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

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

Kruti Desai, PE
Deputy Manager

Joe Hecksher
(not pictured)
Business Division Manager

Daryl Hammock, PE
Assistant Manager
**Conveying Rainwater**

**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.

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**FY 2023 Quick Stats**

- **$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

- **100,000+** existing storm drains
- **5,000+** miles of pipes and open streams
- **18** watersheds within the City of Charlotte

- **350+** culverts & drainage pipes proactively inspected
- **9,800+** feet of pipe rehabilitated
- **3,600+** drainage & surface water pollution concerns reported through 311

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Legend:

- Major Streets
- City Boundary

Note: White area reflects watersheds within City boundary.
Environmental Stewardship

- 1,200+ City of Charlotte employees trained to prevent stormwater pollution
- 450+ reports of surface water pollution investigated
- 3,500+ volunteers engaged to protect waterways
- 60,000+ pounds of trash removed from waterways
- 1,100+ storm drains marked with educational decals
- 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.

Infrastructure Management

- 7 major storm drainage improvement projects completed, representing construction over multiple years and a $72M+ investment
- 800+ projects managed
- 21+ miles of drainage system video inspections
- 3,200+ feet of streams maintained and cleared of blockages

Development Services

- 4,060+ FY2021
- 4,390+ FY2022
- 6,240+ FY2023
- 1,400+ reached at community events
- 2,400+ students engaged through school presentations
- 27,000+ project mailer updates
- 213,000+ website visitors
- 1.4M+ reached with dual-language utility bill inserts
- 16M+ reached with educational messages

Communication and Outreach

- Private Development Plan Reviews* Completed 
  *includes multiple plan reviews prior to approval
- 100% Land Development operations are funded by user fees
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

<table>
<thead>
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<th>Capital Investments</th>
<th>2019</th>
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</table>

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
Knut Desai
Deputy Manager
Daryl Hammock
Assistant Manager

Business Division
Joe Heckscher, Manager
Jenny Burgett
Ankush Garg
Sabrena Gray
David Kist
Sassy Lojk
Kathy Moua
John Plebanski
Monique Prather-Foster
Thomas Ricard
Jaimie 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
Bans 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 Essel
JJ Gray
Keith Greene
Chad Gunter
Benjamin Howard
Ben Ilitsky

Engineering & Design Division
Matt Gustis, Manager
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

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
Bob Jarzemsky
Bob Jarzemsky
Chris Jain
Jermaine Jackson
Tyler Howell
Jermaine Jackson
Chris Jain
Bob Jarzemsky
Ruben Johnson
John Keene
David Kenney
Herve Kbala
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
Evander Walker

Strategic Planning & Operations Division
Kate Labadorf, Manager
Aaron Anderson
Chris Bohn
Colley Botkin
Alexander Bryant
Reece Campbell
Catherine Cigler
Sarah Deans
Michael Domras
Josh Edwards
Justin Erick
Jaevan Evans
Derrin Gleaton
Cooper Goodman
Wesley Gosnell
Lewis Harrison
Kevin Herrin
David Honeycutt
Scott Hudson
Jason Irish
Shea Kegley
Albert Long
Kemp Miller
Gregory Myers
Bert Patterson
Gabe Petro
Chad Pifer
Alonso Piedra
Chelsea Raddcliff
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
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.