

**CMPD Police Staffing**

Thus far, CMPD has placed zero (0) additional permanent officers at CLT. The majority of CMPD officers are legacy Airport Safety Officers (ASO) formerly with CLT's Airport Police. CMPD has hired "supplemental" officers which consist of CMPD retiree callbacks and other active officers on overtime status. These supplemental officers rotate and may change from day-to-day. Supplemental officers are limited in scope of duties and require additional law enforcement support to fulfill some duties. They are utilized for patrol only (as extra bodies). They remain unfamiliar with the Airport operation. Although a potential visual deterrent, utilizing officers in this manner does not represent an expansion or enhancement of the force. There is no customer service familiarity or federal aviation regulation training.

**On-Site Presence of CMPD Leadership/Command Staff**

CMPD's leadership and command staff are rarely at CLT to supervise their personnel and validate information. CMPD Sergeants are often off the property as well attending to various other non-airport related CMPD duties. This has a negative impact on immediately responding to situations in need of supervisory intervention. Prior to the CMPD takeover, CLT Airport Police had officers designated as Leads during a supervisor's absence. Leads served in the absence of a supervisor. Additionally, CLT Airport Police supervisors were exclusively assigned to airport property and rarely left.

CMPD has repositioned police podiums in the terminal without input from the Airport. The relocation of these podiums is negligible and interferes with other functions of employees and volunteers. The Airport Police officers had the same podiums with the same capabilities a few feet away from their new positions and were strategically positioned to provide a launching or reference point for quick reaction to federally-mandated response requirements. CLT Airport Police officers were also more focused on patrolling versus stagnating at podium positions.

**CMPD Crime Statistics and Tracking Methodology**

It is important to note that a CMPD Captain was supervising and directing the day-to-day activities of Airport Police prior to CMPD taking over. This captain reported to CMPD, freely operated and was not limited to conduct operations and gather similar types of information. Comparison of crime numbers at the Airport in the last year and prior years is essentially comparing CMPD to CMPD.

Since December 15th, crime has not drastically increased at CLT nor has response to crimes. CMPD has different reporting standards and processes than the Airport police had. For example, CMPD includes routine patrols, checks, escorts, lost property, etc. as individual calls/incidents. This difference in the reporting process depicts a skewed differential in airport crime statistics. Response times have increased. For example, CMPD reports incremental segments of Zone checks as separate calls for service. Each of these is reported as a separate item in CMPD's statistics. Under Airport Police, the same Zone checks were consolidated under a single call for service. Furthermore, CMPD has initiated a traditional, crime-fighting policing presence vs. an airport security enhanced presence.

At this point in the CMPD takeover of policing (after 60 days), it is impossible to assess whether CMPD's presence has made an impact on larcenies from autos (LFA). LFAs from CLT have historically followed some very specific trends. Typically there are very few LFAs during the fall and winter seasons. The numbers increase during the warm weather months. Additionally, they have historically occurred only for sporadic and finite periods of time (primarily during the warm season).

Under CLT's management, the Airport K-9 officers regularly patrolled the front of the passenger terminal and the old terminal. CLT's management conducted federally-mandated training on a rotational basis and in locations where the K-9 units could still readily respond to onsite requirements at the Airport.

#### Police Functions No Longer Performed

CMPD personnel lack qualifications and training to drive on the airfield movement areas and rarely drive within the perimeter fence. This is a critical skill when working at an airport and all of the former Airport Police officers were well versed. Many airport law enforcement responses are for in-flight incidences or for responses on the property. When such an incidence occurs, CMPD officers must be escorted onto the airfield to respond to this type of event. This requires another badged employee to stop their work and escort the patrol car. Valuable response time is also lost. Approximately 80% of CLT's property and much of the airline's and FAA's assets are within the perimeter fence and can only be reached by vehicle access on the airfield. This skill is vital to response of incidents where an individual may have encroached or infiltrated the perimeter fence and breached security. CMPD is aware of available training and has been reminded of this training multiple times.

CMPD Officers do not have a situational awareness of the dynamics of airport policing. Airport policing requires a very unique skill set which is very different from "street policing." Focusing on traditional crime-fighting policing has resulted in a lapse in many customer service and operational requirements and tasks. None of these tasks, which were performed by Airport police, are performed by CMPD. CLT Airport Police Officers were required to do more and diverse duties such as secondary EMT response, assist with general liability reporting, traffic control, security testing, customer service, etc. CMPD has refused to do these duties. These additional duties did not detract from their primary law enforcement functions. However, this diversity of duties provided a more cost effective (personal) service, enhanced the customer experience, and provided an integrated team approach to the day-to-day operation of the airport.

CMPD has refused to recognize the Airport's lost and found process. The Airport's lost and found process keeps lost property at the airport through a very sound process and chain of custody. CLT employs a fulltime individual that proactively works to reunite customers with their property. She has established relationships with airlines, federal agencies, and other business partners and has a high rate of reconnecting people with their property. Also, as a hub airline, many passengers pass through the airport on return legs of their flight and are often reconnected with their property. CMPD refuses to utilize this system and instead, removes all lost property from the Airport and relocates it to uptown Charlotte to police HQ property. This has resulted in challenges and a negative impact on customer service.

#### Communications/Dispatch

In regards to communications systems and protocols, CMPD has refused to fold into the Airport's dispatch control center, which is managed by Airport Operations, for CMPD officer dispatch. Instead, CMPD has implemented a dispatch system which requires calls, which emanate and are first received at the airport operations control center, to then be transferred to CMPD's 911 center (uptown Charlotte), and then get re-dispatched back to an officer at the Airport. According to CMPD, this process is consistent for all law enforcement calls for service. This has resulted in several issues. First, many calls require airport operations knowledge, are integrated in the aviation/airport function, or require a real understanding of the airport's physical layout. CMPD dispatchers, at times, have had trouble conceptualizing locations and operations at CLT. Since CMPD's mandate of this "handoff" process, response times to most calls have increased. Non-sworn Aviation Department employees have had to take primary responsibility to respond to some duties which were previously the primary responsibility of Airport police. It is also not uncommon for CMPD dispatchers to hold airport calls for several minutes when handling other calls (within the city). Even in optimal situations, relaying a call between two agencies slows down response and increases the chance of error.

#### Airport Security Plan (ASP) Issues

CMPD refuses to work within the Airport's Airport Security Plan (ASP). CMPD is not notifying or communicating to the Airport Security Coordinator (ASC) when an incident occurs, as required by the ASP. The ASP is a federally-mandated plan that must be followed.

# NOTES FOR MEETING

## Delvonte Tisdale

The City Manager's decision to more aggressively insert CMPD leadership and resources at CLT was primarily in reaction to the 2010 Delvonte Tisdale case and the subsequent CMPD Report. The Tisdale investigation was inconclusive! Although not widely reported, investigators were unable to determine critical information such as if or where Tisdale may have entered CLT, his departure and subsequent travel from his home, or possible motives (or foul play). Investigators were completely unable to determine Tisdale's trek from his home or any penetration points at CLT. Additionally, there was no useful supporting physical or forensic evidence. The report was full of red herrings and distractions that veered away from the investigative shortfalls while culminating in an accusatory tone regarding CLT's security posture. The CMPD report made many subjective recommendations, selective extractions from TSAs Joint Vulnerability Assessment (JVA), and personal opinions from the investigator but there was no substantive empirical or investigative evidence that linked Tisdale to CLT or any of CLT's security resources. The media regularly reports that Tisdale breached security at CLT but this was never proven. Again, this was clearly the catalyst that precipitated City leadership to apparently lose confidence in CLT's ability to handle their security function(s).

*I would urge leadership to reread the report and ask the tough questions to the investigators.*

## Airport Law Enforcement Specialization

Airport Law Enforcement is very specialized and distinct from "street policing." Some of the specialized skills include the ability to navigate on the tarmac and movement areas (runways & taxiways), maintenance and knowledge of TSA Regulations and the Airport Security Program (ASP), customer service skills, knowledge of the physical layout of the airport terminal and airport properties. Specifically at CLT, officers are required to maintain EMT certifications and respond as secondary EMT resources, investigate and reset alarms and potential access anomalies at over 100 portals, and respond to in-flight and airfield emergencies. (there is a significant learning curve to reach full proficiency). The airport police have chosen to work in this environment. They have acquired special skills unique to this environment.

The current civilian police leadership has over 16 years of airport operations and security experience at CLT, over 25 years of active and reserve military service, commanded a military unit during Operation Iraqi Freedom, previously managed the security function for CMS (for over 4 years), and is an accredited airport executive.

*Why dissolve and replace a qualified and experienced workforce with an inexperienced group? Does this not degrade security?*