



**CMPD**

# ANNUAL REPORT

**2018**



# A WORD FROM THE CHIEF



**“I am inspired each day by the continued dedication by the members of this community and CMPD professional staff to strive for the continued improvement in the quality of life for all residents.”**



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The accomplishments achieved by the Charlotte-Mecklenburg Police Department (CMPD) in 2018 is the result by the sworn and civilian members of the CMPD. The CMPD's objective is to pursue a comprehensive set of programs and initiatives to inspire confidence in neighborhoods and businesses that proactively address community safety and build community trust.

This annual report highlights the successes made by the CMPD including youth focused, community focused, and internally focused programs. The CMPD is fortunate to have as a partner the Charlotte-Mecklenburg Police Foundation dedicated to promoting public safety. The Foundation contributed funds for the continuation of the Command College, vehicle mitigation barriers, and a mobile application designed to allow CMPD to more effectively inform, engage, and communicate with residents.

A key component to having a successful community is the ability of all residents to feel they are a part of the broader community. Through Bridging the Difference, the CMPD is engaging the community in a series of conversations to provide an opportunity for honest dialogue, including input and feedback around potentially difficult community issues. To further engage youth, CMPD sponsored teenagers who have expressed an interest in a legal system related career to attend Court Camp.

Committed to recruiting from the neighborhoods it serves, CMPD launched a recruitment and retention program built upon hiring new officers, experienced officers, and veterans offering competitive benefits and incentive programs. Patrol Leadership Councils, comprised of community and business leaders, actively attend a series of meetings designed to showcase the work, collaboration, and success achieved by patrol divisions.

Officers regularly attend the Galilee Center for Refugee Support Services, to engage with new refugees to the United States with positive interaction, answering questions pertaining to laws, and providing resources the CMPD has to offer. CMPD's participation has been recognized by the U.S. Department of State.

I am inspired each day by the continued dedication by the members of this community and CMPD professional staff to strive for the continued improvement in the quality of life for all residents. It is my distinct privilege and honor to serve as your chief of police.

Thank You,



Chief Kerr Putney

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# SAFE

## CRIME FIGHTING



### 2018 Compared to 2017

**VIOLENT CRIME**  
**DOWN**  
**19.7%**

**PROPERTY CRIME**  
**DOWN**  
**4.2%**









### 2018 Compared to the Five Year Average

**VIOLENT CRIME**  
**UP**  
**6.4%**

**PROPERTY CRIME**  
**UP**  
**3%**



## COMPARISON TABLE

INDEX OFFENSES		2018	2017	% CHANGE
HOMICIDES		57	87	-34.5%
ROBBERIES		1,778	2,015	11.8%
RAPES		308	335	-8.1%
AGGRAVATED ASSAULT		4,090	3,969	3%
BURGLARY		5,387	6,201	-13.1%
VEHICLE THEFT		2,868	2,584	11%
LARCENY		25,743	25,687	0.2%
ARSON		157	200	-21.5%



## Shooting into Occupied Dwelling (SIOD) Taskforce

The Shooting into Occupied Dwelling Taskforce (SIOD) was implemented in July 2018 as a 90-day pilot program in the patrol divisions experiencing the majority of shooting into occupied dwelling incidences. This taskforce is comprised of detectives from the North, Metro, Freedom and Westover Patrol Divisions and includes support and resources from the Special Investigations Bureau. During the pilot program a significant number of arrests were made.

### RESULTS





# 45

**PEOPLE WERE  
ARRESTED ON  
CRIMES RANGING  
FROM DRUG  
TRAFFICKING TO  
ILLEGAL GUNS**

**FEB. 13, 2018**

### **CMPD and Federal Agencies Arrest 45 in Coordinated Takedown**

Following an eight-month investigation by the CMPD and the Bureau of Alcohol, Tobacco and Firearms (ATF), **45 people were arrested on crimes ranging from drug trafficking to illegal guns.** Drugs, guns and bulletproof vests were confiscated during the operation.



# COMMUNITY ENGAGEMENT

## Communications Division

### *Community Events Team – Community Engagement*

Our telecommunicators and supervisors normally handle 9-1-1 calls and dispatch police calls for service. Routinely you will also find Communications Division staff at community events engaging with our community and teaching community members of all ages about how 911 works, what information should be provided when calling 9-1-1, and how police respond to 9-1-1 calls.

The goal is to educate the public on the process of calling 9-1-1, and to ensure the public has a clear understanding of what happens when dialing 9-1-1. We want our community to rely that when Communications staff answer their emergency call, we will work diligently to provide the best customer service possible.

Many of the events we attend are kid friendly. It is a great opportunity to ensure our young community members understand when it is appropriate to call 9-1-1, and how use 9-1-1 if they ever found themselves in a position that they needed to call for help. Communications staff uses a 9-1-1 simulator to make test calls and explain how the most important information any caller can provide is their address.





# VICTIM SUPPORT SERVICES

## RESULTS FOR CHILDREN FROM BIRTH TO 18 YEARS OLD



**7,800**

**FAMILIES**



**12,300**

**CHILDREN**



**17**

**FULL-TIME CLINICIANS**

## ASSAULTS WITHOUT WEAPONS WERE THE NO. 1 REASON FOR REFERRAL

**19%**

**MORE REFERRALS  
THAN 2017  
(7,805 VS 6,542)**

**32%**

**OF REFERRRRALS  
WERE UNDER  
6 YEARS OLD**

**30%**

**OF REFERRALS  
INVOLVED INTIMATE  
PARTNER VIOLENCE (DV)**

# VICTIM SUPPORT SERVICES

## HOMICIDE VICTIMS & FATALITY CRASHES

2018

**57**

HOMICIDES

**99**

TRAFFIC  
DEATHS

2017

**87**

HOMICIDES

**79**

TRAFFIC  
DEATHS

2016

**68**

HOMICIDES

**78**

TRAFFIC  
DEATHS

## Victim Support Group (VSG)

The VSG facilitates two non-therapeutic support groups, the Homicide Support Group and the Traffic Related Deaths Support Group. The goal is to provide a platform where survivors can explore strategies on how to handle difficult times while supporting each other and gaining insight on a variety of issues they face.





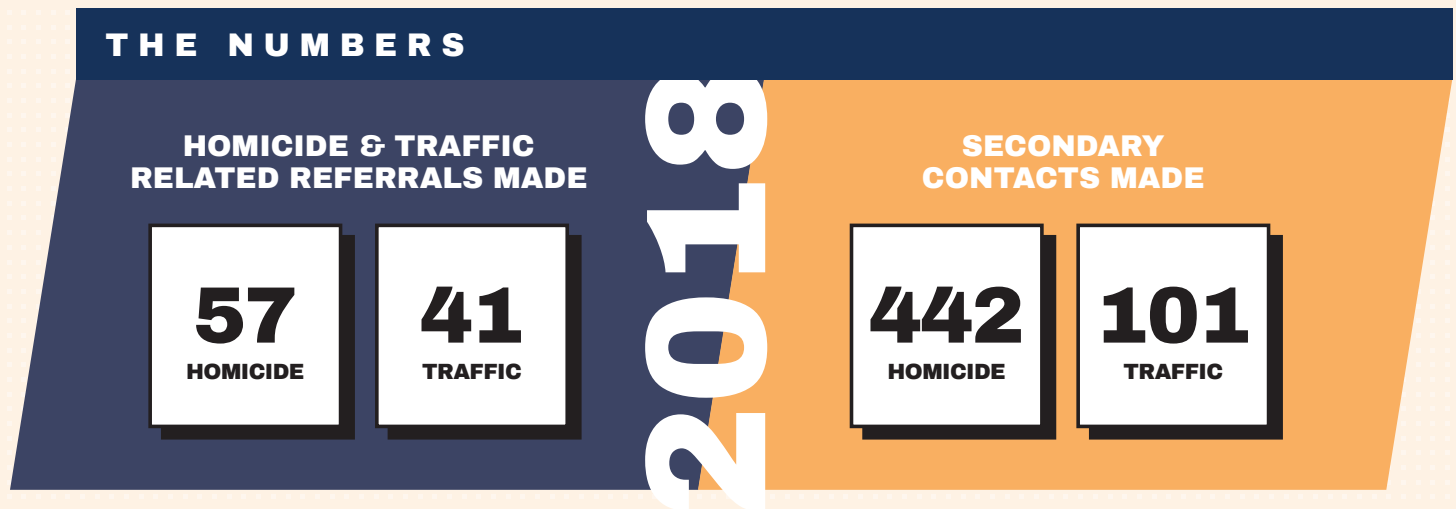
# VICTIM SUPPORT SERVICES

Due to the increase in homicide and traffic-related deaths and observing the impact these circumstances have on children, the VSG was awarded a grant in 2018 to expand its services to include youth support.

Responsibilities include facilitating support group meetings, evaluating homicide cases to determine eligibility for victim compensation, working with the Mecklenburg County Medical Examiner's Office, funeral

homes, insurance companies investigating death claims, providing case management, advocacy, sending outreach letters to clients, and making the appropriate referrals for counseling.

The VSG is available 24/7 to respond to crime scenes and vehicle fatalities and to provide victim support services. Currently, the Victim Services Unit is comprised of two adult victim advocates.





BRIDGING THE DIFFERENCE

*Strengthening Charlotte Through Conversation*

**TRUST**  
COMMUNITY ENGAGEMENT



## Bridging the Difference

To create a future where the needs of all residents are taken into consideration, the CMPD understands that it must seek ways to create partnerships and collaborations across lines of difference, including race, geography and socio-economics. The CMPD is committed to engaging with residents in ways that will have a lasting impact and foster mutual understanding.

Through Bridging the Difference, initiated in 2018, the CMPD is engaging the community in a series of conversations to provide an opportunity for honest dialogue, including input and feedback around potentially difficult community issues. The idea is to examine personal reactions to present day and historical issues in Charlotte-Mecklenburg related to public safety matters and to identify opportunities to bridge differences between the many perspectives in our community. The goal is to provide a safe space

where a group of diverse residents can openly share their thoughts, feelings, and ideas and hear from others while building bridges between various perspectives to improve police/community relations.

### 2018 EVENTS CONDUCTED



#### **POLICE SUPPORT AND ACCOUNTABILITY**



#### **IMMIGRATION CONCERNS IN THE COMMUNITY**





# COMMUNITY ENGAGEMENT

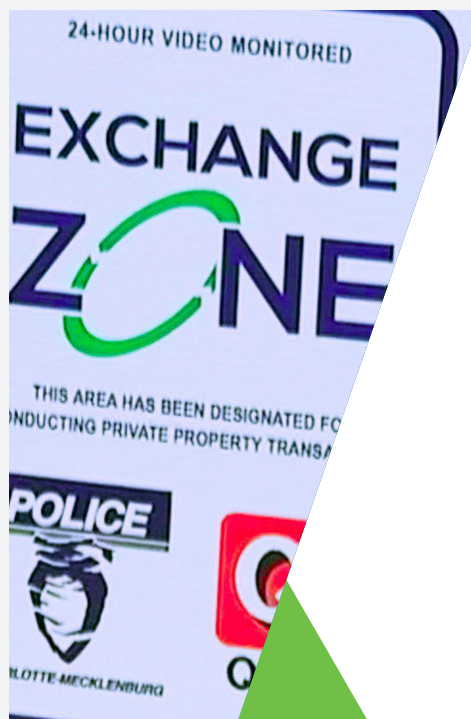


## Lip Sync Challenge

In 2018, police departments across the country started posting lip sync videos challenging one another to see who had the best routine. The CMPD shot a video with employees singing along to Justin Timberlake's "Can't Stop the Feeling." The CMPD's video received nearly 3 million views! USA Today sponsored a contest for the best lip sync video in the nation and the CMPD's video received enough votes to make it to the finals and ultimately, the runner up nationally.

## Active Shooter Presentations

CMPD conducted 44 active survival presentations for private and public businesses during 2018. These events train residents how to react in the event of an active shooter incident.



## Exchange Zones

The CMPD teamed with QuikTrip to establish "Exchange Zones" at 14 locations in Charlotte-Mecklenburg to decrease the chance of robberies between sellers and buyers involving online exchange applications. These exchange zones include 24-hour surveillance and periodical zone checks by CMPD Officers.

# YOUTH PROGRAMS AND EVENTS



## The Hate U Give

CMPD took 500 youth to the movies and engaged in a thought-provoking dialogue about the movie, “The Hate U Give.”



## Court Camp

2018 was the CMPD’s inaugural year to sponsor four teenagers who have expressed an interest in a legal system-related career and/or are just interested in learning more about the law and the North Carolina judicial system. During this week-long camp at the Mecklenburg County Courthouse, participants learned about the North Carolina judicial branch, met judges, attorneys, law enforcement officers, court reporters and other court personnel. Participants also took behind-the-scenes tours of the Mecklenburg County Courthouse, Mecklenburg County Jail, Charlotte-Mecklenburg Police Department Crime Lab, Central Piedmont Community College’s Criminal Justice Department and a large law firm. The highlight of Court Camp was observing live criminal and civil trials and participating in a mock crime scene and mock trial. A mock trial and graduation ceremony was presided over by a District Court Judge and held on the last day of the camp.

# YOUTH PROGRAMS AND EVENTS

## Diversion

CMPD Youth Diversion is a first-time offender program that is an alternative to arrest for ages 6-17. Diversion provides youth tools to redirect behavior through eight hours of interpersonal skill building sessions that address decision-making, risk taking, goal setting, conflict resolution and academic achievement along with substance abuse and theft awareness. Parents also participate in two hours of programming that address how to effectively communicate and redirect behavior. Over the last six years, Youth Diversion has received nearly 4,000 referrals. In 2018, there were 542 young people diverted away from the criminal justice system.



**10% AVERAGE  
RECIDIVISM RATE**



# YOUTH PROGRAMS AND EVENTS

## CMS SCHOOL BASED DIVERSION

TIMEFRAME	DIVERSIONS
-----------	------------

2017-2018 School Year	535
-----------------------	-----

2018-2019 Aug-Dec	472
-------------------	-----

Charlotte-Mecklenburg School-based diversions are utilized when an arrestable offense occurred, however the School Resource Officer sent the student to one of the following programs – Violence is preventable (VIP), Sexual Harassment is preventable (SHIP), Community Service, Students Assistance Program (SAP). They are on pace to double by the end of the '18-'19 school year. School-based diversions are currently trending at 75% of last year's total with over half the year remaining.

## SRO BASED DIVERSION

TIMEFRAME	DIVERSIONS
-----------	------------

2017-2018 School Year	511
-----------------------	-----

2018-2019 Aug-Dec	158
-------------------	-----

SRO based diversion is used when an arrestable offense occurred, but instead of arresting the student, the SRO can enact their own Diversion (Mediation, Community Service, or have the student write an apology letter for a very minor offense).

School based offenses in the Charlotte-Mecklenburg area are 19% of all juvenile cases. The state average is 42%. Chief Court Counselor Russel Price stated this is attributed to the efforts of the CMPD Youth Diversion Unit and CMS school based diversions.

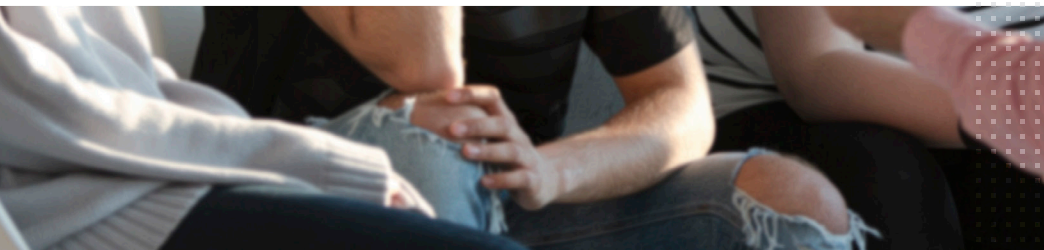
**19%**

**SCHOOL-TO-PRISON  
PIPELINE**

# YOUTH PROGRAMS AND EVENTS

## Youthful Offender Restitution Repay Program

In 2018, CMPD partnered with the Winer Family Foundation to develop a restitution repay program for qualifying REACH OUT and Diversion program participants. Using private funds solicited by the foundation, CMPD created and administers the CMPD Youthful Offender Restitution Repay Program. CMPD Youth Diversion previously did not accept cases where restitution was owed.



### FORMER YOUTH DIVERSION PARTICIPANTS ENROLLED IN OTHER CMPD PROGRAMS:

**13**

**ENVISION  
ACADEMY  
SCHOLARS**

**2**

**AMBASSADORS  
FOR ENVISION**

**11**

**REACH OUT  
CLASS LESSON  
PARTICIPANTS**

**8**

**REACH  
ACADEMY  
PARTICIPANTS**

**29%**  
**REDUCTION**

**IN YOUTH DIVERSION  
REFERRALS**

The reduction is attributed to an 18.4% reduction in juvenile arrests (a national trend) and the increase in school based diversions. In response to the decrease in referrals, the Youth Diversion Unit began processing all juvenile arrests. Previously, the Crimes Against Children Unit processed these cases. This process management change has allowed Youth Diversion to re-evaluate cases prior to acceptance by the Mecklenburg County District Attorney's Office. Diversion referrals have increased by 5% since the change in October 2018.

## Promise Youth Development

Weekly, 60 students meet with 12-15 CMPD Officers who attend Wednesday evening sessions to mentor youth and discuss topics including manners, respect, how to excel in school, careers students want as adults, and summer book reading with weekly discussions. “Before you can mentor youth, Major Nelson Bowling explained, you have to have a relationship and relationship building is extremely time-consuming; yet rewarding.” The consistency of Officers coming every Wednesday, knowing how each young person is doing at school, their needs, and Officers helping each young person with their particular situation, without seeking recognition, builds a two-way strong bond of trust and a real relationship. For example, Officers filled an essential need by providing each young person with a backpack containing school supplies. When one young teenager was seen riding a small child’s sized bike, an Officer asked him about it and independently obtained a new bicycle for the teenager within days. The teen was overjoyed as this is his primary source of transportation.





# SOCIAL MEDIA

## 2018 Social Media Stats

# 120,000 FOLLOWERS ON SOCIAL MEDIA



## 70,070

**PAGE LIKES**  
27% INCREASE OVER 2017



## 46,036

**FOLLOWERS**  
12% INCREASE OVER 2017



## 3,754

**FOLLOWERS**  
NEW IN 2018

## 26M

**IMPRESSIONS**

## 4M

**VIDEO VIEWS**

## 12M

**IMPRESSIONS**

## 10K


**RETWEETS**

213 RETWEETS | 1,556 LIKES

CMPD News

@CMPD

Officer Spottswood recently took a report about a stolen wallet. But rather than stopping there, he took the 75 victim to get a new ID, to replace and debit card, and then to get Officer Spottswood won the C Excellence award this month



7:33 AM - 6 Jun 2018

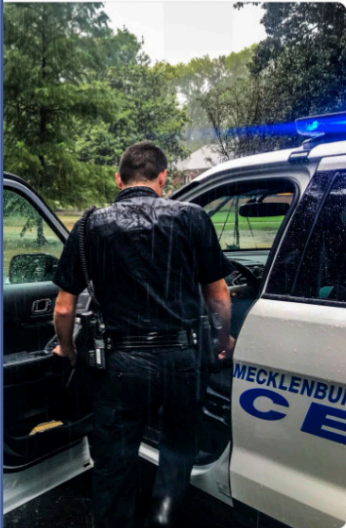
213 Retweets 1,556 Likes

248 RETWEETS | 894 LIKES

CMPD News

@CMPD

If you see a first responder in the next few days, please say thank you. These men and women are working in very difficult times. Please keep us all safe. #FlorenceNC



94

11.5 MILLION IMPRESSIONS

Charlotte-Mecklenburg Police Department

Published by Cmpd Plo [?] - July 17, 2018

It's the moment you've been waiting for. #lipsyncchallenge accepted! #CMPD #BeTheDifference Song by Justin Timberlake



5,595,504

1,260,242

Boost Post

People Reached

Engagements

45K

6.3K Comments 61K Shares 2.5M Views

Like

Comment

Share



# PROFESSIONAL DEVELOPMENT



## Cultural Proficiency Education

Implementation of the Cultural Proficiency Education, designed by Jennifer Davis, prepares and equips participants to lead from where they are to achieve maximum cultural proficiency within the organization and community. All CMPD sworn and civilian staff participate in Cultural Proficiency Education.

## Cultural Competence Education Program

The Cultural Competence Education Program is an intensive 11-session program designed around nine cultural competence modules that provide a holistic and impactful training experience for participants including captains, lieutenants, sergeants and civilian staff. The purpose of this education program, taught by Dr. Melvin Herring, Dr. Shuntay Tarver and Dr. Christian Friend, is to develop a foundation for participants to become culturally competent practitioners and leaders.



# KEY TRAININGS/ON-GOING EDUCATION

## Executive Speakers Series

The CMPD's Executive Speakers Series is designed to stimulate the type of thought and critical thinking necessary for public safety executives, public safety sworn and civilian staff as well as decision makers.

### EXECUTIVE SPEAKERS SERIES PRESENTERS IN 2018 INCLUDED:



**MR. STAN KIMER**

Mr. Kimer's presentation introduced basic terminology around the LGBT community, statistics around LGBT issues, how to effectively communicate with LGBT people, and how to be an effective ally.



**ELISE M. JARVIS AND SARAH REZA**

Presented "Law Enforcement and Society" a seminar that brings the lessons of the Holocaust to police department leadership who play vital roles in defending individual liberties.

**PROFESSOR JAMES FORMAN**

Discussed his recently published book, titled, "Locking Up Our Own: Crime and Punishment in Black America" which weighs the tragic role that some African Americans themselves played in escalating the war on crime.



### EMPLOYEE HIGHLIGHT:

#### **MEG GIBSON: ORGANIZATION DEVELOPMENT**

Meg Gibson, Ed.D, was brought in as an Organization Design Consultant to increase overall effectiveness by aligning human capital, processes, and systems within the mission, vision, values and strategy of CMPD.

She developed and implemented the Making The Difference Leadership Series for Captains and Lieutenants which provided education and guidance in the fields of Human Resources, Finance, Legal, and Harassment.

She implemented a 360 Assessment of CMPD Majors, a form of feedback for leaders in which their skills, effectiveness, and influence as a leader were evaluated by colleagues. The results were followed by personalized coaching and development to improve personal leadership skills and guide the Majors to professional success.



# RECRUITMENT/RETENTION

## Recruitment Incentives Program

In an effort to provide the community with exceptional service, the CMPD strives to recruit qualified individuals with a passion to serve.

The CMPD offers several programs and incentives aimed to provide new and existing employees with an exceptional employee experience. Programs offered include a Lateral Entry Program, Military Recruitment Program and Paid Training Program. In addition to the programs provided for new recruits, CMPD also offers several incentive opportunities and programs for current sworn and civilian personnel.

## Lateral Program

The lateral program is an initiative aimed at recruiting more veteran police officers or those with previous military experience. By attracting qualified veteran police officers or military personnel, CMPD will fill vacancies faster and more rapidly add resources to the patrol divisions that need officers the most. To make this effort successful, an incentive program was created both for newly hired laterals and for existing employees who refer sworn officers later hired into the CMPD ranks. The objective of the program is to entice some of the most-qualified officers at other police agencies to apply to the CMPD.

### 2018 RECRUITMENT EFFORT RESULTS

**61.5%**

**OF APPLICANT  
POOL IS MINORITY  
OR WOMEN**

**25%**

**INCREASE IN  
APPLICATIONS  
OVER 2017**

**23%**

**INCREASE IN  
HIRING  
OVER 2017**



## Recruiting the Best – Be the Difference

CMPD launched an extensive recruitment initiative in 2018. The CMPD concerted effort is to hire new and experienced officers offering competitive benefits and incentive programs. The minimum starting salary for new officers, with a four-year degree, is \$48,798. Additionally, the CMPD offers a 5 percent pay incentive for proficiency in any of five languages, an educational tuition reimbursement program, a 401K with 5 percent of salary contributed by the City of Charlotte, among many employee benefits.

Through the Lateral Entry Recruiting program, CMPD accepts in-state and out-of-state certified Police Officers for lateral entry who exhibit integrity, professionalism and dedication to bring their skills and experience. Specific qualifications for lateral

entry include being presently employed with a sworn government law enforcement agency with no break in service for a minimum of two years, and full-time service with your current agency.

CMPD is committed to recruiting from the neighborhoods it serves. The goal of the CMPD is to make Charlotte one of the safest large cities in America. To do that, we continually advance strategies that prevent crime, find ways to engage the community in taking steps that help minimize opportunities for victimization, and seek solutions to the complex community problems that contribute to crime and disorder.



### Recruiting Video Contest

Fort Mill High School students Cassidy Burns, Courtney Smith and Isaac Palmer were selected as the CMPD recruiting video contest creative storyteller winners and awarded the grand prize of \$1,000.



# EMPLOYEE WELLNESS

## Financial Wellness Seminars

In 2018 CMPD began financial wellness seminars for its sworn and civilian staff. These seminars were a nine-class program geared toward getting out of debt and achieving financial independence.

These seminars go hand-in-hand with the financial planner that is brought onsite to help CMPD employees develop a roadmap for financial health.



### FEATURED EVENT:

## CMPD POLICE CHALLENGE



**3**

MILES

**12**

STATIONS

**200**

PARTICIPANTS

HONORING

**150**

FALLEN  
OFFICERS

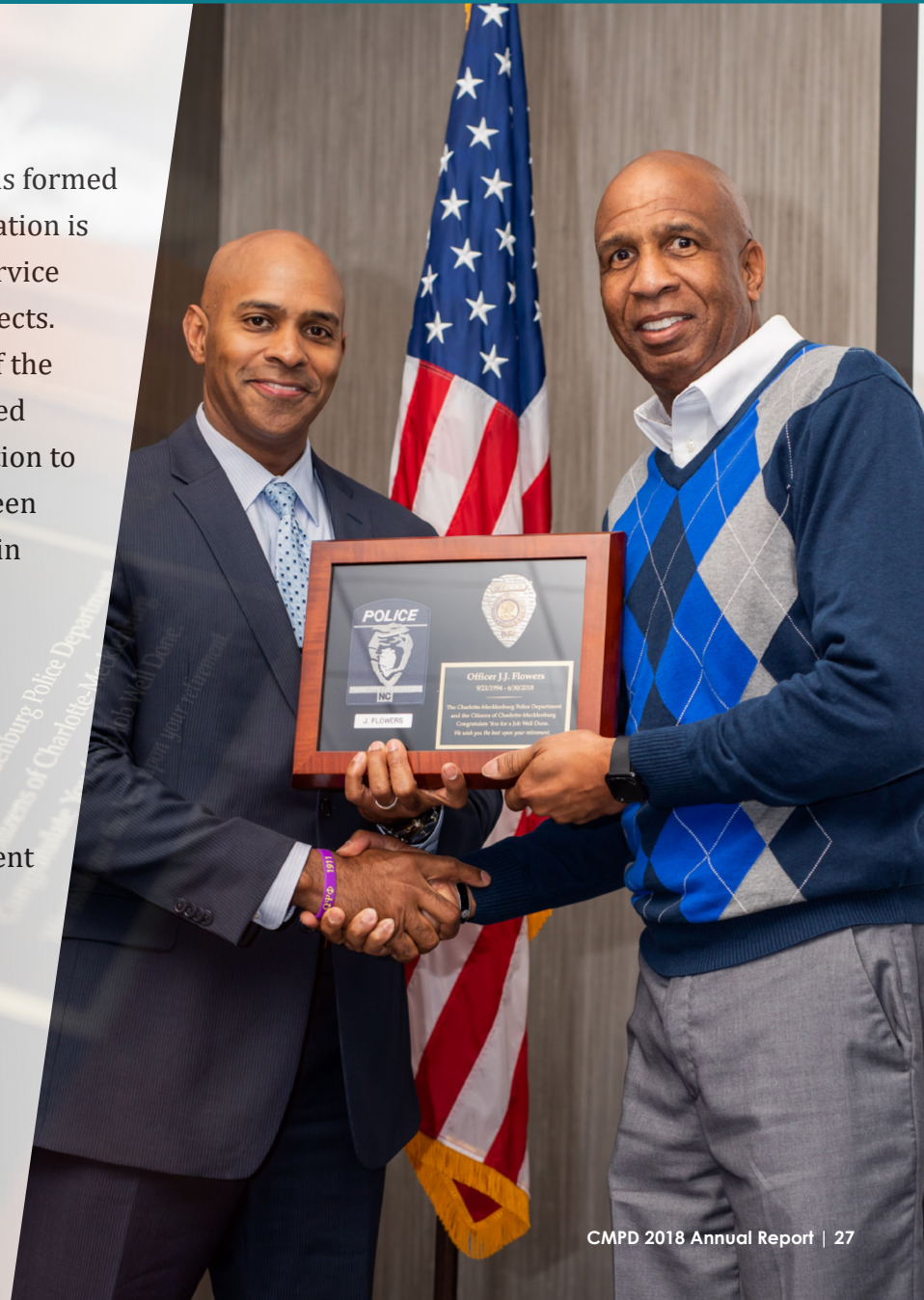


## CMPD Retirees Association

In January 2018, the CMPD Retirees Association was formed as a non-profit organization. The goal of the Association is to provide a means for retirees to continue their service to the community through various community projects. After years of dedicating their lives to the service of the Charlotte community, many retirees have maintained their strong desire to continue this service. In addition to supporting their community, the Association has been a social outlet for those retired members to maintain contact with their police and community families.

## Retirement Planning

CMPD implemented a full day program preparing staff for retirement. The class involves emotional/mental preparation for retiring from law enforcement after 30, financial information specific to retirees' situations, information about exercising and nutrition after 50, and applying for new jobs in the 21st century.





## Staffing Strategic Plan

A Staffing Strategic Plan was prepared to guide CMPD executive staff as they make decisions related to the annual sworn and civilian staffing requirements. The purpose of the Staffing Strategic Plan was to demonstrate the increasing and uncontrollable pressures placed on the CMPD's personnel resources that require the CMPD to continuously assess sworn and civilian staffing levels. In addition, public safety must be viewed as a form of local infrastructure that must continue to be expanded to respond to the continued growth and development of Charlotte-Mecklenburg. Continued growth causes an increased demand for public services.

# OPERATIONAL EXCELLENCE



## Strategic Business Plan

To organize the CMPD's strategic direction and priorities, a CMPD Strategic Plan was developed. The CMPD Strategic Plan encompasses four major components including managing resources, organizational capacity, operational excellence and providing services to the public. When taken as a whole, the CMPD's Strategic Plan embodies Chief Putney's three pillars – Crime Fighting, Community Engagement and Professional Development.

## Technology Strategic Plan

A Technology Strategic Plan was prepared to identify CMPD technology and technology-based equipment needs for the next 10 fiscal years. The preparation of the Technology Strategic Plan was a direct result of pillar three of the President's Task Force on 21st Century Policing. Pillar three reads, in part, "Law enforcement agencies and leaders need to be able to identify, assess, and evaluate new technology for adoption and do so in ways that improve their effectiveness, efficiency and evolution without infringing on individual rights."

## New Motorcycles

In 2018, the CMPD purchased six new BMW motorcycles to replace older model Harley-Davidson motorcycles. The BMW motorcycles are 200 pounds lighter and better for traffic enforcement. In addition, these motorcycles have new safety features, are designed to keep the motorcycle officers cooler and lessen driver fatigue.





# COMMUNITY SURVEY

## Overview of City of Charlotte Citizen Survey

The City of Charlotte Citizen Survey is an initiative of The Charlotte-Mecklenburg Police Department (CMPD) in an effort to improve overall citizen satisfaction with law enforcement services provided throughout the Charlotte-Mecklenburg area. The purpose of the 2018 City of Charlotte Citizen survey was to assess overall citizen satisfaction with the delivery of police services in specific areas including, Community Involvement, Safety, Procedural Justice, Performance, Contact and Satisfaction. The purpose of the survey was also to obtain information that would improve services for residents and businesses alike and for citizens to provide feedback about the most pressing issues. CMPD partnered with an independent consulting firm to administer the 2018 Survey. The contract was established to conduct an independent third-party assessment on overall citizen satisfaction with CMPD services. The survey was administered in targeted community neighborhoods and business corridors to allow for a more focused approach to reaching those who may be dissatisfied with public safety services.

## Business Corridors and Community Neighborhoods

A total of seven business corridors and seven community neighborhoods, comprising of 14 independent communities, were selected by CMPD to be part of the 2018 Survey in select parts of the Charlotte-Mecklenburg area. These areas were identified by CMPD based on the prevalence of crime and other factors contributing to overall public safety.





## Business Corridors

1. Beatties Ford Road Corridor
2. Tuskegee Road Corridor
3. Albemarle Road and Central Avenue Corridor
4. North Tryon Street Corridor
5. I-85 and Sugar Creek Corridor
6. Providence Road Corridor (between Queens and Fairview)
7. Providence Road Corridor (between Beverly Crest and I-485)

## Community Neighborhoods

1. Central Division (Fourth Ward and Historic South End)
2. Eastway Division (Belmont and Plaza Midwood)
3. Independence Division (Ashley Place and Timber Crest)
4. North Division (Derita Woods and Peach Tree Hills)
5. University Division (901 Place and University Village Apartments)
6. Westover Division (Reid Park and South Side Homes)
7. Steele Creek Division (Pine Valley and Oak Park)

**3.8**  
OUT OF 5

**OVERALL CMPD SATISFACTION RATING  
ACROSS ALL CORRIDORS & BUSINESSES**

# COMMUNITY SURVEY

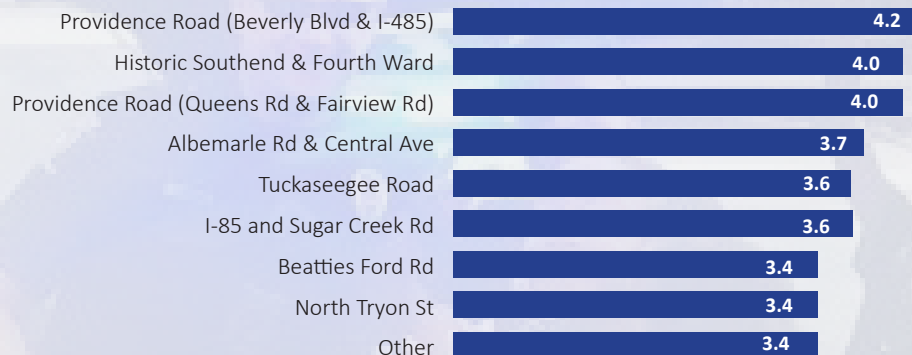
## Overall Satisfaction with CMPD

Businesses provided response to the survey question, “On a scale of 1 to 5 (1=very dissatisfied, 5=very satisfied), how satisfied are you with CMPD overall?”

Providence Road (between Beverly Crest and I-485) had the highest satisfaction rating of 4.2 out of 5. Beatties Ford Road and North Tryon Street had the lowest satisfaction rating of 3.4 out of 5.

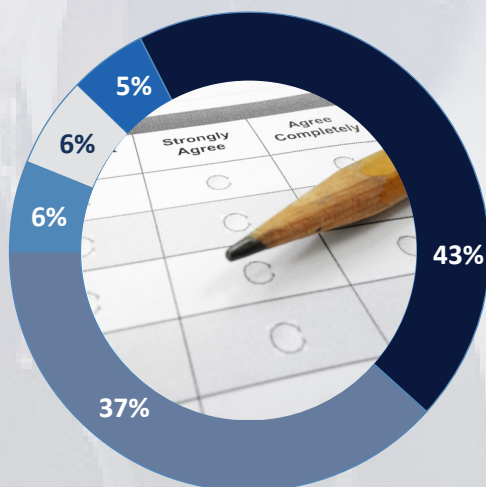
## Overall Satisfaction with CMPD Services Across All Corridors

All Corridors = 3.8



Across all corridors, businesses rated their satisfaction with CMPD services a 3.8 out of 5.

- ☒ CMPD is doing the best they can with the resources they have to keep our community safe
- ☒ CMPD is doing a reasonably good job in keeping our community safe
- ☒ CMPD exceeds my expectation of law enforcement and involvement in the community
- ☐ CMPD has major shortcomings in their ability to enforce law in my community
- ☒ CMPD is not doing their job in keeping my community safe



Most businesses felt that CMPD is doing a good job keeping their community safe. Forty-three percent (43%) of surveyed businesses shared that CMPD is doing the best they can with the resources that they have. Thirty-seven percent (37%) shared that CMPD is doing *a reasonably good job*



# COMMUNITY SURVEY

## Trust and CMPD

Businesses were asked to rate the CMPD officers (on a scale of 1 to 5; 1=highly distrust and 5=highly trust) on the extent to which they would trust CMPD to perform a variety of actions during their interactions with businesses.

Businesses on Beatties Ford Road provided the lowest rating for CMPD officers, indicating they distrust that CMPD officers would treat everyone equally and fairly (2.7 rating out of 5). On the other hand, all businesses on Providence Road (between Queens and Fairview roads) consistently provided the highest rating to CMPD, indicating that they trust CMPD officers to clearly explain their actions and procedures, protect people's basic rights, and take the time to listen to people's needs (4.0 rating out of 5).

## Businesses Trust in CMPD

To what extent do you trust that CMPD would:	Albemarle Road and Central Avenue	Beatties Ford Road	Historic South End and Fourth Ward	I-85 and Sugar Creek Road	North Tryon Street	Providence (between Beverly Blvd and I-485)	Providence (between Queens Road and Fairview Road)	Tuckaseegee Road
Clearly explain his or her actions and procedures?	3.5	3.2	3.8	3.5	3.3	3.8	4.0	3.6
Protect people's basic rights?	3.5	3.4	3.8	3.6	3.3	3.8	4.0	3.6
Exercise good judgement in use of force?	3.6	3.1	3.7	3.5	3.2	3.7	3.9	3.5
Take time to listen to people's needs?	3.6	3.2	3.8	3.6	3.3	3.7	4.0	3.6
Treat people with respect and dignity?	3.7	3.2	3.8	3.6	3.3	3.8	3.8	3.8
Treat everyone equally and fairly?	3.7	2.7	3.6	3.5	3.1	3.6	3.9	3.5

# COMMUNITY SURVEY

## Crime and Perceived Safety

Overall, community members provided CMPD a rating of 3.4 (on a scale of 1 to 5) for CMPD's ability to control crime across communities.

Community members were asked "Over the past two years, do you think crime in your community has increased, stayed the same, or decreased?"

More than half the community members at Historic South End and Fourth Ward (52%) indicated that **crime increased** in the past two years. Most community members of Belmont/Plaza Midwood and Providence Road indicated that **crime stayed the same**, 41% and 43% respectively.

	Crime decreased	Crime increased	Crime Stayed the Same	Unsure
Belmont and Plaza Midwood	24%	17%	<b>41%</b>	18%
Historic South End and Fourth Ward	5%	<b>51%</b>	17%	27%
Providence Road (both locations)	3%	28%	<b>43%</b>	28%
Other Target Areas	<b>31%</b>	24%	28%	17%

## Victim of Crime Satisfaction

Twenty percent (20%) of community members indicated that in the past two years they and/or a member of their household was a victim of a crime in their community. The most common crime experienced by community members across all communities were car break-ins.

Of those who indicated that either they and/or a member of their household was a victim of a crime, 34% indicated that they were **satisfied or very satisfied** with CMPD's ability to control crime in their corridor



## TOTAL CMPD FY18 BUDGET

# \$266,807,539

## 2018 AWARDED GRANT TOTALS

GRANT	AMOUNT
Federal	\$1,612,165
Other/Foundation	\$186,039
<b>TOTAL:</b>	<b>\$1,798,204</b>

## FEDERAL/STATE GRANTS

<b>FY18 SAKI</b> (Sexual Assault Kit Initiative)	<b>\$452,637</b>
<b>FY18 JAG</b> (Justice A Byrne Grant)	<b>\$549,844</b>
<b>FY18 OVC</b> (Office of Victims of Crime) Law Enforcement-Based Direct Victim Services and Technical Assistance Program	<b>\$236,695</b>
<b>FY18 CEBR</b> (Crime Lab Enhancement and Backlog Reduction)	<b>\$372,989</b>
<b>2018 GCC</b> (Governors Crime Commission) Juvenile Justice Planning Grant	<b>\$1.3 M Pending</b>

## FOUNDATION GRANTS

<b>Firehouse Subs Public Safety Grant</b>	<b>\$1,039</b>
<b>PetSmart Charities Pet Retention Grant</b>	<b>\$150,000</b>
<b>PetSmart Charities Spay/Neuter Grant</b>	<b>\$25,000</b>
<b>Maddie's Fund Innovation Grant</b> (Innovative Marketing and PR)	<b>\$5,000</b>
<b>Greater Good Foundation</b> (Hurricane Florence)	Veterinary Supplies
<b>Greater Good Foundation</b> (Hurricane Florence)	Pallets of IV Fluids
<b>Alzheimer's Foundation</b>	<b>\$5,000</b>



# PROFESSIONALISM

CMPD's Professionalism is upheld by the Internal Affairs Bureau which is charged with ensuring the level of trust and confidence the public has in its police department is safeguarded and that our agency remains deserving of that trust.

## EARLY INTERVENTION SYSTEM

2018 was the first full year of CMPD's newly implemented Early Intervention System, which was designed to alert supervisors to patterns or potential risk factors for future performance issues. Rather than being punitive in nature, the system assists in interventions and the development of custom strategies designed to assist employees with succeeding within CMPD. 2018 showed a marked increase in supervisor-initiated alerts and interventions, pointing towards a greater buy-in from first-line supervisors. Preliminary evaluations by research partners at the University of Chicago Center for Data Science and Public Policy showed the system to be operating at 30% higher accuracy in predicting future adverse officer interactions than our previous methods. The successful implementation of this project resulted in it being awarded the International Association of Chiefs of Police Laura and John Arnold Foundation Leadership in Law Enforcement Research Award.

# 4.1%

**REDUCTION IN  
OVERALL  
COMPLAINTS**



## Internal Affairs Functions

- Documents internal and external complaints
- Investigates serious allegations of misconduct
- Takes proactive measures to prevent misconduct
- Reviews investigations performed by field supervisors
- Facilitates the adjudication of allegations
- Prepares cases appealed to community oversight boards

## 2017 CMPD Awards (presented in 2018)

### PTO OF THE YEAR

Officer Mark Jadlocki

### TELECOMMUNICATOR OF THE YEAR

Telecommunicator Marvin Grant

### PURPLE HEART

Officer Casey Shue

### MEDAL OF MERIT

Detective Donna Ring  
Detective Johnnie Lee Tuttle  
Sergeant Randy Clinton (Ycso)  
Officer Joshua Rollins  
Officer Corey Geohagan  
Officer Chris Greene  
Officer Kevin Jackson  
Officer Michael Benefield  
Officer Luke Amos  
Officer Charlissa Reiber  
Officer Ted Crowley  
Officer Alen Sejdic  
Officer Walter Webster  
Officer Shawn Gregory  
Sergeant Joe Milliken  
Officer Lance Fusco  
Officer Edward Gonzalez  
Officer Robert Fraas  
Officer Robert Rendon  
Officer Todd Munn  
Officer Alan West

### SRO OF THE YEAR

Officer Rodney Jackson

### CIVILIAN EMPLOYEE OF THE YEAR

Michelle Williams

### MEDAL OF VALOR

Officer Brian Walsh  
Officer Shon Sheffield  
Officer James Tindall  
Officer Joseph Bauer  
Officer Jared Decker  
Officer Casey Shue  
Sergeant Jeffrey Zederbaum  
State Probation Officer Dwaine Johnson  
State Probation Jason Baker  
ALE Agent Jason Dzierzynski

### MERITORIOUS

Karen Weil  
Curley Thatch  
Wilbur Moran

### CITIZEN SERVICE

Anna Glodowski  
Miriam Nolasco  
Cesar Montalvo  
Raul Rojo  
Gustavo Aguilar  
Raul Moncada  
Tremaine Romare Lowery  
Citizen Longterm Achievement  
Aura Maria Posse  
Jorge Medina

### DETECTIVE OF THE YEAR

Detective Carol Owens

### SWORN EMPLOYEE OF THE YEAR

Officer Michael Benfield

### LIFESAVING

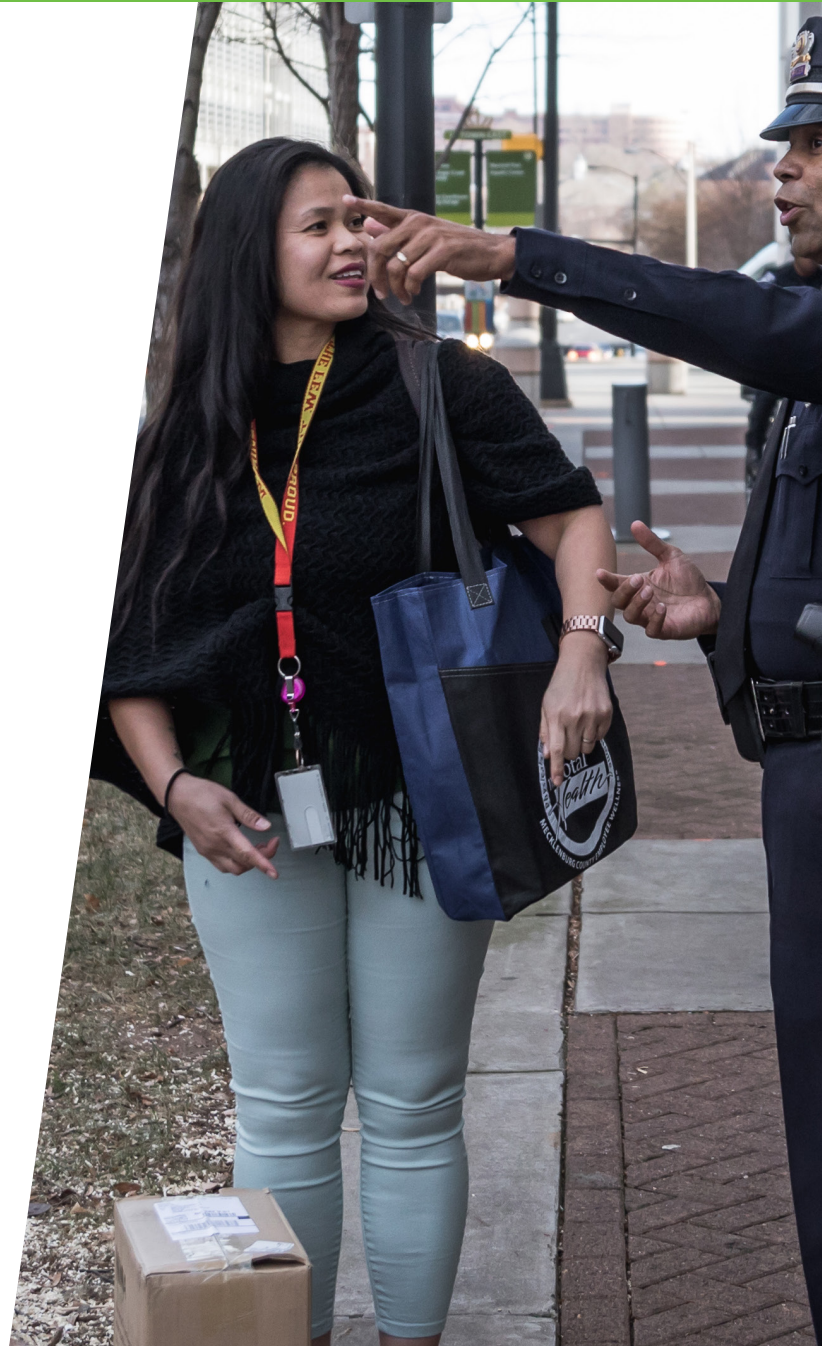
Officer Wesley Rightsell  
Officer Walter Webster  
Officer Calvin Davis  
Officer Travis Archer  
Officer Peter Rangelan  
Officer David Ash  
Officer Jared Decker  
Sergeant Daniel Castillo  
Officer Thomas Chidester  
Officer Stephen Copeland  
Debra McLaughlin  
Officer Steven Ensminger  
Officer James Whitt  
Officer Lawrence Guiler  
Officer Nikolina Bajic  
Officer Blake Helms  
Officer Jasmine Nivens  
Officer Julius McAdoo  
Officer Chad Henderson  
Officer Michael Summerlin  
Officer Scott McGovney  
Officer Andrew Worthy  
Officer Roland Nance

# 2018 RETIREES

Allred, Gilbert  
Altman, Stephen  
Anselmo, Diego  
Avant, Don  
Ban, Andrew  
Bean, Philip  
Beaver, James  
Bedard, Nancy  
Bowers, Curtis  
Briggs, Bobby  
Bristle, Donald  
Brown, James  
Bryant, Brenda  
Buchanan, Terry  
Cardaci, Phillip  
Caroway, Angela  
Chapman, Kimberly  
Chapman, George  
Cohen, Robert  
Colligan, William  
Conner, Thomas  
Cook, William  
Corell, Wesley  
Creech, John  
Cunius, Daniel  
Davis, Michael  
Driggers, Curtis  
Ensminger, Paul

Falls, Shirley  
Flowe, Clifford  
Flowers, James  
Foushee, Paul  
Galloway, Evonne  
Golding, Roderick  
Gwaltney, Thomas  
Hall, Christopher  
Harless, Jeffrey  
Haywood, Angela  
Herman, Zachary  
Horne, Gregory  
Hummel, James  
Hunter, Sheldon  
Isaacs, Franklin  
Isner, Kerry  
Jadlocki, Mark  
Johnson, Teresa  
Kay, Major  
Keesler, Johnny  
Keheley, Cristine  
Knopp, Thomas  
Kornberg, Andrew  
Leak, Bradley  
Lester, Lafreda  
Lisenby, Pamela  
Maciejewski, Timothy  
Marotta, John

Melton, Robert  
Nivens, Tara  
Norton, Darryl  
Parker, Timothy  
Phillips, Andrew  
Pisano, Albert  
Porter, Jason  
Porter, Matthew  
Poston, David  
Redfern, Jeffrey  
Rivera, Valencia  
Rost, Gene  
Rush, Christopher  
Santiago, Miguel  
Scheimreif, Katherine  
Shipman, Scott  
Sikes, David  
Siler, Paul  
Sloan, David  
Strother, Nevayta  
Stroud, Marsha  
Teague, James  
Thomas, Benjamin  
Tindell, David  
Toggweiler, Douglas  
Watson, Todd  
Wilson, Tim  
Witherell, William





# ABOUT THE DEPARTMENT

**826,311**  
**CHARLOTTE**



**POPULATION**

**882,075**  
**CMPD JURISDICTION**

**1,054,428**  
**MECKLENBURG COUNTY**



**FIFTH LARGEST GROWING CITY IN  
THE UNITED STATES**



**TOTAL SQUARE MILES**

**303**

**CITY OF  
CHARLOTTE**

**546**

**MECKLENBURG  
COUNTY**

**438**

**CMPD  
JURISDICTION**

**CMPD EMPLOYEES**

**1,982**

**SWORN  
EMPLOYEES**

**522**

**CIVILIAN  
EMPLOYEES**



# CONNECT:



**CMPD.org**



**@CMPDNews**



**@CMPDhq**



**@CMPD**



CMPD is a Division of:

