



CHARLOTTE-MECKLENBURG POLICE DEPARTMENT CITIZENS' GUIDE

**2014 Edition
April 15, 2014**

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IMPORTANT PHONE NUMBERS

City of Charlotte

City of Charlotte Housing Authority.....	704-336-5183
City CATS Bus and Transit Information.....	704-336-3366
City Community Relations	704-336-2424
City Manager/ Mayor's Office.....	704-336-2241
City Code Enforcement	Call 311
Housing, graffiti, zoning, non-residential building code, health & sanitation, signage violations that occur M-F 8am-5pm (violations that occur at night and on the weekends will be forwarded to CMPD by Code Enforcement/311)	
Charlotte-Mecklenburg Zoning Administration	704-336-3818
Charlotte Department of Transportation (CDOT).....	704-336-4119 or 311
Traffic management, parades and road races, pothole repair, right-of-way hazards, speed humps, bicycle program, block closings, road signs, beer and wine permits, school zones, high accident locations, street lights, urban street design, pedestrian program, wheel locks and towing	
<u>PARK IT</u>	704-375-3177, FAX..704-375-5392
Onstreet parking, metered parking spaces	
City Community & Commerce Division.....	Call 311
Business corridor & neighborhood revitalization, quality of life, energy resources, development and training	
City Housing Services.....	Call 311
Affordable housing, rehabilitation, homeowner assistance, emergency housing, homeless assistance	
City Solid Waste Services.....	704-336-4304
collection of: bulky items, garbage, recycling and yard waste, dead animal collection	
Charlotte Fire Department Fire Prevention.....	704-336-2101
Fire Department Public Information Office.....	704-336-2094
Charlotte Planning Commission.....	704-336-2672
Annexation, public improvements, flood plains and watershed, land use, neighborhood organization, rezoning, transportation planning, urban design and development	
City Small Business Opportunity Program (SBO).....	704-432-1395
Contracting opportunities, certification and seminars, corridor revitalization	
Charlotte-Mecklenburg Storm Water Services.....	704-336-RAIN (7246)
Inspection for drainage problems, resolution of flooding problems, cleaning and repairing drainpipes, catch basins and culverts, repairing sinkholes, mapping and managing development of floodplains, preserving natural stream channels and floodplain function	
Charlotte-Mecklenburg Utilities – Water and Sewer.....	704-336-7600
Conservation and management, water treatment facilities, laboratory services and testing	
City Mediation.....	704-336-5330
Landlord / Tenant relations	

Mecklenburg County

ABC Board.....	3333 N. Tryon Street...704-731-5900.....	main..	919-779-0700
Board of Elections.....			704-336-2133
MEDIC – Reception.....			704-943-6061
Parks and Recreation.....			704-336-3854
Public Library			704-336-2725
Register of Deeds.....			704-336-2443

<u>General Court Information</u>	704 686-0400
Clerk of Superior Court Office Administration	704 686-0420
Juvenile Court	704-686-0620
Jury Service	704 686-0195
Civil Small Claims	704 686-0520
Small Claims Filing Information	704 686-0560
Traffic Citations/Criminal Court.....	704 686-0600
Family Court.....	704-686-0200
Court Case Flow Management.....	704-686-0185
<u>District Attorney's Office</u>	704-686-0700
<u>Sheriff's Office</u>	704 336-8100
<u>Charlotte Fire Department</u>	
Fire Prevention.....	704-336-2101, 336-2112
Media and Public Affairs Office.....	704-336-2094
Recruiting.....	704-336-2979

Domestic Violence and Victim Assistance

Safe Alliance (victim compensation, rape crisis & DV counseling).....	704-332-9034
NC SAVAN / VINE (victim notification of arrestee's release).....	1-800-247-9658
Domestic Violence / Rape Victim Hotline	704-332-2513
Rape Crisis Assistance (24-hrs).....	704-375-9900
Domestic Violence Shelter (open 24 hrs. counseling, referrals and housing).....	704-332-2513
Protective Order Information Line.....	704-336-7666
Women's Commission/HERO	704-336-3210
(counseling for adults & children, employment assistance, legal clinics)	
Women's Commission/NOVA	704-336-4344
(New Options for Violent Actions - court-ordered, mandatory education for people accused of domestic violence acts)	

Drug or Alcohol Dependency/ Medical Intervention

Alcoholics Anonymous.....	704-332-4387
Al-Anon/Alateen.....	704-523-1159/877-523-1159 toll-free
CMC-Behavioral Health Center	704-358-2700/800-418-2065 toll-free
(substance abuse and mental health services)	
Chemical Dependency Ctr. Char-Meck.....	704-376-7447
Narcotics Anonymous	704-366-8980
Suicide Hotline.....	1-800-273-TALK (8255)

Assistance and Need Services

Child Support Enforcement.....	704-566-2834
Crisis Assistance Ministries	704-371-3001
(financial counseling, assistance with food, shelter, and clothing)	
Health Department (Child Abuse).....	704-336-8818
(Public Announcement Line).....	704-336-4667
Mecklenburg County Bar Lawyer Referral Services	704-375-0120
Legal Aid of North Carolina – Charlotte Office	704-971-2621
(legal assistance in civil matters for low-income persons)	
Legal Services of Southern Piedmont	704-376-1600
(legal assistance in civil matters for low-income persons)	
Social Services	704-336-3000
(for public assistance with food and medical needs)	
United Way Agencies (24 hour line)	211 or 1-888-892-1162

Latin American Coalition

If Spanish-speaking individuals need assistance..... 704-531-3848

Juvenile Services / Intervention

Juvenile Crime Prevention Council..... 704-336-7662
CMPD Youth Crime / Domestic Violence Unit..... 704-336-2811
Child Protective Services (reporting child abuse or neglect).....704-336- CARE (2273)
DJJDP (Dept. of Juvenile Justice and Delinquency Prevention) 704-330-4338
(refer parents here for runaways and undisciplined youths for assistance)

State Agencies

Alcoholic Beverage Commission.....704-333-6313,...704-731-5900, 704-731-5830
Alcoholic Law Enforcement (District VIII).....704-527-3062
Bureau of Alcohol, Tobacco, Firearms and Explosives (Charlotte)..... 704-716-1800
Drug Enforcement Administration..... 704-770-2050
Department of Motor Vehicles (DMV) Customer Service..... 1-919-715-7000
Driver's License704-547-5786, 704-527-2562, 704-547-5787, 704-392-3266
Tags 704-399-8306, 704-525-3832, 704-535-2525
Enforcement..... 704-547-5777
Probation/Parole aka Community Corrections..... 704-342-6836
State Bureau of Investigations..... 704-454-5264
State Highway Patrol..... 704-547-0042
Social Services (DSS),..... 704-336-3150 **or** 704-336-CARE **or** 704-336-2273

U.S. Government Agencies:

U.S. Department of Homeland Security.....citizen line.....operator 1-202-282-8000
U. S. Immigration Customer Service..... 1-800-375-5283
U.S. Marshall..... 704-350-8000
U.S. Secret Service..... 704-442-8370
Internal Revenue Service.....704-548-4100,1-800-829-1040
Federal Bureau of Investigations 704-377-9200
FDA - food safety questions 1-888-SAFEFOOD (1-888-723-3366)

Duke Energy Customer Service 1-800-777-9898

Piedmont Natural Gas Customer Service..... 1-800-752-7504

Report Dog Fighting (**HUMANE SOCIETY - UNITED STATES**)..... 202-452-1100

Elected Officials

NC Governor – January 2013

Pat McCrory
Office of the Governor
20301 Mail Service Center
Raleigh, NC 27699-0301
Phone: (919) 733-4240
Fax: (919) 733-2120
Governor.office@nc.gov

United States Senator

Richard Burr
217 Russell Senate Office Building
Washington, DC 28210
202-224-3154
www.burr.senate.gov

United States Senator

Kay Hagan
521 Dirksen Senate Office Building
Washington, DC 28210
202-224-6342
www.hagan.senate.gov

US House of Representatives District 8

Richard Hudson
429 Cannon House Office Building
Washington, DC 20515
Phone: 202-225-3715
<http://hudson.house.gov/contact/email-me>

US House of Representatives District 9

Robert Pittenger
224 Cannon House Office Building
Washington, DC 20515
Phone: 202-225-1976
pittenger@mail.house.gov

US House of Representatives District 12

2304 Raburn House Office Building
Washington DC 20515
202-225-1510
NC12.public@mail.house.gov

Charlotte City Council

Charlotte Mayor Dan Clodfelter

Address: 600 East 4th Street

Charlotte, NC 28202-2244

Phone: 704-336-2241

E-mail: mayor@charlottenc.gov

Mayor Pro Tem Michael Barnes

Address: 600 East 4th Street

Charlotte, NC 28202-2244

Phone: 704-336-7400

Email: barnesforcharlotte@gmail.com

At-Large Council Member Claire Green Fallon

Address: PO Box 4816325,

Charlotte NC 28269

Phone: 704-336-6105

E-mail: cfallon@charlottenc.gov

At-Large Council Member David L Howard

Address: 600 East 4th Street

Charlotte, NC 28202-2244

Phone 704-336-4099

E-Mail: info@davidhowardclt.com

At-Large Council Member Vi Lyles

Address: 600 East 4th Street

Charlotte, NC 28202-2244

Phone: 704-336-3431

E-mail: vlyles@charlottenc.gov

District 1 Representative Patsy Kinsey

Address: 2334 Greenway Ave.

Charlotte, NC 28204

Phone: 704-336-3432

Email: pkinsey@charlottenc.gov

District 2 Representative Al Austin

Address: 600 East 4th Street

Charlotte, NC 28202-2244

Phone: 704-336-3185

E-mail: aaustin@charlottenc.gov

District 3 Representative LaWana Mayfield

Phone: 704-890-5449

Address: 600 E 4th Street,

Charlotte, NC 28202-2244

Email: lmayfield@charlottenc.gov

District 4 Representative Gregory A. Phipps

Address: 600 E 4th Street,
Charlotte, NC 28202-2244
Phone: 704-336-3436
E-mail: gaphipps@charlottenc.gov

District 5 Representative John N. Autry

Address: 600 E 4th Street,
Charlotte, NC 28202-2244
Phone: 704-336-2777
E-Mail: jautry@charlottenc.gov

District 6 Representative Kenny Smith

Address: 600 E 4th Street,
Charlotte, NC 28202-2244
Phone: 704-574-7241
E-mail: krsmith@charlottenc.gov

District 7 Representative Edmund H. Driggs

Address: 600 E 4th Street,
Charlotte, NC 28202-2244
Phone: 704-4327-7077
Email: ed@eddriggs.com

City Manager Ron Carlee

Charlotte-Mecklenburg Government Center
600 East Fourth Street
Charlotte, North Carolina 28202
704-336-3187 (Phone)
704-336-6644 (Fax)

Board of County Commissioners

Commissioner Pat Cotham, At-Large

Phone: 704.336.3866

Fax: 704.336.5887

E-mail: Pat.Cotham@mecklenburgcountync.gov

Commissioner Kim Ratliff, At-Large

Phone: 704.336.2641

Fax: 704.336.5887

E-mail: Kim.Ratliff@mecklenburgcountync.gov

Commissioner Trevor Fuller, At-Large

Phone: 704.336. 2574

Fax: 704.336.5887

E-mail: Trevor.Fuller@mecklenburgcountync.gov

Commissioner Karen Bentley – District 1

Phone: 704.432.3997

Fax: 704.336.5887

E-mail: karen.bentley@mecklenburgcountync.gov

Commissioner Vilma Leake – District 2

Phone: 704.336.2088

Fax: 704.336.5887

E-mail: Vilma.leake@mecklenburgcountync.gov

Commissioner George Dunlap – District 3

Phone: 704.336.4419 (office)

Fax: 704.336.5887

Email: George.Dunlap@mecklenburgcountync.gov

Commissioner Dumont Clarke – District 4

Phone: 704.331.1051

Fax: 704.378.2051

E-mail: dumontclarke@mvalaw.com

Commissioner Matthew Ridenhour – District 5

Phone: 704.336.5400

Fax: 704.336.5887

E-mail: Matthew.Ridenhour@mecklenburgcountync.gov

Commissioner Bill James – District 6

Phone: 704.336.2573

Fax: 704.846.6538

E-mail: Wjames@carolina.rr.com

County Manager Dena Dorio

Phone: 980-314-2881

Contact: Chris Peek

Deputy County Manager/Chief of Staff

E-mail: Chris.PEEK@mecklenburgcountync.gov

Terms Expire December 2014

Mecklenburg County

Commissioners/Manager's Office

P.O. Box 31787

Charlotte, NC 28231-1787

CONTACTING POLICE

CHIEF OF POLICE, RODNEY D. MONROE..... 704-336-2337
INTERNAL AFFAIRS BUREAU 704-336-2336

❖ DIVISION OFFICES

❖ SOUTH DIVISION

8050 Corporate Center Drive, Suite 100, 28226.....Sgt. Office... 704-544-4835

❖ PROVIDENCE DIVISION

715 N Wendover Road.....Sgt. Office..... Office 704-336-2878

❖ HICKORY GROVE DIVISION

5727-A N. Sharon Amity Road..... Office..... 704-567-9198

❖ INDEPENDENCE DIVISION

9315 #G Monroe Road.....Office..... 704-841-1477

❖ WESTOVER DIVISION

1540 West Blvd..... Sgt. Office..... 704-432-2442 / 704-432-2443

❖ STEELE CREEK DIVISION

2227 Westinghouse Blvd..... 704-336-7800, 7806, 7866

❖ CENTRAL DIVISION

119 E. Seventh St. Suite 2BSgt. Office..... 704-336-5729

❖ EASTWAY DIVISION

3024 Eastway Drive.....Sgt. Office 704-336-8535 or 8536

❖ UNIVERSITY CITY DIVISION

8401 University Executive Park Drive Suite 112, 28262..... 704-432-3900, 3964

❖ NORTH TRYON DIVISION

4045-B North Tryon Street, 28206 (Sugar Crk. Serv. Center)..... 704-336-8398 or 8397

❖ METRO DIVISION

1118 Beatties Ford Road.....Sgt. Office..... 704-336-8300

❖ FREEDOM DIVISION

4150 Wilkinson Blvd 704-432-6795

WILKINSON BOULEVARD SERVICE CENTER

4150 WILKINSON BLVD.....Information..... 704-398-6700

❖ NORTH DIVISION

10430 Suite-R Harris Oaks Blvd.....Office..... 704-432-3801, -3802, -3803

AIRPORT LAW ENFORCEMENT ...

5501 Josh Birmingham Parkway.....Captain's Office 704-359-4018

Homicide Cold Case Hotline: 704-336-2358

Vice and Narcotics Tip Line..... 704-336-8423

COLLISION RECONSTRUCTION / HITS UNIT..... 704-432-2169

Animal Care and Control ... 8315 Byrum Drive

☎ Customer Service Line... dial 311, to make complaints & service requests, such as: loose dogs, aggressive animals, dog fighting, animal traps, adoption questions

(For dead animal removal, please contact Solid Waste Services at 704-336-4304)

Charlotte-Mecklenburg Police Academy

1770 Shopton Road, Charlotte, N. C. 28217

Police Academy Receptionist..... 704-432-1602

Charlotte Mecklenburg Schools Police..... 980-343-6030

CMPD Website

The CMPD website at CMPD.org incorporates many crime-fighting and community safety tools.

- a) Filing a crime report
 - i. go to the CMPD.org website and click on “online reporting” to determine if you can file online or if you should dial 311.
- b) To retrieve a car crash (accident) or crime report, follow the link for Crime or Crash reports.
 - i. Victims of crime will be able to get a free copy of their crime report by entering both the complaint number and their name. This service is provided under contract with CMPD by PoliceReports.US. There is a fee charged for receiving online reports.
 - ii. Due to the nature of certain crimes, however, some reports will only be available in person, including sexual assaults, domestic violence, suicides and vice and narcotics cases.
 - iii. These and all other public reports can be obtained from CMPD’s Records Division at the following locations: CMPD Headquarters at 601 East Trade Street; the West Service Area at 4150 Wilkinson Blvd; or any Division office.
 - iv. You may also call our Records Division at 704-336-2839 to pick reports up in person.
- c) Crime mapping service
 - i. Search crime numbers around a specific address or street
 - ii. Discover the Division that patrols a specific address
- d) All requirements for our Police Academy are listed on our website under “Join the Force”, or you may call (toll-free) 1-877-525-6145 or (local) 704-432-1603 to talk to a recruiter.
- e) Directives: All of our directives, policies and procedures are posted on our website.
- f) To register your house or business alarm,
 - i. click on “alarm registration/permit” under the E-Policing Resources section.
 - ii. This will take you to the alarm registration page.
 - iii. The alarm section of the website is loaded with educational information regarding alarm systems and alarm registration.
- g) Other items under our E-Policing Resources section include:
 - i. employ an off-duty officer,
 - ii. pay traffic tickets online,
 - iii. traffic accident locations,
 - iv. local ordinances of interest,
 - v. become a CMPD volunteer,
 - vi. commend an officer,
 - vii. file an officer complaint.
- h) Information about Charlotte and the CMPD can be found under “Our Organization” and “Our Response Areas”.
- i) Safety tips, information about CrimeStoppers, Homeland Security, Neighborhood Watch and our ride along program are among several valuable topics found under “For Your Safety”.
- j) Our Newsroom contains current and archived news about the CMPD.
- k) Also posted on the CMPD website are our “most wanted” and “missing persons” cases.

QUESTIONS ABOUT THE CHARLOTTE-MECKLENBURG POLICE DEPARTMENT

- 1) **Internships** To inquire about internships, contact the Community Outreach Unit:
704-336-2326
- 2) **Noise permits** To get a noise permit, please call CMPD's Field Services Unit at
704-432-0428.
- 3) **Illegal immigration and the 287g Federal program**
 - a) Officers do not inquire about the immigration status of a victim or others they encounter unless the person has committed a serious crime or is being investigated for the commission of a serious crime. There are several reasons why this policy makes sense in dealing with illegal immigration. These reasons include:
 - i) Victims of crime will not report to the police if they believe they will be arrested or deported because of they are in the country illegally or undocumented.
 - ii) CMPD Officers do not have the authority to arrest an illegal immigrant if the only violation is being in the country illegally, which is civil not criminal – that authority rests with Federal Law Enforcement Agents.
 - iii) Even if officers had the authority to take an individual into custody there is not sufficient capacity to detain and process the number of illegal immigrants that are believed to be in this country.
 - b) Chief Monroe fully supports the Sheriff Department's participation in the Federal program, 287g. Additional information is available on the Immigration and Customs Enforcement Web site (www.ice.gov/).
 - c) The Sheriff is able to check the immigration status of individuals and work with ICE on deportation if that is appropriate because Charlotte-Mecklenburg Police arrest them.
 - d) Illegal immigration is a priority issue nationally and the Charlotte-Mecklenburg Police Department will continue to provide appropriate support to those who have the authority to enforce Federal law while we focus on reducing crime and increasing safety in our community.
 - e) CMPD does not keep statistics on illegal immigrants because immigration status is not checked until a suspect is in the hands of the Mecklenburg County Sheriff at the jail. Our officers do not have the ability to check citizenship status. Please contact the Sheriff's Office to see if they have any helpful statistics: 704-336-2543; or contact US Immigration 704-672-6939.
- 4) **Background checks** Local Arrest Histories are no longer provided by the Charlotte-Mecklenburg Police Department Records Division or the West Service Area.
 - a) All requests for arrest history information are handled by the Clerk of Court at 832 E. Fourth Street where a fee is charged for the search, to be paid in cash, certified checks, or money order. No personal checks are accepted. At the time of this writing, the fee is \$25.00.
 - b) For out of town requests, the supervisor's phone number is 704-336-4388.

- 5) **311**
 - a) Citizens should contact 311 directly for:
 - i) Animal Control Calls
 - ii) Graffiti Calls
 - iii) Parking Violations, Loitering (no criminal activity)
 - iv) Truancy
 - v) Noise/Fireworks
 - vi) Cable/Utility Threat
 - vii) Juvenile Complaints (no criminal activity)
 - viii) Abandoned Vehicles
 - ix) Homeless Person (no criminal activity)
 - b) 311 can also take incident reports where a caller needs a report for insurance purposes or product replacement purposes. Examples include:
 - i) Lost Cell Phones
 - ii) Lost Tags
 - iii) Lost Passports
 - c) If you are calling from outside of Mecklenburg County, dial 704-336-7600

- 6) **911 recordings** To request a recording of a 911 call
 - a) Must come to the Charlotte-Mecklenburg Police Department Headquarters, 601 E Trade Street.
 - b) May park between the Headquarters building and the parking deck in metered parking.
 - c) Enter the lobby and go to the Records Division window located on the lobby floor.
 - i) Ask to fill out a public records request form.
 - (1) Include as much information as possible
 - (a) Complaint number (starting with the year)
 - (b) Time
 - (c) Date
 - (d) Reason for the request,
 - (e) If you have the number the 911 call was placed from, include it also
 - (f) Your contact information.
 - (i) The call can be placed on a cassette or a CD
 - 1. There is a charge to cover the CMPD's cost.
 - 2. The process of filling your request may take up to a week.
 - 3. You will be contacted by the Records Division when the recording is ready to pick up.
 - a. The CMPD only keep recordings for 90 days
 - b. Unless you are the caller, any personal information will be edited out.

ID Theft If you think your identity has been stolen,

- d) File a report with the jurisdiction where the crime occurred.
- e) If the offense occurred in Mecklenburg County, or the jurisdiction where the crime occurred will not take a report AND you live in Mecklenburg County, call the Charlotte Mecklenburg Police Department at 311 to file a police report.
- f) OR, you can file a financial identity fraud report online
- g) Contact the three (3) major credit-reporting bureaus (Equifax 800-525-6285, Experian 888-397-3742, and TransUnion 800-680-7289) to report the fraud.
- h) Ask that a fraud alert be placed on your file and request a copy of your credit report.
- i) A fraud alert will be placed on your credit file and all three reports will be sent to you free of charge.
- j) Review your credit report for accuracy.
- k) Contact the affected creditors
- l) Advise them of the fraudulent use of your information and request that they send you a fraud dispute form.
- m) Most creditors will accept the FTC fraud affidavit found at <http://www.ftc.gov/bcp/online/pubs/credit/affidavit.pdf>
- n) File a complaint with the Federal Trade Commission (FTC). The FTC maintains a database that law enforcement can use to assist with their investigations. (<http://www.ftc.gov>)

7) Noisy neighbors

- a) Our Nuisance Abatement Officer is Pat Barker. She says the best thing you can do is call 311.
- b) That type of call usually takes the officer a while to respond. If you call as soon as the problem starts, then by the time the officer arrives, the office will be able to hear the violation and handle it to his discretion.
- c) If you're concerned about your neighbors finding out that you called, you can ask that your name not be given out and make sure to tell the dispatcher that you do not want the police to come to your door.
- d) If you have any more questions pertaining to this issue, please contact Pat either via e-mail (pbarker@cmpd.org) or her office phone (704-432-3844).

- 8) **Suspicious persons or vehicles** The CMPD encourages you to call 9-1-1 anytime you feel that a suspicious person may be “casing” an area. That way, an officer can respond and speak to the person to determine if they are there legitimately.
- a) Please describe the suspicious person and vehicle, if possible, to the 9-1-1 operator so officers can locate him/her when they arrive.
 - b) To report a non-emergency “suspicious vehicle” that is unoccupied, dial 311 and be prepared to give any pertinent information to the operator, such as the tag number, make, model, color, bumper stickers, cracked windows, etc; and the location of the car. A police officer will then come to the scene and run the tag.
 - c) If the vehicle has been used in a crime or is stolen, the CMPD will tow the vehicle. If not, your Homeowner’s Association, Business or Apartment Management will have to call a towing service to have the vehicle removed.
 - d) Tell the operator that you would like to speak to an officer when he/she arrives to discuss your options.

WHEN TO CONTACT THE MECKLENBURG COUNTY SHERIFF

1) Fingerprints

- a. The CMPD Explorers often fingerprint children for crime kits at special events and fairs. Please contact the Explorers’ Office at 704-432-0432.
- b. For adult fingerprinting for a job application or similar form, please contact the Mecklenburg County Sheriff’s office at 704-336-8787.

2) Inmates and warrant checks

- a. The Mecklenburg County Sheriff’s Office maintains the website where photographs of arrested suspects are displayed. Please visit <http://www.charmeck.org/Departments/MCSO/Home.htm>
- b. You may then search for arrested persons under “arrest” and “inmate” inquiry. The Mecklenburg County Sheriff’s office website also has a link to allow searching for active warrants and mug shots.

- 3) **Firearm permits and registration** To obtain information on registering a firearm or concealed carry permits, please contact the Mecklenburg County Sheriff’s office at 704-336-8787.