter

Benjamin Howard

Ben Ilnitiski

Nicholas Juan

Jimmy Knight

Joe Litaker

Phil Lopina

Edrina Maben-Collins

Greg Mason

Rob McGhee

Michelle Montgomery

Chris Nieder

Stephen Phillips

Colin Pollinger

Cody Poplin

Santiago Rodriguez

Ken Setzer

Gerald Spann

Matt Tilden

Carlo Torres

Jose Torres

Hank Tucker

Fred Volpe

Jeremy Wallace

Ben Wicker

David Wright

Engineering & Design Division

Matt Gustis, Manager

Devin Arnold

Gina Asprilla

Brannon Baker

Amy Bice

Doug Chandler

Andrew Davis

Andrew Deal

Jackie Deal

Daniel Duymovic

Stewart Edwards

Corey Ellis

David Estochen

Allen Feemster

Caleb Frase

Harold Gaines

Kate Goodman

Laurin Hallner

Valerie Hanes

Brian Hedrick

Wendall Horton

Tyler Howell

Jermaine Jackson

Chris Jain

Bob Jarzemsky

Ruben Johnson

John Keene

David Kenney

Herve Kibala

Dustin Ledford

Jody Lowe

Doug Lozner

Steven McCraney

Shawn McDonald

Charles Meehan

Chris Monteleone

Steven Monteleone

Joshua Moore

Taylor O'Dell

Emily Perry

Tom Purvis

Eddy Regalado

Emely Robles-Saravia

Michael Rupinski

Carl Schaefer

Brant Smiley

Harold Smith

Javier Solis

Tristan Teasley

Stephen Trull

Gabe Tyson

David Urena

Evan Walker

Regulatory Division

Robert Zink, Manager

Matthew Anderson

Kara Becker

Jeff Bock

Emily Chien

Sharnelle Currence

Beca Deal

Andrew DeCristofaro

Jack Fulghum

John Geer

Rylee Hernandez

Cheryl Hill

Donna Hood

Jason Hunt

Kelsey Jack

Steve Jadlocki

Jerry Jenkins

Justin Klein

Jennifer Lee

Nichole Mallams

Jacey Meador

Noah Meador

Craig Miller

Jordan Miller

Jeu Moua

Eli Nichols

Joel Nipper

Kristen O'Reilly

Andrew Poindexter

Peter Rodriguez

Keith Schell

Erin Shanaberger

Darielle Sheehan

Brendan Smith

Daniel Stanford

Cody Starnes

Patrick Storz

Gurveer Uppal

Laurel Urena

Michael Weller

Jay Wilson

Matthew Yankech

Strategic Planning & Operations Division

Kate Labadorf, Manager

Aaron Anderson

Chris Bolin

Corky Botkin

Alexander Bryant

Reece Campbell

Catherine Crigler

Sarah Deans

Michael Domras

Josh Edwards

Justin Erlick

Jaevan Evans

Derrin Gleaton

Cooper Goodman

Wesley Gosnell

Lewis Harrison

Kevin Herring

David Honeycutt

Scott Hudson

Jason Irish

Shea Kegley

Albert Long

Kemp Miller

Gregory Myers

Bert Patterson

Gabe Petro

Chad Phifer

Alonso Piedra

Chelsea Radcliff

Brian Robinson

Brad Spencer

Melissa Thai

Michael Washington

Bailey Williams

Caleb Williams

Crystal Williams

A special thank you to the
Storm Water Advisory Committee
for their service and contributions
during fiscal year 2023

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

Charlotte Department of Transportation
Charlotte Water Procurement
CharMeck 311
City Attorney's Office
Finance
General Services
Human Resources
Office of Equity, Mobility and Immigrant Integration
Strategy & Budget

*Our team on June 30, 2023

Award Winning

2023 National
Association of Flood &
Stormwater Management
Agencies Excellence in
Communications Award
Stormwater Lessons
with Stormy Video

2022 American Public Works
Association (APWA) NC
Chapter Awards

Stormwater Project of the Year
Cedars East Storm Drainage
Improvement Project*

H. Rooney Malcom Stormwater
Professional of the Year
Daryl Hammock, PE

2023 GOVies Community
Engagement Award
Monty Bissette

60+ Storm Water Services
staff members nominated for
GOVies Awards

*Cedars East Photo Below



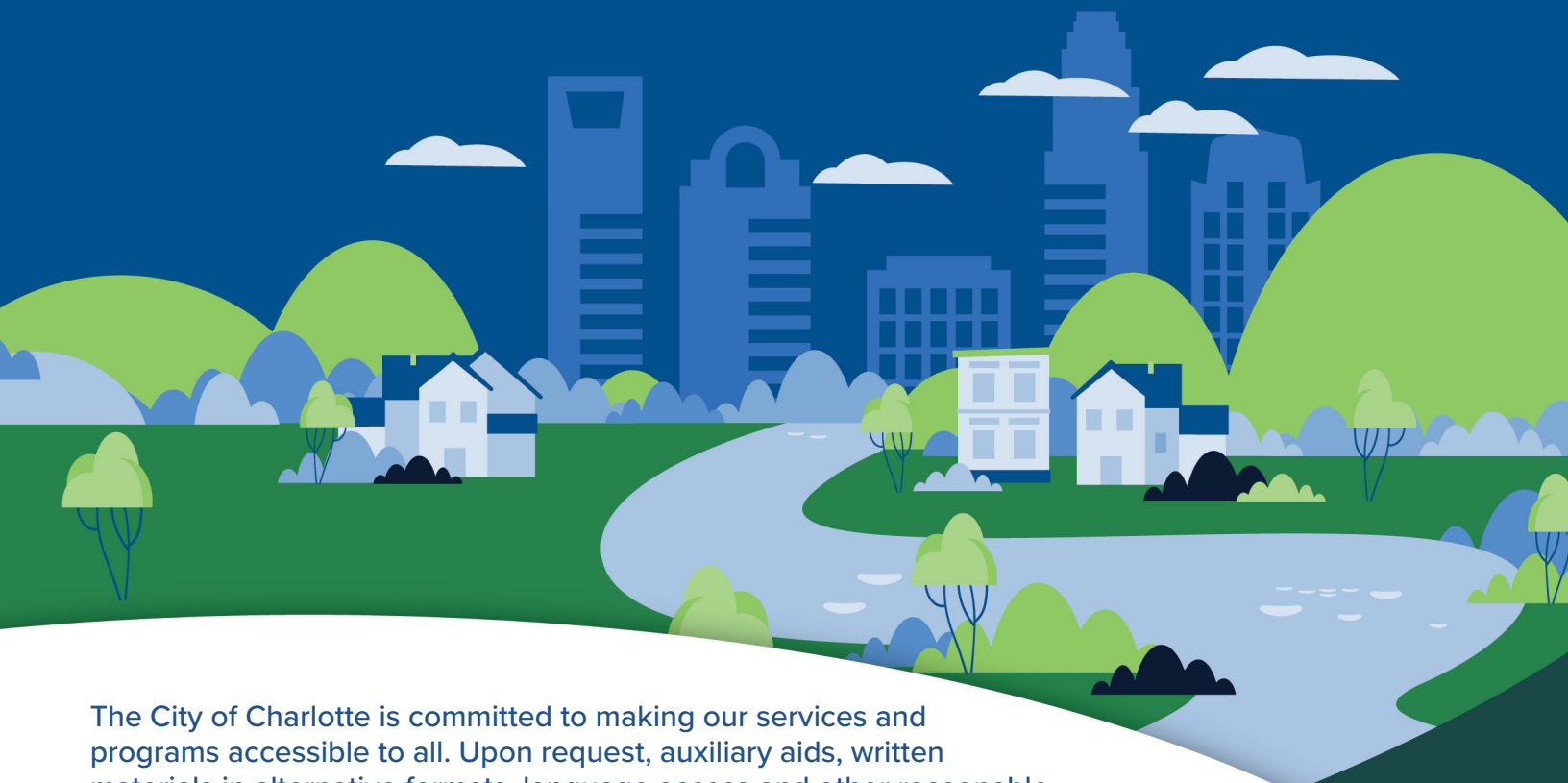
Storm Water Services

FY2023 Annual Report



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.



The City of Charlotte is committed to making our services and programs accessible to all. Upon request, auxiliary aids, written materials in alternative formats, language access and other reasonable modifications and accommodations will be provided. Please email StormWaterServicesInfo@charlottenc.gov or call **704.336.4456**.



StormWater.CharMeck.org



@StormWaterCM