



Charlotte City Council Staff Support Model

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Background

Current administrative support primarily provided through the Office of Constituent Services (OCS)

OCS provides administrative assistance, policy research, and communications coordination

Some Council members have indicated the model may need revisions to bring up to date, add resources, and or align functions

***Goal: Ensure support aligns with Council needs and Charlotte's continued growth**

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Purpose and Policy Question

- ▶ Today's presentation is to gauge feedback and direction to be incorporated into the FY2027 budget discussion.
 - No action requested
- ▶ **Policy Question: Are revisions needed to the staff support model for the Charlotte City Council to better meet current and future needs?**

Committee Charge Overview

The committee is asked to review the current model, evaluate Council feedback, assess support needs, identify guardrails, estimate costs, and develop recommendations.



Evaluate existing administrative support structure



Assess total staff-to-Council-member ratio



Identify strengths and limitations of current approach

Existing Council Support Structure

City Council members currently have access to multiple structured support resources across the organization, in addition to direct access to the City Manager. These supports include:

Deputy City Manager (DCM) portfolios and liaisons	Council committee coordination support	Individual Council Member DCM liaisons	Budget Office agenda questions, research and coordination	Office of Constituent Services (OCS)	Neighborhood Engagement Service Team (NEST)	Communications & Media Relations support
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Together, these functions aim to provide, administrative coordination, constituent support, policy research, neighborhood engagement connections, and communications support.

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Themes

► Common themes emerging from Council feedback:

- The City is growing, and community **expectations are growing** with it
- Enhanced **executive-level administrative support** (e.g. meeting preparation)
- **Expanded proactive media pitching** and strategic **communications capacity**
- Strong, **consistent connections with neighborhoods** and community stakeholders to improve awareness of emerging issues and alignment with Council priorities
- Ensuring clarity around roles, expectations, and **appropriate boundaries** within the Council-Manager form of government to support effective governance and coordination between Council and staff

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Do these themes accurately reflect your needs, or are there areas that should be adjusted or added?

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Options for Enhancing Council Support

*Not mutually exclusive

Enhanced OCS

- Maintain the current support structure (one support staff member per two Council Members, with one support staff dedicated to the Mayor Pro Tem, one policy research resource position, and support from one dedicated communications staff resource, fully embedded within OCS)
- Supplemented by enhanced staff training on executive-level support and targeted consultant communications capacity

Organizational Realignment +

- Realign the Neighborhood Engagement Services Team (NEST) within Housing & Neighborhood Services to strengthen Council-facing support
- Supplemented by enhanced staff training on executive-level support and targeted consultant communications capacity

OCS Expansion +

- Expand the Office of Constituent Services 6 FTEs through a combination of administrative and embedded communications positions
- Consultant communications and realignment assistance during implementation and ramp-up

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Examples of Efforts Underway

Ongoing training, revised job descriptions, and senior roles to provide growth opportunities and enhanced executive-level support.

Regular alignment with the **Neighborhood Engagement Services Team (NEST)** to support ongoing issue identification, community connections, and coordinated check-ins with Council Members and OCS staff – April launch

Communications staff member primarily dedicated to the **Office of Constituent Services (OCS)** to strengthen proactive messaging, coordination, and Council communications support

Exploring **technology solutions**

Consultant support to provide **short-term ramp-up** capacity and assist with aligning support components across the overall model

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What feedback do you have on options or components of options that are compelling?

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Next Step



Incorporate feedback into FY 2027 budget development discussions

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**Additional Info
(See Handout)**

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