



END *of* YEAR REPORT



**2021**

# NEW STRATEGIC DIRECTION >>



## OUR MISSION

CMPD implements solutions and expands collaborative relationships within our organization and community to enhance trust, fairness and respect, to increase public safety.



## VISION

We envision becoming the trusted, respected and sought-after community partner by serving our citizens and taking care of our employees.



## WE VALUE



Oath of Office



Human Life



Integrity



People



Community



Inclusion

## WE WILL ACHIEVE OUR VISION THROUGH:



### COMMUNITY COLLABORATION

Community Collaboration is a process of participation by people, groups and organizations working together to achieve results. Each member must be willing to plan and share vision, mission, power, resources and most importantly, goals. Collaboration builds trust, ensures accountability and defines success.

**GOAL :** *A community that trusts and openly supports police.*



### CRIME MANAGEMENT

Crime Management is how we work to prevent crime from occurring. It is partnering at each level of the criminal process to analyze crime and find alternative outcomes for those affected.

**GOAL :** *Police, the Criminal Justice system and the community change a person's behavior from crime to acceptable social norms through intervention and positive impact.*



### PROFESSIONAL ACCOUNTABILITY

Professional Accountability is an internally driven mindset to improve ourselves and the relations & outcomes we have with those we serve. As an agency we are transparent about corrective action and responsive to our community about how we police ourselves.

**GOAL :** *Professional behavior is demonstrated by each of our employees.*



### EMPLOYEE WELLNESS

Employee Wellness is focused on supporting better mental and physical health at work for all employees. These efforts include physical and mental fitness programs, education and incentives, interventions for and improved access to care and social support for our employees.

**GOAL :** *Our workforce is actively engaged in physical, social, emotional wellness activities.*

# OVERALL CRIME STATS

OVERALL  
CRIME  
↓ 5%



534K

POLICE INTERACTIONS

↑ 4% from 2020



13,792

TOTAL  
ARRESTS

↓ 4% from 2020



2,914

VIOLENT CRIME  
ARRESTS

↓ 3% from 2020

2,999

GUNS OFF  
STREETS

↑ 33% from 2020

PROPERTY CRIME

↓ 4%

VIOLENT CRIME

↓ 7%

HOMICIDES

↓ 18%

RAPES

↑ 19%

ROBBERIES

↓ 22%

VEHICLE THEFTS

↑ 5%

BURGLARIES

↓ 13%  
(residential)

BURGLARIES

↓ 20%  
(commercial)

ARSONS

↓ 18%

AGGR. ASSAULTS

↓ 3%

VEHICLE BREAK-INS

↑ 4%

53

SWAT DEPLOYMENTS IN 2021 WHICH INCLUDED WARRANTS SERVED, ARMED BARRICADED SUBJECTS, DIGNITARY PROTECTION ESCORTS AND MORE. SWAT CONTINUES TO ASSIST DIVISIONS, LEAD TRAINING EFFORTS AND DEVELOP CMPD LEADERSHIP.

The REAL TIME CRIME  
CENTER assisted in

2,781

INVESTIGATIONS

1,609

WERE VIOLENT IN NATURE

275

OF VIOLENT CASES WERE CLEARED  
IN INITIAL INVESTIGATION

284

SUSPECTS WERE ARRESTED FROM  
THE CASES RTCC WAS INVOLVED

TECHNOLOGY THROUGH THE RTCC  
ALSO ASSISTED IN RECOVERING:

390  
STOLEN  
CARS



19  
MISSING  
PERSONS

CHARLOTTE  
CRIME  
STOPPERS

3,341

TIPS RECIEVED  
↑ 3%

151

ARRESTS MADE  
↓ 7%

288

CASES CLEARED  
↓ 13%

469

CHARGES LAID  
↑ 28%

38

FUGITIVE ARRESTS  
↓ 3%

88

GUNS RECOVERED  
↑ 96%

\$472K

DRUGS SEIZED  
↑ 9%

\$132K

PROPERTY  
RECOVERED  
↑ 149%

\$75K

CASH  
RECOVERED  
↓ 53%

97

# OF REWARDS  
APPROVED  
↓ 9%

\$78K

REWARDS AMOUNT  
APPROVED  
↑ 189%



## VIOLENT CRIME & TASK FORCE WORK

The HOMICIDE  
CLEARANCE RATE is

**73%**

This outpaces the national average which is **61%**. The tenacious work of CMPD Homicide detectives and community involvement are two critical elements in reaching such a high clearance rate.

## RECRUITMENT

The RECRUITMENT  
CAMPAIGN yielded

**2,346**

APPLICATIONS

which resulted in

**135** HIRES

### VIOLENT CRIMINAL APPREHENSION TEAM

**288**  
APREHENSIONS

**86**  
MURDER

**24**  
ATT. MURDER

**28**  
ADWIKISI

**59**  
ARMED ROBBERY

**14**  
RAPE

**25**  
ADW

**4**  
KIDNAPPING

**18**  
SIOD

### CRIME GUN SUPPRESSION TEAM

With gun-related crime on the rise, the CMPD merged three units with a proven history of successfully addressing violent crime. Detectives from the CMPD's Gang Unit, Shooting Into Occupied Property (SIOP) Task Force and TRAP Unit joined forces to create the Crime Gun Suppression Team (CGST). The fusion of these teams combined Gang Unit detectives' intimate knowledge of organized criminal structures with SIOP Task Force detectives' expertise in addressing retaliatory and series gun-crime cases. TRAP Unit detectives also added their proven track record of apprehending criminals. The concerted efforts between these units allow for more timely investigations leading to arrests, and the reduction or prevention of additional gun crime.

**162**  
ARRESTS

**155**  
FIREARMS  
SEIZED

**23**  
STOLEN  
FIREARMS  
RECOVERED

POLICE and FIRE TRAINING ACADEMY



# CMPD SERVES

The Charlotte-Mecklenburg Police Department (CMPD) launched its CommUNITY Collaboration customer experience training and curriculum called CMPD Serves in June 2021 making it the first law enforcement agency in the country to develop a strategic approach as well as curriculum around ways to improve audience engagement.

## THIS WORK AIMS TO:

1. Provide employees with impactful information that they can incorporate into their daily jobs and leave a positive impression that will earn a genuine thank you.
2. Improve morale as part of the internal culture work.
3. Change public perception of policing based on the incorporation and practice of this work.
4. Gain tangible, measurable results that demonstrate how CMPD is changing hearts and minds internally and externally with an increased and improved focus on how employees treat others.



Since its launch, The CMPD Serves Team has trained almost 2,000 employees. All employees should have completed this training by the end of 1st quarter of 2022.

Making a concerted effort to live these values every day through every interaction (both internal and external) will not only change community perception but the profession.

# ANIMAL CARE & CONTROL



**13K**  
ANIMALS  
CARED FOR  
↑ 24%

**28K**  
CALLS FOR  
SERVICE  
↑ 10%

**5K**  
ANIMALS  
ADOPTED  
↑ 31%

**1.3K**  
LOST PETS  
RETURNED  
↑ 11%

**\$275K**  
GRANT FUNDING  
RECEIVED

**\$201K**  
DONATIONS  
RECEIVED

**13K**  
VOLUNTEER  
HOURS GIVEN  
↑ 9%



Animal Care & Control (AC&C) has had another fantastic year in 2021, and none of it would be possible without the support of the Charlotte-Mecklenburg community. In 2021, AC&C internalized its surgical operation which has increased the level of life saving services offered to pets and people in the community.

AC&C has continued to expand the Human Animal Support Services program as a way to increase focus on early intervention and gaining compliance through education and assistance in an effort to keep pets and people together. Animal Care & Control continues to be one of the leading animal welfare agencies in the country. It continues to do incredible life-saving work that helps keep our community safe and healthy while we continue to enhance the human-animal bond.

## NEW TECHNOLOGY EQUIPMENT

### NEW MOTORCYCLES

In the fall of 2021, CMPD leased 10 '21 BMW R1250RTP motorcycles. These replaced the old BMW R1200RTP. The motorcycles have increased engine displacement which offers improved engine performance and power management. Other technology improvements: ABS braking, integrated full-system braking, and Advanced Traction Control for safer performance.



### NEW BODY-WORN CAMERAS

In 2021, CMPD upgraded its body-worn cameras. Officers are now equipped with the redesigned Axon Body 3 (replacing Axon Body 2). The Axon Body 3 features enhanced low-light performance, reduced motion blur and an LTE connection that enables real-time features like live streaming.

### NEW HELICOPTER

CMPD purchased a new 2021 Bell 407 – a game changer on so many levels. The new helicopter is equipped with an HD video camera and thermal imager that allows officers to see and record events in far greater detail than the past, a digital microwave video downlink that allows crew members to transmit video or thermal imagery directly to our RTCC, a new searchlight and an integrated mapping/video computer system. All of these features increase the ability of the helicopter crew to perform their duties in a safer and more efficient manner.



## NEW FACILITY OPENINGS



# DE-ESCALATION TRAINING FACILITY

Opened in August of 2021, the CMPD's de-escalation training facility is the first of its kind in the Southeast. It aids in continuing de-escalation training efforts for officers that will enhance communication skills and increase opportunities for better outcomes through real-life scenarios. De-escalation involves methods that reduce volatile circumstances to voluntary compliance and is essential in safeguarding the sanctity of human life. During their training in the police academy, recruits participate in more than 60 hours of training directly related to de-escalation. Following the academy, all officers receive annual training specifically for de-escalation.

## DE-ESCALATION TRAINING FACILITY



- ➔ The facility is a two-story, 3,400 square-foot structure with modular and remote-controllable capabilities that allow the structure to create unique scenarios for each student. Technology was also leveraged to enhance the training experience. Twenty-eight cameras feed into a viewing room to enable instructors to have a comprehensive view of the facility. An auxiliary room with audio and video capabilities can seat up to 50 students to watch in real-time as they learn alongside their peers.
- ➔ This facility is the only one of its kind between San Marcos, Texas, and the Washington, D.C. area, and is also one of the few law-enforcement, multi-story de-escalation training facility structures in the entire country.
- ➔ The construction of this new facility was funded in partnership with The Charlotte-Mecklenburg Police Foundation (\$500,000), and the Federal Bureau of Investigation (\$1 million). The total cost of the project was \$2.4 million.

# COMMUNITY SERVICES & ENGAGEMENT

COMMUNITY COLLABORATION 4

25

TOTAL PROGRAMS

20K+

TOTAL PARTICIPANTS

20+

COMMUNITY PARTNERS

**YOUTH ENVISION ACADEMY** introduces youth to valuable work experiences and the community, while teaching them the skills and life lessons they will need to be great leaders in Charlotte and beyond.

63 scholars // 13 Ambassadors // 5 Intern

**REACH OUT** (Respect, Engage, Accountability, Character, and Honesty) is a collaborative effort between the CMPD, Mecklenburg County Sheriff's Office, and Division of Adult Correction and Juvenile Justice to provide the necessary services and resources to effectively and positively change the lives of eligible youthful offenders.

25 students //

**POLICE ACTIVITIES LEAGUE** supports summer camp programs that include field trips, lunch, special events and priority access to after school admission.

325 youth //

**YOUTH DIVERSION** is for first time offenders as 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, academic achievement, along with substance and theft awareness.

438 youth //

**MIDDLE SCHOOL EXPLORERS CLUB** for students in 6-8 grade to introduce them to the world of law enforcement. It provides a hands-on approach to learning through a curriculum that will expose students to life skills, service learning, career development, leadership, problem solving, and related subjects.

31 students //

# COMMUNITY MEETINGS & EVENTS

COMMUNITY COLLABORATION 4



## BOOKBAG DRIVES

CMPD Community Engagement has partnered with Data Driven Saftely, Brooklyn Collective, CPI, and individual donors to provide 8,200 bookbags to youth in violent crime hotspots, specifically, Nations Ford & Arrowood, the Sugar Creek Corridor, Central & Sharon Amity, and Beatties Ford & LaSalle.

8,200

BOOKBAGS DONATED



CMPD Explorers provided Christmas gifts to more than:

2,800

UNDERSERVED FAMILIES

7,200+

CHILDREN REPRESENTED

80

CHILDREN OF HOMICIDE VICTIMS

53

FAMILY EMERGENCY REFERRALS  
(fires, break-ins & domestic violence incidents)



## GUN LOCK GIVEAWAY

After experiencing an increase in shootings and youth accessing unsecure firearms, approximately 5,000 gun locks were distributed. This was in partnership with many local organizations and given out in several neighborhoods.

5,000

GUN LOCKS DISTRIBUTED



## FOOD DISTRIBUTION

CMPD partnered with many local organizations to distribute free groceries throughout communities in the Charlotte area. Each week, community members were able to visit a drive-through food distribution location and collect free goods for their families.

95+  
LOCATIONS

COMMUNITY POLICING  
CRISIS RESPONSE TEAM

996

ASSESSMENTS  
COMPLETED

27%

ALREADY  
RECEIVING  
TREATMENT

67%

ASSISTED IN  
DIVERTING

55%

would have been  
SENT TO PSYCH HOSPITAL  
if not diverted

2%

would have been  
ARRESTED  
if not diverted

# EMPLOYEE WELLNESS



EMPLOYEE WELLNESS

4

## NEW PSYCHOLOGIST

Dr. Nikki Vasilas joined the CMPD team as the new Behavioral Psychologist.

Dr. Vasilas comes to CMPD with 20 years of service supporting the law enforcement and military community. Throughout her professional career, Dr. Vasilas has had the privilege of providing essential mental health support to these communities, by assisting in critical incident debriefs, post-critical incident seminars, post-deployment seminars, crisis response, as well as individual, family and couple support. In 2020, Dr. Vasilas was awarded the Distinguished Professional Service Award by the South Carolina Counselors Association for her dedication in advocacy, research and clinical support of the law enforcement and military communities.

## PUBLIC SAFETY OCCUPATIONAL HEALTH CLINIC

In 2018, an initiative began to provide Charlotte's public safety professionals a more robust service that would specifically address the physical and mental stresses they face due to the nature of their work. CMPD announced the launch to employees at the end of 2020, and the clinic became fully operational in spring of 2021 to provide extensive medical exams, health coaching, nutritional guidance and unlimited access to physical therapy and behavioral health counseling.

## LEADERSHIP

COMMAND COLLEGE

16

GRADUATES  
Eight were CMPD

SERGEANT LEADERSHIP DEVELOPMENT COURSE

27

GRADUATES  
All were CMPD

33

PROMOTIONS

1

DEPUTY CHIEF

2

MAJORS

5

CAPTAINS

4

LIEUTENANTS

21

SERGEANTS

# INTERNAL AFFAIRS

178

OFFICER  
COMMENDATIONS

137

OFFICER  
COMPLAINTS  
*Internal: 91, External: 46*

5

OFFICER-INVOLVED  
SHOOTINGS

362

USE-OF-FORCE  
INCIDENTS



# POLICY CHANGES

*Changes and updates were made to 35 CMPD directives, including the implementation of the following:*

1.

500-007 Use of Interview, Temporary Detention and Testing Rooms - This directive was renamed to "Use of Interview, Temporary Detention and Testing Rooms." The directive was known as "Use of Interview Rooms." This directive was updated to include new language concerning an officer's handheld radio emergency button that may be used as a panic alarm while inside the interview room. In addition, new language was added regarding the annual inspection of the interview, detention and testing rooms that will be conducted by the CMPD safety and training coordinator.

2.

200-001 Discipline, Internal Investigations, and Employee Rights - Several changes were made to this policy regarding its annual review. Changes included additions to the section regarding adjudication of allegations of employee misconduct. More context was added regarding suspension with pay and additional coaching upon returning from a suspension.

3.

Rules of Conduct - The Rules of Conduct was revised to include language regarding harassment, absence from duty and neglect of duty.

4.

400-001 Uniform and Grooming Standards - Policy was updated to include new language regarding tattoos, branding and scarification.

5.

800-014 Social Media Policy - This directive was updated to include guidelines that employees will adhere to when utilizing personal social media sites, commenting or posting on any social media platform.

6.

Immigrant Crime Victim Certifications (U-Visa) SOP - This SOP was updated to include certification assessment language of felony and misdemeanor cases. The update included language about non-certification and the appeal process.

# COMING SOON IN 2022

1. CAMPUS CRIME STOPPERS RELAUNCH
2. GUN SAFETY CAMPAIGN
3. CONTINUED CMPD SERVES TRAINING AND ENGAGEMENT
4. PUBLIC FEEDBACK CAMPAIGN
5. INTERNAL CULTURE STRATEGIC DIRECTION
6. ADDITIONAL CIVILIAN RESOURCES FOR TRAFFIC AND ACCIDENT MANAGEMENT TO FREE SWORN RESOURCES



**CAMPUS  
CRIME  
STOPPERS**

**WEAPON TIPS \$500 REWARD**  
If you have information about a weapon, talk with your school resource officer, call the hotline or use the P3 Tips app. If your tip leads to a weapon being located, you will receive a **\$500 cash reward!**

**CASH REWARDS UP TO \$500 FOR ANY OTHER TIPS**  
Report information or provide a tip that can help law enforcement arrest criminals and make our community a safer place to live, work and go to school. All tips are anonymous.

**SCHOOL RESOURCE OFFICER**  
Talk to your School Resource Officer anonymously

**USE THE P3 TIPS APP**  
Download the P3 Tips App on your smartphone

**CALL THE HOTLINE**  
Call the hotline at 704-334-1600

**VISIT THE WEBSITE**  
Submit information online at [charlottecrimestoppers.com](http://charlottecrimestoppers.com)

**DO NOT LEAVE YOUR NAME, ADDRESS, PERSONAL OR OTHER CONTACT INFORMATION**  
You will be provided a coded identification number which will be the only means to reference your information.



[www.cmpd.org](http://www.cmpd.org)