



Charlotte

At A Glance

charlotteNC.gov

Did You Know? Charlotte...

- Is the **18th largest city in the U.S.** in total population
- Ranks **7th nationally in number of Fortune 500** companies headquartered here
- Is the **2nd largest banking** center in the nation with more than \$2 trillion in assets
- Maintains superior **AAA bond** ratings for City operations with S&P, Fitch and Moody's
- Ranks **11th in economic strength** by POLICOM CORPORATION
- Is among "**America's Top 25 Arts Destinations**" by *AmericanStyle* magazine
- Has been named "**Tree City USA**" for 30 consecutive years by The National Arbor Day Foundation
- Topped the first-ever "**Healthiest Housing in America**" list published by the National Center for Healthy Housing
- Ranks as one of the "**Best Cities for Small Business**" by *Entrepreneur* magazine
- Is among the top 20 "**America's Most Wired Cities**" (Forbes.com)
- Ranks as one of the "**Best Places for Business and Careers**" (Forbes.com)



Serving Our Residents

Charlotte Area Transit System

- CATS **ridership increased 100%** during the past decade
- LYNX, the **state's only light rail line**, averages **14,500 trips** daily
- Serves more than **85,000 riders per day** (enough people to fill Time Warner Cable Arena three times) and carries more than **23 million passengers per year**
- Operates the **largest transit system** between Atlanta and Washington, DC, with a fleet of more than 500 buses, 70 bus routes, 45 park and ride lots, 81 vanpools, and 10 LYNX stops.

Charlotte Department of Transportation

- Manages **125,000 traffic control signs**, **1,929 miles of sidewalk** and **2,400 miles of streets** (about the distance from Charlotte to Los Angeles)
- Maintains **720 signalized intersections** and installs 30 new signals or upgrades annually
- Received the **2009 National Award for Smart Growth Achievement** by the EPA for the Urban Street Design Guidelines, which promotes sustainable development through more and better transportation choices
- Installs approximately **10,000 signs**, **two million** linear feet of pavement markings and **800** pavement arrows, crosswalks and stop bars each year.

Charlotte-Mecklenburg Utilities

- Delivers **100 million gallons** of clean, safe drinking water daily to **775,000** people (enough to fill 150 Olympic-size swimming pools)
- Analyzes more than **150,000 tests** each year to ensure safe drinking water
- Treats and recycles **30 billion gallons of wastewater** annually to protect our environment
- Maintains more than **8,000 miles of water and sewer pipe** (the distance to Alaska and back)
- Operates the Environmental Services Facility, the **first LEED Gold-certified** City facility
- Provides **environmental education** to thousands of students and adults each year at its Blue Planet Water Environmental Center.

Charlotte Douglas International Airport

- Served more than **34 million customers** in 2009
- Is the **8th busiest airport** in U.S. in operations and **11th most active** in U.S. passenger volume
- Averages **676 flights each day** to over **130 destinations worldwide**
- Opened third parallel runway in 2010, increased **33% airfield capacity**
- Generates over **\$10 billion** annually to the region's economy
- Received the **2010 Eagle Award recipient for "Best Airport"** by International Air Transport Association.

Charlotte-Mecklenburg Storm Water Services

- Protects the water quality of **more than 3,000 miles of streams and shoreline**
- Nationally recognized for its **water quality education** and public involvement campaigns
- Volunteer efforts **remove more than 11 tons of debris and litter** from local waterways annually.

Charlotte-Mecklenburg Planning

- Added the Wilmore Neighborhood as **Charlotte's sixth local Historic District**
- Completed the Centers, Corridors and Wedges Growth Framework in addition to the North Tryon, University Research Park and Catawba Area Plans
- Manages more than 90 **Rezoning Petitions** annually
- Develops and implements **land use plans** for transit stations, such as those along the LYNX light rail line
- Developed an Environmentally Sensitive Site Design guide to evaluate how specific development proposals address environmental considerations.

Charlotte-Mecklenburg Police Department

- Consists of more than **1,600 sworn officers** and 500 non-sworn employees protecting more than 775,000 residents countywide
- City's **violent crime rate dropped** 20.5% compared to the national average, which declined 5.3%
- Patrols more than 3,777 street miles
- In 2009, **property crime rate dropped** 18.2% to lowest level in the past five years
- Speaks numerous languages including Spanish, Korean, Vietnamese and Thai
- Offers academic, cultural and career programs through its Police Activities League which utilizes academic and athletic enrichment to **help youth develop life skills**.

CMCPD's Animal Care & Control Division

- Offers a variety of **community outreach programs** to educate residents about proper pet care, adoption and animal health concerns
- Helps more than **4,300 animals find homes** annually
- Provides **free rabies vaccinations, spay and neuter surgeries and low cost microchips**
- Performed more than 1,000 spay/neuter procedures through free spay/neuter program, reducing animal euthanasia rates
- Provides nearly **4,000 free rabies vaccinations** annually
- Collected more than **63 tons of pet food** (or the weight of nine elephants) for the 2nd Harvest/Animal Care & Control Pet Food Bank.

Charlotte Fire Department

- Operates **41 fire stations**, 41 engines, 15 ladders, six tankers, five brush trucks, two heavy rescue, four Haz-Mat trucks and six aircraft fire and rescue vehicles
- Responded to **93,139 calls** last year
- Requires at least 246 of **1,044 firefighters** to be on duty at all times
- Conducts **swift water rescue training** for emergency response teams worldwide.

Engineering & Property Management

- Built the **NASCAR Hall of Fame** (\$154.5 million project) on time and on budget
- Administers more than **200 capital improvement projects** each year, including roads, intersections, sidewalks, transit lines, storm water systems, fire and police stations
- Manages **172 public facilities** totaling 4.7 million sq. ft.
- Preserves and protects Charlotte's **nationally recognized tree canopy**
- Serves as project manager for the Charlotte Streetcar Project, which will **connect 10 miles of neighborhoods** between Beatties Ford Road and Central Avenue/Eastland.

Business Support Services

- Awarded a \$17 million federal grant to build and manage a countywide **broadband infrastructure** to provide enhanced communication services to public safety and emergency responders
- Manages a **fuel reduction program** which will reduce the purchases of oil, filters and accessories for the City and County fleet and yield more than \$222,000 in savings in the first year
- Supports technology for **customer services and response** for CharMeck 311, Police, Fire, and Human Resources
- Supported the North Carolina Division of Air Quality's *Turn Off Your Engine* anti-idling campaign to **reduce greenhouse gases** from heavy-duty diesel vehicles and construction equipment.

Solid Waste Services

- Operates the **Recycle It!** program, a single-stream recycling effort providing bi-weekly collection
- **Serves more than 200,000** single-family households and 93,000 multi-family households
- Spends **33% less per household** (in operation costs) to collect garbage, recyclables and yard waste than statewide average
- Is committed to **improving the environment and air quality** through the use of compressed natural gas vehicles that will reduce emissions.

Neighborhood & Business Services

- Services include Code Enforcement, Community & Commerce, Economic Development and Housing Services
- Improves **quality of life** by serving as a resource for residents in need of training, affordable housing and other neighborhood assistance
- Provides **support services and programs to businesses** to fuel economic growth and prosperity
- Completes more than **1,200 Affordable Housing Units** annually
- Offers a **free series of classes** to help residents and neighborhoods build and maintain healthy communities
- Manages the Small Business Development Program that **certifies small businesses** to do business with the City
- Implemented a Non-Residential Building Code to ensure the safety and security of **commercial structures** in the community
- Working collectively with the community to implement the 10-year plan to **end and prevent homelessness**.



Connecting Residents to Services & Information

My Charlotte Mobile Application for Smartphones



- Access services via 311 to report graffiti, potholes and other neighborhood nuisances
- Obtain flight and parking information at Charlotte Douglas International Airport
- Search traffic accident locations from CMPD
- Access a link to download the CATS mobile application for transit information.

- Residents can call **24/7 for non-emergency customer service**. Operators answer more than **1.7 million calls** annually.

- Most frequently asked questions:

- Utilities (billing questions)
- Solid Waste Services (bulky items)
- Tax Office (payment/balance due)
- Utilities (move-in/out/transfer)
- CMPD/CRU (file news report)

- Services are also available online at <http://311.charmeck.org>

If unable to dial 311, try 704-336-7600.



- Produces and airs 2,100 hours of **original programming** annually
- Provides nearly five hours of electronic billboard information daily to keep citizens informed on everything from road construction to ozone ratings and job listings to pets available for adoption
- Airs **live City Council and County Board of Commissioners meetings** on **Cable 16**
- Produces **City Source**, a half-hour magazine show featuring City departments; **Queen City Limits**, an in-depth program with elected officials; and **The Point: with Mayor Foxx** where top issues and challenges are discussed
- Is among the most accessed resources for local news and City and County information, according to 2008 citizen survey
- Is the City's official news source for inclement weather and emergency information.

charlotteNC.gov for City Information

- Connects to City services, departments and programs
- Provides access to the **GOV Channel and free online subscription services**
- Features **City Council** meeting agendas and minutes
- Connects to elected officials' websites and contact information
- Links to City's **job listings** and online application form
- Directs subscribers to City's Facebook and Twitter.

charmeck.org for Citizen Service

- Connects to City and County services
- Features **easy access** to 311
- Provides access to submit service requests
- Portal to register for mobile applications and Twitter feeds.

For a list of references to awards, rankings and other recognitions, contact Corporate Communications & Marketing at 704-336-2396.