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The year 2005 was marked by a number of significant achievements and advancements for the Charlotte-Mecklenburg Police Department. The few highlighted in this report are representative of the kind of work CMPD employees do every day. Solving problems. Applying technology to improve operations. Partnering with the community to address issues. Using innovative approaches to achieve breakthroughs in investigations. Every day, exemplary work is going on throughout the Department performed by talented individuals with a commitment to public service.

We had our share of challenges as well. After a decade of decline, crime was up in most categories, especially homicide, robbery, burglary and auto theft. Gang activity increased. Staffing shortages required us to reexamine how we deploy resources throughout the divisions, support special events and ensure safety in the center city, on our roadways and in the neighborhoods. And the perennial lack of resources in other parts of our criminal justice system – from jails and district attorneys to courtrooms and judges – forces us to confront the significant problem of career criminals who repeatedly victimize the community.

Just as crime issues do not manifest themselves overnight, few quick successes result from the initiatives the Department undertakes to address these critically important crime problems and safety issues. As you will see from the stories included in this year's annual report, most long-term, sustainable success comes slowly – too slowly for most of us who are understandably impatient when it comes to fundamental issues of community safety.

The goal of the Charlotte-Mecklenburg Police Department is to make Charlotte one of the safest large cities in America. To do that, we will continually advance strategies that prevent crime. We will find ways to engage the community in taking steps that help minimize opportunities for victimization. We will explore appropriate policy direction with the Mayor and City Council. We will seek solutions to the complex community problems that contribute to crime and disorder. And we will enforce the laws and arrest the people who break them.

The officers, staff and volunteers with the Charlotte-Mecklenburg Police Department take very seriously their duty to provide citizens with professional, innovative and effective service. Community safety is a shared responsibility and we are committed to working in partnership with neighborhood residents and business owners as well as other local, state and federal agencies to reduce crime and increase safety.
Charlotte Quick Facts

- Population: 648,139 City of Charlotte
  850,178 Mecklenburg County
- Total Square Miles: 267.8 City of Charlotte
- 1,557 sworn officers police a community of more than 713,455 people and 450 square miles
- 455 civilian personnel and more than 300 volunteers provide critical service in key areas, including 911 communications, records and property control, crime scene and laboratory analysis, and crime reporting
- America’s 21st largest city
- America’s 5th largest urban region
- Cost of living below the national average
- City, County and State AAA bond ratings
- Average of 534 airline flights daily at Charlotte-Douglas International Airport
- 306 Fortune 500 firms represented
- America’s most popular relocation destination
- Named one of “10 Best Places to Live” by Money magazine
- 2nd largest banking center
- 3rd best metro area for business location
- 5th in number of Fortune-headquartered companies
- 7th best city for business development
- 7th highest in new and expanded business activity
- 9th best city for entrepreneurship
- Named "America's Most Livable Community" by American Foundation for the Blind

Charlotte-Mecklenburg has always been an attractive place to live, and newcomers have flocked to the area for more than 200 years. In 1799, young Conrad Reed returned home with a 17-pound rock he found while fishing in a local creek. The boy’s family used the rock as a doorstop for three years, until someone recognized it for what it was – pure gold. So was born the nation’s first gold rush, and people from all over the country poured into the area in search of economic prosperity.

Although Reed’s Gold Mine was tapped out a long time ago, the “rush” of people that started with the mine has never really subsided. Today, Mecklenburg County has a population of more than 800,000 people – more than double what it was 25 years ago. By 2010, the number of people living in the county is projected to approach one million. The increase in the area’s Latino/Hispanic population has been particularly striking; according to Census data, the Latino/Hispanic population grew from just under 7,000 in 1990 to more than 44,000 in 2000.

While gold lured people here in Conrad Reed’s time, today it is the beautiful weather, great location, and thriving economy that keep people coming in droves. Eight Fortune 500 companies are currently headquartered in the Charlotte area – only four cities in the United States are home to more.
Mission and Business Plan

“Building Partnerships To Prevent The Next Crime”

The Charlotte-Mecklenburg Police Department will build problem-solving partnerships with our citizens to prevent the next crime and enhance the quality of life throughout our community, always treating people with fairness and respect.

WE VALUE:
- Partnerships
- Open Communication
- Problem Solving
- People
- Our Employees
- Integrity
- Courtesy
- The Constitution of North Carolina
- The Constitution of The United States

CMPD At-A-Glance

CMPD Jurisdiction

CMPD Divisions

Central Division
119 E. 7th St., Suite 1C
(704) 353-0477

Eastway Division
3024 Eastway Dr.
(704) 336-8535

Freedom Division
4150 Wilkinson Blvd.
(704) 396-6731

Hickory Grove Division
5727 N. Sharon Amity Rd.
(704) 567-9198

Independence Division
9315 Monroe Rd., Suite G
(704) 841-1477

Metro Division
601 E. Trade St.
(704) 336-8301

North Tryon Division
4045 N. Tryon St.
(704) 336-8398

North Division
10430 Harris Oaks Blvd.
(704) 432-3801

Providence Division
3500 Latrobe Dr., Suite A400
(704) 943-2400

Steele Creek Division
1750 Shopton Rd.
(704) 336-7800

South Division
8050 Corporate Center Dr., Suite 100
(704) 544-4835

Westover Division
1540 West Blvd.
(704) 432-2442
One of the eye-opening truths every police officer eventually learns is that a neighborhood's environment can have a serious effect on crime. An abandoned house, an absence of streetlights, an overgrown vacant lot – all can attract a host of criminal activity. If these smaller criminal hot spots are left untended, crime can eventually spread throughout a neighborhood.

"It's basically the 'broken windows' theory," says Captain Brian Cunningham. "We have to identify these problems quickly so we can stop them before they spread." To identify these problems, Cunningham continues, police officers must build close relationships with community members, who must in turn do their part to keep neighborhoods safe.

Lessons like this one – that effective crime-fighting requires so much more than making arrests and patrolling criminal hot spots – can take an entire career to learn. At the Charlotte-Mecklenburg Police Department, however, such lessons are learned early and reinforced often in police training.

Once officers graduate from the Police Academy, they are required to undergo a 15-week Police Training Officers (PTO) program. "Academy training is great for learning about policing," says PTO co-coordinator Capt. Cunningham, "but PTO is where training becomes practical and hands-on."

One of the essential elements of the PTO program is the Neighborhood Portfolio Exercise (NPE), during which a new officer is required to identify a root cause of crime in the community to which he or she will be assigned. The officer must then study the problem and formulate a solution. Almost always, this solution requires community participation.

"Officers have to know that crime is not just a police problem – it's a community problem," Capt. Cunningham says. "We teach our trainees to identify a problem, and then to figure out who we need to bring in to help solve that problem." Through this process, officers begin to develop the community contacts.

Life Saving Award

Officer Larry Monroe

While working as the School Resource Officer at Derita Alternative School, Officer Monroe was told of a student who had collapsed and was barely breathing after being stung by a bee. Officer Monroe requested medical assistance and, with the help of a teacher, administered CPR to the student. MEDIC responders credited Officer Monroe's quick thinking and decisive actions with saving the life of the student.
“... police officers must build close relationships with community members, who must in turn do their part to keep neighborhoods safe.”

they will use when their training is complete. "That was the biggest benefit for me," says Officer Charles Strong, who was sworn in as an officer in April, 2005. "The NPE helped me learn who to contact for help with certain issues."

As part of his NPE, Officer Strong looked at community complaints regarding three dilapidated houses situated side-by-side on Eastway Drive in Charlotte. Strong found that homeless persons were congregating in the houses, and some were using the properties for drug use and prostitution.

Officer Strong increased zone checks of the area and contacted local stakeholders, including community leaders, a nearby elementary school, and local businesses experiencing security problems. In addition, Officer Strong worked with the City’s Housing Code Enforcement staff, who delivered an ultimatum to the owner of the lots: fix up the properties or they would be condemned and sold.

The results were swift. "One week after getting the call from Housing Code Enforcement," Officer Strong recalls, "the owner began renovating and clearing up the properties." With nowhere in the neighborhood to congregate, the vagrants left the area and calls for police service quickly decreased.

For Officer Strong, the project brought additional benefits that couldn't be measured. "I walked into a local gas station months later and saw they still had my business card in the window," he remembers. "The NPE allowed me to put myself out there, so community members know they have a person to call when they need help, not just the Police Department."

Officer Jeffrey Brown

After a lengthy and dangerous pursuit of a suspect with several outstanding warrants, Officer Brown approached the passenger side of the suspect's vehicle and commanded him to stop the car. The suspect suddenly put the vehicle in reverse, pushing Officer Brown and a fellow officer to the ground and pinning the lower parts of their bodies underneath the car. The suspect continued to switch between drive and reverse, keeping the officers entangled in the open car door. Believing that he and his fellow officer were in imminent danger of serious injury or death, Officer Brown fired his service weapon at the suspect, who then drove forward, crashed through a fence, and came to a stop. Officer Brown’s actions were crucial to his own safety and that of his fellow officers, and enabled the Department to capture a dangerous suspect.
Ten years have passed, but Detective David Phillips remembers well the frustration that set in when he and his fellow detectives could not identify the criminal who had abducted and murdered a local woman in October, 1995. "We did a lot of follow-up work," he recalls, "but we just couldn't be sure." Phillips points out that the lead detective in the case struck up a particularly close relationship with the victim's family and kept in touch with them as the years passed.

In 2005, Det. Phillips, now a member of CMPD's newly-formed Cold Case Unit, decided to return to the 1995 murder. He thought that, using CMPD's DNA lab, Department technicians might be able to match scrapings found under the victim's fingernails to a suspect. He was right, and the results were very surprising: while investigators had originally identified the victim's boyfriend as the prime suspect, DNA evidence pointed to the victim's former supervisor.

Cases like this one show how CMPD's Cold Case Unit helps bring closure not only to the families of victims, but also to the detectives who pour their hearts and souls into these cases. "It's a homicide – we don't forget about it," says Homicide Captain Sean Mulhall, who oversees the Cold Case Unit.

CMPD uses a unique model for its cold case team. While two detectives and an FBI agent are assigned to homicide cold cases, a review team of five volunteers - three retired FBI agents, one retired NYPD Captain, and one UNC-Charlotte professor – works with these detectives to determine which cases have promising leads.

The review team engages in the time-consuming task of combing through old files – of which there are more than 400 – and meets regularly with detectives to identify the cases offering the most promising leads. This enables detectives to focus on those particular cases.

Harvey Katowitz, who retired to Charlotte after 27 years with NYPD, is part of the review team. He is amazed at the integral role volunteers play in the Cold Case Unit. "What's being done here isn't being done anywhere else in the country," he says. Likewise, CMPD cold case detectives offer effusive praise for the volunteer review team. "They are so good and so thorough," says Det. Phillips. "I have all the confidence in the world in their reviews."

Capt. Mulhall points out that, sometimes, cold cases just need a fresh set of eyes to find an overlooked clue. In addition, barriers to investigations can disappear over time. "Relationships change," Capt. Mulhall explains. "People will sometimes give us information now that they wouldn't reveal at the time of the original investigation. If a witness was a suspect's girlfriend twenty years ago, she may be his ex-girlfriend now."

Medal of Merit

**Officer Danny Maglione**

As Officer Danny Maglione approached a man videotaping the Charlotte skyline, the man attempted to conceal his camera and walk away. Officer Maglione then began a conversation with the subject and became suspicious when the man changed his story several times. Officer Maglione referred the matter to immigration officials, who learned that the man had photo footage of skylines in a number of American cities. The subject was turned over to the FBI for investigation of possible ties to terrorism. Officer Maglione was commended by the United States Attorney for his vigilant police work, professionalism, and initiative.
More often, however, the difference-maker in cold cases is a tool that was not available to local detectives in the past: CMPD's DNA lab. The Department did not have its own DNA lab until 2000, and it took a concerted effort, not just from the Police Department, but also from concerned members of the community, to get the lab up and running. Instrumental in this effort was the Charlotte-Mecklenburg Police Foundation, an independent, non-profit group of community members that works to raise money to advance policing in specific areas.

"We can't subsidize everything that we'd like to have done," says Jim Palermo, President of the Police Foundation's Board, "but we can move things along quicker." By working with the Department, the Police Foundation can find areas or ideas that are in need of funding but not within CMPD's budget.

As part of its "DNA Project," the Foundation is currently spearheading an effort to pay for an additional DNA analyst for the next two years. In March 2005, the Foundation presented the Department with a check for $88,500 and made a commitment to raise $50,000 more to complete the project. In addition, Harris Teeter donated $10,000 in memory of Jerri Jones, a Harris Teeter clerk whose 1987 murder was solved in 2005 by the CMPD Cold Case Unit.

"People can give to the Police Foundation and see exactly what their money is going to support," Palermo points out, adding that, because the Foundation is a 501(c)(3) non-profit organization, people who donate get certain tax benefits. Of course, the real benefit is to the community-at-large. "We've taken a huge step toward cutting into the backlog of unsolved crimes," Palermo says, "and there is so much more we can do.”
Improving Regional Communications

One of the many enduring tragedies of the terrorist attacks of September 11, 2001, is that police, fire, and rescue personnel in New York City were unable to effectively communicate with each other when it became clear that the Twin Towers were structurally unsound.

From their vantage points in police helicopters before the towers fell, police personnel were able to determine the burning buildings would soon collapse, and communicated the danger to police officers on the ground. Fire and rescue personnel operated on different radio frequencies, however, and many never received the warnings about the towers' imminent collapse. As a result, fire and rescue casualties on 9/11 greatly outnumbered those of the police department.

The communications problems that plagued responders on 9/11 were not unique to New York City; responses to many major disasters – from the Oklahoma City bombing to Hurricane Katrina – were also hampered by communications problems among different departments and jurisdictions.

To avoid these problems in the future, the federal government has been working with local communities, through grants and technical assistance, to create viable interoperable communications infrastructures. Jimmy Jones, a former police officer who has been part of CMPD's Communications Division since 1979, has seen first hand the nationwide shift in thinking in recent years. "A lot of these disasters, 9/11 and others, opened the eyes of so many people – including ours," he says.

While Charlotte-Mecklenburg's public safety agencies all operate on the same trunked 800 MHz radio system, the surrounding counties operate on their own systems, most of which are incompatible with each other.

"It's always been a concern," Jones remarks. "Take Lake Norman, for instance. It's surrounded by four different counties, which makes lake patrol in general a communications issue. Then you throw in the fact that there's a major nuclear power plant out there, and you can see the importance of interoperability. Lake Wylie's the same way."

Krista Dodd has been with CMPD since August 2000, joining the Department after serving as a police officer in another state. Her law enforcement background helped Krista to become an excellent telecommunicator, and she handled two of the busiest talk groups on a regular basis, thriving with a workload that would have made most people cringe. With a keen understanding of how each individual call for service fit into the big picture, Dodd was an invaluable asset to the Communications Center. Longing to return to the field, Krista recently joined the South Division as a CMPD Officer.

"... Take Lake Norman for instance. It’s surrounded by four different counties, which makes lake patrol in general a communications issue.”
"A lot of these disasters, 9/11 and others, opened the eyes of so many people – including ours."

CMPD is spearheading an effort to create a communications framework in an 11-county area that stretches over 5,000 miles, with a population of nearly 2 million people. Using $7 million in federal grant funds and $2 million in matching funds from the City of Charlotte, technicians will create microwave links to bridge the significant distances between the member counties' radio towers. The project will then use radio "gateways" to allow those operating on different frequencies to communicate with each other in the event of a disaster.

While the physical equipment is a necessary component of interoperability, Jones says that its importance pales in comparison to the relationships being established as the interoperability project moves forward. "The radio piece is an added benefit," he remarks, "but just getting together is what is really important. This project has opened the door for the counties to come together and build a structured plan for working together. Hopefully, we won't have a disaster – but we'll be prepared for one."

Polly Gardin, who has been with CMPD since 1997, was named Telecommunicator Trainer of the Year for her skill, patience, and diligence in working with new employees to ensure that they receive the most updated and complete training possible. Polly passes on her own expertise and professionalism to her trainees, helping to create a topnotch group of CMPD telecommunicators. It is often said that the Communications Center could use a whole room full of Pollys; thanks to Ms. Gardin's training efforts, that is exactly what the Communications Center has.
Officer Eric Boulware spent six years working for CMPD’s Highway Interdiction and Traffic Safety (HITS) unit, and he still carries with him the memories of having to deliver the news of a person’s traffic-related death to his or her loved ones. “Walking from the police car to the front door,” he recalls, “that’s the longest walk in the world.”

In particular, Officer Boulware remembers the last major collision he investigated for the HITS unit, in which joy-riding resulted in the death of a nine-year-old boy. “Telling the mother of a nine-year-old boy that her son isn’t coming home, knowing that his death could have so easily been avoided...It’s just tough.”

The HITS unit, formed in 1995, is constantly working to eliminate such tragedies. Headed by Captain David Haggist, the unit is responsible for investigating all fatal collisions within the Department’s jurisdiction, and for developing and implementing traffic safety educational programs and enforcement initiatives. The HITS unit works in concert with a variety of partners to address traffic safety problems by employing enforcement, education, and engineering solutions.

One of the latest tools helping HITS is Safe Speed, CMPD’s automated speed enforcement program using laser technology and cameras to catch speeders in 14 Charlotte-area traffic corridors. Safe Speed got off the ground at the end of 2004 and is celebrating its first full year of operation.

During 2005, Safe Speed, which is deployed on less than 2% of total road miles in the City and operated by only six police officers, issued more than 43,000 speeding citations. In comparison, Capt. Haggist points out that, in 2004, roughly 1,000 police officers operating countywide, without the aid of automated enforcement, issued 27,150 speeding tickets.

“We’re asking officers to do more with less,” Capt. Haggist says. “Automated enforcement frees up officers to do other things.” In addition, Capt. Haggist points out, the highly successful program is self-funding. “The violators who are causing our speed and crash problems – not the taxpayers – actually pay for the program.”

Charlotte-Mecklenburg was the first area in the southeast to institute automated speed enforcement, and CMPD is still the only department in the Carolinas to use the technology. However, other cities are starting to take notice of Charlotte-Mecklenburg’s success with the Safe Speed program. “I’ve received inquiries from all over the country about automated enforcement,” Capt. Haggist says. “People see Charlotte-Mecklenburg as one of the innovators in the region for this technology.”

Safe Speed cameras are focused on stretches of roads in 14 traffic corridors, chosen for their high incidences of speeding and wrecks. The speed limit signs in these corridors carry “photo enforced” warnings, and these signs alone often create a significant decrease in speeding.

While the Safe Speed cameras cover a relatively small portion of target roads, CMPD officers have noticed a beneficial “halo effect” in the areas surrounding each camera. “Drivers don’t just slow down around the camera,” Capt. Haggist notes. “They also drive safer in the surrounding areas.”

Medal of Valor

Officer David Crandall
Officer Andrew Wrenn

Officers Wrenn and Crandall were dispatched to a traffic accident in which the driver of an overturned truck was trapped inside his burning vehicle. Officer Wrenn ran into the cloud of smoke surrounding the truck and began assisting a citizen who was attempting to put out the fire. As the fire continued to grow, the officers attempted to extract the trapped driver from the vehicle, without the benefit of any protective gear. When the Fire Department arrived, Officers Wrenn and Crandall pulled one of the hoses from the fire truck and began fighting the fire, allowing the firefighters to extract the driver from the car.
With the success of the Safe Speed program, Capt. Haggist believes many other police departments in the South will soon be following CMPD’s lead. “The technology is just so effective and efficient,” he says. “Wherever it's been deployed, there are tremendous reductions in speed and the number of crashes.”

Researchers from the North Carolina State University Institute for Transportation Research and Education received a grant from the Governor's Highway Safety Program to measure the effects of the program, and the results were released at the end of 2005:

- The percentage of drivers exceeding the speed limit by 10 MPH or more decreased by an average of 55% within the enforcement corridors
- An estimated 12% reduction in total collisions was attributed to automated speed enforcement cameras
- Corridors with above-average enforcement activity experienced a 14% reduction in collisions

In addition, public support for the program has been strong. A survey completed by the University of North Carolina at Charlotte’s Urban Institute showed that 89% of respondents were aware of the Safe Speed program and 67% favored the use of automated enforcement.

"The violators who are causing our speed and crash problems – not the taxpayers – actually pay for the program.”

Medal of Valor

Officer Stephen Fishbach

Officer Fishbach, off duty and on his way to Asheville, encountered a fiery three-car collision on Interstate 40 in Burke County. Seeing that one dazed woman was trapped in her burning car, Officer Fishbach was able to open the passenger’s car door, unbuckle her seatbelt, and pull her to safety just before the car went up in flames. Officer Fishbach then began treating lacerations on the other accident victims until emergency medical personnel arrived on the scene.
Katrina Graue has been a part of CMPD for more than 15 years, and she remembers well the look of the Department when she first joined. "There weren't a lot of female officers in positions of authority," she recalls, "and that motivated me. It made me want to move up and be successful in the Department."

Today, Graue is a captain, and as part of CMPD's Women's Network, she meets once a month with female recruits going through the Police Academy. First formed in 1998 as a narrowly-focused mentoring program, the Women's Network has grown to include subcommittees on recruiting, community service, and several other areas. "The Department and the Women's Network have made great strides over the years to ensure greater diversity," says Capt. Graue.

"There are things that are different for women, plain and simple," notes Captain Vicki Foster, who chairs one of the Women's Network committees. "The Network is an outlet for female officers to ask other women – of every rank – about these things and feel comfortable about it."

In her monthly meetings, Capt. Graue tries to impress upon the recruits the number of opportunities available to female officers. "There is something for everyone here – whatever your interests are," she remarks. "There are a lot of women in command positions now; it's very exciting."

Female officers currently make up 14% of the police force, which is in line with the national average. Still, Chief Stephens has made it a priority to encourage more women and minorities to take an interest in policing. To that end, CMPD conducts "Women in Policing" career fairs, and hundreds attend. "The fairs have been such a success," remarks Roslyn Maglione, a captain in the North Division who is also very active in the Women's Network. "It's obvious that the Department cares about recruiting women."

Employee of the Year

Sergeant Sharron E. Riley

As a member of the Court Liaison Office, Sgt. Riley found creative ways to make the working relationship between the Police Department, the District Attorney and the courts a more efficient and effective one. Thanks to her tireless efforts – such as tracking and reducing the number of officers subpoenaed in error to testify – CMPD officers now spend less time in the courtroom and more time on the streets.
Focusing on Women In Policing

The fairs are open to the public and include booths featuring different aspects of the Department. Attendees can tour the Police and Fire Training Academy, view equipment, and talk with female officers. Capt. Maglione has been amazed at the turnout at the career fairs. "At the first one, we were just praying for 20 people to show up," she recalls, "and then over 200 women came."

One of the attendees at the first career fair was Diamondo "Tula" Balastias. "I saw an ad for the [career] fair and waited until after that to put in my application," she recalls. One year later, she was a police officer. "[The fair] made me aware of what a career in policing is really about and the skills you need," she says. "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."

"It’s obvious that the Department cares about recruiting women.”
Maximizing Success Through Technology

Any police officer will tell you that a successful police investigation often hinges on the availability of accurate information, which in turn creates viable leads. The quicker such information is available to investigators, the sooner they can get criminals off the streets. Just ask Homicide Investigative Technician Christie Osorio.

In July 2005, a mother of two young children was found murdered behind an area church. While detectives investigated leads in the field, Osorio used CMPD's Knowledge-Based Community-Oriented Policing System (KBCOPS) to cross-check the victim's address with crime reports. Launched in 2001, KBCOPS is a mobile records management system that enables officers to collect and search information related to incident and arrest reports. As soon as an officer completes a report, that information is immediately available in an easily-searchable electronic format. Eventually, the system will house electronic attachments, creating a virtually paperless case file.

Osorio's search quickly revealed that a suspect from a similar 2003 crime lived in the victim's apartment complex. DNA then matched the suspect to the murder and, as Osorio points out, KBCOPS was vital to quickly getting a very dangerous person off the streets. "KBCOPS was a crucial tool that made the difference between getting the case solved quickly and having the case sit on the shelf while memories faded and witnesses moved away."

KBCOPS not only makes vital information available to officers at their desks, but also in the field. "The more information we can push to the officers in their cars, the better," says Ron Horton, Director of CMPD's Computer Technology Solutions Division. With high-speed wireless connections and a growing amount of data available in every police car, Horton points out, officers can quickly put information together to prevent the next crime.

Horton says that improved officer access to information is one of the most important technological changes he's seen in his time with CMPD. "Practically everything that is accessible from an officer's desktop can also be accessed from the police car," he remarks. "In this regard, the Department is one of the most technologically advanced in the country."

Chief’s Award for Excellence in Policing

Keith Bridges
Meredith Campbell
Crystal Cody
Mik Harrington

Marla H. Humphries
Haywood W. Phifer II
David H. Rush
David S. Wilson

These employees worked as a team to develop a system that citizens can use to report certain crimes on-line. The on-line reporting system was designed to reduce the wait time on the Non-Emergency Police Services (NEPS) phone line and provide citizens with another option for obtaining police assistance. The on-line reporting system allows NEPS personnel to concentrate on more complex reports and to more quickly respond to callers.
As valuable as KBCOPS is to investigators, it is just one of the technological tools CMPD uses to solve crimes. In 2005, for example, CMPD expanded its Global Search application. Similar to “Google,” it allows officers to search multiple CMPD databases according to any number of factors, including suspect’s name, description, and vehicle. Global Search also allows detectives to compare data from their pending cases to information from other detectives’ pending cases, in order to spot linked crimes and serial offenders.

CMPD is also using technology to make it easier for citizens to interact with the Department. Citizens can now use CMPD's On-line Reporting System (www.charmeck.org/online_reporting/report.htm) to report larceny, theft from a vehicle, harassing phone calls, criminal damage to property, and financial identity theft. This system was a finalist for the Charlotte Chamber of Commerce's 2005 Blue Diamond Award for the best use of IT for customer service.

CMPD’s Crystal Cody, a Systems Analysis and Programming Manager, points out that, as far as the Department has come technologically, there is still more on the way. "We are going to continue linking our different systems together," she says. "Eventually, we want to have 'one-stop shopping' for the officers, so they can use one application to tie cases together quickly, without having to move through any paper at all.”

“Eventually, we want to have ‘one-stop shopping’ for the officers.”

Chief’s Award for Excellence in Policing

Officer Douglas W. Lambert

Officer Lambert was responsible for the development of the Citizens on Patrol Lake Volunteer Program. After researching similar programs in other departments, Officer Lambert wrote the directives and standard operating procedures for CMPD's new unit, and developed the budget for the program. Officer Lambert then began recruiting volunteers for the program and developed a selection and training process in coordination with the Town of Huntersville and Charlotte Aquatic Centers as well as the United States Coast Guard.
Giving Back to the Community

You wouldn’t think spending the better part of three days atop a Chick-fil-A could be so rewarding. "Believe it or not," says Officer Steven Selogy, "I look forward to it every year. It's one of the most fun things I get to do." Selogy and other officers – including Kayvan Hazrati, Selogy's partner – do this as part of CMPD's annual "Cop on Top" fund-raiser for Special Olympics.

The "Cop on Top" fund-raiser is just one of the many creative ways the Department raises money for worthy causes. CMPD is active in a host of charities, including Habitat for Humanity, the American Cancer Society, and Heart Walk. In addition, CMPD's Women's Network regularly participates in Charlotte's "Making Strides Against Breast Cancer" Walk, helping the event raise more than $250,000 in 2005, the most in its history.

Officer Selogy admits he was a little apprehensive seven years ago, when he was first approached to get involved with the Special Olympics. Like every other police officer, he already had plenty of responsibilities, and the prospect of another one worried him. All those doubts were quickly erased, however, when he attended his first Special Olympics event. "I was hooked after the opening ceremonies," he remembers, "and I'm still hooked seven years later."

Maj. John Diggs, who oversees CMPD's Special Olympics fund-raising efforts, says that most people need look no further for inspiration than the Special Olympics' motto, which reads:

Let me win, but if I cannot win, let me be brave in the attempt

"In this day and age, with what sports have become, it's refreshing to be around people with such great attitudes," Maj. Diggs remarks. Like Officer Selogy, Maj. Diggs is extremely happy that he has become so involved with the Department's fund-raising efforts, even if he is not exactly sure how it came about. "The Department needed someone to organize our 13-mile leg of the Law Enforcement Torch Run for Special Olympics," he recalls. "I've been a runner since high school, so I guess that's why they picked me."

Chief's Award for Excellence in Policing

Officer Mark Farmer
Officer John Rape

Officers Rape and Farmer devoted a great amount of effort to combating crime in hotels and motels in the University area. To that end, the officers started the University Hotel Watch Group, which facilitates and enhances communication between police and hotels. Officers Rape and Farmer also educated management at University-area hotels with respect to design changes that could make those establishments safer.

"In this day and age, with what sports have become, it's refreshing to be around people with such great attitudes."
The Torch Run, the Special Olympics' largest grass-roots fund-raiser, is centered around the athletes and law enforcement officers who carry the "Flame of Hope" for portions of its 35-nation journey. Money is raised through "Adopt-A-Cop" runner sponsorships and the sale of Torch Run t-shirts and other merchandise. The brainchild of a Wichita, Kansas, police chief in 1981, the Torch Run has grown to include over 85,000 police officers worldwide.

Over the past few years, the Department has become more and more involved with raising money for the Special Olympics, conducting golf tournaments, New Year's Day 5K runs, and duathlons. In 2005, CMPD raised over $65,000 for the charity. As Maj. Diggs remarks, this number pales in comparison to the feeling one gets from being involved. "Whatever you put into it, it pays you back ten-fold," Maj. Diggs says. "It's just a neat thing to be a part of."

Giving Back to the Community

Officer Blanchett worked to curb crime at an abandoned trailer park that was being used for drug crimes and other offenses. Realizing that poor lighting and trash on the property created an atmosphere in which crime could flourish, Officer Blanchett worked with the property owner and the affected community to secure the open trailers and stop illegal garbage dumping. Thanks to Officer Blanchett's efforts and those of the local community, criminal activity on the property soon subsided.

Chief’s Award for Excellence in Policing

Officer Matthew P. Blanchett

Officer Blanchett worked to curb crime at an abandoned trailer park that was being used for drug crimes and other offenses. Realizing that poor lighting and trash on the property created an atmosphere in which crime could flourish, Officer Blanchett worked with the property owner and the affected community to secure the open trailers and stop illegal garbage dumping. Thanks to Officer Blanchett's efforts and those of the local community, criminal activity on the property soon subsided.
Combating Gangs

Gang-related crime poses a threat in every major urban area, and the threat in Charlotte-Mecklenburg has increased as the area has grown. Building on the manners in which other large cities have addressed gang problems, CMPD has developed a three-pronged strategy for combating gang-related crime.

**Intervention.** In 2004, the Department launched a grant-funded initiative called "Gang of One." Through community interaction and the operation of a bilingual telephone hotline, the Gang of One program identifies at-risk children and helps them leave gangs. Since the program's inception, the Gang of One hotline has handled hundreds of calls from area youth, referring many to community partner organizations – such as the YMCA, faith groups, and Boys & Girls Clubs – for support.

Sergeant Jeffrey Estes, with the Crime Intelligence Unit, points out the lengths to which Gang of One personnel will go to help kids stay out of gangs. "We'll help them in any way we can," he says. As an example, he tells the story of a young kid who joined a gang because of pressure from the older kids in his neighborhood. The child didn't know how to escape, and he called the Gang of One hotline for help. "The kid's family just wanted to get him away from the bad influences," Sgt. Estes recalls. "So we got in touch with the Charlotte-Mecklenburg Housing Partnership, and they agreed to relocate the family to a new area."

**Prevention.** CMPD uses several youth programs – including Right Moves for Youth, the Police Athletic League, and after-school activities – to provide area children with fun activities and positive role models. In addition – largely in response to feedback received with respect to the Gang of One hotline – the Department developed in 2005 a broad community education program to help neighborhoods understand and respond to the threats posed by gang-related crime. CMPD presented this program to more than 40 community groups and schools in 2005. "We tell people what to look for, how to stay out of gangs, and give them general awareness information," says Sgt. Estes.

**Chief’s Award for Excellence in Policing**

Officer Kevin Sliney

As Domestic Violence Coordinator for the Providence Division, Officer Kevin Sliney expanded the Division's domestic violence program to provide more support to domestic violence victims as their cases progressed through the judicial system. As a result, more domestic violence victims participated in the prosecution of their cases. Officer Sliney also conducted domestic violence training for officers in order to enhance the quality of police reports that form the foundations of subsequent prosecutions.
Enforcement. CMPD's Gang Intelligence Unit (GIU) collects intelligence on area gangs, and uses this information to coordinate gang-related enforcement efforts among the various divisions of the Department. Detectives and civilian analysts gather local and national data on gangs, and this data is kept in the fully searchable GangNet computer database. "With GangNet," Sgt. Estes remarks, "we can track down a gang member using almost any characteristic – address, car, friends, you name it."

CMPD also combats gang-related crime through membership in the FBI's Gang Task Force and partnerships with the Bureau of Alcohol, Tobacco, and Firearms and U.S. Immigration and Customs Enforcement. Working with these federal agencies, CMPD has deported more than 150 gang members over the past two years, and has embarked on a highly successful effort to break up the area’s Bloods gang.

“With GangNet, we can track down a gang member using almost any characteristic – address, car, friend, you name it.”

Chief’s Award for Excellence in Policing

Officer Paul J. Wilson

Officer Wilson addressed crime problems at an apartment complex that were negatively impacting the surrounding community. For many years, this apartment complex was overrun with criminal activity, violence, and hundreds of dangerous code violations. Officer Wilson worked with local stakeholders and the Charlotte City Council to relocate the complex’s tenants and get the property demolished - the largest demolition ever carried out by the City of Charlotte.
For years, major cities across the nation have struggled with high volumes of non-emergency calls to 911. National estimates suggest that more than half the calls to 911 are for non-emergencies. Of course, every second spent handling a non-emergency call takes away from time that could be spent responding to a life-threatening emergency.

In 2005, the City of Charlotte and Mecklenburg County introduced CharMeck 311, a number citizens can call for a wide range of city and county services, including non-emergencies ranging from Code enforcement to taxes to Animal Control. CharMeck 311 is now handling many of the quality-of-life calls that formerly went to 911, including noise and parking complaints. As Major Marc DeLuca says, "If you have an emergency, call 911; if you have a non-emergency that doesn't require an officer on-the-scene, call 311."

CharMeck 311 went live July 5, 2005, and by the end of the year had taken more than 700,000 calls for service, providing much-needed relief for the over-stressed 911 line. "It's doing a lot for us," remarks Marla Humphries, manager of CMPD's Crime Reporting Unit. "311 is relieving the Crime Reporting Unit and 911 because it takes a large portion of the information-type calls, allowing us to focus on callers who truly need police assistance."

CharMeck 311 is not just benefiting CMPD, however – agencies throughout the city and county are using it as well. CharMeck 311 creates 24/7 "one-stop shopping" for public services. Speaking directly to call center employees, a customer can have his or her inquiry addressed quickly – often with no need to transfer the call. While some calls involve complex issues that require handling by specialists, the overall goal is to focus on calls with the highest volume and lowest complexity, in order to resolve problems or answer questions during the first call. "Citizens get a live voice for their non-emergency calls," Maj. DeLuca says, "and the call is either handled at that moment or immediately directed to someone who can address the caller's question or concern."

Officer Davis worked to improve the working relationship between emergency response units on Lake Norman and Mountain Island Lake, where population growth has increased the need for emergency personnel. Officer Davis assisted Emergency Medical Services (EMS) in renovating the Lake Enforcement Office at Ramsey Creek so that it could be used as a command post during an emergency. He also procured 800 MHz radios and distributed them to first responder agencies in counties that border the lakes, thus establishing a radio network for these agencies.

"If you have an emergency, call 911; if you have a non-emergency that doesn’t require an officer, call 311."

Chief’s Award for Excellence in Policing

Officer Silas T. Davis, Jr.

Officer Davis worked to improve the working relationship between emergency response units on Lake Norman and Mountain Island Lake, where population growth has increased the need for emergency personnel. Officer Davis assisted Emergency Medical Services (EMS) in renovating the Lake Enforcement Office at Ramsey Creek so that it could be used as a command post during an emergency. He also procured 800 MHz radios and distributed them to first responder agencies in counties that border the lakes, thus establishing a radio network for these agencies.
"We built on what other cities have done, and created a model in which the primary function is to relieve 911, with other public services included as well."

Maj. DeLuca points out that, because it is being used to address a wide variety of public services, CharMeck 311 is a unique improvement upon other 311 systems. "We built on what other cities have done," he says, "and created a model in which the primary function is to relieve 911, with other public services included as well." Humphries agrees, noting she receives inquiries about the Char-Meck 311 model from agencies across the country.

"This police department is very good at doing the most with the amount of resources it has, and CharMeck 311 is another example of that," Maj. DeLuca remarks. "By transferring information calls to 311 and focusing our efforts on emergencies, we can deploy our available resources much more efficiently."

**Chief’s Award for Excellence in Policing**

*Officer Daniel Paul Cunius*  
*Officer Dave J. Johnson*  
*Officer Eric Rost*

Officers Cunius, Johnson, and Rost devoted over two years to reducing burglaries in the Highland Creek area. Extensive analysis of crime data revealed that the burglaries often took place in homes with open garage doors. Using this information, the officers educated neighborhood homeowners as to how they could keep from becoming victims of these avoidable crimes. The officers talked to residents, attended community meetings, and broadcast prevention tips on the neighborhood television channel. The partnerships these officers formed with community members led to a 66% drop in garage door burglaries in an 11-month period.
While making arrests is probably the most visible aspect of CMPD’s work, it is by no means the only tool the Department uses to fight crime. The Department also engages in many long-term efforts that may take years to bear fruit. One recent example is the Belmont Project.

By 1999, the Belmont neighborhood of Charlotte had gained notoriety for its high volume of drug trafficking and associated violent crimes. In fact, CMPD research showed the violent crime rate in the Belmont neighborhood was nearly five times that of the rest of the city. Over the years, many task forces had been formed to target and arrest the neighborhood’s drug traffickers, but that would only lower the crime rate for short periods of time. It became clear that a different kind of solution was needed.

"We couldn't arrest our way out of the situation," recalls Major Ken Miller. "When you arrest a drug dealer, you create a vacancy, and somebody will step into that vacancy so long as the market continues. So you have to shut down the market."

To put a dent in the Belmont neighborhood drug market, Maj. Miller and his Belmont Project team used Community Problem-Oriented Policing (CPOP). Formulated in the early 1980's, the CPOP approach is designed to help law enforcement agencies identify and remove the root causes of recurring crime in communities through the use of a four-step research and response methodology.

Using the CPOP approach, CMPD researchers were able to pinpoint the northeast corner of the neighborhood as a particularly heavy drug trafficking area. They were also able to determine that over 80% of those arrested for drug offenses in the northeast corner did not live in the Belmont neighborhood. The northeast corner’s proximity to major Charlotte streets, and to Interstates 77, 85, and 277, made it an easy entry and exit point for outsiders coming into the neighborhood to buy drugs.

Keeping Out Crime

“It was a simple solution, but it worked.”

Belmont Project Target Area

Chief’s Award for Excellence in Policing

Officer Frank Wade Cantrell

After researching police departments throughout the country to find more efficient and effective ways of dealing with the homeless, Officer Cantrell helped educate the homeless population, service providers, and the general public as to the services available to homeless persons. Officer Cantrell’s efforts enabled the homeless to access services much faster and made officers throughout the Department much more aware of the issues confronting the homeless population.
By working with the community, Belmont Project members were able to identify one particular street as the northeast corner's major artery for outside drug buyers. CMPD then erected a simple barricade – which was decorated by neighborhood residents – to block off the easy entry and exit point. Outsiders looking for drugs were no longer able to breeze in and out of the neighborhood, and the crime rate soon started to go down.

"It was a simple solution, but it worked," says Maj. Miller. Gary Shields, who lived in the neighborhood and saw the decrease in crime, agreed. "The barricade made it difficult for the drug dealers to do business," he points out, "and that was one of the keys to its success."

The success of the Belmont Project reflects the Department’s commitment to fighting crime not just with arrests, but with long-term efforts aimed at the myriad unseen factors that can create crime hot spots. In the end, as Gary Shields points out, no crime-fighting solution can work without the assistance of the community at large. "Barricades do not stop crime," Shields pointed out. "What stops crime is communities coming together."

“What stops crime is communities coming together.”

Chief’s Award for Excellence in Policing

Officer Joseph M. Reiner
Officer Christian Sean Wagner

Officers Reiner and Wagner, after researching the excessive number of severe collisions related to impaired driving and speeding on Pecan Avenue near Bay Street, traced the problem in part to Pecan Avenue's proximity to several bars. The officers worked with the City’s Department of Transportation to reduce the speed limit on Pecan Avenue to 25 mph and distributed information cards with taxi numbers to local bars. They also organized traffic enforcement events on Pecan Avenue, including two license checkpoints and a Driving While Intoxicated (DWI) saturation patrol. As a result of their efforts, no further serious DWI-related collisions occurred on the roadway.
While 2005 saw a .5% increase over the previous year in reported crime, the actual crime rate per population was the second lowest in the last 26 years. How can that be? The key variables that put crime numbers into perspective - and allow more accurate comparisons from year to year - are growth and total population. Put simply, the larger the community, the more opportunities there are for victimization. That is why crime rates (the number of crimes per 100,000 citizens) provide a more complete picture of the potential for victimization, successes, and crime problems that need greater attention. In 2005, there were 7,687 crimes per 100,000 citizens, down 2% from the previous year and almost 40% from the high of 12,600 crimes per 100,000 citizens reported in 1989.
2005 CMPD Statistical Review

Index Offenses Reported by Type: 2005

- Larceny, 41.1%
- Burglary, 26.8%
- Vehicle Theft, 14.3%
- Arson, 0.7%
- Rape, 6.7%
- Robbery, 7.6%
- Aggravated Assault, 8.1%
- Homicide, 0.2%

911 and Emergency Calls Received by Month: 2005
Total Calls - 1,038,718

Traffic Collision Reports in 2005

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<tr>
<th>Type of Collision</th>
<th>2005</th>
<th>% Change from 2004</th>
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</thead>
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<tr>
<td>Fatal Collisions</td>
<td>54</td>
<td>45.9%</td>
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<tr>
<td>Vehicle Occupants Killed</td>
<td>47</td>
<td>42.4%</td>
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<td>Pedestrians Killed</td>
<td>8</td>
<td>33.3%</td>
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<td>Personal Injury Collisions</td>
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</tr>
<tr>
<td>Property Damage Collisions</td>
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<tr>
<td>Total Collisions</td>
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<td>-12.3%</td>
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Citations Issued in 2005

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<th>% Change from 2004</th>
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<td>Hazardous Traffic</td>
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<tr>
<td>Non-Hazardous Traffic</td>
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<tr>
<td>Safe Speed (Camera)</td>
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<td>NA</td>
</tr>
</tbody>
</table>
The year 2005 was another banner year for CMPD, which continued to garner national recognition from a variety of outlets. The International Association of Chiefs of Police and the Department of Justice's Office for Victims of Crime chose CMPD to pilot a national effort to develop comprehensive strategies for enhancing law enforcement response to crime victims. In addition, the Commission on Accreditation of Law Enforcement Agencies (CALEA) awarded its highly coveted accreditation to CMPD in March 2005.

The Belmont Violence Reduction Project, discussed in this Report, was a finalist for the Center for Problem-Oriented Policing's prestigious Herman Goldstein Award. CMPD's Cold Case Unit, also discussed in this Report, was first runner-up for the International Association of Chiefs of Police/ChoicePoint Award for Excellence in Criminal Investigations. In addition, CMPD's on-line reporting system was a finalist for the Charlotte Chamber of Commerce's Blue Diamond Award for best use of IT for customer service.

CMPD personnel received individual laurels as well. Chief Darrel W. Stephens received the Police Executive Research Forum (PERF) national leadership award for his work in helping to shape the thinking of police professionals in the United States and abroad. Officer William Hastings received the Charlotte Association of Insurance Women's Outstanding Police Officer Award, while Officer Rene Quiles was named Officer of the Year by the Charlotte North Rotary Club. Captain Chuck Adkins and Officer Curt Gormican received the City Manager's Award for Excellence in Customer Service.
2005 CMPD Awards

The following CMPD officers and employees received Department awards in 2005 for their outstanding contributions:

Police Community Relations Award:
Dan Bignall
Donna Browning
Ed Carlton
Jerry Dawson
B.E. James
Stephen Flatt
Peter Grant
Harold Jackson
Jeff Taylor
Kenny Faulkner
Norma Penix
Michael Sardelis
Philip Rainwater

Records Employee of the Year:
Cindy R. Moore

Telecommunicator of the Year:
Krista Dodd

Telecommunicator Trainer of the Year:
Polly Gardin

Medal of Valor:
Officer Jeffrey Brown
Officer David Crandall
Officer Andrew Wrenn
Officer Stephen Alexander Fischbach
Sergeant William A. Boger, Jr.
Officer Darrell Antley
Officer Mark Gordon
Officer Christopher Hall

Medal of Merit:
Officer Tommie Gentry Horton
Officer Olin M. Lester
Officer Anthony D. Maglione
Officer James A. Monroe III
Officer R.C. Phelps
Officer Chad A. Webster

Life Saving Award:
Officer Larry Monroe

Meritorious Award:
Alan Carpenter

Police Training Officer of the Year:
Officer Brian D. Sanders

Employee of the Year:
Sergeant Sharron E. Riley
The Charlotte-Mecklenburg Police Department is grateful to the following CMPD personnel who have been deployed for active military duty since the terrorist attacks of September 11, 2001:

Willie Clemmons
Sharon Kirkpatrick
Kenneth Lewis
Mark Reilly

Officer Ryan Botzemayer
Officer Bryan Albertson
Officer Wayne Armstrong
Officer Don Avant
Officer Brian Barton
Officer Michael Bernard
Officer Matthew Blanchett
Officer Terry Boag
Officer Donald Bristle
Officer Christopher Busic
Officer Jason Butler
Officer Ryan Michael Butler
Officer John Cabell
Officer Peter Capotosta
Officer Leon Augustus Carr II
Officer Jeffrey Cashion
Officer Theodore Castano
Officer Laurence Cauley
Officer George Clarkson
Officer James Cowell
Officer Larry Deal, Jr.
Officer Thomas C. Decker
Officer Kenneth Desimone II
Officer Charles Fahrenholz
Officer Maxie Fannin
Officer Pamela Farewell
Officer Jerry Fletcher
Officer Robert Ernest Fraas III
Officer Seth Fraser
Officer Timothy Gerald
Officer Joseph Gragg
Officer James Hart
Officer Gregory Hester
Officer Jeffrey Johnson

Officer Sean Kelly
Officer Robert Kierce
Officer Michael King
Officer Kristopher Kodad
Officer Mitchell Manivong
Officer Shawn McCurry
Officer Joseph Monteleone
Officer Marc Mowery
Officer Andrew Muller
Officer Daniela Corine Oelze
Officer Randy Owens
Officer David Padgett
Officer Joseph Pearson
Officer Andrew Phillips
Officer Adam Planty
Officer Harlan Proctor
Officer Isaac Pryor
Officer Henry Rozell IV
Officer Michael Schmiege
Officer William Seindri
Officer John Simma, Jr.
Officer Vinton Simpson
Officer Jamie Smith
Officer Sobana Somaratna
Officer Dwayne Spears
Officer Sean Tarpy
Officer Darryl Taylor
Officer Alan Turpin
Officer Paul Updegraft, Jr.
Officer Kamil Derek Waters
Officer William Wilson, Jr.
Officer James Yanacek
Officer Sean Parker

Sergeant James Hummel
Sergeant Estella Patterson
Sergeant Lawrence Powell
Sergeant Sidney Wright
Hurricane Katrina caused unparalleled damage to the Gulf Coast Region in 2005, and a large contingent of CMPD's SWAT team traveled to the area to take part in the relief effort. For seven weeks, this group battled through poor conditions and a second hurricane (Hurricane Rita) to provide security for various North Carolina medical service providers.

Major Tim Stewart  
Sergeant Eric Peterson  
Officer Michael King  
Officer James Hetrick  
Officer Christopher Kimbell  
Officer John Melekian  
Officer William Parks  
Officer Gregory Hester  
Officer David Artieri  
Officer Jay Littlejohn  
Officer Bret Balamucki  
Officer Richard Cotton  
Officer James Guard  
Officer Tim Gromis  
Officer Harlon McKinney  
Officer Matthew Mescan  
Officer David Michaud  
Officer Timothy Parker  
Officer Donald Penix  
Officer Frederick Thornton  
Officer Christopher Trull  
Officer Paul Updegraff  
Officer Alexander Watson  
Officer Kip White  
Officer Steven Winterhalter