



CHARLOTTESM

**City Council
Follow-Up Report**

August 30, 2013

July 22, 2013 – City Council Business Meeting

Charlotte Housing Authority

Staff Resource: Pam Wideman, Neighborhood & Business Services, 704-336-3488, pwideman@charlottenc.gov

During the dinner briefing, Council member Autry asked what percentage of residents annually transition out of the Charlotte Housing Authority (CHA).

Attached is a letter addressed to Council member Autry from A. Fulton Meachem, Jr., CEO of the Charlotte Housing Authority.



CHA Memo to CM
Autry.pdf

August 26, 2013 – City Council Business Meeting

Airport: Neighborhood Task Force

Staff Resource: Haley Gentry, Aviation, 704-359-4000, hgentry@charlottenc.gov

During the Business Meeting, Mayor Pro Tem Cannon requested the name of the constituent representing the Pawtucket community on the Neighborhood Task Force.

Attached is the Neighborhood Task Force (NTF) map identifying the representatives on the task force. Mr. Ronald Sills, #4 on the map, represents the Pawtucket community.



NTF Map.pdf

Citizens' Forum: Concerns of Karen Jensen

Staff Resource: Eric Campbell: 704-336-5158; ecampbell@charlottenc.gov

Karen Jensen spoke to Council during the August 26 Citizens' Forum regarding harassment from her neighbors and what she perceives as lack of an appropriate response from police.

Ms. Jensen has an extensive history with a number of City departments, dating back to 2007 when she was angered by a zoning variance granted to a neighbor. Ms. Jensen made a number of unannounced visits to City departments including the Mayor's Office, Planning, and the City Attorney. Her behavior toward City

employees was abusive and employees reported feeling threatened in her presence. This behavior resulted in a letter, dated February 18, 2008, banning Ms. Jensen from City Hall except for public meetings and scheduled appointments where security could be present.

Over the last few years, Ms. Jensen has focused her attention on police due to her belief that they have not been responsive to her concerns regarding problems with her next door neighbors. Ms. Jensen lives in a neighborhood where the houses are very close to one another. Ms. Jensen has generated a large number of calls for service to which police have responded. All of the reported incidents have been investigated including those when Ms. Jensen refused to answer her door and speak to police when they arrived. Investigation of her concerns included zone checks of the area during times that Ms. Jensen indicated that problems such as noise and honking horns were occurring.

CMPD officers have documented the few incidents that rose to the level of criminal activity but did not make warrantless arrests of the 76 year-old neighbor due to lack of probable cause. The criminal charges were initiated by Ms. Jensen through warrants obtained through the Magistrate. These criminal charges were the first arrests for her neighbor and were subsequently dismissed. The Magistrate's Office is aware of Ms. Jensen's conduct and will no longer issue warrants; they will only issue a summons. Ms. Jensen has also tried to obtain 50C civil orders against both of her next door neighbors but they were denied.

Ms. Jensen has made numerous records requests to CMPD, asking for documentation on her calls for service and the subsequent investigations. CMPD supplied all of the information that was public record and responded to multiple requests for the same information. Ms. Jensen also called and/or e-mailed personnel in the Providence Division, including volunteers; Internal Affairs; the Police Attorney's Office and the Chief's Office. Many police personnel characterized her as rude and making false accusations against police. On February 12, 2012, the Police Attorney sent Ms. Jensen a letter telling her to cease and desist calling, e-mailing, and visiting individual police personnel. She was advised to call 911 for emergency police service and 311 for non-emergencies. At no time was Ms. Jensen told she could not access 911 for police service; however, she was warned about filing false police reports and cyberstalking police personnel for the purpose of harassment.

CMPD has devoted a substantial amount of time to responding to Ms. Jensen's calls for service and requests for information but a majority of the calls do not involve criminal activity. The calls are either unfounded or involve civil matters including arguments over shrubbery that adjoins Ms. Jensen and her neighbors' property. Police have reached out to Ms. Jensen's family in hope of getting her some assistance but were not successful.

There is a substantial amount of documentation available on the City's efforts to assist Ms. Jensen. Council members who want access to more detail may contact Assistant City Manager Eric Campbell for assistance.