

MEMO

TO: Charlotte City Council

FROM: Charlotte Equitable Development Commission

DATE: 3/31/2023

RE: Commission Recommendations

We believe that a more effective community engagement process for the city is crucial for promoting equity in the development of Charlotte. To achieve this goal, we are writing to express our support for the implementation of a Community Engagement Standard Operating Procedure and an awareness campaign for the Capital Investment Plan (CIP) Dashboard. These measures will promote consistency and transparency in the city's engagement efforts and help to ensure that all voices are heard when it comes to important infrastructure and development projects.

The proposed Standard Operating Procedure for Engagement (SOP-E) around infrastructure projects and major city programs, outlines clear guidelines for staff to follow to ensure that engagement efforts are consistent and effective. We ask that the SOP-E requires quantifiable metrics for community engagement based on investment size, location, project type, and public participation goals - using the IAP2 Spectrum of Public Participation. Additionally, the inclusion of feedback from each project's community engagement campaign on the city's website will provide a valuable resource for the public and help to further promote transparency.

The CIP Dashboard is also a valuable tool for promoting transparency and community engagement. The dashboard provides essential information about ongoing infrastructure projects in the city, including project descriptions, costs, project phases, and project managers. The proposed awareness campaign will include linking the dashboard to the CLT+ App, adding information to the 311 homepage, and leveraging social media and other community outreach tools to help ensure that all citizens are aware of the dashboard's existence and have the tools they need to engage with the information provided. The workshops and sessions for communities that may not be technologically savvy are particularly important, as they will help to ensure that everyone in the community has the opportunity to engage with this valuable resource.

In conclusion, we urge the city council to strongly consider the implementation of these measures, which will help to ensure that community engagement efforts are consistent and effective, and that all voices are heard when it comes to important infrastructure projects and major city programs.
