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INFORMATION:

Competitive Grant Applications for CATS

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One of CATS strategic objectives for FY2012 includes responding to Notices of Funds Availability (NOFA) that are offered for transit by the U.S. Department of Transportation. CATS plans to submit one (1) application for consideration under the Bus Livability NOFA and four (4) grant applications for consideration under the State of Good Repair Program. The total amount of projects requested for funding is anticipated to be approximately \$31.7 million, with a federal share of \$25.4 million and a local share of \$6.3 million. In accordance with normal practices CATS will request NCDOT to provide half of the local share. A summary of the specific projects CATS is applying for is **attached** (*see below, attached as part of document*). Both of these grants have submission deadlines of July 29th, 2011. Should one or more projects be awarded a grant(s), Council action will be requested to receive the grant(s) and appropriate the funds.

2012 CMPD Citizen Survey

Staff Resource: Paul Paskoff, CMPD, 704-336-2162, ppaskoff@cmpd.org

CMPD has received the results from its 2011 Citizens Survey which was conducted by Marketwise in April/May of this year. Marketwise conducted 650 telephone interviews which included a wide range of questions regarding citizens' perceptions of CMPD and their own safety in Charlotte-Mecklenburg.

CMPD is extremely pleased with the ratings the department received on the survey. Many of the ratings improved over the previous year and some reached historic highs. Rankings on key questions include:

80% of respondents rate their overall impression of CMPD as very positive or positive.

81% of respondents strongly agree or agree that police are courteous.

84% of respondents strongly agree or agree that police are professional.

80% of respondents strongly agree or agree that police perform the job with integrity.

71% of respondents strongly agree or agree that police use good judgment in use of force.

24% of respondents felt safer than a year ago.

86% of respondents strongly agree or agree that they are safe in their neighborhoods.

Attached (*see below, attached as part of document*) is a power point presentation with key results from the survey.

Bus and Bus Facilities Livability Initiative Program - The Sprinter Expansion Project - \$14.9 million

In this application Charlotte Area Transit System is applying for a Federal Grant of \$11.9 million with a local match of 2.9 million to implement the CATS Sprinter expansion to the Central Avenue and Beatties Ford Road Corridors. CATS has developed a scalable project with component (1a) Central Sprinter (\$9.9 million), being the first choice and most desirable component. Component (1b) Beatties Ford Sprinter (\$5.0 million) is the second choice, although also highly desirable. This service would not impact CATS operating costs as the current local bus routes in these corridors would be transferred to this service. The majority of the costs would be for the purchase of 13 hybrid electric buses, which would offset the replacement of Diesel buses already included in CATS Capital Improvement Program.

State of Good Repair Program – 4 Projects totaling \$16.8 million

Project 1) Fare Box Replacement - \$7.2 million

In this application, the City of Charlotte, Charlotte Area Transit System is applying for a Federal grant of \$5.8, which will be matched with \$1.4 million of local funds which will be provided by CATS and the North Carolina Department of Transportation (NCDOT).

The primary component of this project would entail the replacement of the farebox system for all of CATS' 323 fixed-route buses and 80 Paratransit buses, to include fareboxes, Network Manager Software, garage data, money collection equipment and all related technology enhancements.

The second component of this project would be to introduce fare media validation on the Special Transportation Services paratransit system. Current customers of this service are compelled to use paper tickets and passes, and to continually handle this media, and travel to locations to purchase the media. The new system would improve the boarding experience for these customers, many of which have manually dexterity issues. It will also provide opportunities to store value and remotely increase the value of a fare media card.

Project 2) Charlotte Transportation Center Upgrade - \$1.7 million

In this application, the City of Charlotte Area Transit System is applying for a Federal grant of \$1.4 million to supplement local funding to implement this project. CATS will provide a local match of \$300,000 funded from our local half-cent sales tax funds programmed in CATS FY2012 and or FY2013 Capital Improvement Plan.

The Charlotte Area Transit System (CATS) proposes this project to upgrade its most heavily used transit facility for our bus and rail service, and to help further local efforts to provide safer routes between and within communities for pedestrians and cyclists as they travel to work, school and for other purposes. The CTC is 15 years old. Virtually all of the major mechanical assets are near or beyond their useful life, and beyond their effectiveness given the high-density component, extended hours of operation and

servicing greater than double the capacity of the original design. This project would replace an air conditioning unit, add additional storage capacity, improve the storm drainage system, renovate restrooms and replace and upgrade canopy outdoor lighting with energy efficient lighting.

Project 3) Bus Radio/Console Replacement - \$3.0 million

In this application, the City of Charlotte Area Transit System is applying for a Federal grant of \$2.4 million to supplement local funding to implement this project. CATS will provide a local match of \$600,000 funded from our local half-cent sales tax funds programmed in CATS FY2012 and or FY2013 Capital Improvement Plan. Of this amount, CATS will request \$300,000 from the NCDOT in accordance with their commitment to provide 50% of local share of federally funded projects.

By 2016, all non digital radios must be replaced by ones that are digital capable. With this investment, we propose to replace our current 565 analog radios and six associated consoles that have reached the end of their useful life. In addition, our existing radio hardware will soon be outside of support by the manufacturer and communications with the radios will be limited to the broadcast capability range of a stand-alone-radio without county-wide radio tower broadcast support. Further, Maintenance of the current Radio System has become cost-prohibitive due to high vendor pricing and out of warranty support. As such, CATS has begun the planning process to replace the existing radio system. Product lines have been reviewed and specifications are being developed.

Project 4) Automatic Vehicle Locators/Automatic Passenger Counter Replacement/Upgrade - \$4.8 million

In this application, the City of Charlotte Area Transit System is applying for a Federal grant of \$3.9 million to supplement local funding to implement this project. CATS will provide a local match of \$900,000 funded from our local half-cent sales tax funds programmed in CATS FY2012 and or FY2013 Capital Improvement Plan. Of this amount, CATS will request \$450,000 from the NCDOT in accordance with their commitment to provide 50% of local share of federally funded projects.

The Charlotte Area Transit System (CATS) proposes to upgrade / replace CATS' existing Automatic Vehicle Locator (AVL) and Automatic Passenger Counter (APC) systems. AVLs / APCs are used within the transit service to identify the high performing and underperforming routes. The serviceability of the routes is determined by the data gleaned from the AVL / APC system. Real-time vehicle information for mobile devices and web-viewing allows passengers with web based mobile devices to accurately know where the vehicle is located in proximity to the stop.



2011 CMPD Citizen Survey

Presentation
July 25, 2011

MarketWise

5500 Executive Center Drive, Suite 126
Charlotte, North Carolina 28212
704-332-8433

MW #4-11-01-1 (468)

Primary Research Objectives



- Measure perceptions of the CMPD
- Determine where citizens get information about crime trends and crime
- Explore perceptions of crime and safety
- Quantify perceptions of the effectiveness of the CMPD
- Compare changes in perceptions from 2010 to 2011 on key measures

Rating Scales

- To measure perceptions, respondents used rating scales from 1 to 10:
1=Very negative and 10=Very positive

-----Negative----- Mid-Scale -----Positive-----
1 2 3 4 5 6 7 8 9 10

- To simplify interpretation, data have been collapsed into categories and labeled. For example:

1,2,3,4=Total Negative 5,6=Mid-scale 7,8=Positive 9,10=Very positive

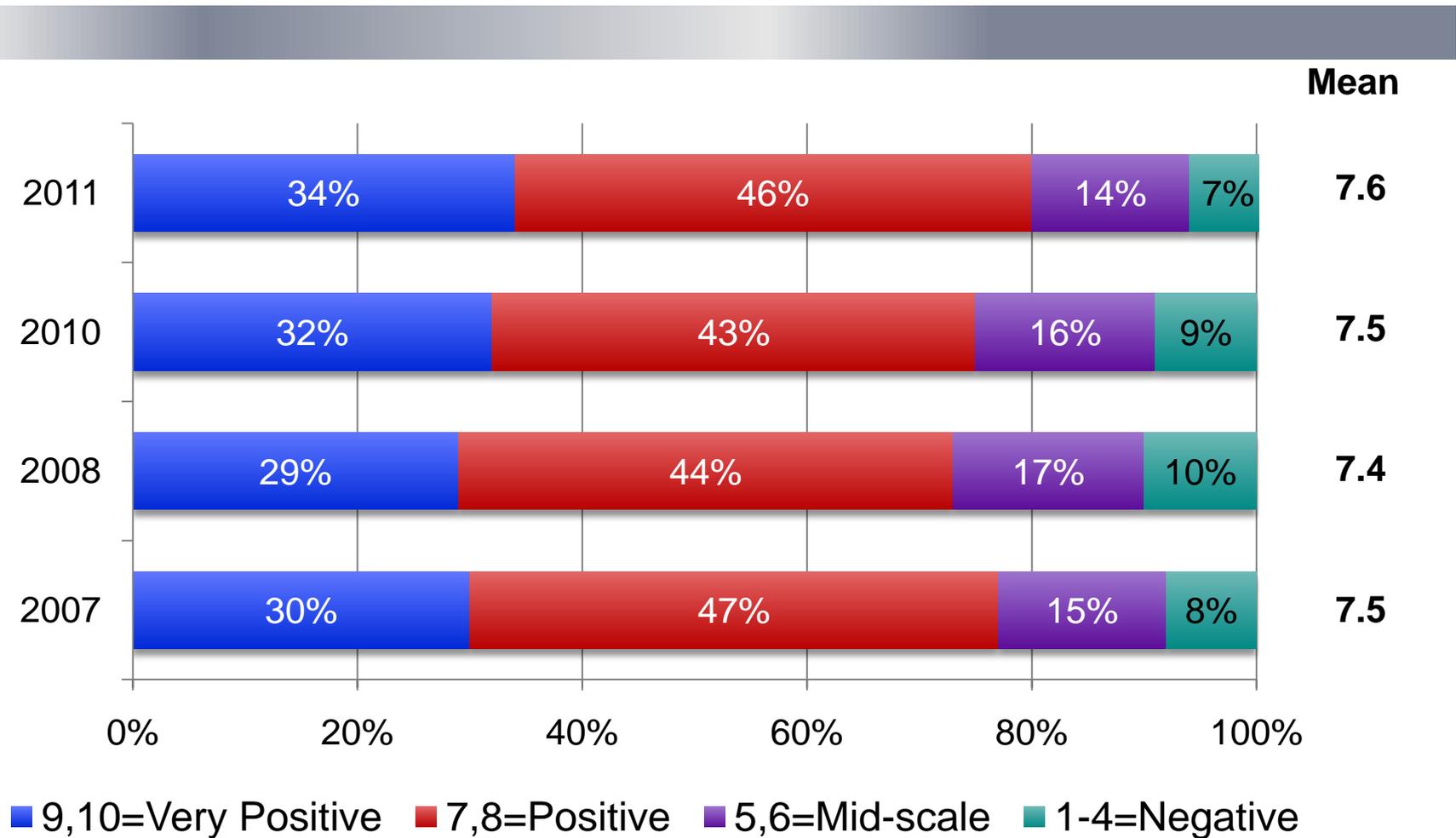
- On a 10-point scale:
 - Ratings of 1 to 4 are low/ poor/ negative
 - Ratings of 5 or 6 are at the middle of the scale/ average/ neutral
 - Ratings of 7 to 10 are high/ good/ positive



Survey Results

Overall Impression of the CMPD – By Year

Total Sample (Q6)
Respondents Able to Rate

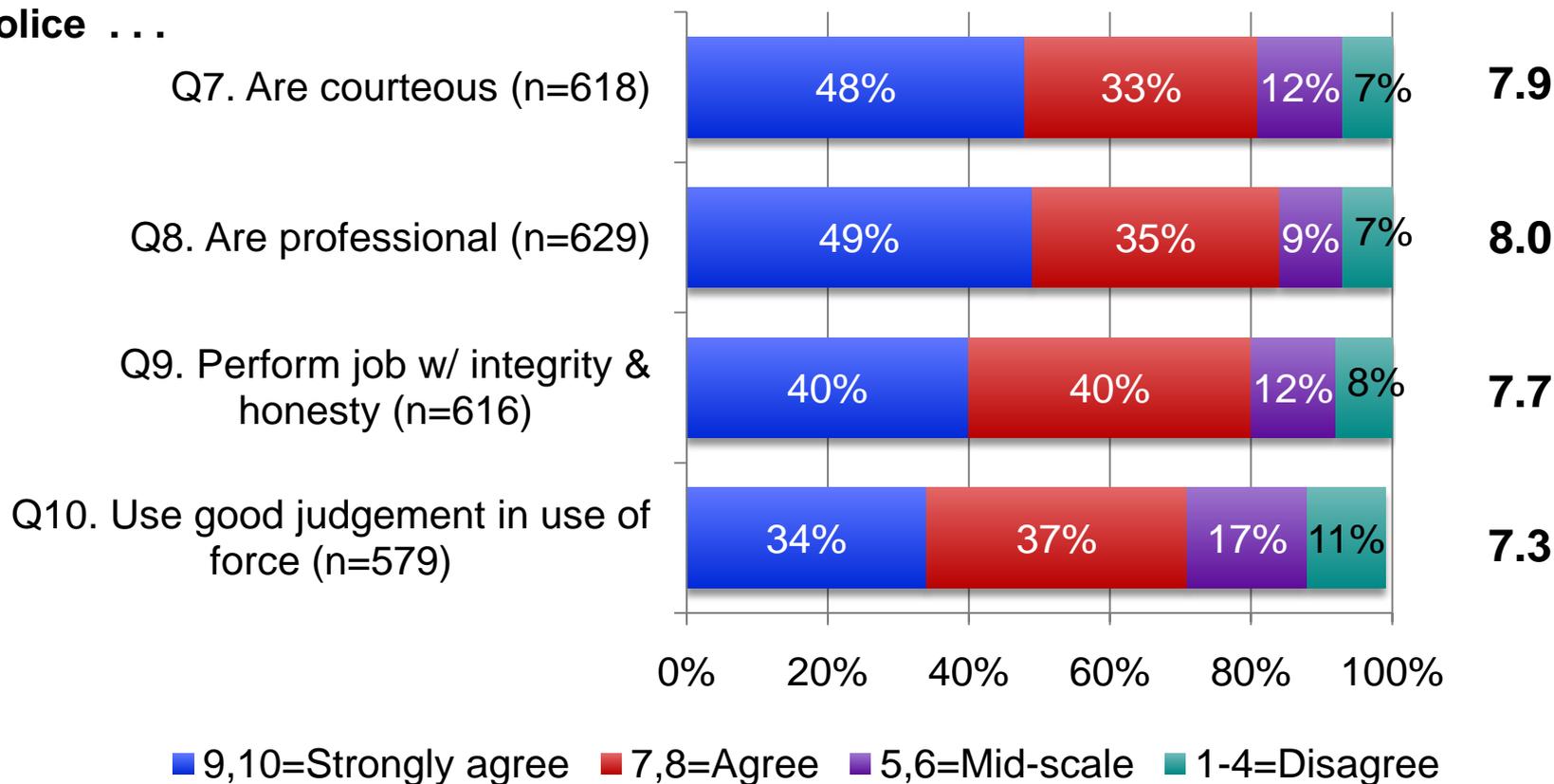


Perceptions of the CMPD

Total Sample (Q7-10)
Respondents Able to Rate

Charlotte-Mecklenburg Police . . .

Mean



Perceptions of CMPD -- By Year

Total Sample
Respondents Able to Rate

Mean Ratings on a 10-Point Scale

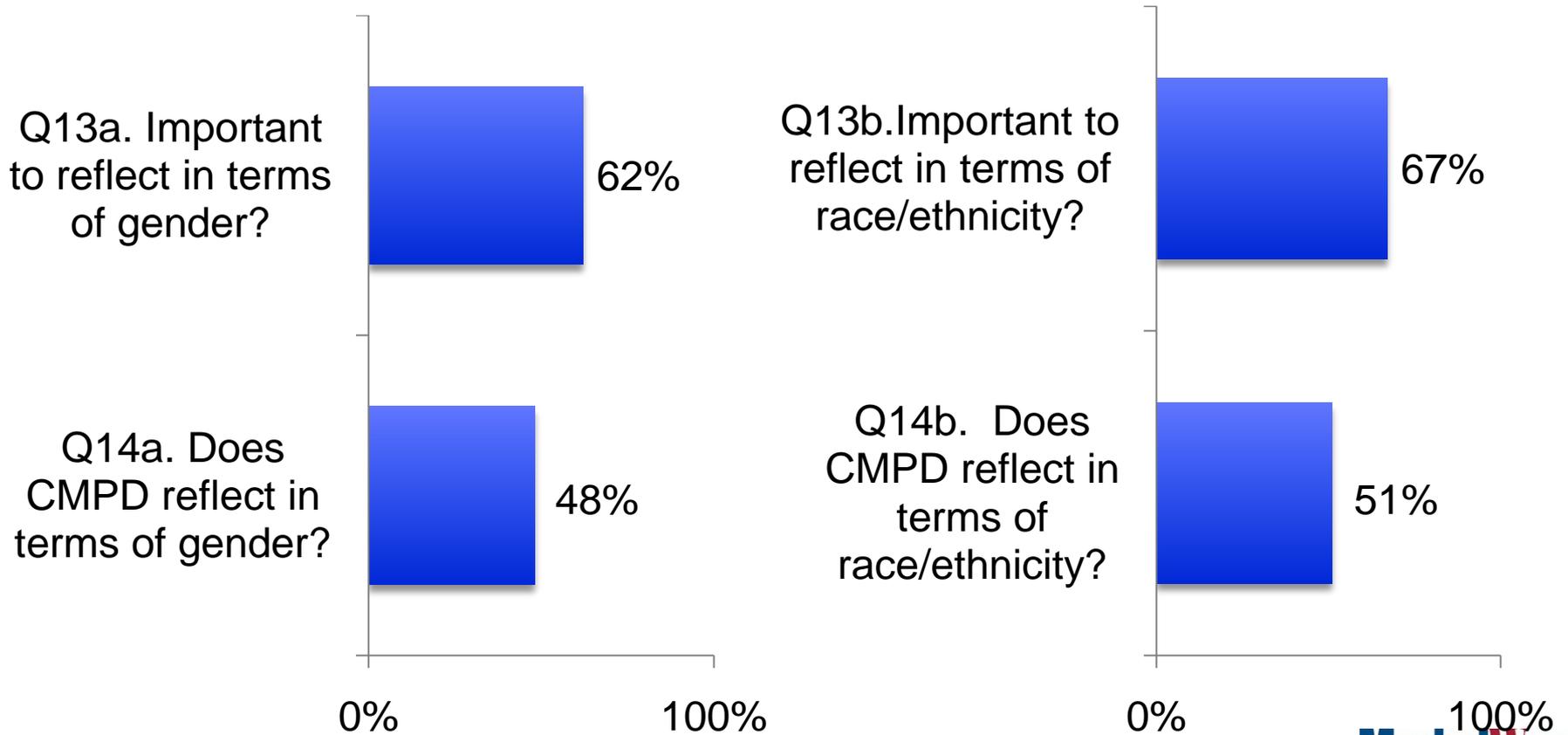
	2010	2011
Q6. Overall impression	7.5	7.6
Q7. Are courteous	7.7	7.9
Q8. Are professional	7.8	8.0
Q9. Perform job with integrity & honesty	7.4	7.7
Q10. Use good judgment in use of force	7.0	7.3

Means highlighted in **red** indicate a statistically significant change from 2010 to 2011.

Importance/Performance of CMPD in Reflecting Charlotte-Mecklenburg on Demographics

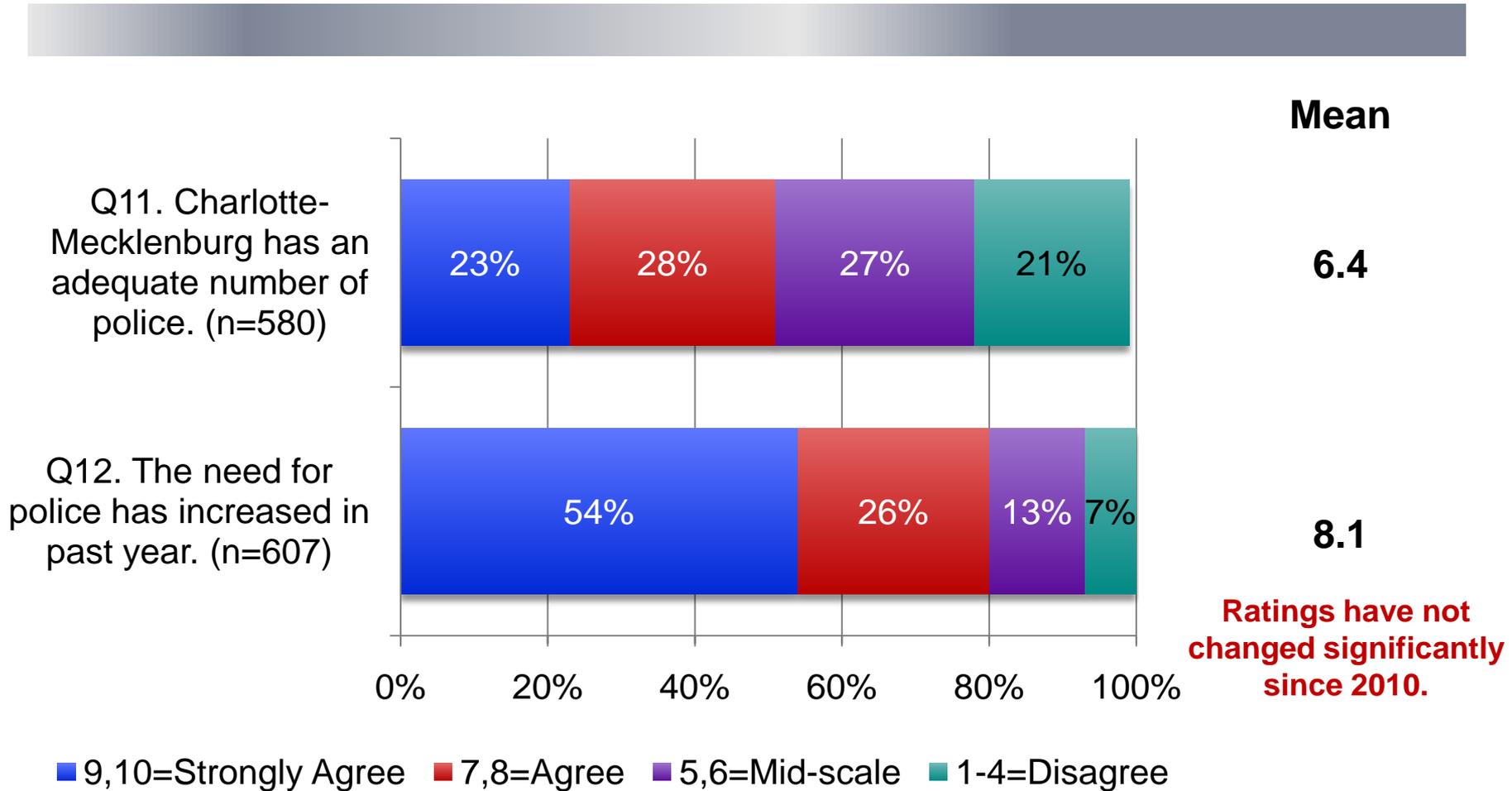
Total Sample, n=650

Percent Responding "Yes"



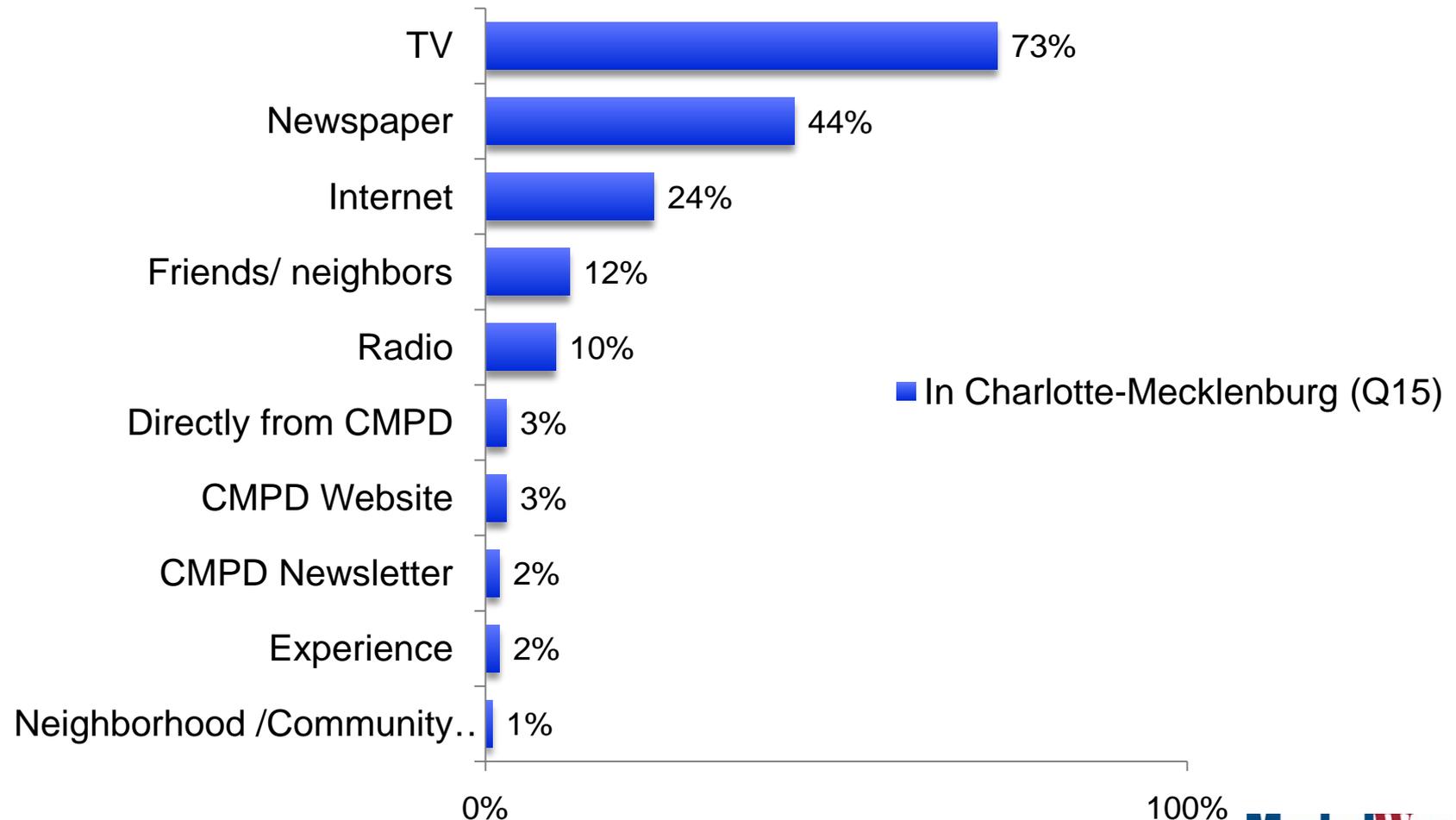
Perceptions of Need for Police

Total Sample
Respondents Able to Rate



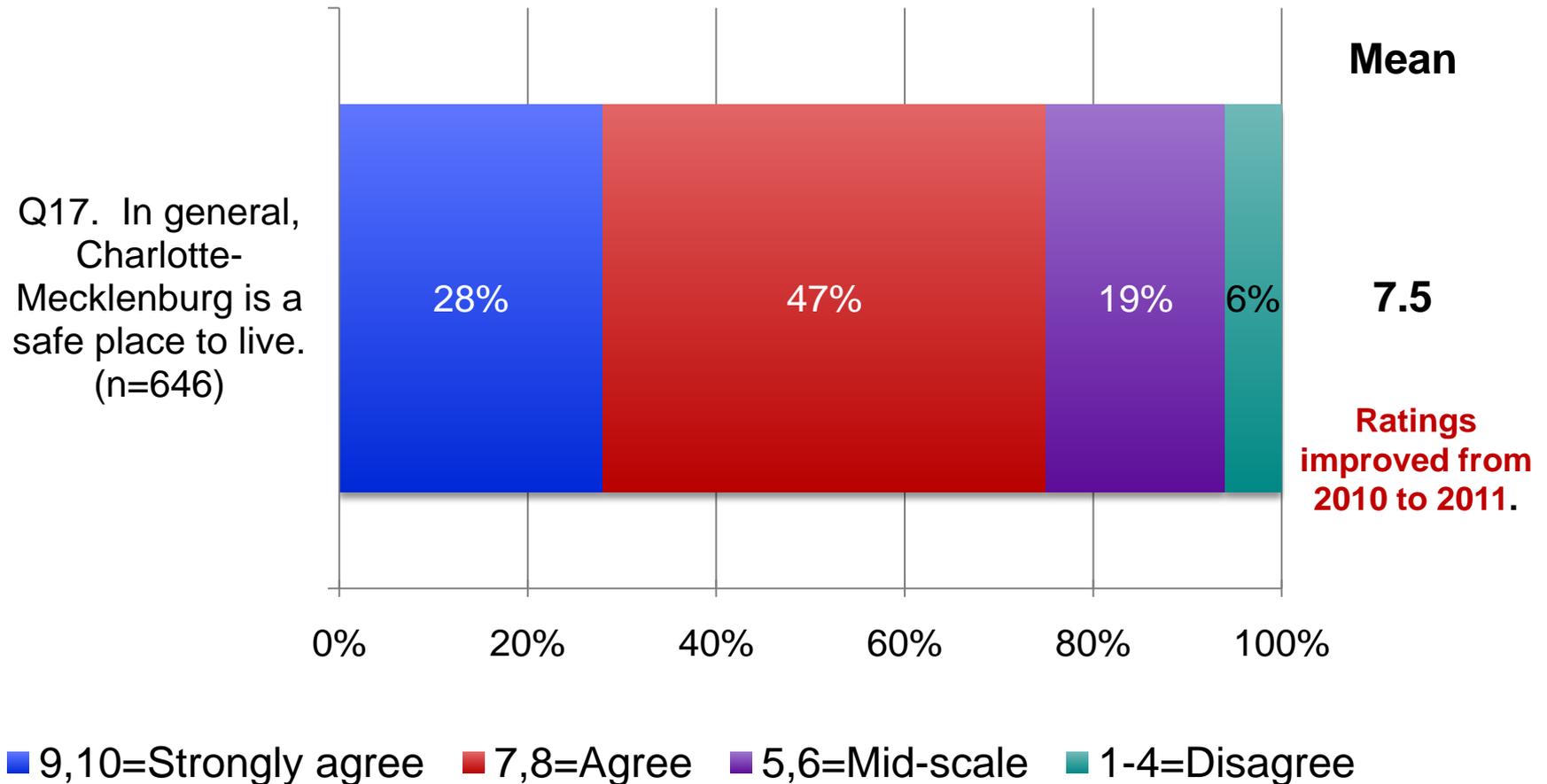
Sources for Information About Crime Trends and Crime Occurring in Charlotte-Mecklenburg

Unaided, Multiple Answers Allowed. Total Sample, n=650



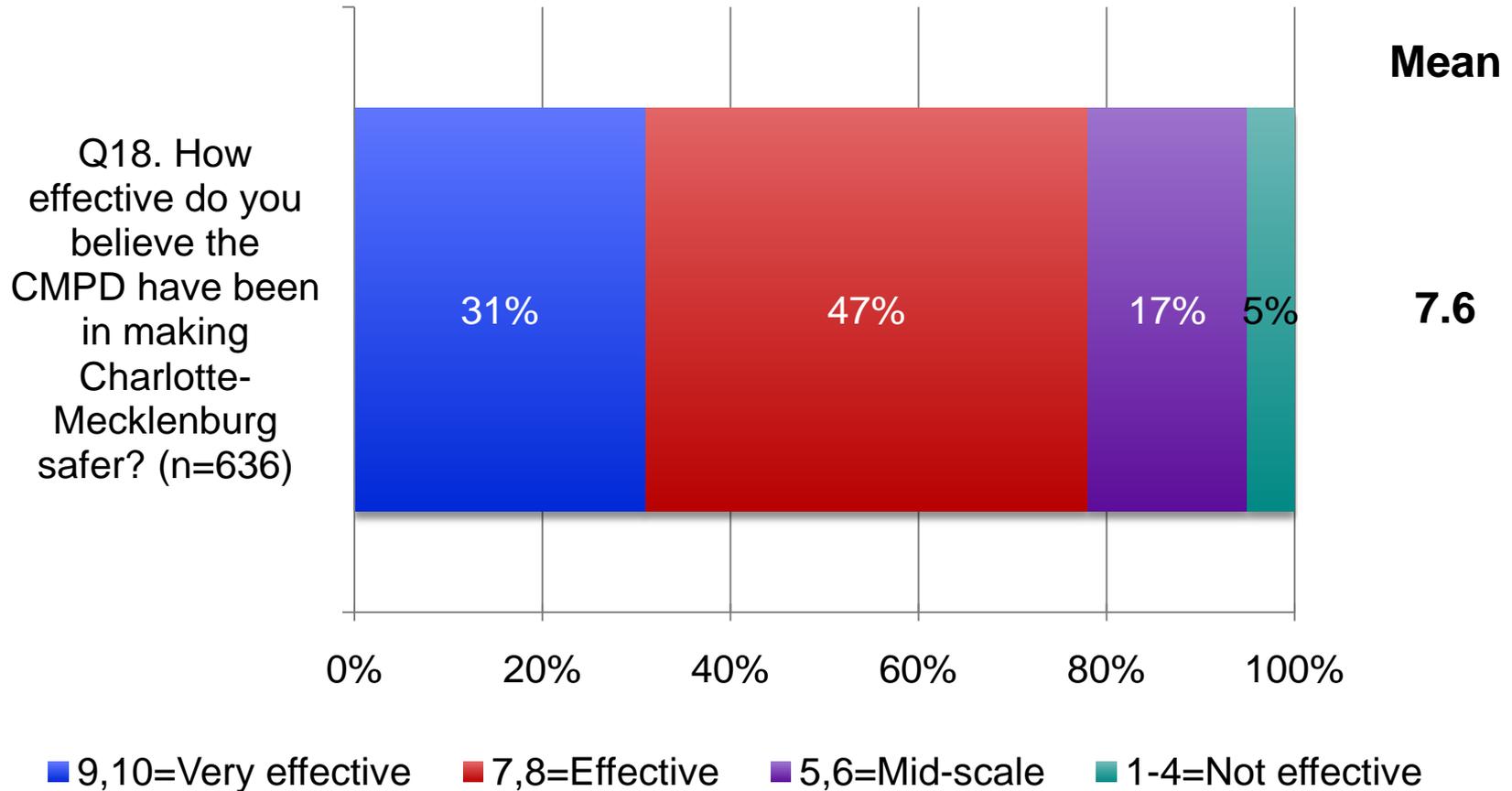
Perceptions of Charlotte-Mecklenburg as a Safe Place to Live

Total Sample, Respondents Able to Rate



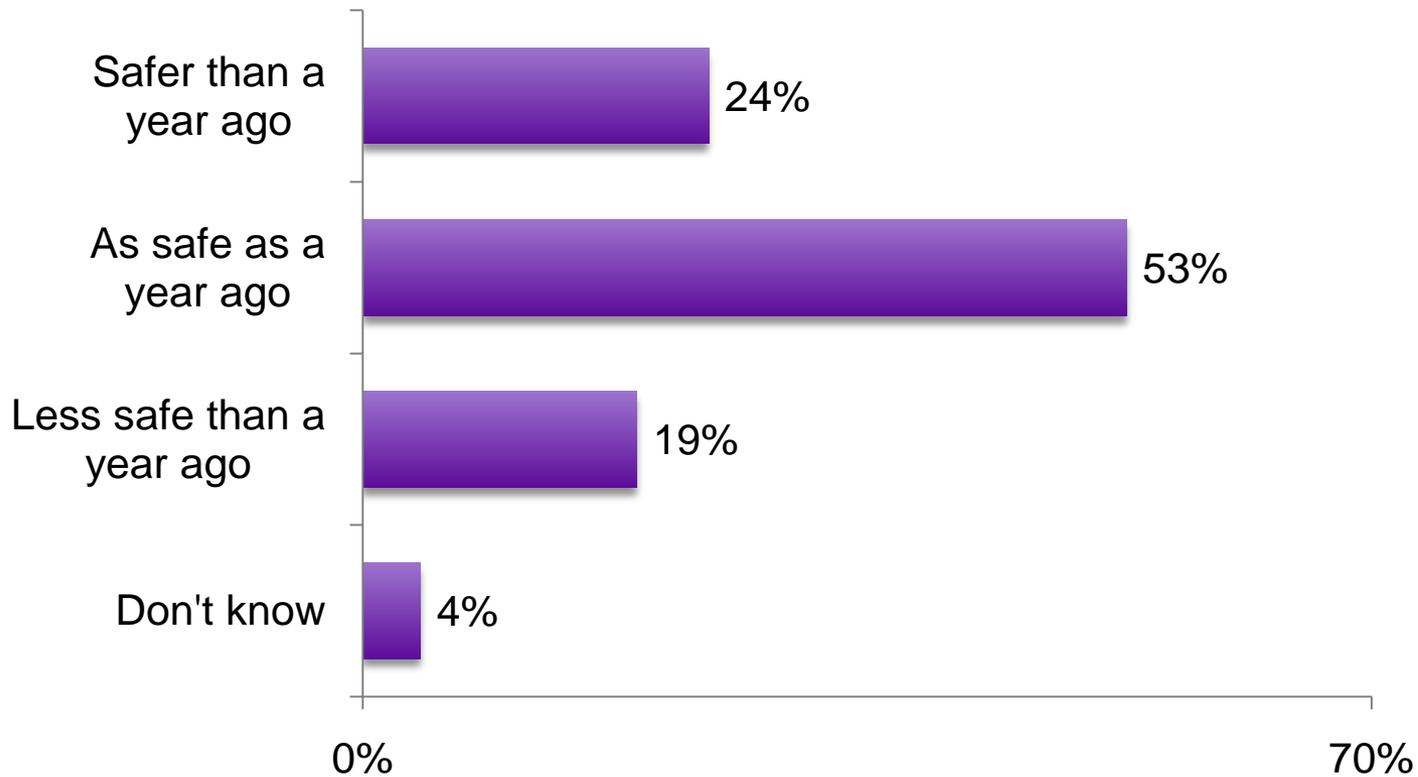
Effectiveness of CMPD in Making Charlotte-Mecklenburg Safer

Total Sample, Respondents Able to Rate



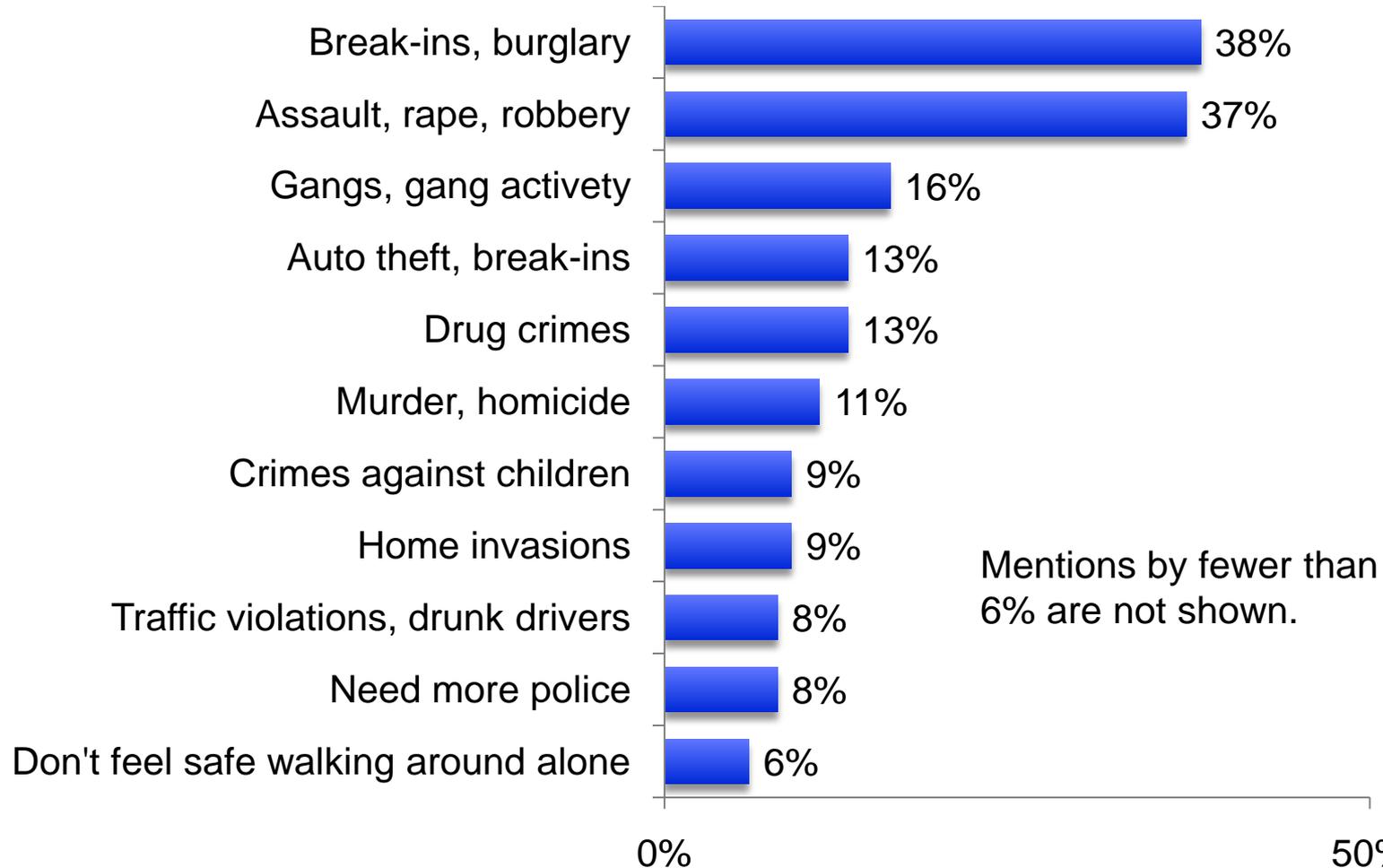
Perceptions of Being Safe in Charlotte-Mecklenburg

Total Sample, n=650 (Q19)



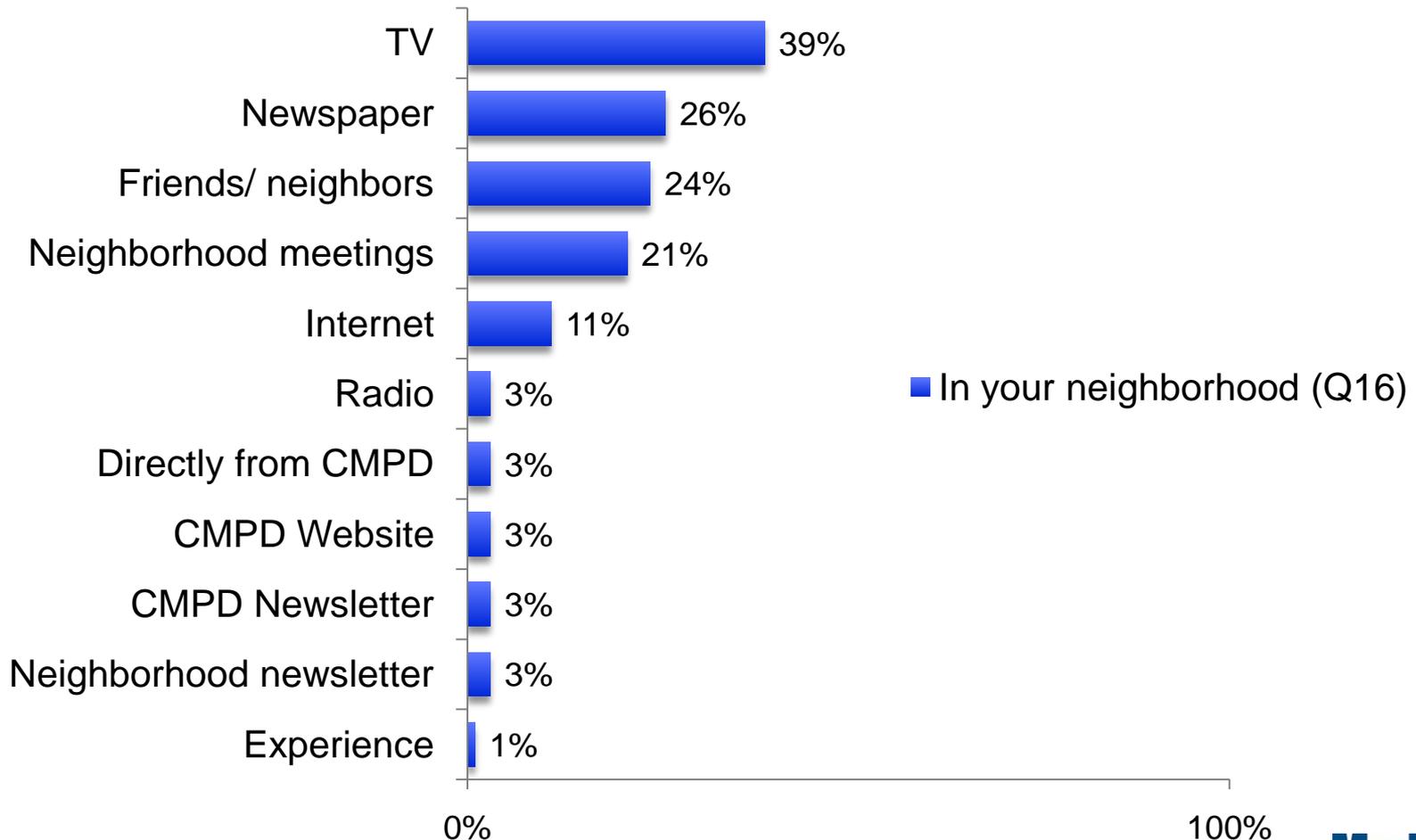
Top Concerns about Crime and Safety for Charlotte-Mecklenburg Overall

Unaided, Multiple Answers Allowed. Total Sample, n=650 (Q20)



Sources for Information About Crime Trends and Crime Occurring in Neighborhoods

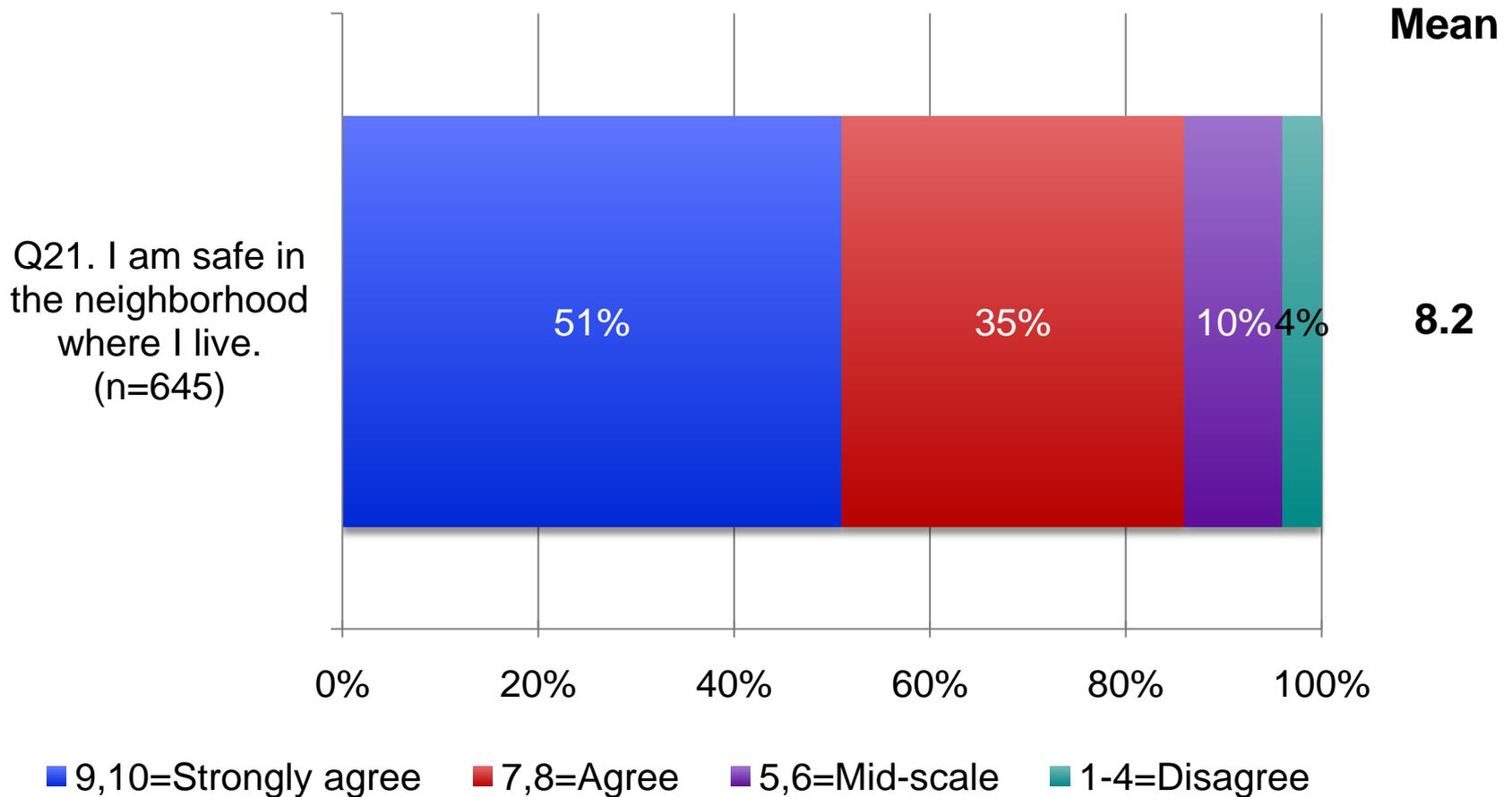
Unaided, Multiple Answers Allowed. Total Sample, n=650



Perceptions of Being Safe in Neighborhood

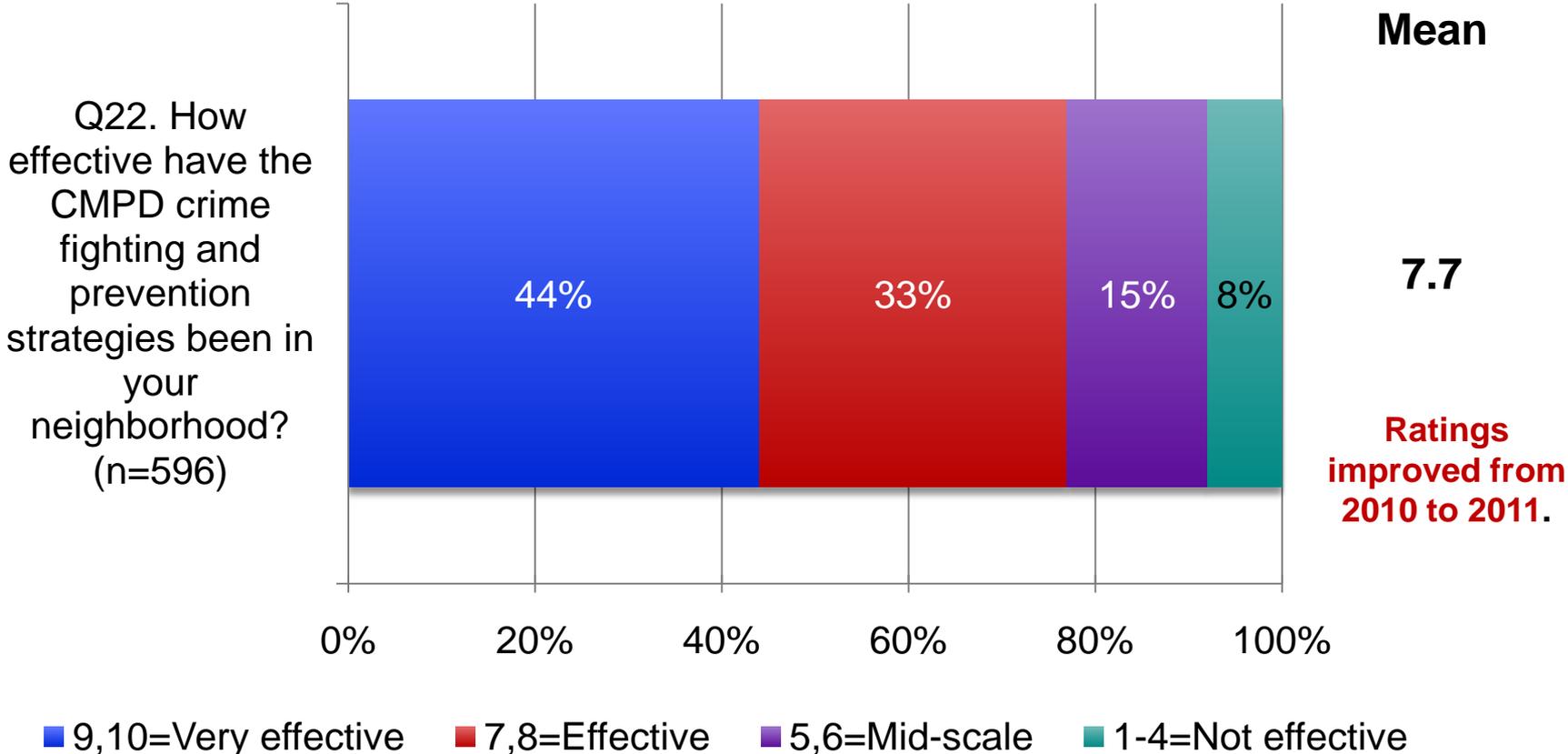
Total Sample

Respondents Able to Rate



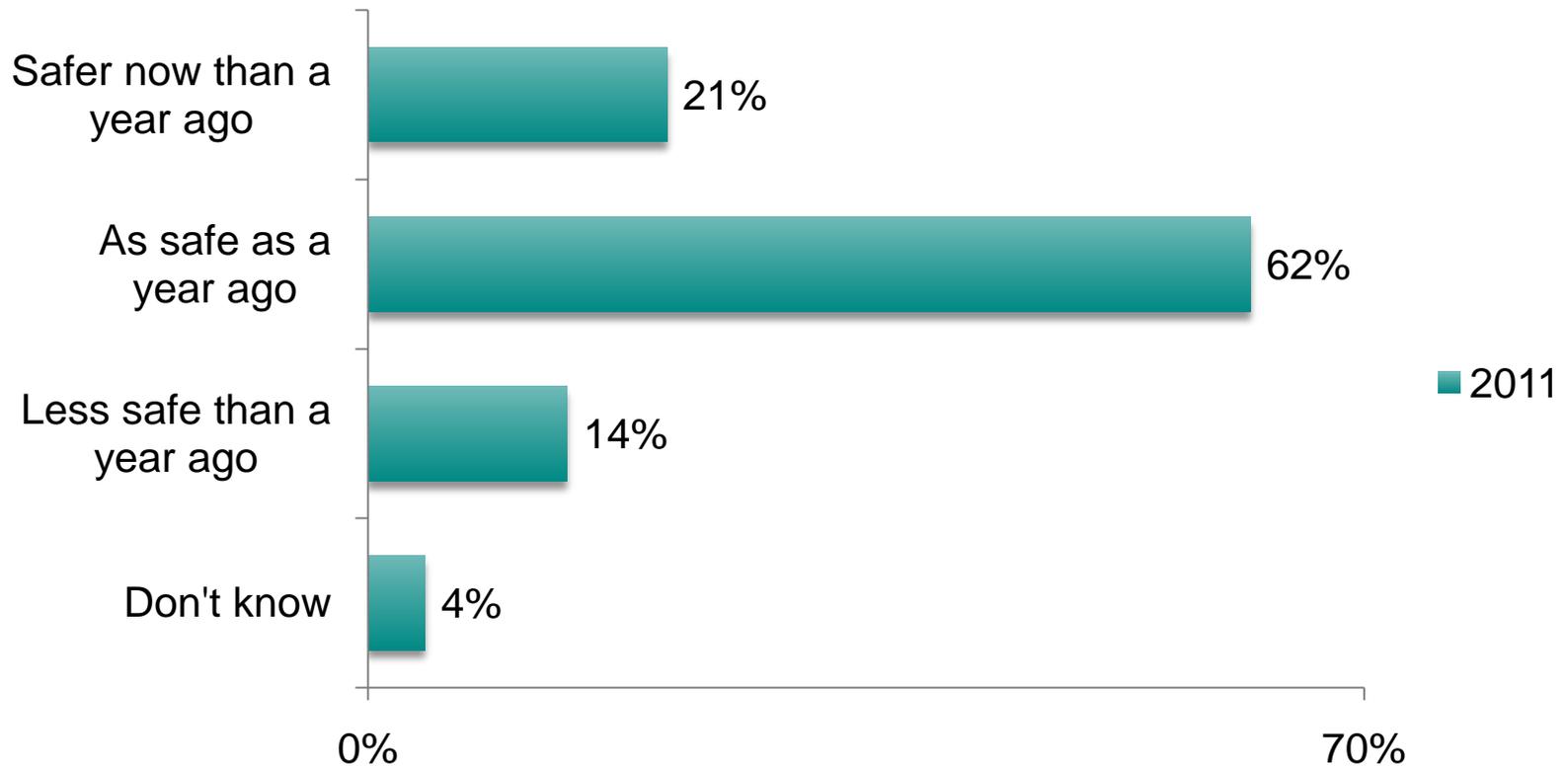
Effectiveness of Crime Fighting and Crime Prevention Strategies in Neighborhoods

Total Sample, Respondents Able to Rate



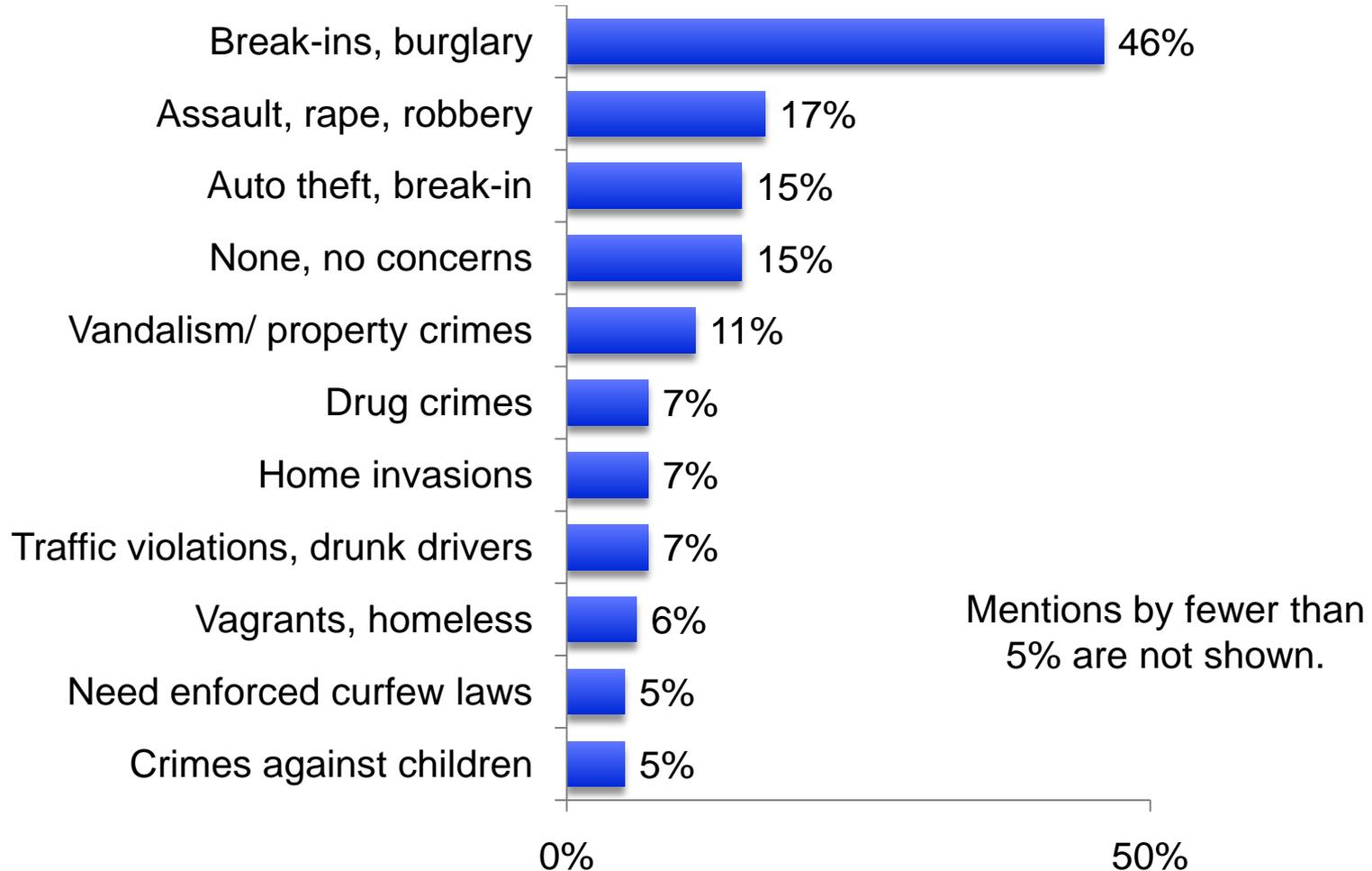
Perceptions of Being Safe in Neighborhood

Total Sample, n=650 (Q23)



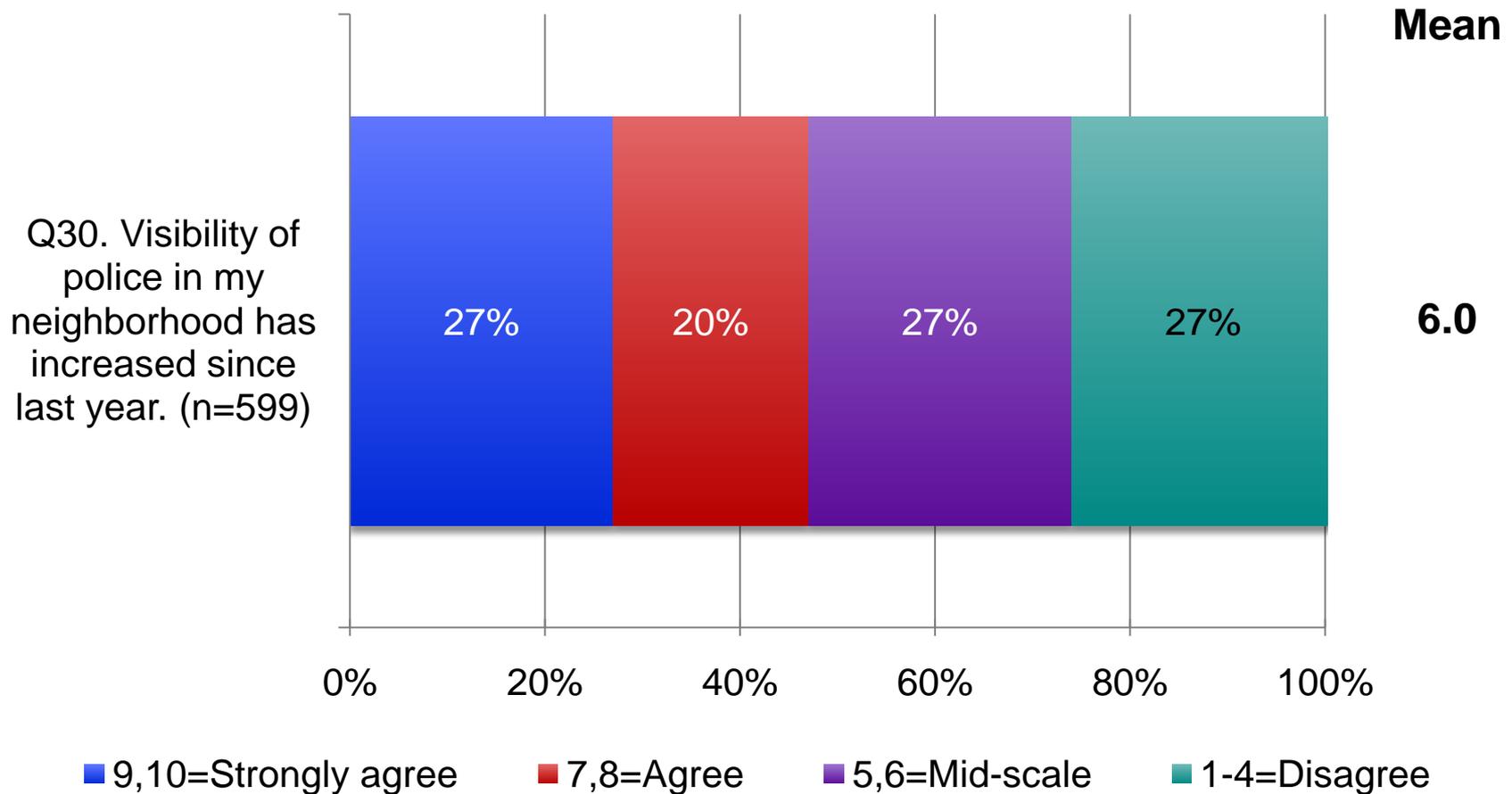
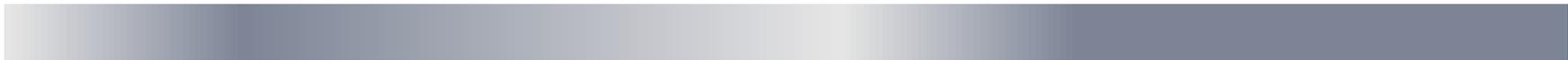
Top Concerns about Neighborhood Crime and Safety

Unaided, Multiple Answers Allowed. Total Sample, n=650 (Q24)



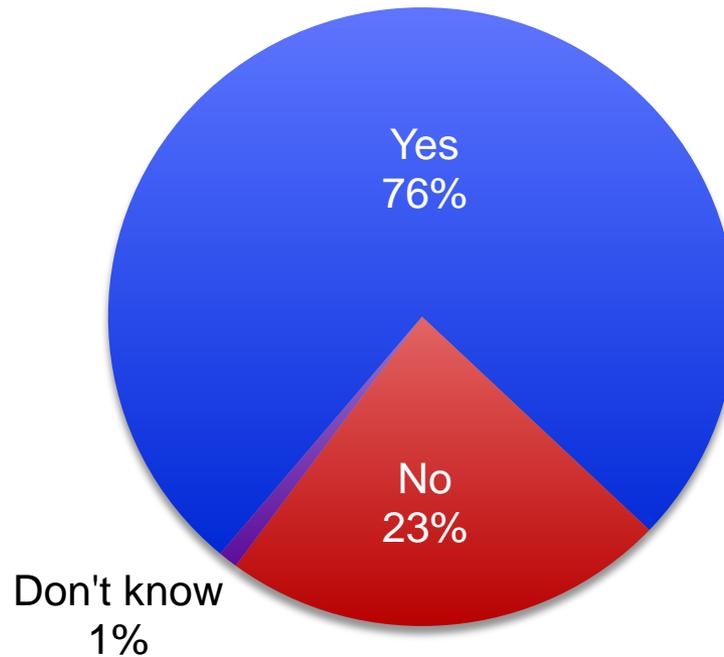
Police Visibility

Total Sample
Respondents Able to Rate



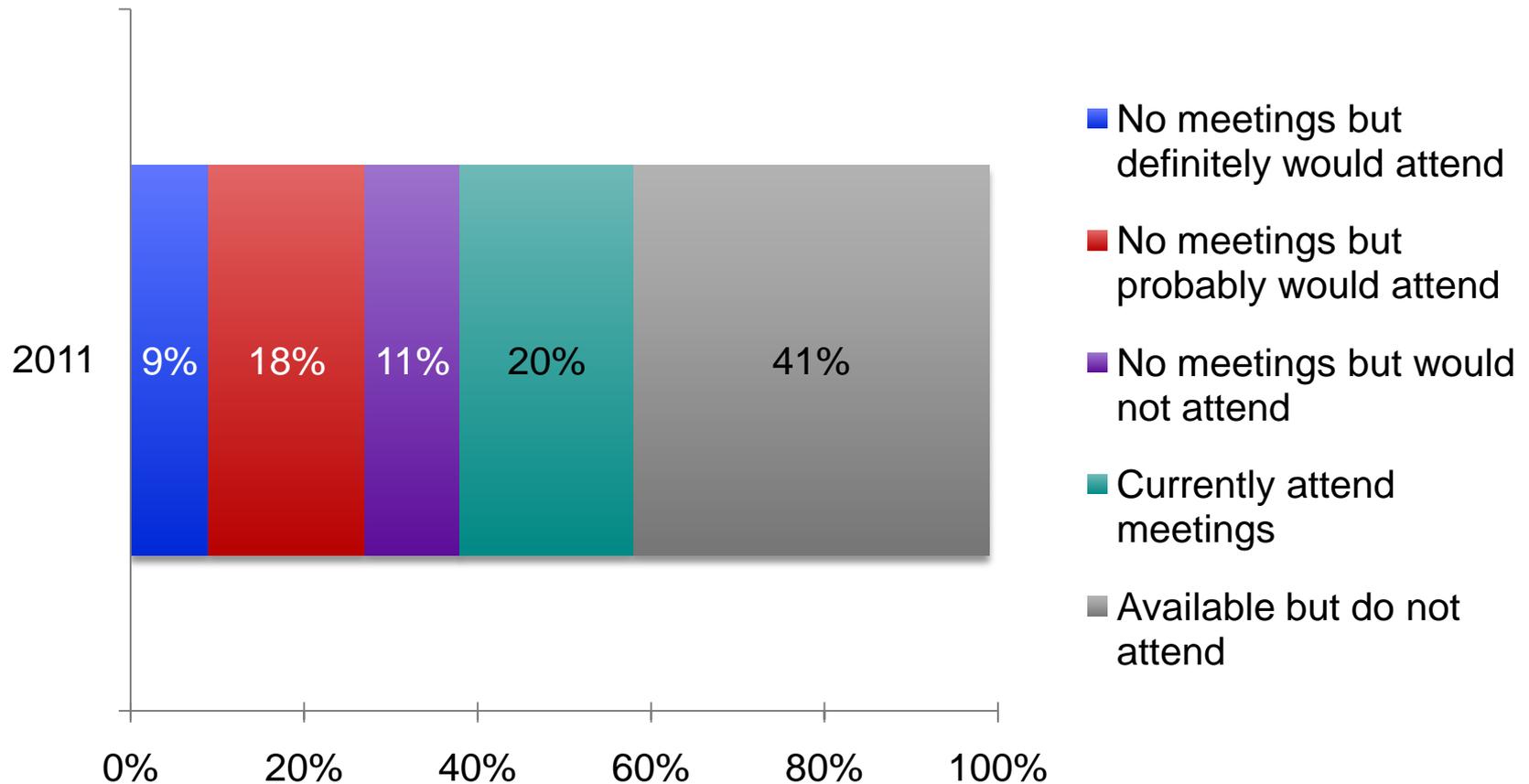
Over the past year, have you seen police patrolling in your neighborhood?

Total Sample, n=650 (Q31)



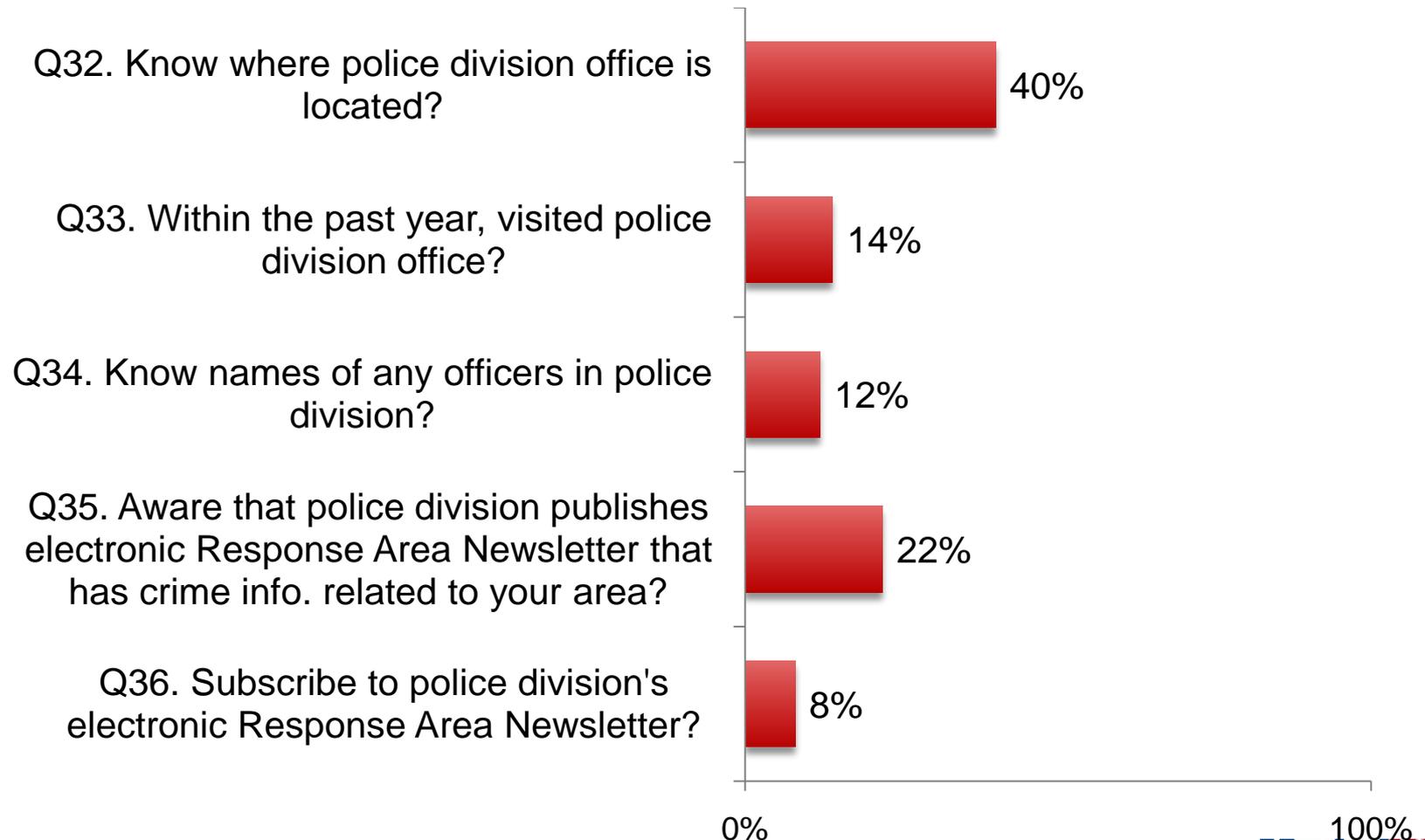
Attendance of Neighborhood Meetings

Total Sample, n=650 (Q28 & Q29 combined)



Awareness of Police Divisions

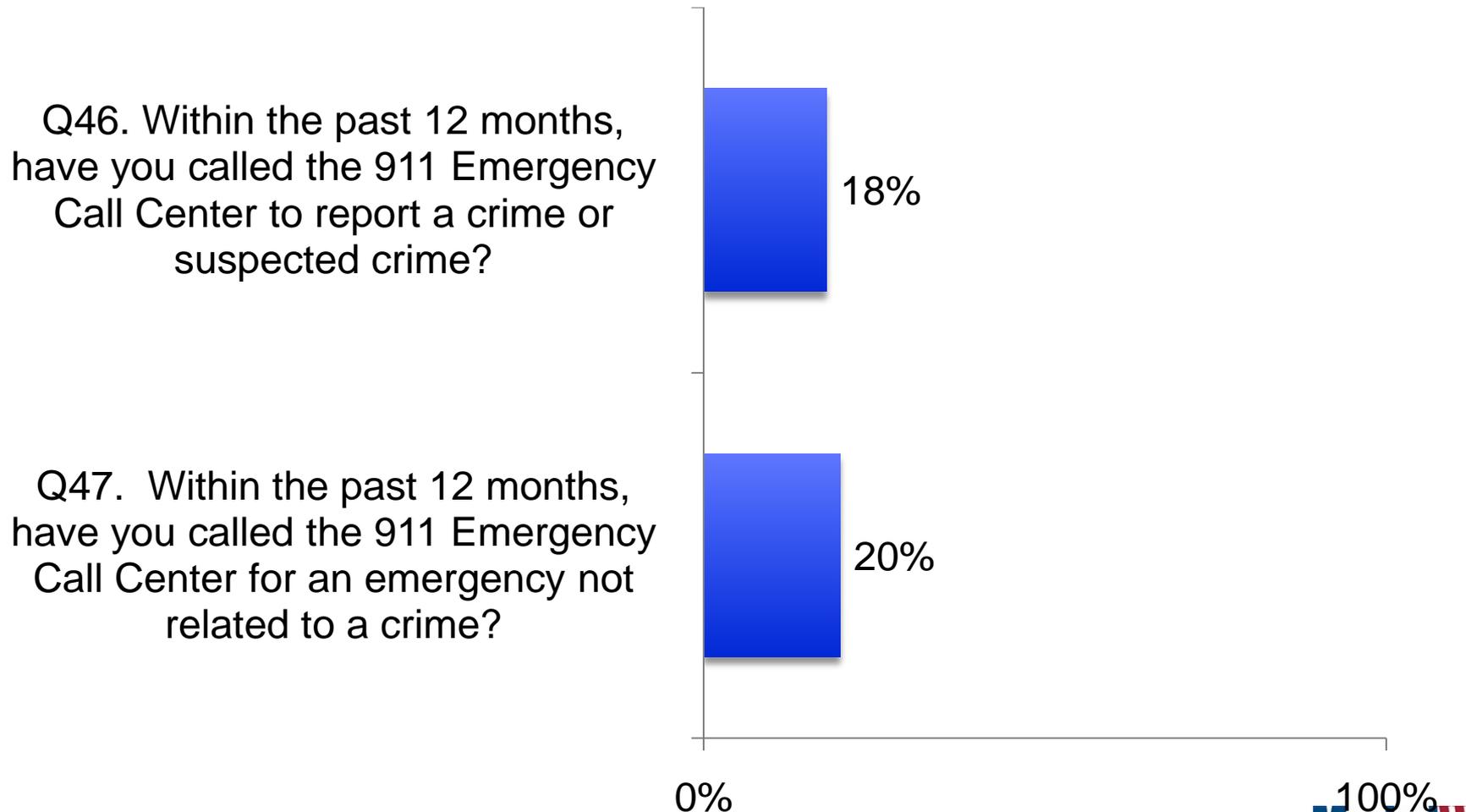
Total Sample, n=650
Percent Responding "Yes"



Calls to 911 in Past 12 Months

Total Sample, n=650

Percent Responding "Yes"

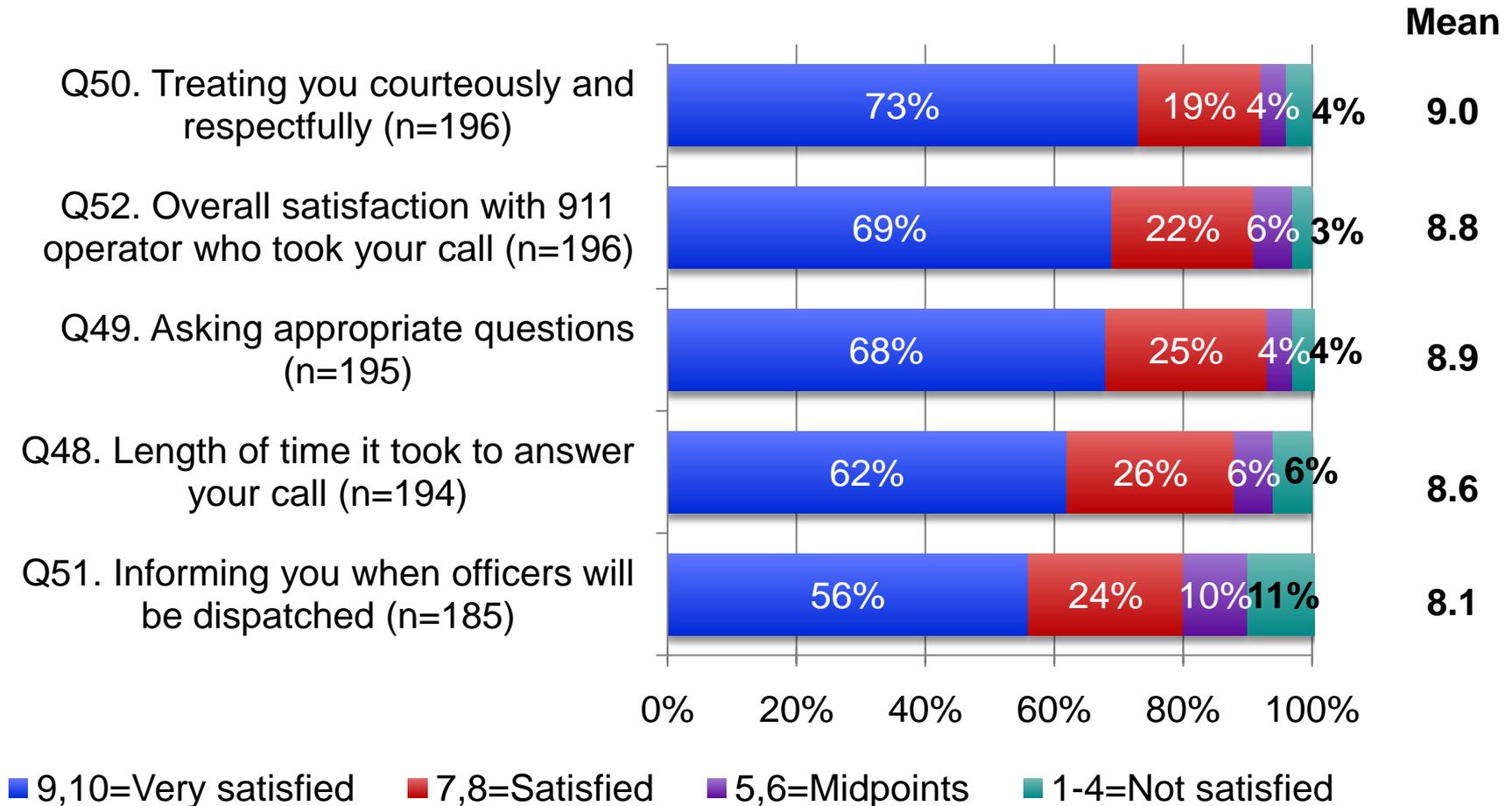


0%

100%

Satisfaction with 911 Service

Respondents Who Called 911 in Past 12 Months



Satisfaction with 911 Service – By Year

Respondents Who Called 911 in Past 12 Months

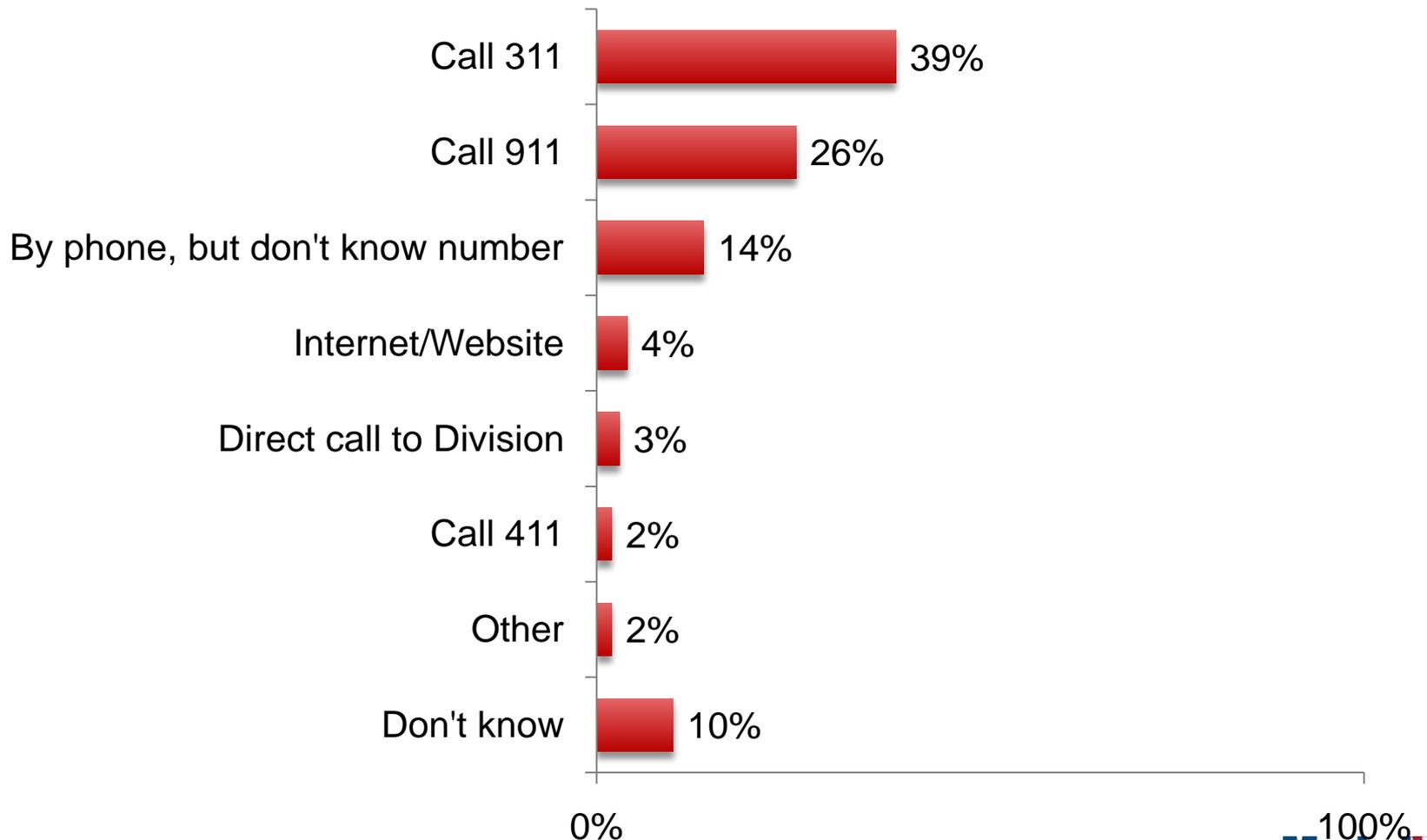
Mean Ratings on a 10-Point Scale
1= Not Satisfied, 10=Very Satisfied

	2010	2011
Q48. Length of time it took to answer your call	8.2	8.6
Q49. Asking appropriate questions	8.5	8.9
Q50. Treating you courteously and respectfully	8.7	9.0
Q51. Informing you when officers will be dispatched	n/a	8.1
Q52. Overall satisfaction with 911 operator who took your call	8.4	8.8

Means highlighted in red indicate a statistically significant change from 2010 to 2011.

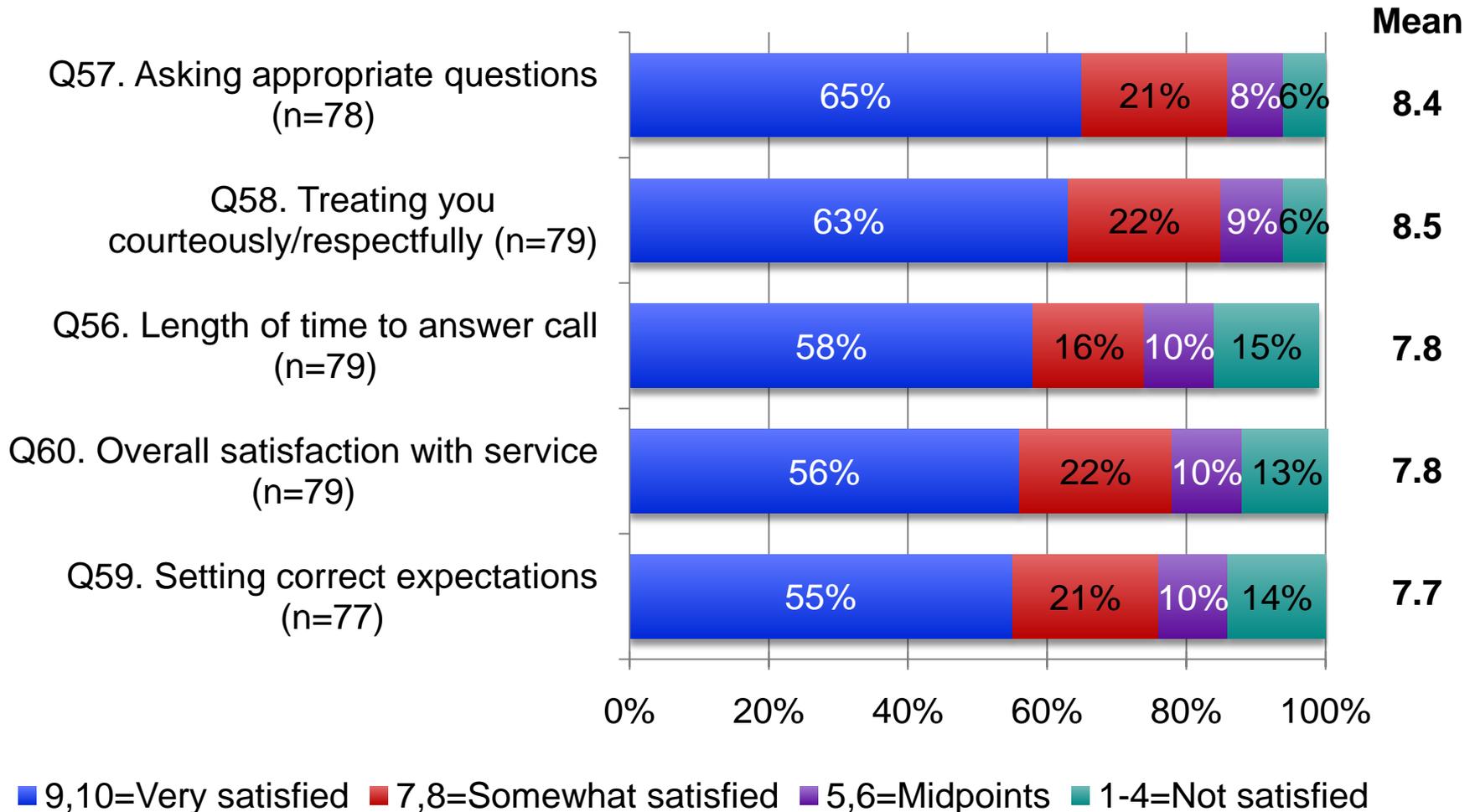
How Would You Contact The CMPD For A Non-Emergency

Total Sample, n=650 (Q53)



Satisfaction with Non-Emergency Crime Reporting Unit

Respondents Who Used CRU in Past 12 Months



Satisfaction with Non-Emergency Crime Reporting Unit

Respondents Who Used CRU in Past 12 Months

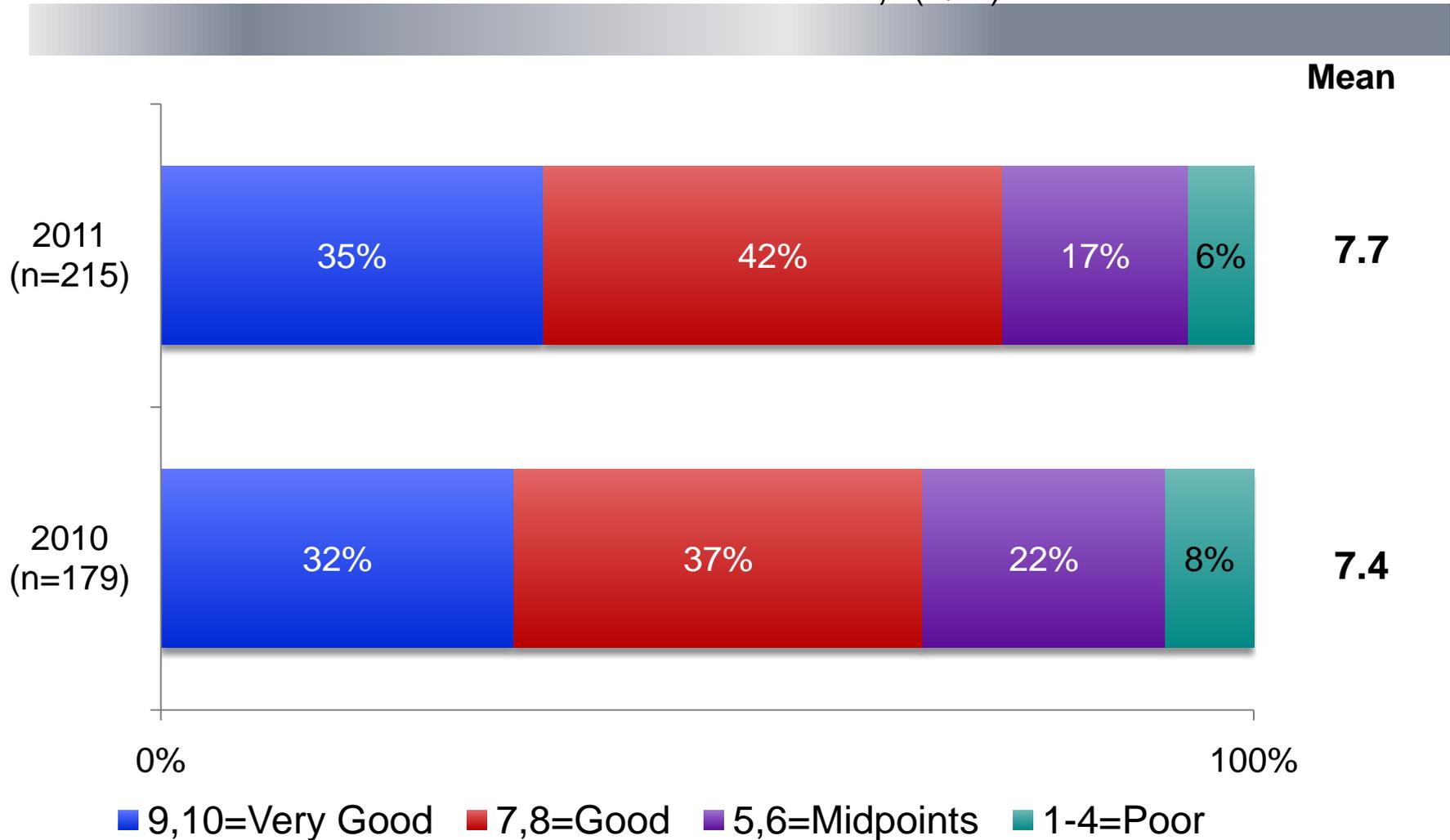
Mean Ratings on a 10-Point Scale
1= Strongly Disagree, 10=Strongly Agree

	2010	2011
Q56. Length of time it took to answer your call	7.5	7.8
Q57. Asking appropriate questions	7.5	8.4
Q58. Treating you courteously and respectfully	8.0	8.5
Q59. Setting correct expectations for what would happen next	7.5	7.7
Q60. Overall satisfaction with the service provided by the CRU	7.4	7.8

Means highlighted in **red** indicate a statistically significant change from 2010 to 2011.

Perception of CMPD Website

Among Respondents Who Have Been to Site
& Are Able to Rate It, (Q63)



Recommendations for Ways to Improve CMPD

Total Sample (Q64)

