

# City Page

NEWS & INFORMATION FROM THE CITY OF CHARLOTTE

October 29, 2005

## CMPD Hosts 'Women In Policing' Career Fair

The Charlotte-Mecklenburg Police Department invites women and men to attend the "Women in Policing" career fair on Saturday, October 29, 2004 at 10:00 a.m. at the Police Fire and Training Academy, 1770 Shopton Road.

"Recruiting women is an integral part of building a police department representative of the community it serves," said Chief Darrel Stephens, who will be speaking at the fair. "I encourage all women seeking a challenging, rewarding career that allows you to serve your community to come learn more about the many opportunities available to you."

Female officers currently represent 14% of the department, which is consistent with the national average.

Last year's Women in Policing Career Fair, the department's first, attracted nearly 350 people, mostly women, who came to explore the opportunities. Diamondo "Tula" Balastias, 36, was one of them. And on October 18th, she graduates from the Police Academy. "I saw an ad for last year's fair and waited until after that to put in my application," said Balastias. "It made me aware of what a career in policing is really about and the skills you need. It fit with my desire to pursue a career working in the community. Fitness is important, but so is communication, problem solving and the ability to empathize with people," she said. Before joining the force, Balastias was a physical fitness instructor and paralegal.

The fair is open to the public, and refreshments will be provided. Attendees can tour the academy and visit booths and displays with information on the various units of the department. Female officers also will be available to answer questions and relay their own experiences.

Candidates must pass pre-employment physical examination and drug-screening tests as well as an entry-level written examination, extensive background investigation and physical ability test. To learn more about the Career Fair and qualifications and rewards of being a CMPD officer, including competitive pay, benefits and tuition reimbursement, visit [www.cmpd.org](http://www.cmpd.org) or call **704.432.1603** or **704.432.1616**.



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## 3-1-1 Adds Up to Success

CharMeck 311, the City of Charlotte and Mecklenburg County's 24-hour customer service line recently passed its 90-day mark, having received more than 300,000 calls since beginning 24/7 operations on July 5.

"We're right where we should be," said Saskia Thompson, Executive Assistant to the City Manager. "Our service level is at 81.7%, meaning that 311 customer service representatives are answering 81.7% of calls within 30 seconds after they've entered the 311 system. In addition, the percentage of abandoned calls is at 3.95%." An abandoned call indicates that the caller hung up prior to being greeted.

Facts and figures regarding 311's first 90 days of operation include:

- 332,280 calls received since beginning operation on July 5 (7/5-10/5)
- **81.7%, percentage of calls answered within 30 seconds**
- 3.95%, percentage of calls abandoned
- 23 seconds, ASA (average speed of answer), time it takes before caller is greeted by Customer Service Representative
- 2:58, average time of call from beginning to end
- Utilities, most popular call subject
- 10,135, number of calls by Spanish-speaking residents
- 28,554, non-emergency police calls

CharMeck 311 operates 24-hours-a-day, seven-days-a-week. Callers may speak with a generalist who provides basic information or customer service representatives specially trained in revenue and tax issues tax bills. 311 also serves to reduce the burden of non-emergency police calls going to the 911 system. Callers to 311 also can make non-emergency police calls non life-threatening emergencies such as noise complaints, graffiti, truancy, and loitering.

The following departments' customer service functions operate under the 311 umbrella; Customer Service and Information (General Information, Animal Control, Code Enforcement, Storm Water), Transportation, Utilities, Solid Waste Services, Non-Emergency Police Services (NEPS), Mecklenburg County Tax, and Parks and Recreation departments.



### Straight from the source.

Tune into this weekly news show with host Suzette Rhee as she provides you the latest on City government happenings and issues.



Suzette Rhee

Thursdays • 5:30 pm



### CMPD Today...a whole new look at policing.

Chief Darrel Stephens and officers from the Charlotte-Mecklenburg Police Department take you beyond the news headlines for an inside look at policing today.

Wednesdays • 8 pm

## CMPD'S Domestic Violence Most Wanted List

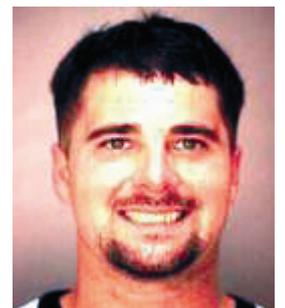
Arrest warrants have been issued for the following subjects, who are on the Charlotte-Mecklenburg Police Department's Domestic Violence Ten Most Wanted List. If you have information concerning their location, please call 911 or CrimeStoppers at **704.334.1600**.



Luis Alberto Molina Lare  
Kidnapping, Malicious maiming assault with a deadly weapon (serious injury)



Montavion Lamar Davis  
Assault with a deadly weapon (serious injury), communicating threats



Benjamin Lewis Helton  
False imprisonment, assault on a female, communicating threats