



Charlotte City Council
COMMUNITY SAFETY COMMITTEE
Meeting Summary for March 17, 2014

COMMITTEE AGENDA TOPICS

- I. Subject:** **Digital Dispatch**
Action: None
- II. Subject:** **FY15 Draft Focus Area Plan**
Action: Unanimously approved the Focus Area Plan
- III. Subject:** **Next Meeting**
Thursday, April 10, 2014 at noon in Room 280

COMMITTEE INFORMATION

Present: Claire Fallon, Michael Barnes, Alvin Austin, Greg Phipps and Kenny Smith
Time: 3:30 pm – 4:30 pm

ATTACHMENTS

1. Agenda Package

DISCUSSION HIGHLIGHTS

Chairman Fallon called the meeting to order and asked everyone in the room to introduce themselves. She then turned it over to Assistant City Manager Eric Campbell.

I. Digital Dispatch

Mr. Campbell said the first thing on the agenda is a continuation of our Digital Dispatch discussion. We had two meetings where staff has outlined some of the issues around Digital Dispatch and the General Statute. Thomas Power's from the City Attorney's office will read through the memo outlining the current state of what we can and can't do. At the conclusion, I

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will ask the Committee for their comments and directions for staff at this point.

Mr. Powers read through the “Passenger Vehicle for Hire (PVH) Data and Legal Analysis of NC General Statute” memo (copy attached) Mr. Powers discussed the authority to regulate the typical PVH companies, but cannot regulate the digital dispatch services. The policy question exists on how you want to look at this situation as to enforcement with the traditional versus the more internet based companies. A risk, if Council decided to regulate, is there is a possibility that an internet company could sue us. Mr. Powers went on to talk about the vehicles and that Council has the authority to regulate the vehicles as well as the drivers. Lastly Mr. Powers discussed the operations regarding rate/fares, minimum wait time and prearranged destinations.

(Councilmember Austin arrives)

Mr. Powers moved on to the second portion of the memo regarding PVH data/citations that the Committee requested during the last Committee meeting. The memo breakdown shows the number of denials and revocations.

Barnes: So, Mr. Powers, there were 78 denials. Did all 78 drivers appealed?

Powers: Yes.

Barnes: So, ten were not successful in their appeal; 68 drivers got the PVH Board to reverse the initial denial and then we get a breakdown of the carnage that followed. Let’s talk about that. It seems that someone was right from the very beginning in denying the 78 if you have 32 people with habitual traffic law violations, prostitution issues, DWI charges, all kinds of stuff, 17 felonies, so my point is we were right the first time; what breaks apart in the appeal process? If someone back there needs to answer that is fine but whatever that appellate authority is needs to explain to us why they reversed themselves.

Powers: Tracy Evans is the PVH Attorney, so she can give you the process of when they make the decision as to denials, and I can then give you the input from the Board perspective.

Evans: Quick clarification; there were 78 drivers that had a hearing, not that were denied, so there are many more that did not appeal and did not go through the process. I should say 78 drivers were denied and had a hearing in front of the PVH Board. Of those 78 where you see the breakdown in Section B, most of these are discretionary of the PVH Manager, so in the PVH Ordinance it says that they may be denied.

Barnes: Who is the Board?

Evans: The Board is 11 members.

Powers: To the Board’s decision, what happens is that there is an appeal that is discretionary or mandatory in the ordinance. When they come before the PVH Board, they are taking evidence from the actual driver as well as the Manager’s Office, evaluating the credibility of the individual and determining whether the offenses are recent or egregious enough to actually uphold the

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actual decision. I can't give you all the facts and circumstances regarding each probation permit, but what the Board does is look at the evidence presented, the actual age in which the accidents have occurred, whether or not the person has indicated any kind of factor that there is remorse or willingness to actually change their behavior, and it also looks at whether or not this individual's record poses a concern for public safety. The Board does look at all of that in making its decision. I would also put out a small caveat that individuals that are sometimes on probation then have their permits automatically revoked because of a subsequent violation that they undertake. Sometimes when people are placed on probation, they have to attend a certain number of meetings or have to avoid getting a traffic violation and immediately upon them doing that during their probation period, the permit is automatically yanked at the time of the occurrence, and they are not allowed to reapply for a certain number of years after that.

Barnes: There were 78 drivers who were denied and they had a hearing; ten of those were not successful in their appeal, so they went away, and we are left with 68. Of that 68, 11 violated conditions placed on their permits and were further restricted from driving. So that leaves us with 57?

Powers: Yes.

Barnes: Explain to me what happened to those 57.

Evans: They are currently permitted drivers.

Barnes: Okay, and they are the people who fall under 1B?

Evans: Yes.

Barnes: So, you have a mixture of habitual felons, habitual criminals, and DWI defendants?

Powers: We can't say exactly where all the 57 would be, but yes.

Barnes: Since the last meeting, I have wanted you to bring back something that would show essentially what we are doing, what we can do, what we are not doing, what the taxi industry is forced to do and figure out how to kind of get that all to mesh. I had hoped to kind of see where we are nationally, where North Carolina is currently, and where we may want to go so we can make recommendations to the full Council and move this matter away from the Committee or we're going to be sitting here in 2015 dealing with this.

Campbell: The issue that we worked on for this memo was the current state of what we can do now because we have a prohibition that prevents us from implementing the information that was on that slide that we talked about last month because that applied to digital dispatch companies. What we've brought to you at this meeting, this is what we currently can do under the current state. If that prohibition was removed from the state level then we could begin to talk about implementing those other requirements of the digital dispatch companies, but right now we cannot do that because of the prohibition.

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Barnes: For clarity sake though, are you not saying that we do have the authority to regulate the drivers for digital dispatch services?

Powers: Yes, you do have that authority.

Barnes: And we have the ability to put into place regulations regarding the age of the vehicles and criminal background checks on the owners of the vehicles?

Powers: Yes.

Barnes: The question is whether you are going to be recommending that we attempt to implement the things that you say we have no authority to do because a lot of it gets to the heart of what we were talking about regarding fairness and public safety and what the taxi industry was talking about in terms of bringing some parody to the industry.

Campbell: If the Committee desires us to go forward based on what we tell you today we can bring back an amended ordinance for you that would outline what we can and can't do in current state; if the Committee directs us to do that.

Fallon: What are habitual traffic laws?

Evans: Habitual traffic section in the ordinance provides that there are 6 or more traffic violations within in the last 10 years. PVH Office has a policy that they will deny anyone, even though it is discretionary in the ordinance, with 6 or more violations within that 10-year period. Most of the time they go to the Board and the Board does not necessarily uphold that denial.

Fallon: Are we allowed to use that on digital?

Powers: You mean individual driving?

Fallon: Yes.

Powers: I would say you have the authority to do that; again because any driver that is working in the PVH system with a digital dispatching company or for the traditional industry would be subject to our traffic laws.

Barnes: I would like to see a follow-up report on 57 we talked about a minute ago.

Powers: In regards to the 57, we can look at it and get you a report on it. I can't tell you right now looking at the breakdown which one of these 6 categories would have how many per category. We will get you a full report on that information.

Fallon: You can drive a cab with a felony?

Powers: Yes.

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Fallon: Like for instance what?

Evans: Any felony. There are 6 felonies in the ordinance that shall be denied by the PVH Office and those felonies are murder, voluntary manslaughter, involuntary manslaughter, death by vehicle, felonious assault or battery, robbery, rape or habitual drug offenses. Those are the only 6 that allow the PVH Office to automatically deny; any other felony is a “may” deny and is discretionary. However, the PVH Office has taken the position that they would deny for any felony and they may go to the Board and appeal decision.

Smith: Crimes that may not rise to felony but theft and other type issues where does that fall within this?

Powers: We do have the ability for habitual crimes that are committed that, if they happen to have a lot of, we could still look at that but necessarily one or two thefts.

Barnes: What I am urging the PVH Board to do and asking Ms. Evans and Mr. Powers to assist them in the process, and the Manager, is to say to the PVH Board that they should take some lessons from the 78 that we talked about earlier. If there is some particular fact that exists with respect to those people in terms of who the folks were and ultimately why they are being kicked out after an appeal, they should take a lesson from that and avoid giving them a permit to begin with. Does that make sense?

Powers: Yes.

Barnes: I'd like to make a motion that we direct staff to provide us with a recommendation regarding the Council's ability to regulate digital dispatch service companies; to have staff make recommendations to us regarding all the areas where we have the authority to regulate, and that will include requiring criminal background checks and limiting the age of vehicles for digital dispatch companies and also provide a recommendation from staff regarding regulating the drivers of digital dispatch services, i.e. the minimum ages of drivers and requiring criminal background checks on drivers; it would also have staff recommending a maximum fares. I would also like to provide the legislator and his colleagues and the rest of us with a chart that talks about where we are and the concerns we have regarding the public safety issues with respect to digital dispatch services. It would contain these areas where we do have some authority to act and the things we might like to see like dealing with ages of vehicles and ages of the drivers and the insurance piece that we talked about the last time. Talk about those national standards that we analyzed last meeting and present that to the full Council as well as to our Legislative officials to have them simply appreciate the facts as applied to on the status of the taxi industry, both the digital dispatch industry, the way things are in Charlotte right now and in North Carolina and what we hope the future might look like. My hope is the State might say you guys have this authority and we're not going to do anything about it. My concern is, if we pass something locally as an ordinance, Raleigh hears about it and says okay we actually did intend to do all those things so in the short session we are going to pass a bill to amend 160A-304 to stop you from doing all the things that you are thinking about doing.

Fallon: I think what you are trying to avoid is them revising all over our revision.

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(Councilmember Phipps arrived at 4:05 p.m.)

Barnes: And they could do that now.

Smith: I'd like the motion to state to have staff come back to us. I am uncomfortable on the maximum rate side and I just want to throw that out there. I do think there are some services provided where you have engaged participants, and they are willing to pay a little bit more for that service, and I don't think it should be capped.

Barnes: One counter point; here is what I would be concerned about. As I understand it right now, taxis have to pick up whoever calls. Say an old man calls from Council member Phipps's district and says I need a ride. A taxi has to go up there and pick up the person, etc. Someone uses one of the apps, and they decide a price surge right after a Panthers' game or Hornets' game or a Knights' game, and the rate triples, and they get an opportunity to take advantage of that increase in the fare and, if the old man who called or used the app for Uber or any company, he would have had the same opportunity because they would have rejected his pick-up and picked up the surge fare guy. All we talked about was just finding parody and equilibrium for the system.

Uber Rep: Our surge pricing policy is extremely transparent; you actually cannot go in and get a ride unless you are aware that we are actively surging, so when we are surging, you go through what we call a sobriety check. We are surging above two times an amount; we actually have to type that in any multiplier that we have. On top of that, you also have the option to be notified when the surge comes back down. It is called surge dropping; we just implemented that.

Fallon: So you texted them when they texted you?

Uber Rep: If a user is interested in taking a ride during one of our busier times at night and there is surge involved, they would say hey, they are surging right now, and it is going to cost you a multiplier on your fare. You can actually go into the app and get a fare quote. In addition to that, if you want to be notified when the price came back down, that option exists as well and we notify immediately.

Austin: That is just for Uber. Does Lyft do the same thing?

Powers: What I understand from our research with staff in regards to LYFT is they don't call it a price surge, they call it something else, but also theirs is similar in that, when you go into the app, you are notified of an actual price surge before you actually can confirm the actual ride request. The instances where price surging has taken place, from our research, have been times with natural disaster, rush hour morning and afternoon as well as any large gathering of an event, such as if you are at Panthers' Stadium during a game, the future Hornets' Arena and the Knights' Stadium as well, that would be something where price surging would take place in that area. It doesn't mean the entire city, but it means in that area if you try to request a ride.

Uber Rep: Just to clarify a little bit; when we take down certain pricing taking effect, it is not

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something that is planned, it is market driven. If no one was requesting an Uber ride to a certain event, like the Hornets' game then there would be no surge.

Fallon: Someone want to make a motion?

Barnes: I made one. My motion was kind of garbled, I think Mr. Austin said, but what I was trying to do; but the idea was to have staff provide us with a flow chart of some sort that would detail what we have the authority to do; what the current state of the law is; what the taxi industry and the dispatch industry want to do or are doing so we can figure what the commonality and the differences are and present to the Legislature some sort of request to amend the Bill consistent with what we are finding here in Charlotte.

Campbell: At some point we still would have to amend our ordinance because of the industry changes. There are things that are just not addressed in our ordinance. Digital dispatch period is not addressed in our ordinance so Council has to define what that is and there are things that would have to be amended within the ordinance anyway. I understand your point, and we can provide you with that chart of what we would like to see, what we can currently do and what we can't do. We also may bring in a draft ordinance that will show you things you will need to have.

Fallon: Can we do that at the same time? It will be easier to understand a flow chart and then just bring us the ordinance that needs to be amended that we can either add to or take away.

Phipps: Is it still our intention to ask for an affirmative clarification from the General Assembly during the short session about what the definition of digital dispatch is?

Barnes: I'm working on all of that now.

Phipps: Are they going to come back to us with their interpretation of what digital dispatch service is in terms of what we get from the General Assembly?

Powers: We can draft a definition for digital dispatching service, but I do want to point out the caveat that whatever we draft is not based on the statute; it would be just what we have gathered based on the action of digital dispatching companies across the United States. There is some risk if we were challenged on that definition, which could be the linchpin for the entire ordinance, we could actually not be successful in court. If the Committee wants us to look at drafting a definition of digital dispatch, we can do that; that is not a problem on our end, but I want to make sure you are aware of the risk.

Fallon: Yeah, because we can add and take away from it. I think we need the draft of the amendment.

Barnes: What I'm saying is that I don't think we should define digital dispatching services because we are not the State Legislature.

Fallon: These are too open for someone to contest it.

Barnes: I'd rather ask them what they thought it meant.

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Smith: I'd be inclined to support the Mayor Pro Tem's request for a chart even if we waited another Committee meeting before any sort of official amendment. I'm less concerned about the timeliness of this and more concerned that we get it right.

Fallon: The amendment will be a draft to be added to or subtracted from, so it is not an official one yet.

Powers: If we gave you the actual amendment to the ordinance, we would also give you an amendment explaining what has been added or deleted, so you won't have to thumb through the entire 50 pages of the ordinance for PVH. You will basically get a flow chart related to Mayor Pro Tem's request and then a memo outlining what has been deleted or added per the actual statutory framework.

Smith: Thank you for the information that you tracked down on this. I appreciate that.

Barnes: As the Manager knows, we have been trying to put together some informal meetings with the dispatch service folks and some of the key taxi piece and I've thrown 4, 5 or 6 dates and none of the things work. I'm not participating in any of those meetings anymore because I've changed my calendar 6 times trying to accommodate it, and they come here, but they can't come to that meeting so I'm not participating. If you want to do it, that is fine, but I'm done trying.

No vote was taken on the motion. Staff was directed to continue working based on the conversation had.

II. FY15 Draft Focus Area Plan

Campbell: The next item on the agenda is the Focus Area Plan. We talked about this at the last meeting and also at the Council Retreat. You actually have two versions of the Focus Area Plan in your packet. The first draft is the draft that we discussed at the Retreat and the draft that you reviewed at the last Committee meeting. The second version is a version that the City Manager actually suggested some key points, and we went back and changed the narrative. We wanted to make sure that the narratives in the Focus Area Plan overlapped and integrated with the other Committee Focus Area Plans. This one is more neighborhood and community oriented rather than department oriented. If you take a look at it, it is a little shorter than the original one. The whole point with Focus Area Plans this year is that we wanted to keep them high level, goal oriented and then have the specifics of the indicators or percentages in the balance scorecard and the strategic operating plans in the departments. Staff will respond to whatever guidance you can provide us at this point.

Fallon: When you go to where it says "This will be a community where citizens are actively engaged in protecting the lives and property and citizens will have confidence in the integrity", I would change that to "Citizens will cooperate with public safety agencies to strengthen neighborhoods and reduce crime".

Barnes: That sounds like a totalitarian statement. I don't think you should say anything about

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people; I don't even like the first sentence. This will be a community where citizens are actively engaged in protecting their lives. I want people to protect their lives, but I don't think I have a right to force anybody to protect their life.

Fallon: You want to take "will" away?

Barnes: Well, what I'm saying is that part of the duty of America is you have a right to screw up; it is literally in our constitution that you have a right to go broke, the bankruptcy provision. So, what I'm saying is that, by saying that people will be actively engaged in protecting their lives and property and looking out for one another, you are creating something that America is not, in my opinion.

Austin: I think the intent, Mayor Pro Tem, is aspirational and not necessarily that I'm going to go out with my guns that I have.

Chief Monroe: We want to encourage people to work with us.

Fallon: Will be encouraged? They asked me not to use police and fire, but to say public safety.

Barnes: Be encouraged to cooperate with. Or, "This will be a community where citizens are encouraged to protect their lives and property and look out for each other".

Fallon: Right.

Austin: I was just wondering, the key indicators, are they changed or do they just stay the same every year?

Campbell: They can change based on the Committee's direction. We did not get any direction to change them this year. The department usually gives us some guidance on what they think is possible and appropriate in key indicators. In prior years, we've had statistics percentages actually listed there, but they are making an effort this year to keep it high level, aspirational, so the actual numbers would actually show up in the balance scorecard for the departments.

Phipps: I didn't see any mention of how we would look toward the use of technology because I noticed the department is becoming more technology savvy in its approach to crime prevention and detection, but I don't know if that is too granular for what we want to do here. Even in terms of public safety resources. I know we talk about recruitment and diversity, but did we say anything about wanting to keep pace with the growth and population in terms of resource balancing.

Campbell: I couldn't say it is inferred because once we put technology in, then you put something else in and then you are going to get a slippery slope of getting back to the granular side of the narrative, but if the Committee wants us to, we'll see what we can do.

Fallon: I think this is meant to be more of an overview generally.

Austin: I just want to be able to go out to my community and say what we are doing. What I'm

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trying to do as a district rep is just communicate what we are doing. I know the Chief and the Fire Chief are doing a great job; I just want to be able to say we are going to decrease the number of murders in Charlotte.

Fallon: Or, we are working on getting cameras in spots that are problems like convenience stores so that we know what is going on there.

Campbell: To the point, if you recall the presentation by Kay McCoy at the Retreat, this sets up the pattern and then from the benchmarks the departments will work up into what you have here as your indicators, so, based on what the indicators are the department will say these are the activities we have engaged in to meet these indicators. You will be able to tell your constituents that, based upon these things, and this is how we are accomplishing that.

Fallon: And in the budget, that money for the shot thing, we are working on that.

Chief Monroe: Keeping it at that high level I think brings out a good point because our philosophy is to move toward greater technology. I think saying that, not saying how, but saying that technology is something that the City Council is looking to expand to help us in our public safety initiative, I think is a great capture of the Focus Area Plan. When you start talking about improving of encouraging citizens to become ... you then have to build something within the indicators that will point to how you are going to give some semblance of how you want communities to engage.

Fallon: Can you bring this back to us with a revision?

Campbell: Actually, if it is going to be these revisions, I would ask the Committee if you could approve them as amended because I believe Council is going to be asked to approve all of the Focus Area Plans at the April 14th Business Meeting. We meet again on the 10th and the agenda will go out on the 9th. This is the last formal meeting unless the Committee wants a called meeting.

Motion was made by Council member Barnes to approve the Focus Area Plan, as amended by the Chair and the Committee. Council member Austin seconded the motion.

The vote was recorded as unanimous.

Meeting adjourned at 4:30 p.m.



COMMUNITY SAFETY COMMITTEE
Monday, March 17, 2014; 3:30 – 5:00 p.m.
Room 280

Committee Members: Claire Fallon, Chair
Michael Barnes, Vice Chair
Al Austin
Greg Phipps
Kenny Smith

Staff Resource: Eric Campbell, Assistant City Manager

AGENDA

I. Digital Dispatch

Staff Resources: Eric Campbell & Thomas Powers

The Committee will continue its discussion from the February 27, 2014 meeting regarding Passenger Vehicle for Hire and Digital Dispatch Services.

Attachment: 1. PVH Data and Legal Analysis Memo

II. FY15 Draft Focus Area Plan

Staff Resource: Eric Campbell

Staff will review the draft Community Safety Focus Area Plan and discuss the proposed changes since the last meeting.

Attachment: 2. FY15 Draft FAP

3. FY15 Draft FAP.version2

Next meeting

April 10, 2014 at 12:00 noon, Room 280

Distribution: Mayor/City Council
Bob Hagemann
Tracy Evans

Ron Carlee, City Manager
Stephanie Kelly

Executive Team
Thomas Powers



Memorandum

TO: Community Safety Committee
FROM: Eric D. Campbell, Assistant City Manager
Thomas E. Powers III, Assistant City Attorney
Tracey Evans, Assistant City Attorney - Police
DATE: March 14, 2014
RE: PVH Data and Legal Analysis of N.C. Gen. Stat. § 160A-304

I. Legal Analysis of N.C. Gen. Stat. § 160A-304

After review of N.C. General Statutes § 160A-304, the City Attorney's Office opines on the following issues:

- **Companies**
 - Council has the authority to regulate the traditional Passenger Vehicle For Hire ("PVH") companies but does not have the authority to regulate or license the "digital dispatch service" companies. N.C. Gen. Stat. § 160A-304(c)(1).
 - Council has the authority to require a criminal background check on traditional PVH companies owners but not "digital dispatch service" company owners.
- **Vehicles**
 - Council has the authority to regulate any and all PVH automobiles within the City regardless of whether the vehicle is used for a traditional PVH company or a "digital dispatch service" company.
 - Council has the authority to establish a vehicle age limit for any PVH or a "digital dispatch service" transportation.
 - Council has the authority to require a criminal background check on vehicle owners.
- **Drivers**
 - Council has the authority to regulate any and all PVH drivers regardless of whether the driver works for a traditional PVH Company or a "digital dispatch service" company.
 - Council has the authority to establish a minimum driver age for PVH or a "digital dispatch service" transportation.
 - Council has the authority to require a criminal background check.
- **Operations**
 - *Calculating Rates/Fares*: Council lacks the authority to establish a particular method or formula for the rate calculation. N.C. Gen. Stat. § 160A-304(c)(3).

- *Prearranged Rates/Fares*: Council lacks the authority to set a minimum fare for time and/or distance for prearranged transportation. N.C. Gen. Stat. § 160A-304(c)(2). However, Council could set a maximum fare for time and/or distance for prearranged transportation.
- *Minimum Wait Time*: Council lacks the authority to establish a minimum wait time between requesting prearranged transportation through a “digital dispatch service” and using the prearranged transportation through a “digital dispatch service.” N.C. Gen. Stat. § 160A-304(c)(4).
- *Prearranged Destination*: Council lacks the authority to require a final destination when requesting prearranged transportation through a “digital dispatch service.” N.C. Gen. Stat. § 160A-304(c)(5).
- *Taxi Cab “Digital Dispatch Service:”* Council lacks the authority to require or prohibit contracts between a taxi cab company and a “digital dispatch service” business.

II. Passenger Vehicle For Hire Data Since January 2012

1. Denials

- a. Seventy-eight (78) drivers have been denied by the Passenger Vehicle For Hire (“PVH”) Office pursuant to Charlotte City Code § 22-145. Each driver appealed to the PVH Board.
 - i. Ten (10) drivers were not successful in their appeal to the PVH Board.
 - ii. Sixty-eight (68) drivers got the PVH Board to reverse the initial denial by the PVH Office and had conditions placed on some of their newly issued driver’s permit.
 - 1. Eleven (11) drivers violated the conditions placed on the driver’s permit and had their driver’s permit revoked immediately.
- b. Breakdown
 - i. Eight (8) drivers denied in reference to Driving While Impaired charge.
 - ii. Thirty-two (32) drivers denied in reference to Habitual Traffic laws.
 - iii. Nine (9) drivers denied in reference to Habitual Criminal laws.
 - iv. Seventeen (17) drivers denied in reference to Felony laws.
 - v. One (1) for conduct violation in chapter 22.
 - vi. Eleven (11) for either Habitual Criminal and Felony, or Habitual Traffic and Felony.

2. Revocation

- a. Five (5) Driver’s Permits have been revoked by the PVH Office pursuant to Charlotte City Code § 22-149. Each driver appealed to the PVH Board.
 - i. One (1) driver was not successful in his appeal to the PVH Board.
 - ii. Four (4) drivers got the PVH Board to reverse the revocation by the PVH Office.
- b. One (1) Company Operating Certificate has been revoked by the PVH Office pursuant to Charlotte City Code § 22-70.
 - i. One (1) company was not successful in its appeal to the PVH Board.
- c. Breakdown

- i. Two (2) drivers revoked for failure to pay penalties in timely manner.
- ii. One (1) driver revoked for conduct violation.
- iii. Two (2) drivers revoked for Moral Turpitude and prostitution.
- iv. One (1) company revoked for failing to operate minimum number of taxi cabs.

III. Next Steps

Based upon the information provided in this memo and previous PowerPoint presentations, Staff will do the following:

- Amend the current ordinance under City Code Chapter 22 to reflect the framework of N.C. General Statutes § 160A-304.
- Continue dialogue with “digital dispatch service” companies on the potential ordinance revisions and its implications.
- Continue to monitor short session of N.C. General Assembly for legislative changes to N.C. General Statutes § 160A-304.



Community Safety Strategic Focus Area Plan

“Charlotte will be one of America’s safest communities.”

Community Safety is one of the major priorities for the City of Charlotte. The City’s approach to building a safe community is focused on reducing crime and the loss of life and property resulting from fires. The Charlotte-Mecklenburg Police Department takes a neighborhood-based approach to crime reduction with an emphasis on collaborative partnerships with citizens and other service providers to address crime and the conditions that enable it. The Charlotte Fire Department takes a proactive approach to fire prevention through education programs, fire code inspections, and aggressive investigation of arson incidents. Both agencies take a proactive approach to interaction with youth in a long-term approach to crime and fire prevention. Police and Fire are served by highly motivated professional work forces that are reflective of the communities they serve. Police and Fire personnel are provided updated training, equipment and technology that enables them to provide quality services to the citizens of Charlotte.

FY2015 Initiatives	Key Indicators
Reduce crime and life/property damages from fires	Reduced numbers of reported UCR Part One Crimes; rate of Part One Crimes per 100,000 population
	Increased investigator clearance rate percentage for arson cases
	Improved Fire response time from 911 call to on-scene arrival
Enhance citizen perception of safety through citizen partnerships and crime and fire prevention and education activities	Maintain survey ratings on citizen satisfaction with police and their safety in neighborhoods
	Increased number of fire code inspections conducted within state mandated frequencies
Develop recruitment strategies that attract diverse applicant pools to the Police and Fire Departments	Recruit women and minorities in police officer and firefighter applicant pools
Build collaborations with partners that enhance community safety initiatives	Disruption of gang activity through federal charges and other strategies
	Continued partnerships with other City agencies in addressing specific neighborhood issues that are enablers of crime
	Continued partnerships with other City, County, state, federal and private agencies in planning and preparedness efforts for radiological, natural, and man-made disasters



Community Safety Strategic Focus Area Plan

“Charlotte will be one of America’s safest communities.”

Community Safety is one of the major priorities for the City of Charlotte. The City’s goal is to create a community where residents and visitors feel safe in their homes, their neighborhoods, their workplaces, and the areas where they shop and play. This will be a community where citizens are actively engaged in protecting their lives and property and look out for one another. Citizens will have confidence in the integrity, professionalism, and training of their public safety agencies and will partner with them in efforts to strengthen neighborhoods and reduce crime and unnecessary loss of life and property. Safe and vibrant neighborhoods and business corridors will help to drive economic development throughout the City, creating job opportunities and sustained growth for this community.

FY2015 Initiatives	Key Indicators
Reduce crime and life/property damages from fires	Reduced numbers of reported UCR Part One Crimes; rate of Part One Crimes per 100,000 population
	Increased investigator clearance rate percentage for arson cases
	Improved Fire response time from 911 call to on-scene arrival
Enhance citizen perception of safety through citizen partnerships and crime and fire prevention and education activities	Maintain survey ratings on citizen satisfaction with police and their safety in neighborhoods
	Increased number of fire code inspections conducted within state mandated frequencies
Develop recruitment strategies that attract diverse applicant pools to the Police and Fire Departments	Recruit women and minorities in police officer and firefighter applicant pools
Build collaborations with partners that enhance community safety initiatives	Disruption of gang activity through federal charges and other strategies
	Continued partnerships with other City agencies in addressing specific neighborhood issues that are enablers of crime
	Continued partnerships with other City, County, state, federal and private agencies in planning and preparedness efforts for radiological, natural, and man-made disasters