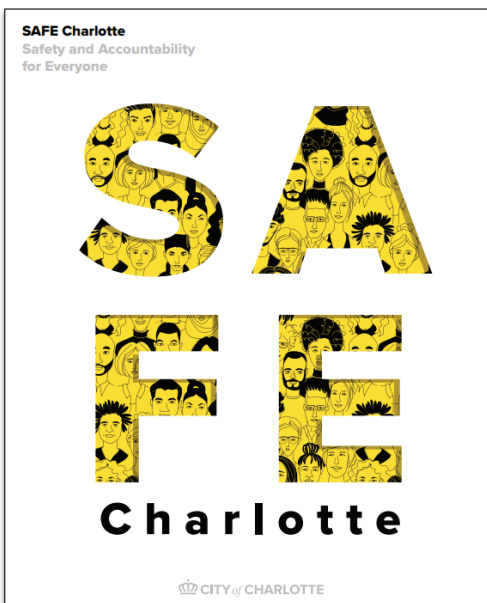


Quality of Life Team

Promoting Quality of life for our residents

ACTION REVIEW
SEPTEMBER 25, 2023

A Holistic Approach to Quality of Life



*For the past several months, the Charlotte City Council, City Manager, city leaders and staff have been working with residents and community leaders to review the city services that can create a safer Charlotte. **By viewing the different components on their own, and as elements in a holistic solution, the city continues to make immediate gains and develop long-term strategies.***

-Safe Charlotte Introduction, October 2020

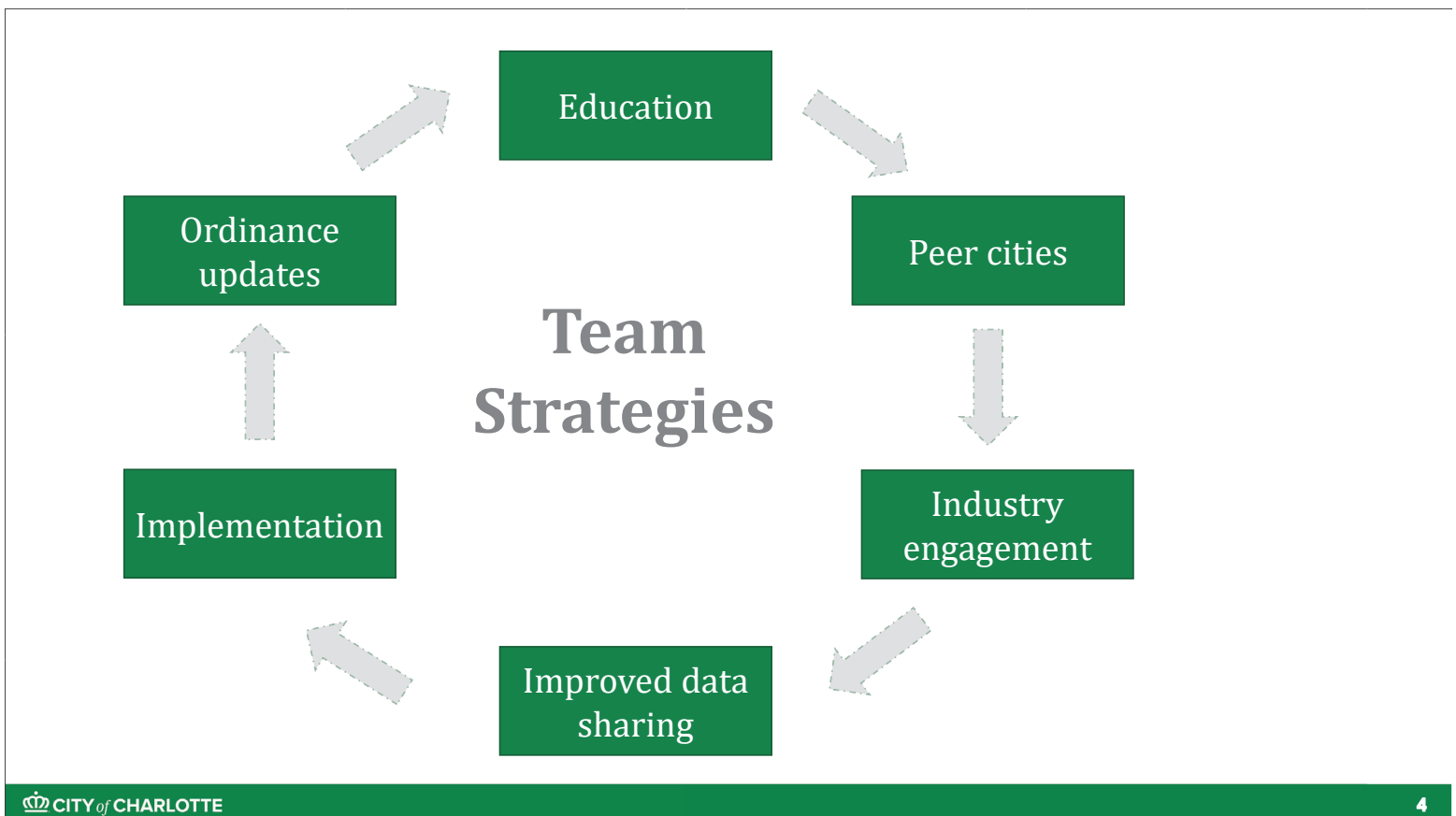
What is the Quality of Life Team?

► Purpose

- The team's purpose is to share relevant information regarding repeated issues brought forward by residents and City Council, and to develop short, medium, long-term strategies to make incremental improvements.

► Current Focus Areas

- Commercial Truck Parking
- Illegal parking
- Litter



Housing & Neighborhood Services: *Code Enforcement*

Code's Role

- ▶ Engage and educate the community
- ▶ Respond to complaints and identify violations
- ▶ Work with residents, businesses and property owners to bring violations into compliance
- ▶ Unique structure of Rapid Response Team enables even better coordination



FY2024 Adopted Budget item

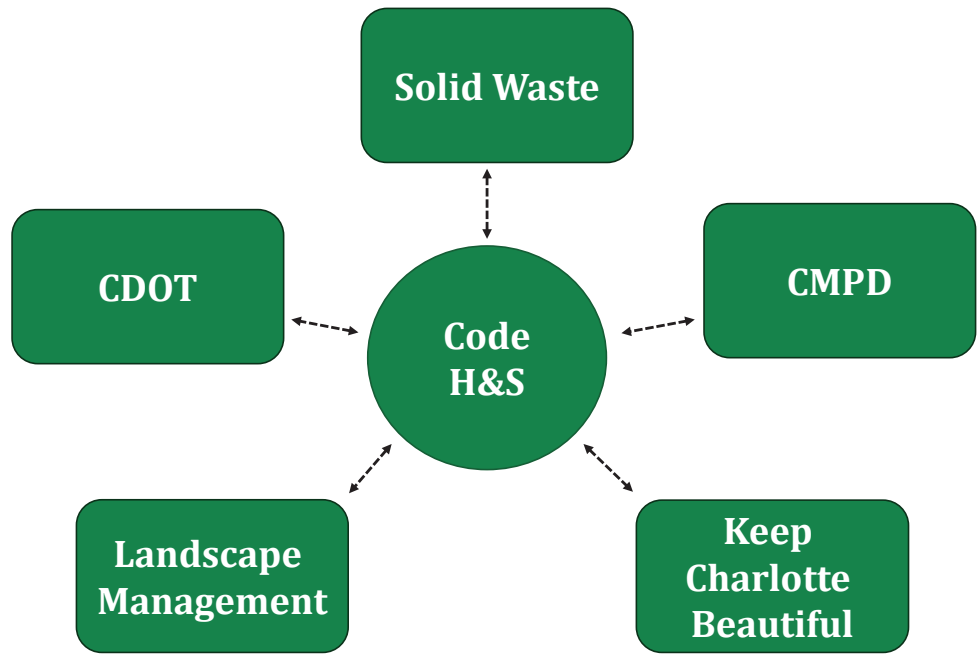
- ▶ Four Code Enforcement Positions
- ▶ Extended hours + some weekends
- ▶ Initial focus on current citywide QoL concerns
- ▶ Capacity to respond to emerging concerns in the future

Implementation Update

- ▶ Education and enforcement have already begun
- ▶ Recruitment and hiring for new team in process
- ▶ Technology and process changes underway



Rapid Response Team Structure



Litter



Adopt-A-Street



Illegal Dumpsite Clean-ups

Trash



Corridors of Opportunity Clean-ups



NCDOT Partnership



Keep Charlotte Beautiful Board

Debris



Adopt-A-Bus Stop

Commercial Truck Parking

- ▶ HOS Federal regulations
- ▶ Nationwide parking deficiency
- ▶ Demand driven increase
- ▶ Peer city research
- ▶ Updates to Ordinance

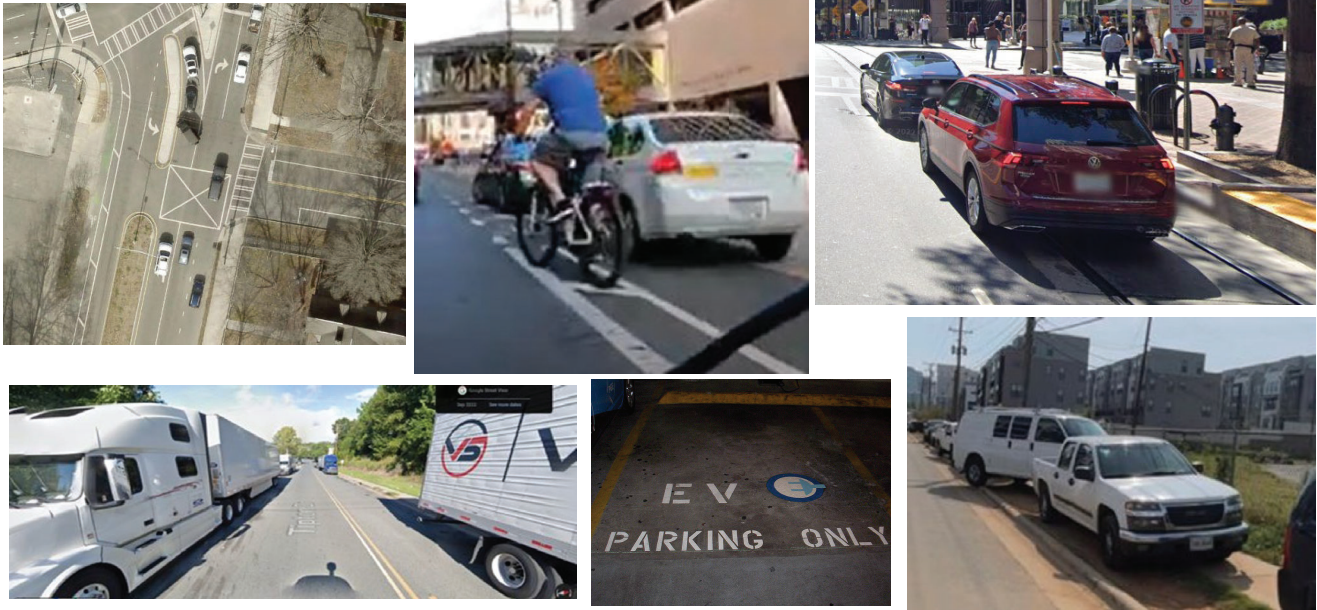


Ordinance Updates

Chapter 14

- Clarifications and updates to align definitions
- Illegal parking
- Civil penalty increase

Ordinance Updates



Next Steps

Chapter 14
Ordinance
Updates
(Fall 2023)

Continued
rollout of
Code's new
team
(Fall 2023)

Technology and
process
updates
(Fall/Winter
2023)

Partner agency
coordination
(ongoing)

Discussion