

**Meeting Minutes  
December 10, 2024**

**MINUTES OF MECKLENBURG COUNTY, NORTH CAROLINA  
BOARD OF COUNTY COMMISSIONERS**

The Board of Commissioners of Mecklenburg County, North Carolina, met in Budget/Public Policy Session in Conference Center Room 267 on the 2nd floor of the Charlotte-Mecklenburg Government Center located at 600 East Fourth Street, Charlotte, North Carolina at 2:33 p.m. on Tuesday, December 10, 2024.

**ATTENDANCE**

**Present:** Chair Mark Jerrell, Vice-Chair Leigh Altman and Commissioners George Dunlap, Arthur Griffin, Vilma D. Leake, Laura J. Meier, Elaine Powell, Susan Rodriguez-McDowell, Yvette Townsend-Ingram  
County Manager Dena R. Diorio  
County Attorney Tyrone C. Wade  
Clerk to the Board Kristine M. Smith  
Deputy Clerk to the Board Arlissa Eason

**Absent:** None

**CALL TO ORDER**

The meeting was called to order by Chair Mark Jarrell, followed by introductions and the Pledge of Allegiance to the Flag.

**24-0700 2025 BOCC MEETING SCHEDULE AMENDMENT**

Motion was made by Commissioner Meier, seconded by Commissioner Griffin, and unanimously carried, to amend the 2025 Mecklenburg Board of County Commissioners Meeting Schedule.

*Background: The 2025 BOCC Meeting Schedule was approved at the December 3, 2024, BOCC Regular Meeting.*

*The following change was proposed:*

*Move the scheduled (Regular Meeting) from Tuesday, November 4, 2025, to Wednesday, November 5, 2025.*

Change is recommended due to the 2025 General Elections occurring on Tuesday, November 4, 2025.

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**REVISED BOARD OF COUNTY COMMISSIONERS 2025 MEETING**

**Regular Meetings** are held monthly every first and third Tuesday at 8:00 p.m. in the Meeting Chamber of the Charlotte-Mecklenburg Government Center (CMGC) located at 600 East Fourth Street (lobby level) unless indicated otherwise on the schedule.

**Informal Work Sessions and/or Closed Sessions** are at 5:00 p.m. prior to each Regular meeting. They are held in CH-14 unless otherwise indicated.

**Budget/Public Policy Workshops** are held monthly every second Tuesday and an optional fourth Tuesday at 2:30 p.m. in Conference Center Room 287 of the CMGC (Second Floor) unless indicated otherwise on the schedule.

\*Regular and Budget/ Public Policy Meetings are held on Wednesday if there is a Monday holiday or Tuesday Election Day unless indicated otherwise on the schedule.

In July and August, the Board of Commissioners only meets once as indicated on the schedule.

The first Budget Public Hearing will be held on January 22nd during the Regular Meeting. The second Budget Public Hearing will be held on May 22<sup>nd</sup>. Both will be held in the Meeting Chamber of the CMGC.

The Manager's Recommended Budget Presentation will be held on Thursday, May 15th, at 11:00 a.m. in the Meeting Chamber of the CMGC.

**JANUARY**

Monday, January 13	CMS/BOCC Joint Meeting (5:00 p.m.; Valerie C. Woodard, 3205 Freedom Drive, Charlotte)
Tuesday, January 14	Budget/Public Policy Workshop
*Wednesday, January 22	Regular (to include 1 <sup>st</sup> Budget Public Hearing) (Mon, Jan 20, Holiday Dr. Martin Luther King, Jr, Day)
Wed-Fri, January 29-31	BOCC Annual Retreat (8:00 a.m., Kimpton Cardinal Hotel, 51 East Fourth Street, Winston-Salem, NC)

**FEBRUARY**

Tuesday, February 4	Regular
Tuesday, February 11	Budget/Public Policy Workshop
Tuesday, February 18	Regular
Tuesday, February 25 (optional)	Budget/Public Policy Workshop

**MARCH**

Saturday-Tuesday, March 1 – 4	NACo Legislative Conference, Washington, D.C.
*Wednesday, March 5	Regular– Moved for Legislative Conference
Tuesday, March 11	Budget/Public Policy Workshop
Tuesday, March 18	Regular
Tuesday, March 25 (optional)	Budget/Public Policy Workshop

**APRIL**

Tuesday, April 1	Regular
Tuesday, April 8	Budget/Public Policy Workshop
Tuesday, April 15	Regular
Tuesday, April 22 (optional)	Budget/Public Policy Workshop

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**REVISED BOARD OF COUNTY COMMISSIONERS 2025 MEETING**

<b><u>MAY</u></b>	
Tuesday, May 6	Regular
*Wednesday, May 7	CMS Budget Request (2:30 p.m.; Valerie C. Woodard, 3205 Freedom Drive, Charlotte)
Tuesday, May 13	Budget/Public Policy Workshop
*Thursday, May 15	Manager's Recommended FY25 Budget Presentation (11:00 a.m.)
Tuesday, May 20	Regular
*Wednesday, May 21	BOCC Detailed Budget Overview (2:30 p.m.; Valerie C. Woodard, 3205 Freedom Drive, Charlotte)
*Thursday, May 22	2 <sup>nd</sup> Budget Public Hearing (6:00 p.m.)
*Thursday, May 29	Budget Straw Votes (9:00 a.m.; Valerie C. Woodard, 3205 Freedom Drive, Charlotte)

<b><u>JUNE</u></b>	
Tuesday, June 3	Regular (to include Budget Adoption)
Tuesday, June 10	Budget/Public Policy Workshop
Tuesday, June 17	Regular
Tuesday, June 24 (optional)	Budget/Public Policy Workshop

<b><u>JULY</u></b>	
Tuesday, July 1	Regular
Friday, July 11-July 14	NACo Annual Conference, City and County of Philadelphia, PA

<b><u>AUGUST</u></b>	
*Wednesday, August 6	Regular (National Night Out recognized, Tuesday, August 5)

<b><u>SEPTEMBER</u></b>	
*Wednesday, September 3	Regular (Monday Holiday – September 1 <sup>st</sup> , Labor Day)
Tuesday, September 9	Budget/Public Policy Workshop
Tuesday, September 16	Regular
*Wednesday, September 24 (optional)	Budget/Public Policy Workshop (moved for Rosh Hashanah)

<b><u>OCTOBER</u></b>	
Tuesday, October 7	Regular
Tuesday, October 14	Budget/Public Policy Workshop
Tuesday, October 21	Regular
Tuesday, October 28 (optional)	Budget/Public Policy Workshop

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**REVISED BOARD OF COUNTY COMMISSIONERS 2025 MEETING**

<b>NOVEMBER</b>	
*Wednesday, November 5	Regular (moved for November 4, General Election)
*Wednesday, November 12	Budget/Public Policy Workshop (Tuesday, November 11, Veterans Day)
Tuesday, November 18	Regular
Tuesday, November 25 (optional)	Budget/Public Policy Workshop

<b>DECEMBER</b>	
Tuesday, December 2	Regular
Tuesday, December 9	Budget/Public Policy Workshop
Tuesday, December 16	Regular

Anyone needing special accommodations when attending these meetings and/or if this information is needed in an alternative format, contact the Clerk to the Board at least 72 hours prior to the meeting at (980) 314-2939, 600 East Fourth Street, 11<sup>th</sup> floor (CMGC) or e-mail [clerk@mecknc.gov](mailto:clerk@mecknc.gov). Agendas for meetings can be found at: <https://mecklenburg.legistar.com/Calendar.aspx> on Friday afternoon prior to the Tuesday or Wednesday Meeting.

**24-0701 UPDATE ON MEDIC AND FIRST RESPONDER SERVICES**

The Board received an update from the Executive Director of Medic, John (JP) Peterson.

John (JP) Peterson gave the verbal presentation.

*Background: Medic Executive Director John (JP) Peterson will brief the Board of County Commissioners regarding ongoing discussions between Medic and Charlotte Fire Department on the respective roles within the EMS System.*

Mr. Peterson gave the Board an overview of the work done by Medic and first responder services and provided an update on discussions that had been ongoing with the Charlotte Fire.

Mr. Peterson described the difference between the services that Medic provided regarding EMS versus the service that their first responder partner, Charlotte Fire Department, provided in Mecklenburg County. He said Medic was the County’s primary 911 and non-emergency

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ambulance service. He said that besides being the ambulance provider, they were also their EMS authority.

Mr. Peterson said Charlotte Fire Department was one of those contracts they had agreements with to provide services such as basic life support and was an integral part of their response plan. He said their partnership provided some of the highest cardiac arrest survival rates anywhere in the country, and their agreement with Charlotte Fire Department had been ongoing for at least 28 years.

Mr. Peterson said the most recent iteration of the agreement was signed in 2017 and had not since been reevaluated. He said in July 2024; they received a letter from the Charlotte Fire Department stating their intention to end their agreement with a 180-day notice and to go back and discuss the terms of the contract with revisions. He said that was a requirement in the contract, so if any partner wanted to make a change or end that current agreement, they must provide a 180-day notice.

Mr. Peterson said the current contract was set to expire on January 8th, 2025, during which time Medic had been doing their due diligence and attended several meetings regarding the topic. He said he had also met with the fire chief over the last four months as well. He said he wanted the Board to know they were working on a memorandum of understanding for extending the agreement so they could move beyond January 8<sup>th</sup> and continue to discuss what a final agreement would look like. He said it would also allow them to evaluate all facets of the agreement during the county's regular budget cycle. He said the Memorandum of Understanding was presented to the City that week, and they were awaiting their response.

### **Comments**

Commissioner Dunlap asked if the update was to inform them that they were working through the contract revisions. *Mr. Peterson said yes, the contract would end on January 8<sup>th</sup> and were working to extend that with the City.*

Commissioner Griffin asked if they would get feedback regarding callbacks when the contract changed. *County Manager Diorio said yes, but it wasn't part of the contract. She said they could provide that information.*

Commissioner Rodriguez-McDowell asked if this was a budgetary new-terms discussion. *Mr. Peterson said it was both monetary and non-monetary.*

## **24-0698      MECKLENBURG COUNTY BOARD OF COMMISSIONERS' 2025 LEGISLATIVE AGENDA**

The Board discussed and adopted the Board's 2025 Legislative Agenda.

Lisette Nimmons, Intergovernmental Affairs Manager gave the presentation.

*Background: The Proposed 2025 Legislative Agenda was considered by the Intergovernmental Relations Committee on December 5, 2024, and will be presented to the full board for consideration and approval. The Legislative Agenda will also be shared with the Mecklenburg County Legislative and Congressional Delegations.*



## 2025 Mecklenburg County Proposed Legislative Agenda BOCC Budget Policy Workshop

December 10, 2024

Lisette Nimmons, Intergovernmental Affairs Manager

## Agenda

- Mecklenburg County Legislative Agenda Timeline
- Levels of Engagement
- Guiding Legislative Principles
- Board Priorities
- Other Categories

*\* Indicates legislative agenda item from the NCACC.*



## Legislative Agenda Timeline

- Nov 21st – Staff reviews final NCACC 2025 goals
- Nov 26th – Exec Team reviews proposed agenda
- Nov 27th - Draft agenda sent to IGR for review
- Dec 2<sup>nd</sup> - New Board sworn in
- Dec 5th – IGR Committee discusses and approves legislative agenda
- Dec 10<sup>th</sup> –BOCC votes on proposed agenda
- Dec TBD – Delegation receives final agenda



## Levels of Engagement

- Advocate
  - The County is leading and/or actively engaged in direct advocacy **for or against** legislation.
  - Includes agenda items tied to active legislation or legislation likely to be carried over or reintroduced depending on whether it's a short or long session.
  - These agenda items are most likely to see movement with Congress or the General Assembly.
- Support
  - Another organization is leading and/or actively engaged in direct advocacy **for** an issue or legislation.
  - May include opportunities to write or sign letters of support.
  - Includes topics of importance to the Board that are not tied to active legislation or legislation likely to be reintroduced next session.
- Oppose
  - Another organization is leading and/or actively engaged in direct advocacy **against** an issue or legislation.
  - May include opportunities to write or sign letters of support.
  - Includes topics of importance to the Board that are not tied to active legislation or legislation likely to be reintroduced next session.



## Guiding Legislative Principles

- Support Greater Flexibility for Counties
- Support Equity and Inclusion Efforts
- Oppose Removal of Authority from Counties
- Support Funding to Counties
- Oppose Unfunded Mandates or Cost Shifts



## BOARD PRIORITIES



## Educational Attainment

- Support funding and legislation for education that does not supplant or reduce existing funding measures and recognizes the needs of rural and urban counties.
- Support legislation promoting teacher and classified school personnel recruitment and retention, including state funding for increased salaries.\*



## Early Childhood Development

- Advocate for recurring funding for early childhood education, childcare services and pre-K programs.\*



## Environmental Stewardship

- Support legislation authorizing local control over stormwater management and repeal of state laws restricting guidelines on redevelopment projects.
- Support funding and legislation promoting regional resilience, disaster preparedness and mitigation, resource conservation, solid waste management, equal protection and enforcement of environmental laws and regulations.
- Support funding to research and combat invasive species.\*



## Health Access

- Advocate for legislation that promotes opioid and other substance use prevention, intervention, harm reduction, treatment and recovery initiatives.\*
- Oppose the opt-in requirement for parental consent for preventive health screenings.
- Support efforts to address food insecurity, eliminate food deserts, and establish farm cooperatives within communities of need.
- Support funding and legislation addressing increased access to care including primary and behavioral health, and federal qualified health centers.



## Housing Insecurity

- Advocate for legislation increasing income eligibility limits in the Homestead Property Tax Exemption.
- Support efforts to improve housing affordability and protect homeownership by expanding existing tax credits, providing recurring funding for affordable housing programs, and addressing concerns with corporate-owned housing.



## Workforce Development

- Oppose amendments that would weaken legislation designed to attract and retain a talented workforce and increase workforce development opportunities.
- Support funding and legislation that advance digital inclusion, broadband and access to technology for all residents.



## OTHER CATEGORIES



## Justice and Public Safety

- Advocate for substance abuse treatment, behavioral health, and other medical services for justice-involved individuals, including services for incarcerated individuals prior to their release as well as individuals detained pretrial.
- Support state funding for the Judicial Branch that will allow local jurisdictions to expand staffing capacity to align with caseload ratios as recommended by national court practice standards.
- Support funding and legislation directed at initiatives related to reducing community violence and increasing public safety.



## Tax & Finance

- Support legislation to replace the existing sales tax refund for local governments and nonprofit entities with a sales tax exemption.\*
- Support legislation amending or repealing the Anti-Pension Spiking Contribution-Based Benefit Cap.



## Transportation

- Advocate for legislation enabling a countywide referendum on a one-percent local sales tax to fund mobility initiatives -- including the expansion of roads, bus, and light rail systems, and orphan road maintenance -- and the ability to establish a regional transit authority.



## Ask of Board of County Commissioners

- o Approve the proposed 2025 Mecklenburg County legislative agenda



## QUESTIONS



### Comments

Commissioner Altman said she was proud of the work that had been laid out.

Commissioner Leake thanked the presenter and said she was waiting to see what the US president was going to do. She said she was worried based on the recommendations and that they kept adding to them. She said they needed to make sure they kept retirement and social security, and the committees reporting back would inform them of what the people were saying.

Commissioner Dunlap said they wanted to be clear that they could push the agenda two ways and pursue things separately apart from NCACC through Mecklenburg County's delegation. He said he'd pursued the length of service for Mecklenburg County commissioners for 16 years. He

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said they were the only ones in the state that didn't have four-year terms and the community didn't understand the need for four-year terms. He said they could pursue this by a referendum or legislatively and asked that they discuss this issue. He said it was also time to take a different approach to pursue it as well.

Commissioner Griffin thanked the presenter and said a lot of their interest as an urban county, included elements of the level 15 waiver, and hoped it occurred. He said he joined Commissioner Dunlap concerning terms as some of the items under health would be worth pursuing.

Commissioner Rodriguez-McDowell thanked the presenter and said, regarding the levels of engagement, asked how direct advocacy was different than going under the opposed column and asked if they had ever gone against or opposed legislation (speaking to a vote of stripping the governor's power tomorrow). *Ms. Nimmons said they were essentially the ones leading the effort when it comes to opposed/against. She said they were supporting other organizations but it was not necessarily something they were leading. To her second question – she said yes. she gave an example of Dr. Washington writing a letter of opposition.*

County Manager Diorio said if it impacted the County, they would involve themselves, but if it didn't, they wouldn't get involved.

Commissioner Townsend-Ingram said she attended a town hall meeting, and they gave information on school voucher programs, the priority of which was to make sure as many kids took advantage of them. She asked if it was possible for them to advocate for a certain number of children across Mecklenburg to attend Title 1 schools or capping private school costs. She said she would like to see them advocate for kids who couldn't afford the full cost of school. *Ms. Nimmons said that was specifically for private schools, and they only dealt with the public.*

County Manager Diorio said she would check with CMS to get their position and what that would mean for them if they took a position.

*Ms. Nimmons said they approved their agenda last night, but it didn't mention anything, only funding.*

Commissioner Powell thanked the presenter and said she agreed with Commissioner Dunlap on the four-year terms. She said it was nice to have the crossover between their agenda and Centralinas. She said the scrap tires were important but had been wiggled out. She said she had been getting questions about invasive species, and the conversation grew because they had invasive plant and animal species. She said she wanted to make sure they had the funding available and what they had was only a drop in the bucket.

Commissioner Meier thanked the presenter and said she supported their goals. She said she agreed with four-year terms and the first steps. She asked if the opt-in/opt-out was listed on CMS goals. *Ms. Nimmons said it wasn't, but it was in addition to Dr. Washington's letter.*

Commissioner Meier asked if there was progress on his letter. *Ms. Nimmons said no, but it would be addressed in the next session.*

Chair Jerrell thanked them all for their work and said they could make the agenda robust, but their commitment was to be intentional and provide clear direction to their delegation. He said they had limited tokens to present, and adding things just to add it wouldn't be beneficial. He said he also agreed with Commissioner Dunlap on four-year terms. He said he would lean towards the legislative route and ask their delegation to push it. He asked if they viewed the document as something they could tweak/add to during the year. *Ms. Nimmons said it was a fluid document, and there was the opportunity to make changes.*

Commissioner Dunlap said the legislative route was the best route and shared what they

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contributed to the digital divide. He said he didn't want to wait for another pandemic to occur to realize their kids did not have access to broadband and could not get the education they deserved. He said they should add the digital divide to their agenda to be proactive if the State had money to go towards that effort, to pursue it.

County Manager Diorio said they didn't contribute direct dollars, but they invested money in their own sphere of influence. She said she didn't have an update on the Mayor's efforts but Mecklenburg County never qualified ARPA dollars. She said they would have to see where they qualify.

Commissioner Altman said she wanted to clarify the matter of the two-year terms, stating they had to be on a treadmill and how they had the distraction of having to refile in just a little over 12 months. She asked Ms. Nimmons why the statewide organizations of commissioners didn't add orphan roads because there were thousands. Ms. Nimmons said they would have to think of the direct vote needed. She said it wasn't an overwhelming majority that voted over the item.

Commissioner Leake said they had been asking since she had been on the Board to adjust their terms. She said they needed to see who didn't support it, and she thought they could make it happen. She said she wanted to ensure they had qualified people in the school system and asked what they could do to deter violence in the confines of their community.

Chair Jerrell said the legislative agenda had a portion that spoke to education and public safety.

Commissioner Griffin said it would help if they discussed items that dealt with health in the legislative package. He said they needed to think regionally, and when he spoke to the towns while running, they spoke about the need for affordable housing or protecting the housing of those already in their homes. He said there may be a path forward if they got the support of the small towns and seniors living in them. He said that although there were a lot of Republicans in the general assembly, this might give them an appetite.

Commissioner Powell said the goals were not important just locally but also regionally.

Commissioner Townsend-Ingram asked about supporting and amending the anti-pension spiking contribution-based benefit cap. She said she was concerned with any sort of cap and asked for additional information to be sent to her for clarification. *Ms. Nimmons said there were challenges with the cap, but she could send information.*

Commissioner Dunlap said his understanding was to stop people from taking advantage of it. *Mr. Boyd said he was right, and that was the intent. He said people who got promoted in their career and retired at a higher salary were being subjected to the cap. He said with 29 employees, they had paid out over \$2,000,000. He said he didn't think the intent was to penalize them.*

Commissioner Dunlap asked if they could present a solution to that problem to the Board so they could support it. *Mr. Boyd said they would need to find a way to prevent the adverse impact. He said they needed to bring attention to the existence of the issue.*

Commissioner Meier said orphaned roads were heavily debated, as they kept talking about it and felt it would eventually go in their favor.

Commissioner Jerrell said they had been trying to bring visibility to the Homestead Exemption Act for years.

Motion was made by Commissioner Dunlap, seconded by Commissioner Griffin, and unanimously carried, to pursue four-year terms through a legislative fix.

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Motion was made by Commissioner Meier, seconded by Commissioner Dunlap, and unanimously carried, to amend and adopt the Board's 2025 Legislative Agenda.

**24-0639      2024 MECKLENBURG COUNTY COMMUNITY SURVEY**

The Board received as information the results from the 2024 Community Survey.

*Background: Each year, the County's Office of Strategy & Innovation administers the Community Survey to gather data on Mecklenburg County residents' perceptions on various aspects of County operations, particularly the level of awareness about County services, the perception of the value of County services provided, level of satisfaction residents have with opportunities for citizen involvement, and insight into the most important issues facing Mecklenburg County. The presentation includes highlights of those results.*

Michael Griswold, MPA, Deputy Director of Strategy & Innovation gave the presentation.



**2024 Mecklenburg  
County Community  
Survey**

Presented to the Mecklenburg Board of County Commissioners  
December 10, 2024

Michael Griswold, MPA  
Strategy & Innovation, Deputy Director  
County Manager's Office



## Agenda

- Purpose and Methodology
- Demographics
- Community Vision
- Most Important Community Issue
- Most Important Environmental Issue
- General Resident Perceptions
- Perceptions of County Communication
- Program Awareness
- Recommendations

### Purpose and Methodology

#### Purpose

Perceptions



Attitudes



Awareness



#### Methodology

Conducted by vendor ETC Institute  
from June 21 – July 26, 2024

Administered by mail, web, and phone

Random sample of 1,021 households

95% level of confidence with a  
precision of at least +/- 3.1%

## Demographics

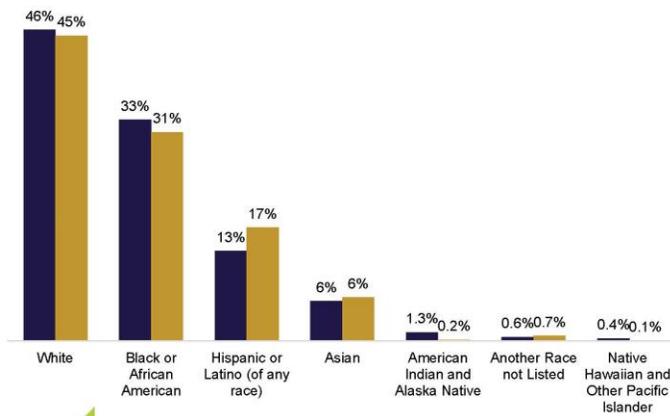
Respondents':

- Race
- Gender
- Age
- Income
- Educational Attainment

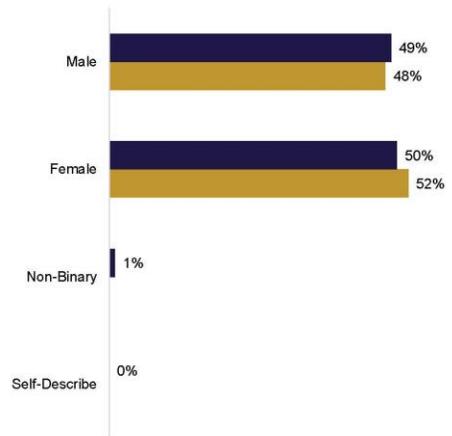


■ Community Survey Respondents (1,021)  
■ County Population (ACS 1-yr estimate for 2023: 1,163,701)

Respondents by Race



Respondents by Gender

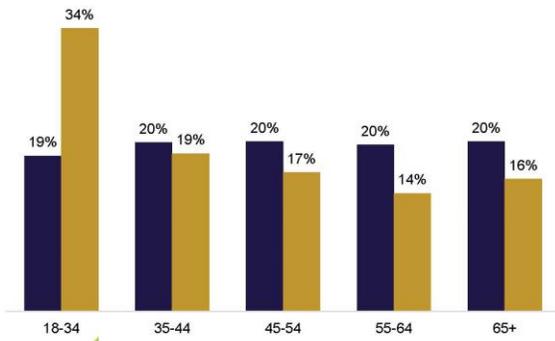


Note: Results are rounded to the nearest whole number. Some charts that display the same number may not be the same height.  
Data Source: Mecklenburg County Demographic and Housing Estimates : 2023 American Community Survey 1-year estimates DP05

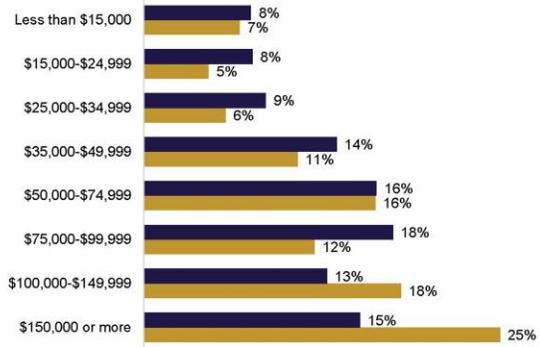
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■ Community Survey Respondents (1,021)  
■ County Population (ACS 1-yr estimate for 2023: 1,163,701)

### Respondents by Age



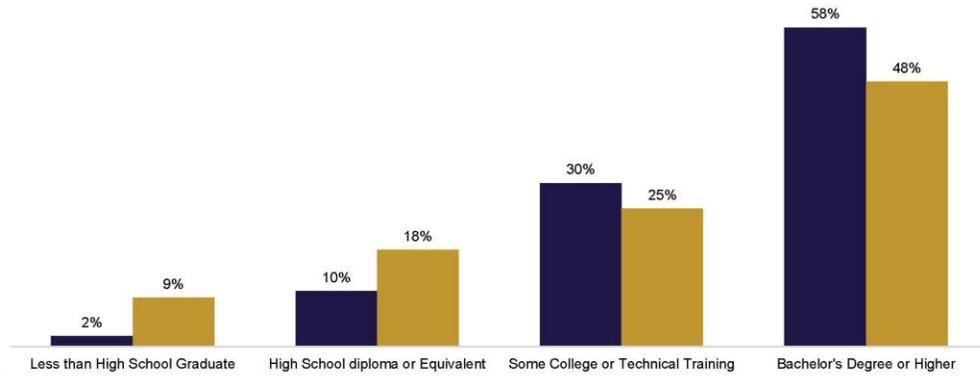
### Respondents by Household Income



Data Sources:  
 1) Mecklenburg County Demographic and Housing Estimates: 2023 American Community Survey 1-year estimates DP05  
 2) Mecklenburg County Income in the Past 12 Months: 2023 American Community Survey 1-year estimates S1901

■ Community Survey Respondents (1,021)  
■ County Population (ACS 1-yr estimate for 2023: 1,163,701)

### Respondents by Educational Attainment



Data Source: Mecklenburg County Educational Attainment: 2023 American Community Survey 1-year estimates S1501

## Community Vision

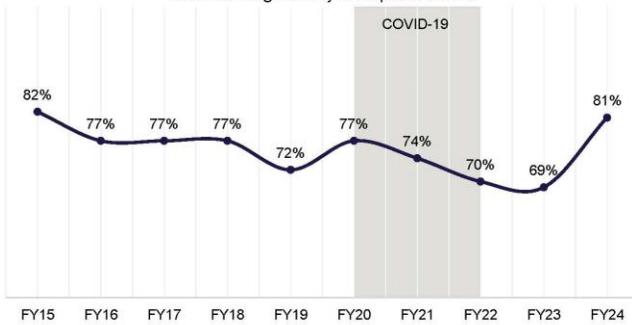
“Mecklenburg County will be a community of pride and choice for people to live, learn, work, and recreate.”



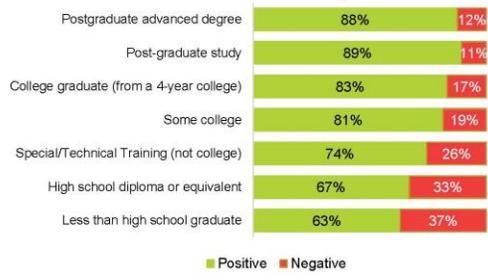
## LIVE

Residents with higher income and level of education completed were more likely to rate Mecklenburg as a “good” or “excellent” place to live.

Percent “good” or excellent” ratings of Mecklenburg County as a place to live



Ratings of Mecklenburg County as a place to live by level of education completed

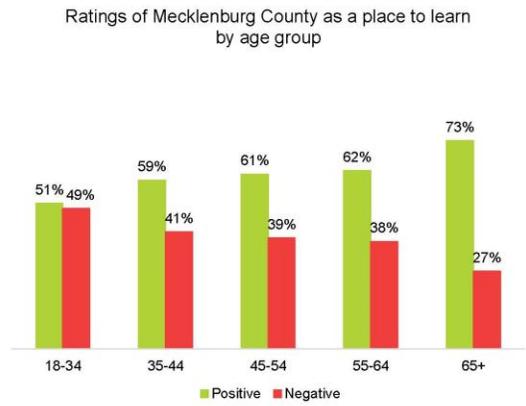
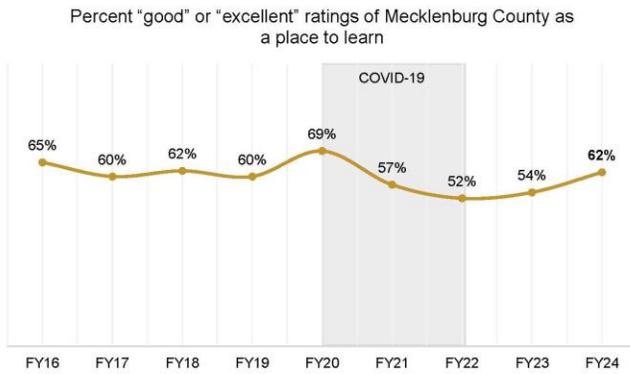


Ratings of Mecklenburg County as a place to live by income



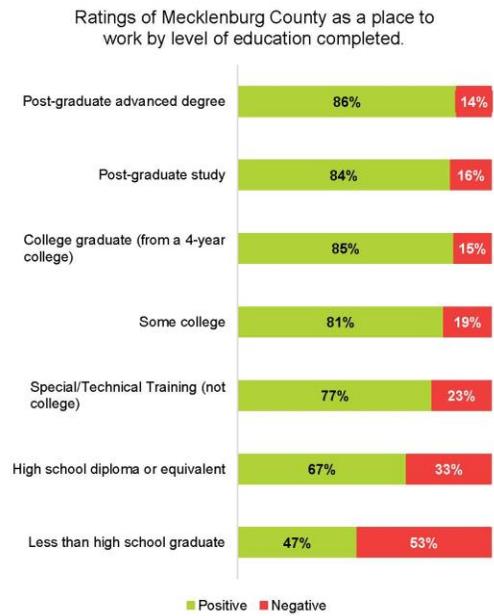
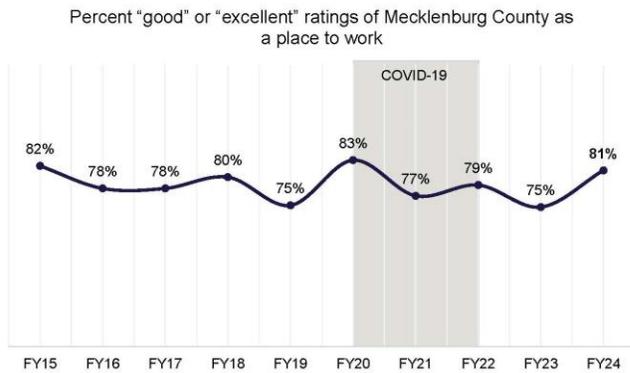
## LEARN

Residents in older age groups were more likely to rate Mecklenburg as a “good” or “excellent” place to learn.



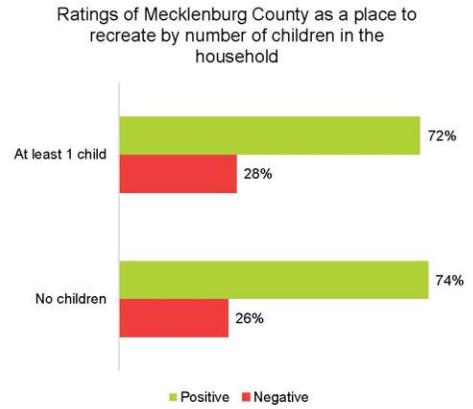
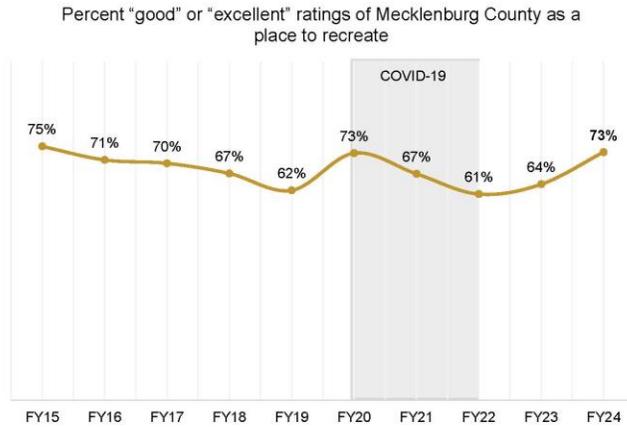
## WORK

Residents with a higher level of education completed were more likely to rate the County as a “good” or “excellent” place to work.



## RECREATE

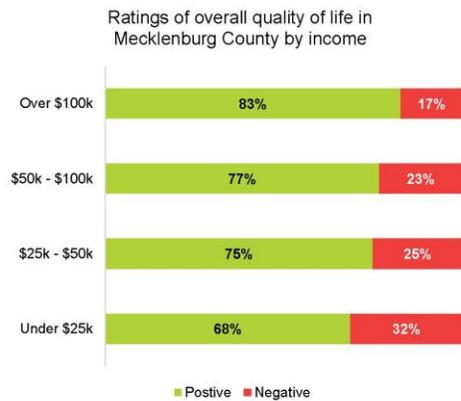
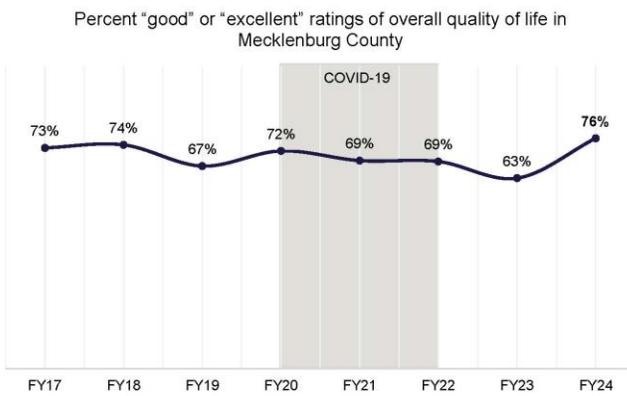
Overall, most residents feel Mecklenburg is a “good” or “great” place to recreate, regardless of number of children in the household, age, or gender.



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## Quality of Life

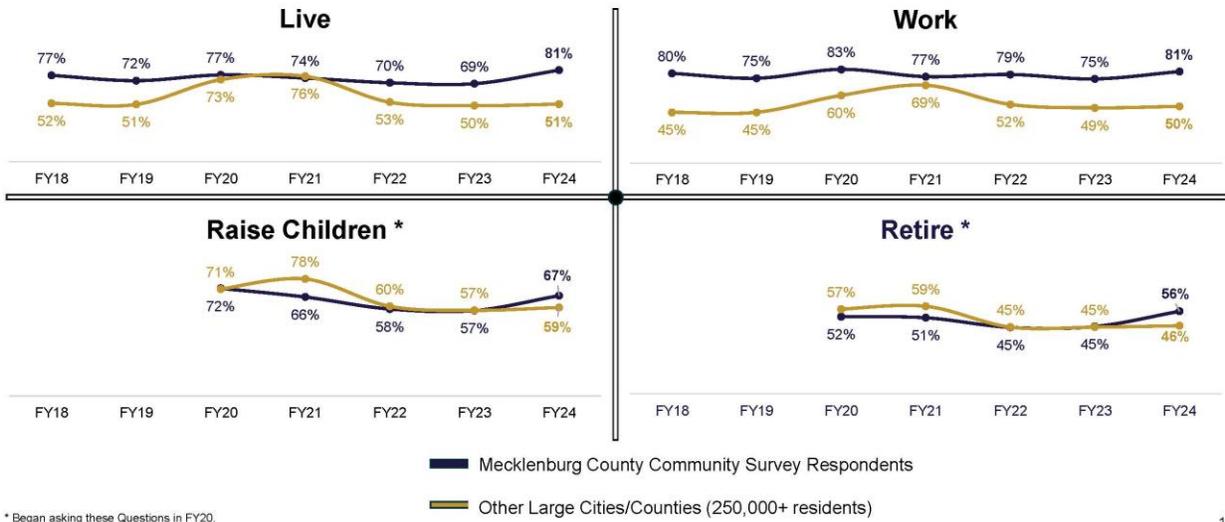
As income increases, so do positive ratings of the overall quality of life in Mecklenburg County.



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# Benchmark Comparisons

Mecklenburg County as a Community to...

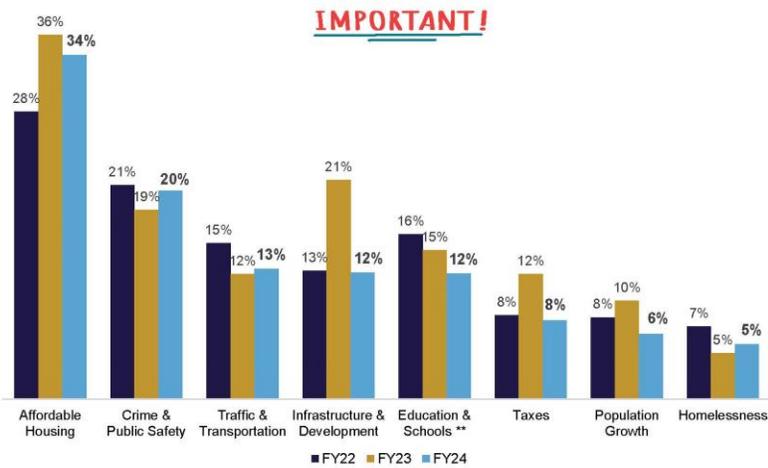


**Most Important  
Community Issue(s)  
in 2024**



**Meeting Minutes  
December 10, 2024**

**In your opinion, what is the Most Important Community Issue facing Mecklenburg County? \***



**IMPORTANT!**

Issue	FY23 Rank	FY24 Rank
Affordable Housing	1	1
Crime and Public Safety	3	2
Traffic and Transportation	7	3
Infrastructure and Development	2	4
Education & Schools	4	5
Taxes	6	6
Population Growth	8	7
Homelessness	13	8

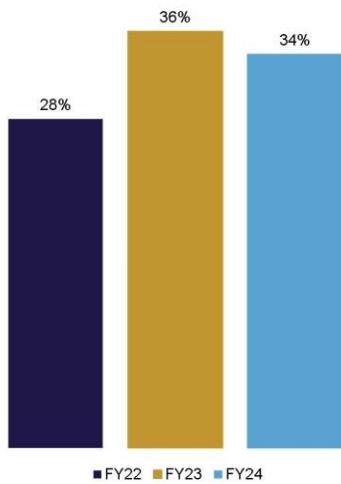
\*Percentages reflect the percent of respondents that mentioned each issue. Respondents may have mentioned more than one "most important issue." Results are rounded to the nearest whole number. Some charts that display the same number may not be the same height.

\*\*Education and Schools is not specifically about Charlotte-Mecklenburg Schools. This theme includes comments about public schools generally, early childhood education, and teacher pay.

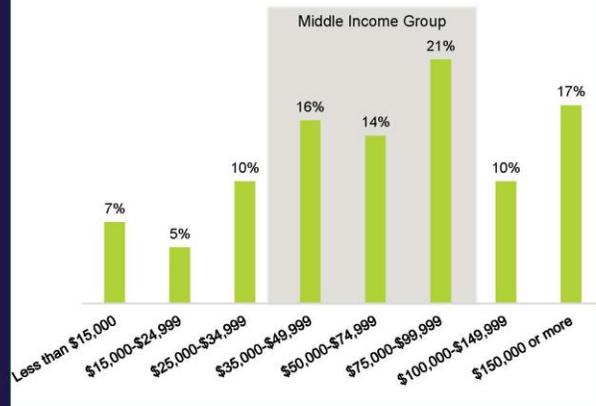
Data Source: 2022-2024 Mecklenburg County Community Surveys, open-ended question, no pre-selected options.

**Affordable Housing...**

...as the "Most Important Issue"



...by Respondent's Household Income Category



## Resident Perceptions of Renting vs Buying in Mecklenburg County by Household Income



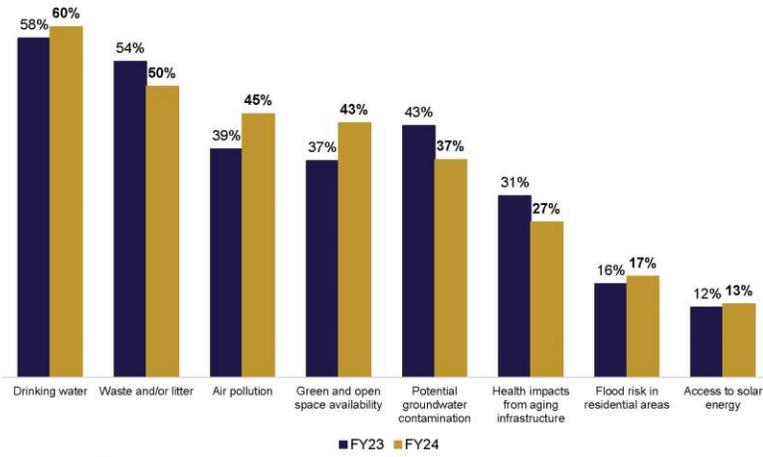
Data Source:  
 1) State of Housing 2023 Report- Charlotte, UNCC Childress Klein Center for Real Estate

**Most Important Environmental Issue(s)**



**Meeting Minutes  
December 10, 2024**

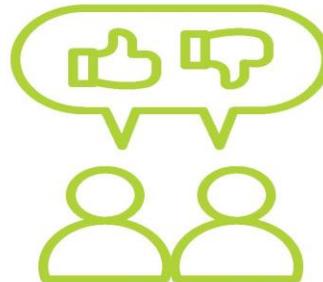
**Which Environmental Issues Should Receive the Most Emphasis from County Leaders?**



Issue	FY23 Rank	FY24 Rank
Drinking water	1	1 —
Waste and/or litter	2	2 —
Air pollution	4	3 ↑
Green and open space availability	5	4 ↑
Potential groundwater contamination	3	5 ↓
Health impacts from aging infrastructure	6	6 —
Flood risk in residential areas	7	7 —
Access to solar energy	8	8 —

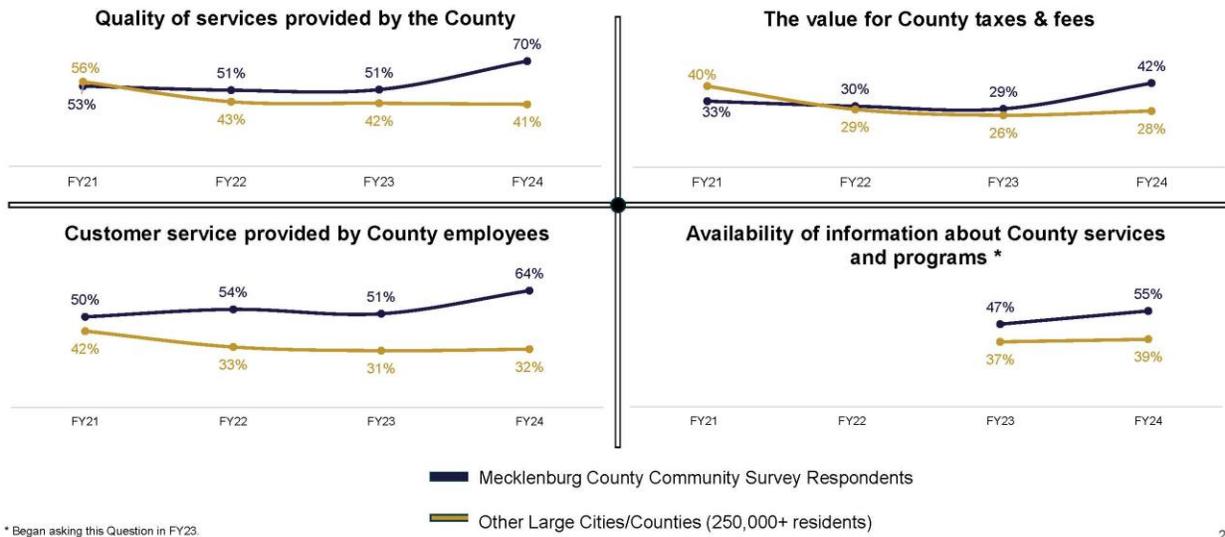
Data Source: 2023-2024 Mecklenburg County Community Surveys, "top three choices" with pre-defined selections.

**General Resident Perceptions**

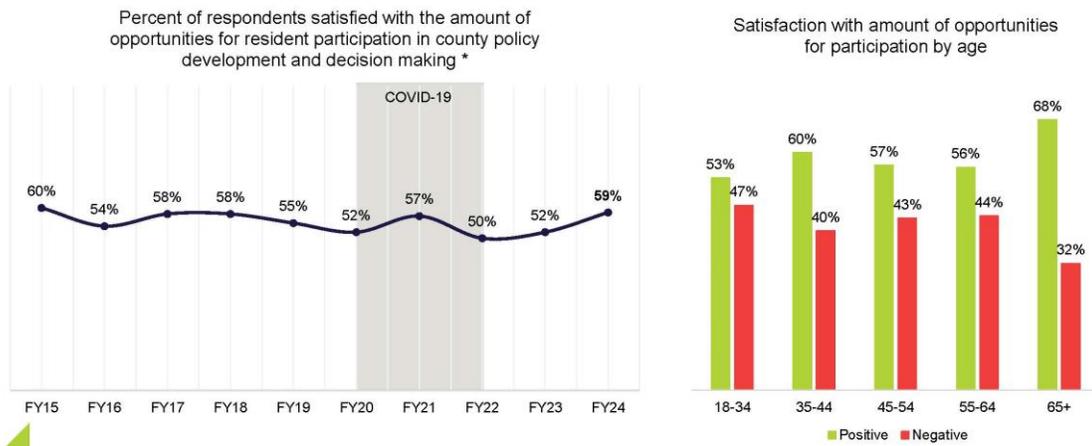


# Benchmark Comparisons

## Perceptions of Services:



# Opportunities for resident participation

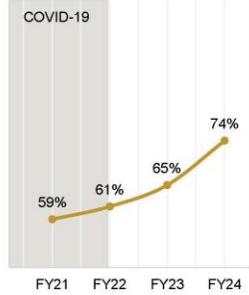
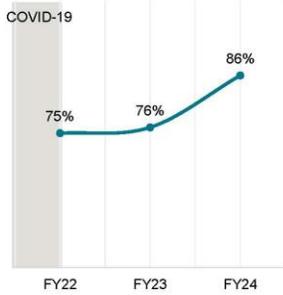


\* Satisfaction measured as the percent of residents who "strongly agreed" or "agreed" with the following question: "I am satisfied with the amount of opportunities for resident participation in county policy development and decision making".

## Inclusiveness

Mecklenburg County honors the identity of individuals and treats them with dignity and respect.

Mecklenburg County services and programs are racially equitable.



Charlotte Pride 2022; flickr.com/people/mecklenburgcounty

## Trust

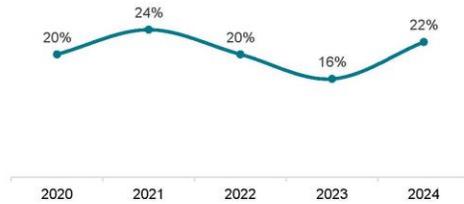
Mecklenburg Community Survey

**65%**

of residents “strongly agree” or “agree” to the statement, “I trust Mecklenburg County Government when it comes to handling local problems.”

National Research

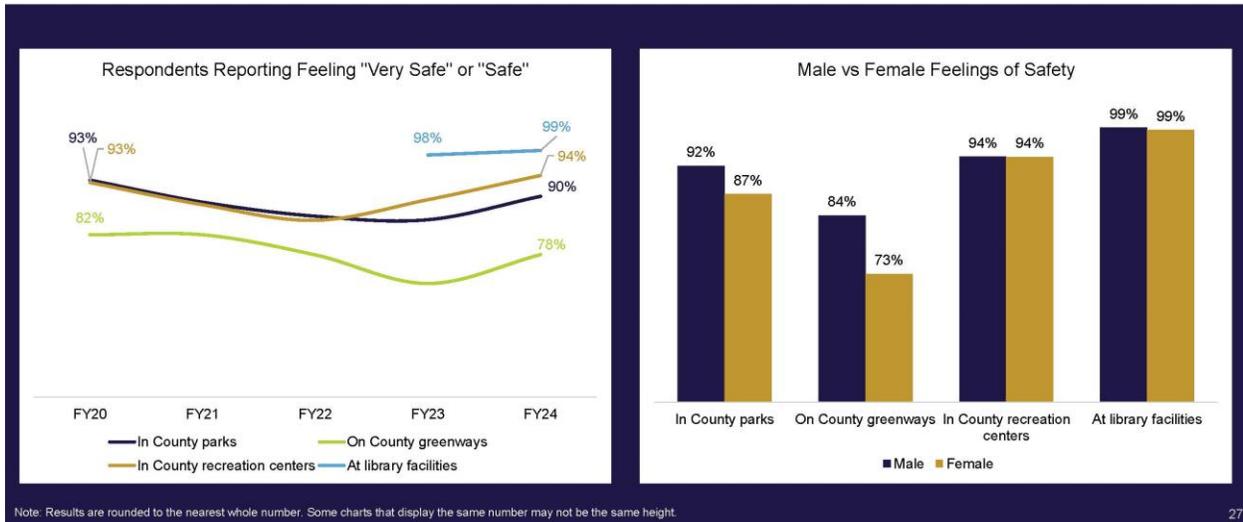
Percent who say they trust government to do what is right just about always/most of the time\*



Source: Pew Research, “Public Trust in Government: 1958-2024”  
\*Chart shows percent who say they trust government to do what is right just about always/most of the time based on individual polls. Years in this chart are calendar years.

## Feelings of Safety at County Locations

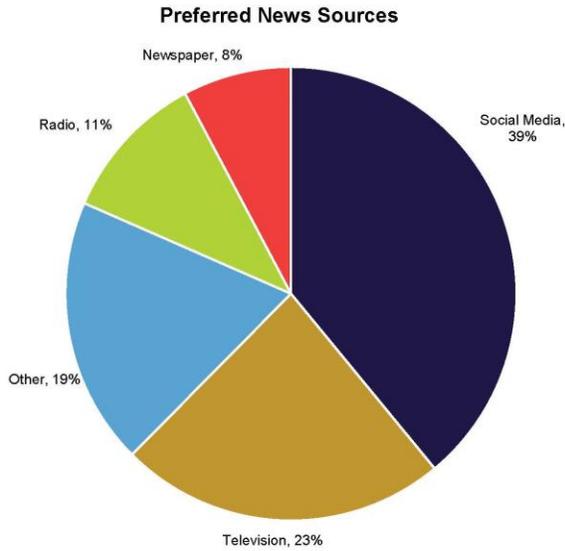
Feelings of safety have reversed from the declines of the past few years, but greenways still lag behind...



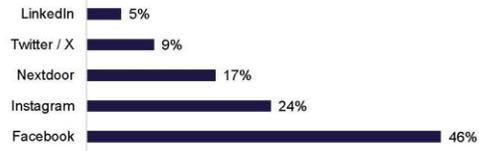
### Perceptions of County Communication



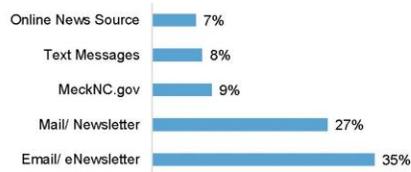
# “What is your preferred source of receiving Mecklenburg County News?”



Breakdown of social media as a preferred source \*

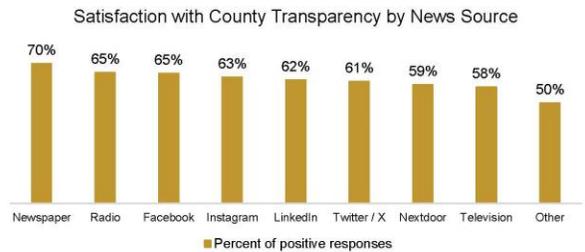
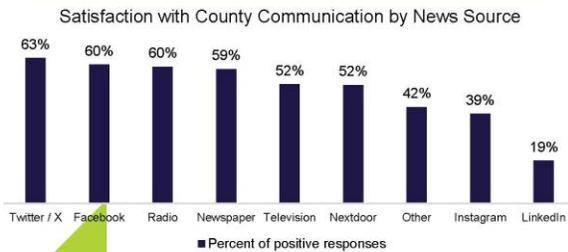
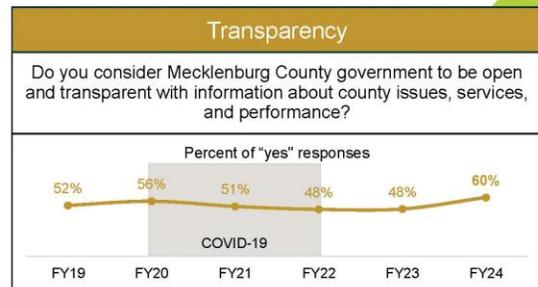
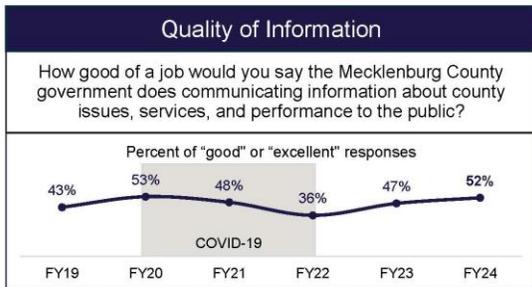


Preferred "Other" news sources \*\*



\* Results are rounded to the nearest whole number, causing the sum of the charts to exceed 100%.  
\*\* "Other" news sources below a 5% response rate are excluded.

## Communication and Transparency



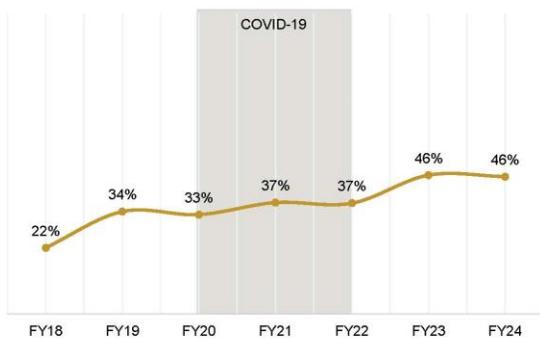
## Program Awareness



## Public Health Programs

### PrEP Awareness

Percent of "yes" responses to the question: "Are you aware of a prevention method called PrEP, which is a pill taken to help prevent the spread of HIV?"



Note: PrEP, "Pre-Exposure Prophylaxis."

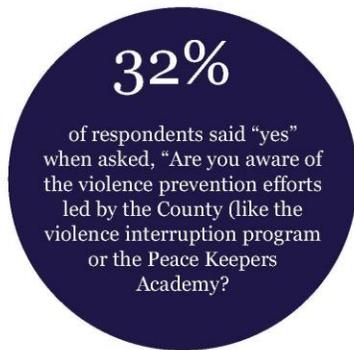
### STD Testing Service Awareness

60%

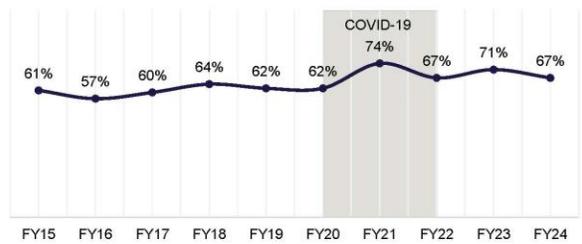
of respondents said "yes" when asked, "Did you know the County offers HIV and other sexually transmitted disease testing (including syphilis)?"

## Public Health Programs

Immunization awareness has remained high while family planning services awareness stayed at around 40% for the past 2 years.



Percent of “yes” responses to the question: Did you know the County provides children with immunizations against vaccine-preventable diseases (e.g., polio, measles)?



Percent of “yes” responses to the question: Did you know the County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)?



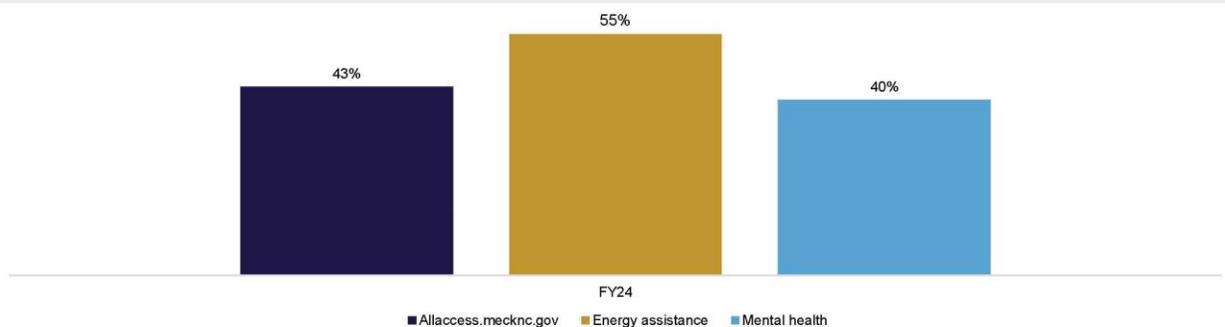
## Social Services Program Awareness

Did you know that the County has/provides.....

A website (allaccess.mecknc.gov) for residents to apply for federal and state benefit programs? \*

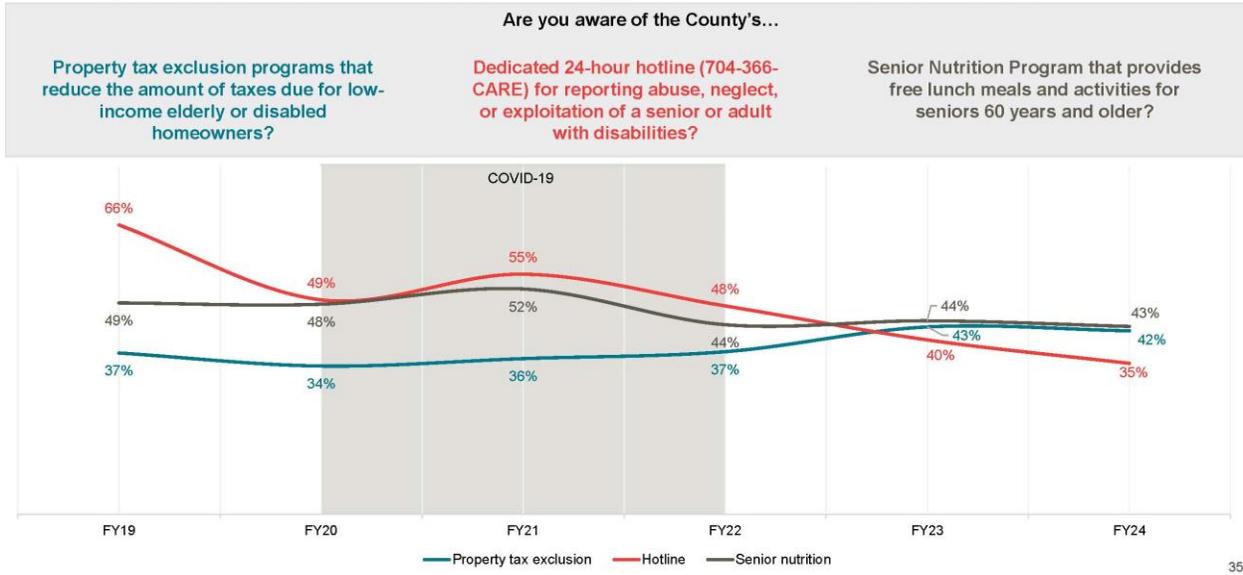
Energy assistance through the CIP and LIEAP to assist with heating or cooling crises? \*\*

Low cost and no cost mental health and substance use-related services to residents? \*\*\*



\* Question wording changed significantly from FY22 to FY23. Previously was "Did you know the County has launched a new mobile application (allaccess.mecknc.gov) for submission of documents through a computer or smartphone to apply for federal and state benefit programs such as Energy Assistance, Food and Nutrition Services, or Medicaid?"  
 \*\* Question new as of FY24. CIP- Crisis Intervention Program. LIEAP- Low Income Energy Assistance Program.  
 \*\*\* Question wording changed significantly from FY23 to FY24. Previously was "Are you aware that the County launched the MeckHope initiative to provide residents with low cost and no cost mental health and drug/alcohol-related services?"

## Social Services Program Awareness



## Recommendations



## Recommendations

### Affordable Housing

- Continue to offer affordable housing programs and services to further meet the needs of County residents and families.
- Advocate at the state and federal level for an extension of rental subsidies to individuals up to 80% AMI and for an expansion of the existing subsidies that can be provided.
- Explore strategies to increase market access for middle-income earning households.

### Traffic & Transportation

- Partner with the Charlotte Area Transportation System and North Carolina Department of Transportation to find ways to alleviate current traffic and to plan for future transportation infrastructure.
- Explore how multi-modal transportation options could transform how residents travel within the County through the consideration of Senate Bill 643/H582- "Transportation for the Future Act".

### Workforce Development

- Continue to explore strategic initiatives to bridge knowledge and/or skill gaps and provide opportunities to connect individuals to career pathways.



## 2024 Mecklenburg County Community Survey

Presented to the Mecklenburg Board of County Commissioners  
December 10, 2024

Michael Griswold, MPA  
Strategy & Innovation, Deputy Director  
County Manager's Office



### Comments

Commissioner Meier thanked the presenter and his team. She asked if there were any open-ended questions. *Mr. Griswold said yes, but there were fewer than closed-ended questions.*

Commissioner Meier said it was interesting how education had dropped. She asked if the large cities were specifically in North Carolina. *Mr. Griswold said no, it was national.*

Commissioner Rodriguez-McDowell said they had good responses on page 7/8, but they struggled to capture responses in the past from lower income brackets. She said it seemed like the "less than high school graduates" were fewer of the respondents. *Mr. Griswold said age and income were somewhat consistent with the previous year, and they would work with the vendor. He said income and age would vary from year to year.* She thanked them and said it was a great report.

## Meeting Minutes December 10, 2024

Commissioner Townsend-Ingram thanked the staff and presenter and said one of her priorities was communicating county services to the community better. She asked how the surveys were being presented to people and said she was concerned with the digital divide. She said the ones it impacted were not being surveyed. She asked if they were leaving out an entire group of people and said how the question was phrased would determine the response as opposed to why they felt that way. She said she wanted to see equity in how they were getting the survey out so they could get an honest response, and asked if it was skewed. *Mr. Griswold said their vendor selected random households and would mail it to them. He said if they didn't receive it back, they would also try to contact over the phone to complete it or online if they preferred. He said with the distinction of towns/cities, they included a cover sheet that provided an explanation.*

Commissioner Griffin asked if it reflected Mecklenburg County's population at large, regarding slides 6-8. He asked if it would be better to have comparisons of counties to Mecklenburg's population. He asked why, on slides 16-20, they segregated the environmental issues as opposed to community issues being discretionary issues. He said he wasn't sure what they referred to when they mentioned racially equitable and asked how they interpreted that question. He said his final recommendation would be to put workforce development at the top as the current program was fractured with no alignment, and they would benefit as a community if they could afford to buy houses. He said they needed to figure out how to get people in a position to afford living. *Mr. Griswold said there were future opportunities, but the largest group available was the 250,000. He said they asked what their most important issue was but also asked what some of their environmental issues were.*

Commissioner Powell thanked the presenter and asked to see the coversheet listing the differences between counties, towns, and cities. She agreed that if they spent every county dollar on affordable housing, it would still not be enough. She said there were departments that needed more and asked how they could begin to tackle some of those that were outside of their lane.

Commissioner Leaker thanked the presenter and asked how they communicated with the public. She said they should say how would it impact the change/changes in Mecklenburg County and suggested they had a town hall meeting to share the information and follow it up with the survey.

Commissioner Dunlap said workforce development was fractured and everyone wanted to be responsible for it but not in charge. He said he advocated for it, but the County didn't focus on it. He said there was an organization called Charlotte Works that focused on it. He said overall, it was a good report and the kind of concern they needed to address was where they got the information. He said there weren't a lot of large counties doing this, so it was difficult to compare Mecklenburg County to others. He said he wasn't happy with homelessness being the 8<sup>th</sup> most important thing out of 8 issues, and they needed to focus on it, but the community wasn't interested. He said it was their responsibility to focus on the issue.

Commissioner Altman said there was so much positive information, and the data highlighted the fact that the numbers for those with low income were not good. She said they needed to be smart and suggested creating 10 metrics they would like to focus on.

Chair Jerrell thanked the presenter and said the real question was how they were going to use the information and what their response would be. He said the upward trend was the result of focus. He said he would like to see a clearer picture of where the community was at so that when they went into the retreat, they understood what the community was saying.

Motion was made by Commissioner Altman, seconded by Commissioner Powell, and carried 8-1, with Commissioners Griffin, Dunlap, Townsend-Ingram, Rodriguez-McDowell, Meier, and Chair Jerrell voting yes and Commissioner Leake voting no to extend the meeting 30 minutes.

**Meeting Minutes**  
**December 10, 2024**

**24-0699**

**COMMISSIONER REPORTS**

Commissioners shared information of their choosing within the guidelines as established by the Board, which included, but not limited to, past and/or upcoming events.

**ADJOURNMENT**

With no further business to come before the Board, Chair Jerrell declared the meeting adjourned at 5:06 p.m.



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Arlissa Eason, Deputy Clerk to the Board



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Mark Jerrell, Chair