

Who do I reach out to if I have a question or concern about:	Name	Title	Email	Phone#	Comments
Sidewalks	Stephen Bolt	Street Superintendent	sbolt@charlottenc.gov		The Charlotte Department of Transportation (CDOT) inspects sidewalks and will repair unsafe conditions to sidewalks at the City's expense.
Sidewalk Repair Form			<a href="https://servicerequest.charlottenc.gov/service/SIDEWALKRPR">https://servicerequest.charlottenc.gov/service/SIDEWALKRPR</a>		Report a sidewalk repair
Streets (city-owned)	Stephen Bolt	Street Superintendent	sbolt@charlottenc.gov		CDOT's Street Maintenance Division is committed to ensuring Charlotte streets, drainage structures and sidewalks are in safe condition.
Pothole Repair Form (city-owned)			<a href="https://servicerequest.charlottenc.gov/service/POTHOLERPR">https://servicerequest.charlottenc.gov/service/POTHOLERPR</a>		Report a street repair
Charlotte City Streets Data Set			<a href="https://data.charlottenc.gov/datasets/charlotte:city-maintained-streets-2/about">https://data.charlottenc.gov/datasets/charlotte:city-maintained-streets-2/about</a>		Used to identify city and state maintained streets within the City of Charlotte. Annually, the State Street-Aid Program (Powell Bill) allocates monies to incorporated municipalities who maintains their own streets (GS 136-41.1 thru 136-41.3). Funding for this program comes from a 1-3/4 cent tax per gallon of motor fuel. The amount distributed to each municipality is a factor of population and mileage of publicly maintained streets. Allocations are usually disbursed on or before October 1. Powell Bill funds shall be expended only for the purposes of maintaining, repairing, constructing, reconstructing or widening of local streets that are the responsibility of the municipality.
NCDOT Public Street Information Database (HB620)			<a href="https://connect.ncdot.gov/resources/gis/Pages/Database-Map-HB620.aspx#:~:text=The%20NCDOT%20Public%20Street%20Information,Interstates">https://connect.ncdot.gov/resources/gis/Pages/Database-Map-HB620.aspx#:~:text=The%20NCDOT%20Public%20Street%20Information,Interstates</a>		State-maintained roads are marked with an SR number.
Street Lights	Candace Igne	Residential Street Lighting Coordinator	cinge@charlottenc.gov		Residential streetlights, whether individual or for a whole subdivision, are installed by request within the city limits. CDOT works closely with Duke Energy to create a design for streetlights, whether the request is for an individual light or neighborhood lighting. To start the process, please call the CharMeck Call Center at 311. Once Duke Energy provides a design, CDOT will notify property owners within a defined impact area and allow for a 30-day appeal period.
Land Development	Jake Carpenter	Land Development Services Manager	Jacob.Carpenter@charlottenc.gov	tel:9802215675	CDOT implements City Council-adopted plans and policies in a way that integrates transportation and land use planning, provides transportation mode choice, and promotes quality urban design and good access management. CDOT's Land Development section accomplishes this through rezoning petition review and permit processing through the CLT Development Center.
Traffic Studies	Drew Ritter	Traffic Impact Studies and Developer Signal Improvements	Andrew.Ritter@charlottenc.gov	tel:7046178645	
Greenways			ParkAndRec@MeckNC.gov	tel:980-314-1000	Mecklenburg County Greenway System
Greenways Maintenance Request Form			<a href="https://mecklenburgcounty.co1.qualtrics.com/jfe/form/SV_7X3d7S1pSIZDV8F">https://mecklenburgcounty.co1.qualtrics.com/jfe/form/SV_7X3d7S1pSIZDV8F</a>		
Greenways Customer Feedback Form			<a href="https://mecklenburgcounty.co1.qualtrics.com/jfe/form/SV_4MikidKkCd6tim1">https://mecklenburgcounty.co1.qualtrics.com/jfe/form/SV_4MikidKkCd6tim1</a>		
Bike Lanes	Dave Campbell	Bicycle Program Manager	Dave.Campbell@charlottenc.gov	(980) 748-1739	



Rail Trail Bridge	Mackenzie Nowacki, P.E.	Senior Engineering Project Manager	mackenzie.nowacki@charlottenc.gov	tel:7046146155	NCDOT's independent structural review firm sent comments to the project team and the consultant team is addressing their comments and preparing the 100% design plan submittal. The documents must be reviewed by NCDOT to obtain construction authorization. The bid phase is expected to start later this year, with construction starting in mid-2024 and taking about three years.
Busses (CATS)			<a href="https://www.charlottenc.gov/CATS/Bus/Bus-Routes-and-Schedules">https://www.charlottenc.gov/CATS/Bus/Bus-Routes-and-Schedules</a>	tel:7043367433	CATS is the largest transit system between Atlanta and Washington, D.C., with 69 local, express and regional bus routes, the LYNX Blue Line, CityLYNX Gold Line, vanpools and paratransit. The system operates daily, delivering residents to jobs, medical appointments, school, entertainment and other destinations.
Light Rail (CATS)	Kelly Goforth	Chief Development Officer	kelly.goforth@charlottenc.gov		spearheads critical projects including the Red Line, Silver Line and Gold Line, each representing significant milestones in our journey towards enhanced connectivity.
CATS	Jason Lawrence	Chief Transit Planning Officer	jason.lawrence@charlottenc.gov		Jason advocates for service designs and innovations that prioritize the needs and preferences of our riders, ensuring their voices are not only heard but also reflected in the services we provide.
CATS	Brent Cagle	Interim Chief Executive Officer (December 2023)	brent.cagle@charlottenc.gov		
Metropolitan Transit Commission (MTC) (under CATS)	The Metropolitan Transit Commission (MTC) is the policy board for the Charlotte Area Transit System and has responsibility for reviewing and recommending all long-range public transportation plans.	Meetings are scheduled to occur every fourth Wednesday of the month from 5:30 to 7:30 p.m.	<a href="https://www.charlottenc.gov/CATS/Get-to-Know-CATS/Boards-and-Committees/Metropolitan-Transit-Commission-MTC">https://www.charlottenc.gov/CATS/Get-to-Know-CATS/Boards-and-Committees/Metropolitan-Transit-Commission-MTC</a>	Anyone wishing to address the MTC during Public Comment must sign up by calling 704-353-1794 by 12:00 pm- meeting day.	The MTC is composed of voting members from the cities and towns located in Mecklenburg County and non-voting members from the surrounding counties to ensure regional involvement. The voting members include the Mayors of Charlotte, Cornelius, Davidson, Huntersville, Matthews, Mint Hill and Pineville, the Chairman of the Board of Mecklenburg County Commissioners and the regional representative from the North Carolina Board of Transportation. The MTC also includes five non-voting members representing local governments outside Mecklenburg County to ensure regional involvement including from the South Carolina Department of Transportation. The MTC is staffed by the City of Charlotte Public Transit Department.
Transit Services Advisory Committee (TSAC) (under CATS)	The TSAC focuses on day-to-day operations of the transit service to ensure that it meets the needs of the community.	TSAC meetings occur every second Thursday of the month from 4:00 p.m. to 5:30 p.m in room CH-14 of the Charlotte-Mecklenburg Government center.	<a href="https://www.charlottenc.gov/CATS/Get-to-Know-CATS/Boards-and-Committees/Transit-Services-Advisory-Committee-TSAC">https://www.charlottenc.gov/CATS/Get-to-Know-CATS/Boards-and-Committees/Transit-Services-Advisory-Committee-TSAC</a>	To speak during the public comment period, please sign up at the start of the meeting. CATS staff will be able to help you locate the signup sheet.	The Transit Services Advisory Committee reviews, makes recommendations and provides input into short-range transit operations.
Citizens Transit Advisory Group (CTAG) (under CATS)	The Citizens Transit Advisory Group is an advisory committee that reviews the long-range transit system planning and proposed operating and capital programs from the community's perspective, and makes recommendations to the MTC.	CTAG meetings usually occur the third Tuesday of every month from 7:30 a.m. to 9:00 a.m. virtually or in the Charlotte Mecklenburg Government Center (CMGC), 600 E. 4th Street, in room CH-14. These meetings are open to the public.	<a href="https://www.charlottenc.gov/CATS/Get-to-Know-CATS/Boards-and-Committees/Citizens-Transit-Advisory-Group-CTAG">https://www.charlottenc.gov/CATS/Get-to-Know-CATS/Boards-and-Committees/Citizens-Transit-Advisory-Group-CTAG</a>	Anyone wishing to address the CTAG during Public Comment must sign up by calling 704-353-1794 by 3:00 pm the day before the scheduled meeting.	