

**AGENDA**

Meeting Type:	WORKSHOP
Date:	03/04/1996

City of Charlotte, City Clerk's Office

Mayor Patrick McCrory    Mayor Pro Tem Al Rousso

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<i>Charles Baker</i>	<i>Don Reid</i>
<i>Patrick Cannon</i>	<i>Ella Scarborough</i>
<i>Malachi Greene</i>	<i>Tim Sellers</i>
<i>Mike Jackson</i>	<i>Sara Spencer</i>
<i>Nasif Rashad Majeed</i>	<i>Lynn Wheeler</i>

## ***Council Agenda***

### **CITY COUNCIL WORKSHOP**

**Monday, March 4, 1996**

#### **Agenda**

- 5:00 p.m.    E-911 System for the Police Department
  
- 5:45 p.m.    Dinner
  
- 6:00 p.m.    Intergovernmental Program Proposal
  
- 6:30 p.m.    Restructuring Government: MWBD Annual Report
  
- 6:50 p.m.    Community Safety: Police Vice/Narcotics Presentation
  
- 7:50 p.m.    Options for Holding Citizens Hearings
  
- 8:10 p.m.    Hold a Closed Session pursuant to G.S. §143-318.11(a)(3) for the purpose of conferring with the City Attorney concerning Mixers II v. City of Charlotte lawsuit.
  
- Adjourn

## ***COUNCIL WORKSHOP AGENDA ITEM SUMMARY***

**TOPIC:** E-911 System for the Charlotte-Mecklenburg Police Department

**KEY POINTS (Issues, Cost, Change in Policy):**

- At the February 26 Council meeting, Council deferred action on awarding the bid for acquiring and installing an enhanced 911 system for the Police Department.
- Before the Workshop, Police and Purchasing staff will be meeting with representatives of all companies who submitted bids to address questions raised at the Council meeting.
- Staff will be prepared to answer additional Council questions at a special agenda briefing at noon on Monday, 15th floor large conference room and at the Workshop.

**OPTIONS:**

- 1) Award the bid to the recommended bidder, Plant Equipment, Inc. for a cost of \$411,490;
- 2) Award the bid to the lowest responsive bidder proposing the "Power 911" technology, Sprint Mid-Atlantic for a cost of \$280,661.

**COUNCIL DECISION OR DIRECTION REQUESTED:** Council is requested to make a decision about the purchase of the 911 system.

**ATTACHMENTS:** None.

- Additional information will be sent to Council in the Friday, March 1 Council-Manager memo.
- Councilmembers are encouraged to attend a special Workshop agenda briefing on this topic at noon on Monday, March 4, 15th floor large conference room. Lunch will be provided.

**COUNCIL WORKSHOP  
AGENDA ITEM SUMMARY**

**TOPIC:** Proposed Intergovernmental Process

**COUNCIL FOCUS AREA:** Council discussed at our Retreat the need for better regional cooperation and maximizing our effectiveness in Raleigh.

**KEY POINTS (Issues, Cost, Change in Policy):** Additional staff time will be required to coordinate the many activities in which we're involved on an individual basis. There will also be additional time requirements for the Mayor, Council and staff to implement new initiatives.

**OPTIONS:**

**COUNCIL DECISION OR DIRECTION REQUESTED:** Council is asked to review this new initiative and advise how to best proceed with implementation.

**ATTACHMENTS:** Proposed Intergovernmental Program

**PROPOSED  
CITY OF CHARLOTTE  
INTERGOVERNMENTAL PROGRAM**

The Mayor and Council have recognized over the years the importance of Charlotte cooperating with our neighbors and other legislative leaders to jointly accomplish what's best for Charlotte. Much of our success in the past has resulted from good relationships between Charlotte and our neighboring cities. The Carolinas Urban Coalition, which Councilmember Lynn Wheeler organized and currently chairs, has done much to create comraderie and cooperation between the 20-mile ring cities and the City of Charlotte. This effort is currently being expanded to include the smaller municipalities which are located between Charlotte and the 20-mile ring.

Legislatively, the City has always had a superior working relationship with the staff of the North Carolina League of Municipalities. We are very fortunate now to have Councilmember Scarborough as the incoming president of the League. In that capacity, Ms. Scarborough will be able to assist us even more in impacting the legislative agenda in Raleigh. Many other Councilmembers who have contacts in Raleigh and Washington are currently being under-utilized because we have no coordinated process to combine all our contacts and individual relationships into a single unified effort.

The overall goal of a well-coordinated intergovernmental program is to inform decision makers outside Charlotte about Charlotte's unique needs and objectives. Furthermore, we anticipate that once the informational program succeeds, our highest priorities will be more easily explained and dealt with in a positive way, both legislatively and informally.

The consolidated intergovernmental process will consist of three major components: the Mayor, Council, and City Manager's Office. The breakdown of work components is as follows:

**MANAGER'S RESPONSIBILITIES**

The City Manager is responsible for outlining a process which will coordinate all of our individual efforts in the area of intergovernmental relations. The Manager's office will be responsible for assembling a legislative program for both Raleigh and Washington, DC. It is anticipated that the Raleigh program will be the highest priority and perhaps most productive since many federal programs are being delegated to state and local units of government.

The City's legislative program will focus upon Council's highest priorities identified throughout the year. The program will focus on complex initiatives advocated by the City during the biannual long session in Raleigh, with less controversial issues pursued during the short session.

Council's priorities will be timed to fit the Raleigh legislative calendar. The Manager will recommend to the Mayor and Council an overall process which will involve both the Mayor and Council in implementing a long-range plan for legislative success.

The Chamber of Commerce has on several occasions requested that Council retain a Washington lobbyist to assist with federal initiatives. We will evaluate this request, as well as identify the need for additional assistance in Raleigh.

### **COUNCIL INITIATIVES**

The most important contribution City Councilmembers make to the inter-governmental process is through individual contacts with leaders from our region and across the state. While emphasizing personal contacts, it is also necessary that Council become involved in organizations that further the causes of local government.

The North Carolina League of Municipalities is an important agency that represents all towns and cities across the state. **We should continue to be active in League affairs and attend as many meetings and conferences as possible.** As we make contacts with other local elected officials from across the state, we will begin to network with individuals who have personal contacts with many powerful legislators from other areas of the state.

Councilmember Scarborough is the President elect of the League and should be looked upon to provide leadership and direction in this area.

The Carolinas Urban Coalition is a group of representatives from the six "twenty-mile ring cities" that surround Charlotte, as well as several smaller communities within the twenty mile ring designation. Councilmember Wheeler has been a leader in forming this organization and has chaired the group since its inception. This organization should be used more fully to build consensus within the region for local priorities. As we continue dialogue with neighboring towns and cities, the Urban Coalition should be used as a format for bringing all other units of government together for meetings and receptions. Together we can share our common goals and formulate a strategy for seeking legislative approval, when necessary, for our regional priorities.

The Centralina Council of Government (COG) should be called upon to assist us more in reaching out to our neighboring cities and counties. Councilmember Rousso has been appointed to represent Charlotte on the Council of Governments. We should work more closely with the COG staff and formulate a strategy for involving the COG in deliberating over local priorities which transcend into our neighboring communities.

In addition to sharing with our local elected officials a common agenda for our region, we should periodically host meetings with the Southern Piedmont Political Caucus which represents approximately 30 percent of the total legislature. The Caucus is currently chaired by Senator Aaron Plyler from Union County; Senator Jerry Blackmon serves as Vice Chair. The Caucus should be made aware of our regional priorities prior to convening in Raleigh. The Urban Coalition and the City Council could sponsor receptions and meetings for the Caucus in order to have dialogue regarding our local priorities prior to any formal legislative session.

The Mecklenburg Delegation consists of 15 individuals who represent Mecklenburg residents. The Mecklenburg Delegation is the largest legislative delegation in the State and can wield considerable power in Raleigh as our members continue to build seniority and assume more responsible leadership positions. The delegation should be put on regular mailing lists for Council-related items and invited at least semi-annually to meet with City Council to discuss our local agendas. The Delegation can advise Council on local issues that involve state legislative approval and/or impact the Delegation's constituents. The Delegation should be made to feel more a part of Charlotte's issues, initiatives, and problems. They should not be contacted only when we need their support in Raleigh.

Councilmembers should advise the Manager of their individual memberships in agencies dealing with City affairs (e.g. Councilmember Baker is a member of the N.C. Environmental Management Commission), so we can call upon their expertise when dealing with related issues. It is also helpful to know of political contacts and associations when dealing with related issues in Raleigh or Washington. Although individual contacts need not be formally catalogued, they are essential for City representatives to know when dealing with local issues outside of Charlotte.

Finally, City Council should actively participate in National League of Cities (NLC) meetings in both Washington and the annual conferences. The NLC is the City's primary voice in influencing national legislative programs that impact cities. The NLC is a valuable resource for networking with other cities from across the country that face similar problems as Charlotte, e.g., public safety, transportation, environment and general federal bureaucratic red tape and mandates.

## MAYOR INITIATIVES

The Mayor should use his position to assist Council in getting City priorities to the forefront in Raleigh and Washington.

The Mayor <sup>of Council</sup> should establish local advisory boards representing the business community and neighborhoods. These advisory boards can, on a regular basis, advise the Mayor about specific interests and concerns that should be brought to the Council for policy considerations. The board members can also work toward furthering Council's legislative initiatives through contacts with individuals and private organizations.

The Mayor <sup>and Council</sup> should also appoint a Legislative Cabinet consisting of individuals representing local private companies and organizations. The private sector Legislative Cabinet can assist the City in Raleigh and Washington as we pursue legislation which impacts upon local government's ability to govern. The private sector Legislative Cabinet should consist of individual legislative liaisons (lobbyists) for major corporations headquartered in Charlotte. These individuals could assist and guide the City as we proceed to seek legislative approval of Council priorities.

The Mayor should form a coalition of mayors of the 12 largest cities within North Carolina. This coalition was initially formed by Mayor Vinroot, but has been inactive for the last 12 months. The coalition is invaluable in helping us push for state-wide legislation that favorably impacts all cities within the state. The coalition would be able to give feed-back to the North Carolina League of Municipalities and to each city represented so that when legislators from across the state are needed to support urban causes, we have a single group from which to poll various leaders within the legislature. The Large City Mayor's Coalition could also further the sharing of information between cities.

The Mayor and the Mayor Pro Tem should continue to meet monthly with representatives from the Chamber, the County Commission, and the legislative delegation to discuss issues of common concern to all entities involved. These meetings should serve as a springboard for advancing ideas that relate to the City, County, and/or the Chamber. As a result of these monthly meetings, the Mayor will be able to share with Council the thoughts of the joint group as we analyze local issues that cross jurisdictional lines.

Finally, the Mayor should lead the Council in attending meetings sponsored by the National League of Cities and should represent Charlotte in the National Conference of Mayors. These organizations reflect the national agenda and are valuable in helping us assess the local impact of federal programs.



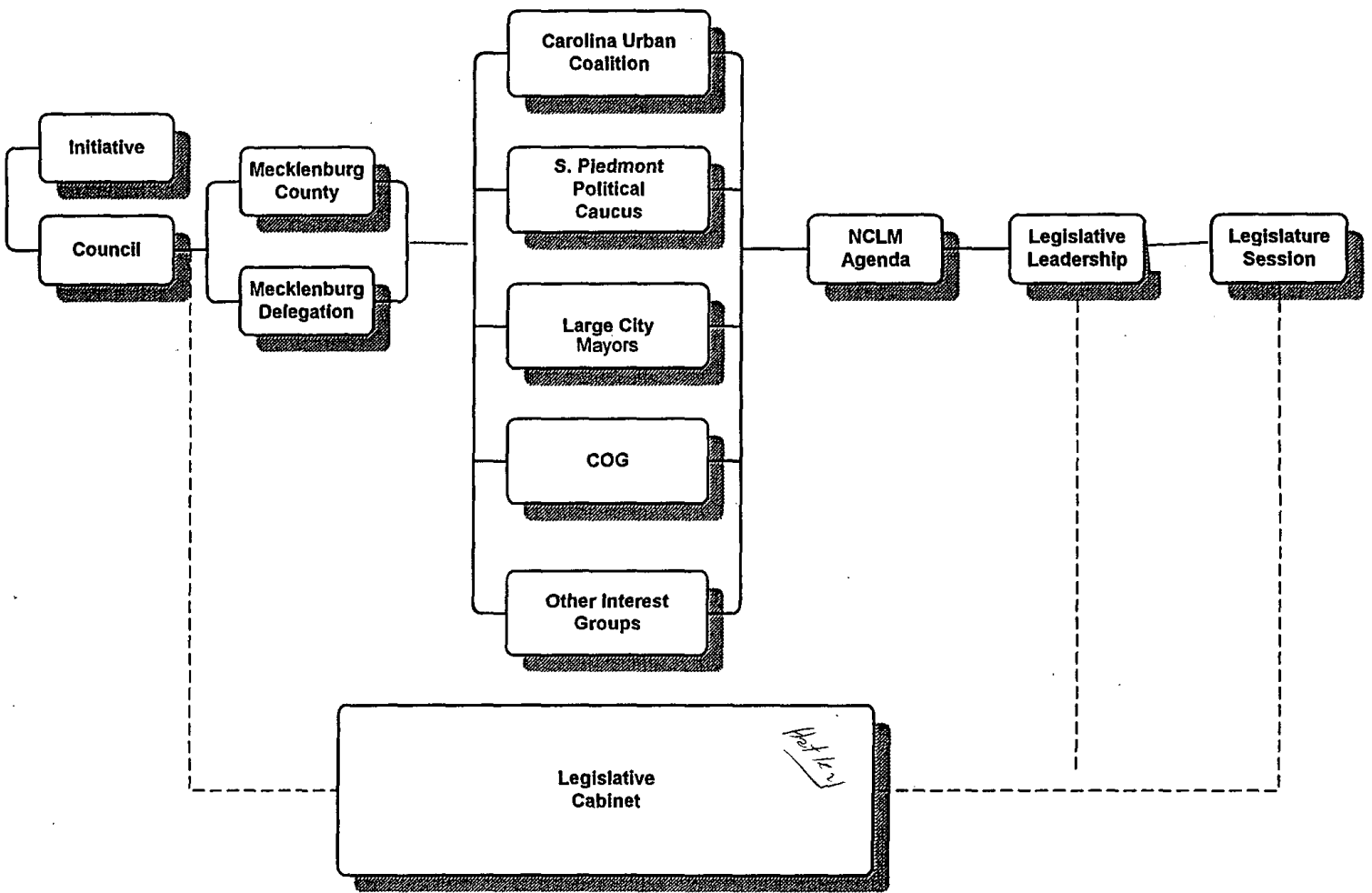
## CONCLUSION

A well-coordinated intergovernmental relations program is necessary so that we not waste our time duplicating efforts in areas where City priorities are being pushed. With the Manager's office staffing and coordinating each of the outlined initiatives, we will have a common focus for all activities that involve cooperation with other units of government. Attached is a schedule of proposed activities and a flow chart for state legislative programs.

Although this overall program is a very ambitious effort to cut out fragmentation in our local efforts, we believe that if pursued in a well-coordinated manner, we will reap benefits that have previously alluded us.



**N.C. Legislative Initiative Process**



## ***COUNCIL WORKSHOP AGENDA ITEM SUMMARY***

**TOPIC:** Minority and Women-Owned Business Development (MWBD) Program Annual Report

**COUNCIL FOCUS AREA:** Restructuring Government

**KEY POINTS (Issues Cost, Change in Policy):**

- The City's FY95 MWBD Annual Report was distributed to Council on January 17, 1996. The Report highlights the performance of the MWBD Program in FY95.
- After receiving the Annual Report, Councilmembers requested that staff give a presentation on the report's content.

**OPTIONS:** N/A

**COUNCIL DECISION OR DIRECTION REQUESTED:** No action is requested. This report is for Council's information.

**ATTACHMENTS:** FY95 Annual Report



CHARLOTTE.

# MWBD Annual Report

July 1994 - June 1995

*Minority And Women*

*100% of the MWBD contracts (MWBD) were awarded to minority and women-owned firms.*

*In FY95 the City awarded \$31.1 million in contracts to minority- or women-owned businesses.*

*This represented 8.5% participation with minority firms and 10.5% participation with women-owned firms.*

*The actual dollars paid to minority- and women-owned firms on construction contracts completed this fiscal year exceeded the amounts originally committed.*

*The number of construction contracts awarded to MWBD firms increased from 133 in 1994 to 244 in 1995.*

*\$9.9 million in contracts were awarded to minority- or women-owned firms as prime contractors.*

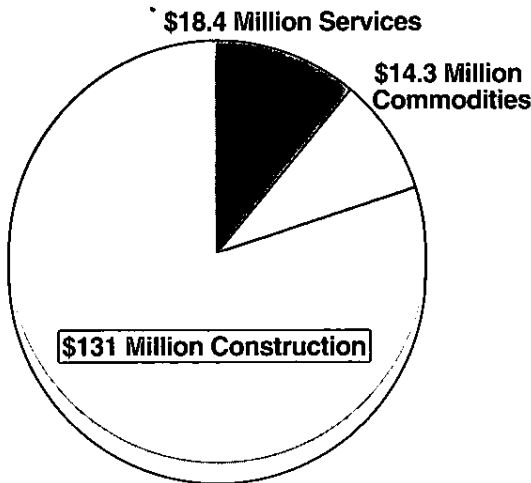
# Minority- and Women-Owned Business Participation in City

## Contracts Awarded July 1994 - June 1995

The City awards contracts in three different areas: construction, commodities and services. In accordance with State law, all construction and commodity contracts are awarded to the lowest responsive bidder regardless of MWBD status. Qualifications and price are considered in service contract awards.

### \$163.7 Million in Contract Opportunities

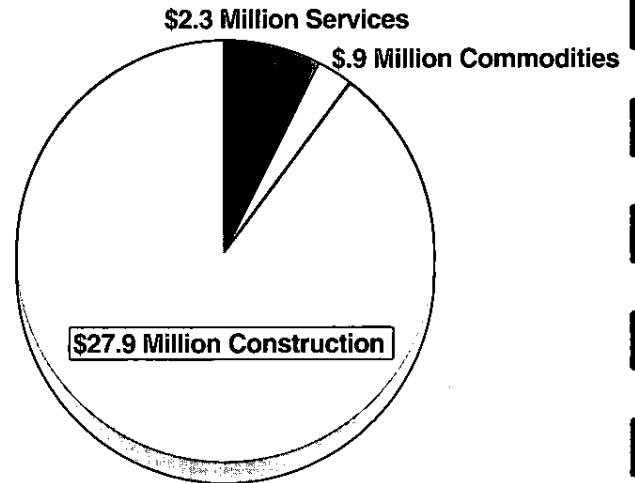
By Major Scope of Service



- Services
- Commodities
- Construction

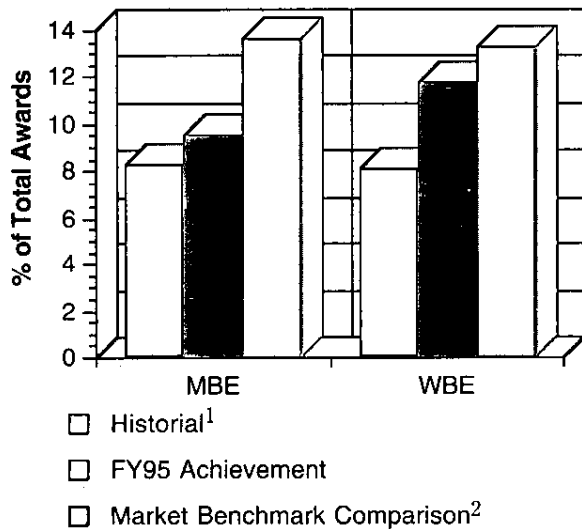
### \$31.1 Million Awarded to MWBD Firms

By Major Scope of Service



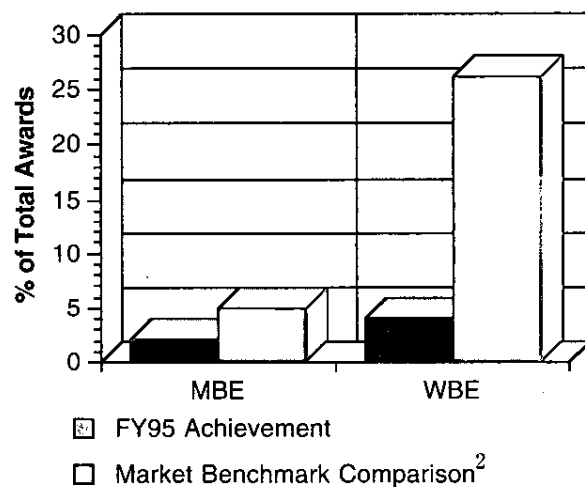
- Services
- Commodities
- Construction

### Construction Participation



The City attained 21.3% MWBD participation in construction contracts. Women-owned firms received 11.8%, African-American firms 8.0%, and other ethnic minorities obtained 1.5%.

### Commodity Participation

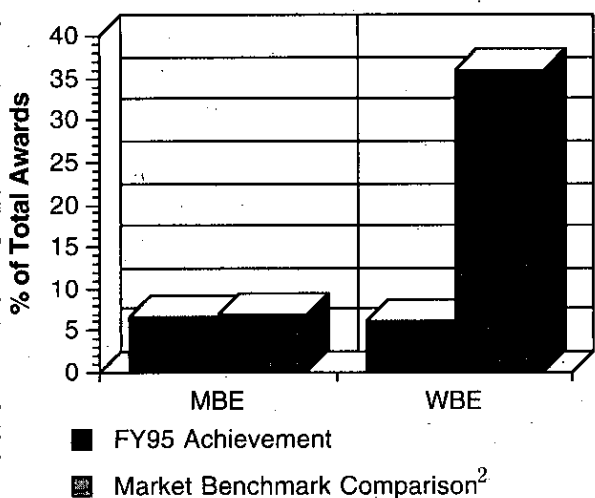


While commodities have few subcontracting possibilities and thus offer a lower amount of MWBD opportunity, the City still attained 6.1% total participation in this area. Women-owned firms received 4%, African-American firms 2.0%, and other ethnic minorities obtained 0.1%.

<sup>1</sup> This benchmark represents the average attainment over the last seven years

<sup>2</sup> This benchmark is the percent of minority or women owned firms in the Charlotte Metropolitan Statistical Area according to the 1987 U.S. Census

## Services Participation



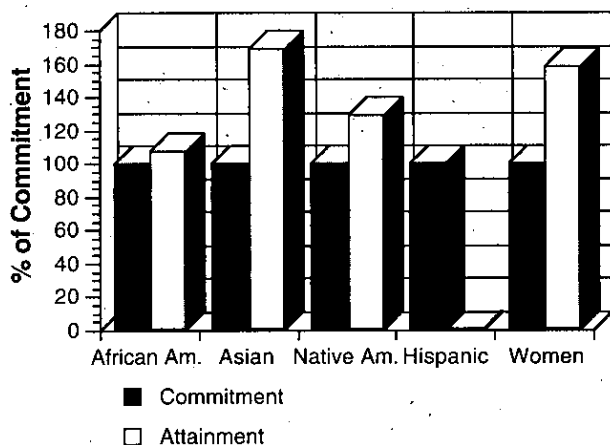
This category consists of architectural, engineering, janitorial, transit, and other service contracts.

There was 12.6% total MWBD participation in this area. Women-owned firms received 6.1%, African-American firms 3.6%, and 2.9% went to other ethnic minorities.

## Projects Completed in Fiscal Year 95

The City "closed the books" on several construction projects during this year. On those projects closed out, actual payments to MWBD firms exceeded the commitments of minority and women participation in construction.

## Attainment vs. Commitment



## Projects of Special Interest

### Public Projects

#### Convention Center

(This is data for the entire project. Many of the contracts in this project were awarded prior to this fiscal year.)

Award Amount	\$102,571,681	
Minority	7,534,710	7%
Women	11,517,025	11%

#### Charlotte-Mecklenburg Police Department

Award Amount	\$22,514,761	
Minority	1,311,585	6%
Women	2,403,929	11%

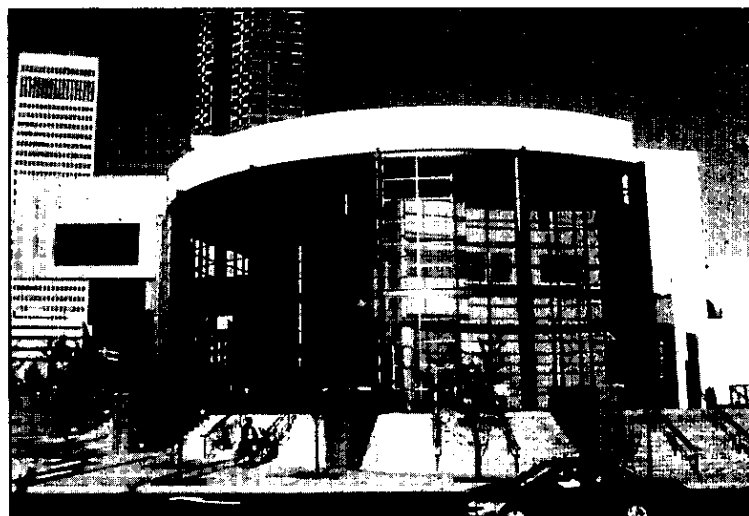
#### North Mecklenburg Water Treatment Plant

Award Amount	\$33,298,757	
Minority	3,544,893	11%
Women	491,285	2%

#### Solid Waste Services

(Residential Collection)

Award Amount	\$2,242,854	
Minority	293,040	13%



Charlotte's Convention Center



## iscal Year 95 Program Highlights

Charlotte's Minority and Women Business Development (MWBD) Program was revised and new program components became effective January 1, 1995. Some of the main improvements and accomplishments include:

- Goals are established on a project by project basis for each ethnic group and for women-owned businesses. This allows us to set goals that reflect the availability of firms and the ability to track participation by ethnic group.
- Bidders are required to make pro-active efforts to obtain the project goals.
- The program tracks payments to MWBD subcontractors and provides assistance with dispute resolution.
- Engineering and Utility Key Businesses send out direct mailings of construction bid opportunities to increase minority- and women-owned business awareness and participation in contracting activity.
- The MWBD Office hosted one trade fair and participated in two additional fairs to locate or promote minority- and women-owned businesses.
- The number of certified firms has increased from 758 in FY94 to 869 this year. Currently there are 421 African American, 35 Hispanic, 48 Asian, 27 Native American, and 338 Women-Owned firms certified.

- The MWBD newsletter lists upcoming projects, contracting opportunities and contains information about various educational seminars or special events.
- Source lists of MWBD firms are provided to majority businesses for their utilization on private projects.
- The MWBD Office has worked with the Charlotte Chamber's Partnering Committee and the Charlotte Convention and Visitors Bureau Hospitality Committee to promote private sector utilization of MWBD firms.
- Plans and specifications are available for use by MWBD firms.

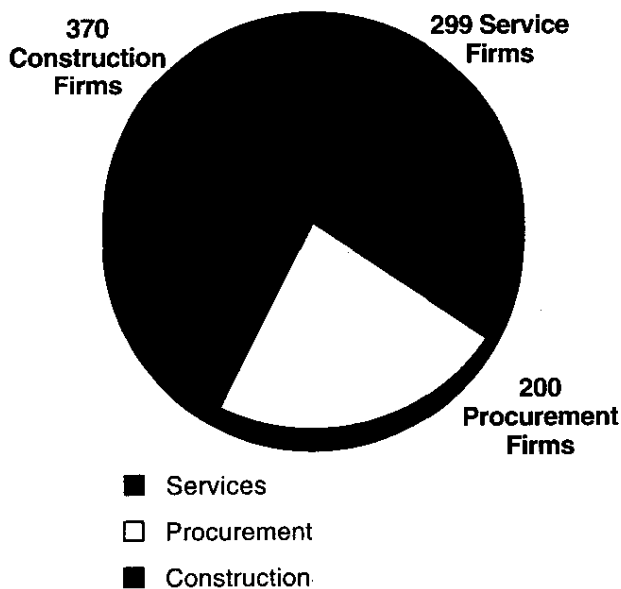


### Need Additional Information?

Call Mike High at 336-4138, or  
Glenda Brown at 336-4137.

### Number of Certified MWBD Firms

*By Major Scope of Service*



#### 1994-95 CHARLOTTE CITY COUNCIL

- Richard Vinroot - Mayor
- Patrick McCrory, Mayor Pro Tem
- Don D. Reid, At Large
- Ella Butler Scarborough, At Large
- Lynn Wheeler, At Large
- Sara Spencer, District 1
- Hoyle H. Martin, District 2
- Patrick D. Cannon, District 3
- Nasif Rashad Majeed, District 4
- Stan Campbell, District 5
- Charles Baker, District 6
- Mike Jackson, District 7

#### CHARLOTTE CITY MANAGER

- O. Wendell White

#### MWBD ADVISORY COMMITTEE

- W.E. Latham, Chairperson
- Emma Quinn, Co-Chairperson
- Patrick Clark
- Dot Crocket
- Malachi Greene
- Ed Moore
- Janet Warren



***COUNCIL WORKSHOP  
AGENDA ITEM SUMMARY***

**TOPIC:** Vice and Narcotics Enforcement

**COUNCIL FOCUS AREA:** Public Safety

**KEY POINTS:**

- Information on how drugs are coming into Charlotte
- Strategies used to target middle and high level drug dealers
- Historical perspective on major vice cases

**OPTIONS:** None - presentation is for information only

**COUNCIL DECISION OR DIRECTION REQUESTED:**

None - presentation is information only

**ATTACHMENTS:** None

## ***COUNCIL WORKSHOP AGENDA ITEM SUMMARY***

**TOPIC:** Options for Holding Citizens Hearings

**KEY POINTS (Issues, Cost, Change in Policy):**

- The Citizens Hearing provides time on Council's agenda to present awards, receive awards, and hear citizen comments.
- At the retreat some Councilmembers expressed interest in changing the schedule for Citizen Hearings. Four options are outlined below for consideration.
- All options include improving customer service in two ways. First, before the hearing, staff will attempt to contact each citizen who signs up and try to resolve their concern and save them a trip to the meeting. Second, the night of the hearing, Customer Service Center staff will be available to meet with citizens before or after they speak. This will ensure the citizen's concern is recorded and responded to by the appropriate Key Business.
- A separate but related issue raised by a Councilmember is that of televising workshops. Information about the cost to televise is attached.

**OPTIONS:** Option 1      Conduct Citizens Hearing on 1st Monday evening of the month after the workshop. The workshop could be from 5:00 pm till 7:15 pm with the Citizens Hearing beginning at 7:30 in the Council Chamber. The additional cost to televise the Citizens Hearing is \$570 per meeting. This hearing would replace the hearings currently held on the 2nd and 4th Mondays.

- This gives citizens an opportunity once a month to address Council.
- This may allow Council to better focus their attention on citizen concerns or requests since no business would be scheduled after the hearing.
- Workshop discussion time would be reduced.

Option 2      Continue to hold Citizens Hearings on the 2nd and 4th Mondays at 6:30, but limit the number of speakers to 10. With a three minute speaking limit, the hearing would be no longer than 30 minutes.

- Limiting the hearing to 30 minutes allows citizens with an interest in a scheduled consent, policy or business item to have a better idea of when Council will get to that item.
- Citizens interested in other items on the agenda would not have to sit through a lengthy citizens hearing.
- Assuring that the hearing ends at 7:00 allows Council to focus on important policy items earlier in the evening.

Option 3      Conduct Citizens Hearings on the 1st, 2nd and 4th Mondays. This option combines options 1 and 2. There could be no limit on the number of speakers on the 1st Monday, but a 30 minute limit on the 2nd and 4th Mondays.

- This option gives citizens an additional opportunity to address Council.

Option 4      Continue to hold Citizens Hearings on the 2nd and 4th Mondays at 6:30 with no limit on the number of speakers.

**COUNCIL DECISION OR DIRECTION REQUESTED:**

Consider and select an option. Or, Council may refer this topic to the Council-Manager Relations Committee for further review.

**ATTACHMENTS:** Televising Workshops

Attachment

## Televising Workshops

- Option 1 To televise the workshop in Room 267 (the Conference Center) would require one time technical renovations, including \$31,000 in wiring, equipment and installation costs. Meeting Chamber television cameras could be used. The additional staff cost (camera operators, director, engineer) is \$570 per meeting.
- Option 2 To televise the workshop in Room 267 and televise a meeting, e.g. citizens hearings, in the Chamber back-to-back will require two sets of cameras due to the two hour technical set-up time required before a live broadcast. Technical renovations of the Conference Center would cost \$31,000 and a set of additional cameras (3) would cost \$90,000. Total cost: \$121,000.

March 4, 1996

At its February 26, 1996 meeting Council was asked to approve a Consent Agenda item awarding a contract of \$411,490 to Plant Equipment, Inc. for the purchase and installation of an Enhanced 911 Telephone System in the Charlotte-Mecklenburg Police Department. Because of unresolved questions surrounding the item a decision was made to defer action for one week. The information below was compiled by the Police Department's evaluation committee to address these questions and to summarize some of the more detailed material that was included in their decision-making process. It is organized around the issues which emerged from Council's February 26 deliberation.

### **(I) BELLSOUTH'S FEBRUARY 26, 1996 LETTER TO MAYOR AND COUNCIL**

On February 26, 1996 the Mayor and Council received a letter from BellSouth accusing city staff of making deliberate misrepresentations about its product and suggesting, as a result, that Council award the contract for the City's new 911 answering system to BellSouth in order to remedy the situation. There were no deliberate misrepresentations. Some mistakes were made, but they were unintentional and they can be explained. It is difficult to interpret and simplify complex material, and these bids are quite complex, without leaving the reader in need of some further clarification.

While it is appropriate to address each of the points brought by BellSouth, it is far more important to understand that none of these issues change or detract from the original conclusion that Plant Equipment, the GTE offering, is quite simply the best equipment of its type on the market and it will, in the opinion of the Police Department, provide the best public safety communications service to the citizens of Charlotte and Mecklenburg County.

It is still the Police Department's position that the Positron Power 911 system is a new product that has not yet been evaluated under real-life conditions, and that should it be installed in Charlotte-Mecklenburg we would be the first installation. There is no argument that Positron has its older products installed and operating in many other jurisdictions. None of these, however, is the Power 911 system; it is untried except in laboratory applications. This is the position taken by the Police Department and by city staff after the first evaluation of the BellSouth/Positron bid, and it has not changed after face-to-face discussions with representatives of both Positron and Bell South. (The spreadsheet at the end of this document offers more information on this issue.)

A point by point discussion of BellSouth's objections should help clarify the matter.

- (1) BellSouth takes issue with the fact that the first informal briefing to council did not list them as the bidder; it listed Positron. This was a mistake, and the item should have correctly listed the bidder as the BellSouth/Positron partnership. It should be noted, however, that the bid notebook submitted by BellSouth contains only one page with the BellSouth logo. The cover of the document and every other page in it which has any corporate name at all says Positron. In addition, the persons contacted by city staff to

deal with questions during the deliberation process were Positron employees in Canada, not BellSouth employees. Therefore, while the omission of BellSouth's name was a mistake, it is understandable.

- (2) BellSouth correctly states that they did not take exception to Section 2.1 of the General and Technical Specifications of the RFP. (Section 2.1 specifies that the system should be considered "mission critical" and should be capable of fault tolerant operation 24 hours a day, 7 days a week.) However, Sprint Mid-Atlantic, the other bidder of Positron did take exception to this section, and the two vendors are offering essentially the same product. The conclusion reached was that what is true in one case is true in the other, despite protestations to the contrary. Further, the point of Section 2.1 is to address the issue of built-in system redundancy. While both Positron and Plant have built-in redundancy in key components, technical evaluation indicates that Plant has better safeguards against total system failure and is, therefore, closer to the ultimate objective of total reliability. (The spreadsheet at the end of this document contains more detailed information on this issue.)
- (3) BellSouth alleges that GTE/Plant was recommended because it uses Windows NT software while their offering was turned down because it does not when, in fact, both Positron and Plant use Windows NT. The initial evaluation by city staff was based on the response of both bidders to Section 2.4.1 of the RFP which called for open system architecture. Plant, which presented a much clearer bid document, specified Windows NT as their operating system. BellSouth, on page 21 of their technical response, stated that their offering "...operates under 32-bit multitasking environments such as Microsoft Windows NT and Windows 95." In a meeting with city staff on February 27 the Positron representative stated verbally that Positron uses Windows NT, which was accepted as a definitive answer. Prior to that meeting, however, city staff had been advised by the Microsoft Corporation that their Windows 95 product would not suit this application but that Windows NT would. Since Plant specified Windows NT with no alternates, and Windows NT was determined to be the preferred software, the point was made. BellSouth's proposal does list a Windows NT workstation and a Windows NT server in the equipment list in their cost proposal. The equipment list, however, is not where evaluators would normally look for such information, nor should they have to figure out such things for themselves by comparing sections. The GTE/Plant proposal, as has been noted before, was clear and did not lead to misinterpretation.
- (4) In the February 27 meeting with city staff Positron clarified that they offer 17 inch monitors for call-taking and dispatch positions. As noted earlier, however, this information is found in the equipment list in the cost section of their bid. Further, they list 14-inch monitors for the equipment room and 17-inch monitors for the consoles. The mistake on the part of city staff was inadvertent, but it again relates to the difference in the clarity of the separate presentations. (Plant clearly specifies 15 inch monitors for the equipment room and 17 inch monitors for the consoles.) There is, however, no mention of Pentium 90 processors in the referenced equipment list of the BellSouth/Positron proposal (that is, on page 4 of the Cost Section of their RFP

response).

- (5) It is not a misrepresentation by the Police Department, as the BellSouth letter claims, to say that the GTE/Plant proposal offers 30 minutes of instant recall recording while the BellSouth/Positron proposal offers only 15 minutes. (This is found in their response to Section 2.4.15 of the RFP; "Integrated Instant Recall Recording".) These numbers are exactly what the respective bid proposals contain. It is true that the RFP did not specify a time period, but it is also true that when all other matters are equal 30 minutes is preferable to 15. BellSouth now offers to provide 30 minutes at no cost, but this offer was made only after the selection committee made its initial recommendation.
- (6) BellSouth states that the selection committee misrepresented matters by saying that only GTE/Plant offered a Local Area Network (LAN), and they refer to pages 24 and 4 of the BellSouth response to describe the LAN, its redundancy and its components. Further, on page 24 one reads that a "Redundant LAN, however, is not a system requirement, but an OPTIONAL offering." (The committee's assumption is that optional offerings are not included and will cost extra.) Page 4 does provide a component list for the servers and workstations, but it still does not describe how data and LAN redundancy are provided. Please refer to the spreadsheet at the end of this document for additional information on this issue.)
- (7) As a last point, BellSouth asserts that it is a misrepresentation to say that Plant is the only system able to perform remote diagnostics and reconfigurations of system components down to the level of the individual workstations. The Plant proposal directly states that they can do this. The BellSouth/Positron proposal, on the other hand, is not specific, and it left evaluators with the understanding that they can perform these operations only to the level of the processors and other "back room" equipment. (Their specific response to this section of the RFP is simply the word "comply".) It was only in the meeting with city staff on February 27 that the Positron representative gave verbal assurances that they can remotely diagnose and correct problems throughout the system down to the workstation level.

## **(II) SPRINT MID-ATLANTIC'S FEBRUARY 26, 1996 LETTER TO MAYOR AND COUNCIL**

On February 26, 1996 the City Council was given a letter from Sprint Mid-Atlantic protesting the recommendation that the contract for the city's new 911 telephone system be awarded to GTE/Plant Equipment. While the letter makes a number of points, their specific complaints about the bid award, and in particular their specific assertions that GTE/Plant is non-compliant, are addressed below. While they believe "substantial" deviations occurred, the position of the Police Department and the Purchasing Department is that if, in fact, any deviations have occurred they are highly technical and within the discretion of the Purchasing Director to excuse, and they do not alter the validity of the overall process or of the GTE/Plant bid.

- (1) Sprint states that Section 1.0 of the RFP requires that prices quoted must be good for 90 days, but that GTE/Plant's lease rate was subject to change after 2/27/96, and is, therefore, non-compliant. GTE/Plant explains in their proposal that their lease rates are based on the U.S. Treasury Issue Index which is subject to change. This was acceptable to the City-County Purchasing Department. Further, it may be considered a moot point since the Police Department seeks to purchase rather than lease this equipment.
- (2) Sprint alleges that GTE/Plant is non-compliant with Section 1.0 of the RFP because they did not return a new, complete set of documents when the project was rebid. Rather, they simply replaced those portions of their package which were changed (i.e. such things as the signature sheets and the cost sheets) and asked that the new material be inserted into the binders already in the city's possession. Again, this was done with the approval of the City-County Purchasing Director, and it creates no problem for the selection committee.
- (3) Sprint believes GTE/Plant failed to comply with Section 1.23 of the RFP by not submitting 3 requested references. Actually, the GTE/Plant proposal contains a listing of approximately fifty jurisdictions where their equipment (both the Vesta product which they bid for Charlotte-Mecklenburg as well as their older products) is installed and operating. Although not stated, part of Sprint's concern here may be that GTE/Plant did not submit this information anew when the project was rebid. In any case, the references they did include were satisfactory to the City-County Purchasing Department, and they have proven sufficient for the Police Department to use in evaluating the bid.
- (4) Sprint feels that GTE/Plant did not comply with Section 2.0 of the RFP which requires "integrated computer telephony" because they offered Meridian phone sets to take incoming calls. Actually Plant does provide the integrated computer-telephone system called for. The Meridian phone sets are the back-up provided for use during power failure or similar emergencies. They are kept on hand to plug in when needed.
- (5) Sprint asserts that Section 3.0 of the RFP required a list of three references and that GTE/Plant did not provide this. Again, as noted in paragraph (3) above GTE/Plant provided reference information to the satisfaction of the Purchasing Department and the Police Department.
- (6) Sprint further takes issue with the fact that they received no written notice of the selection committee's recommendation, that they were not given a document stating the reasons for the committee's position, and that they were not offered an interview with the selection committee. In fact, none of the bidders was given written notification; all were informed verbally. And none were provided with documentation explaining the reasons for their rejection. This was all handled verbally through the Purchasing Department. Similarly, there were no interviews with the selection committee. (All three vendors held a lengthy meeting with the selection committee on February 27, 1996, but this was after the committee's initial recommendation and after the Council meeting of February 26, 1996.) It should also be noted that the Positron system was demonstrated to the Police



Department in August, 1995, and it was not considered necessary to ask for another demonstration. Similarly, since both BellSouth and Sprint proposed the same product the evaluation committee chose to contact the factory representatives for Positron when clarification of technical matters was required. Sprint was contacted with questions about such matters as financing and training because those were issues the Positron representative could not address.

- (7) Sprint and BellSouth both have the same major objection to the committee's recommendation, and that is that they do not agree with the position that the Positron Power 911 product is new technology, untested in any real-world application. As noted above, the selection committee's position on this issue has not changed.

### **(III) CONSEQUENCES OF DELAY IN CONTRACT AWARD**

The construction schedule for the Police Department's new central headquarters building calls for move-in to occur in late July of this year. Installation of owner-supplied equipment (which would include the 911 answering system) will begin in March, and a Certificate of Occupancy for the building is expected by the end of June. The 911 answering system will require 120 days for installation, and it is anticipated that a contract can be signed and installation can begin in March. The 120 day schedule, therefore, places completion of this work in July, which will approximately coincide with move-in. Any delay in awarding the contract or in installation creates the risk of delaying completion of the project until after the move-in date. This would either delay the department's move altogether or cause the communications center to remain behind in the old LEC and thus require the concurrent operation of two buildings.

Two other issues are also related to scheduling. First, the County's jail construction project needs for the Police Department to vacate the old LEC as soon as possible. Any delay on the part of the City will create additional problems for the County. Second, it will be necessary for communications personnel to receive training on the new 911 answering system (regardless of what system is ultimately chosen). The Police Department's plan for accomplishing this is to have portions of the new communications center installed and functional prior to move-in so that the vendor's trainers can go to work and communications personnel can rotate through for training before the old communications center and its equipment go off line. The anticipated schedule (that is, installation of the 911 answering system beginning in March) should accommodate this training cycle. Even a brief delay, however, will create a problem.

### **(IV) POLICE DEPARTMENT SELECTION TEAM**

The Police Department's evaluation and selection team for the 911 Answering System bids is made up of the following personnel.

**Deputy Chief Jack Boger:** Deputy Chief for Administration and Support Services. 21 years police experience, 12 years experience in purchasing and budget administration, 8 years experience in administration of police communications and information management systems.

**Major Piper Charles:** Police Information Services Manager. 19 years police experience, Police Information Services Manager since March, 1995.

**Cindy Conley:** Police Communications/911 Manager. 19 years experience as a Purchasing Agent, 5 years experience as a Purchasing Director, 3 years management experience in the Police Department, Communications/911 Manager since July, 1995.

**Alex Haynes:** Police Data Systems Manager. 12 years experience in information technology, 8 years experience in Unix systems administration, formerly with the city's Information Technology Department and a member of the Police Department since November, 1995.

**A.G. "Buddy" Reid:** Former Police Data Processing Manger and now Coordinator of the Department's move to its new building. 30 years experience in the data processing industry, holder of the Certificate in Data Processing (CDP), has worked in data processing with CPCC, Ingersol Rand, City of Charlotte CIS Department and CMPD, former manufacturer's representative for General Electric Communications (Radio),

**Jimmie Jones:** Police Communications Supervisor. 7 years experience as a Police Officer, 17 years experienced as a Police Communications Supervisor.

**Gregory Spearman:** Charlotte-Mecklenburg Purchasing Director

#### **(V) COSTS OF THE PRESENT E-911 ANSWERING SYSTEM**

Since the point has been made that loss of the city's business by BellSouth would result in loss of some jobs, it should be helpful to clarify the exact, current cost to the City of the E-911 System. Presently we are paying BellSouth for both the network costs and for the lease on our 911 answering equipment (i.e. the equipment we are seeking to replace through the bids at issue). The following figures were provided to the Police Department by Bell South (letter dated 12-22-95 from Cheryl Culnon, BellSouth Business Systems).

Current Total Monthly Billing	\$ 39,359.70
Current Network Service Charges	\$ 30,416.00
Current Equipment Charges	\$ 8,943.70

When we upgrade, the network service charges (\$30,416.00) should not change since we will continue to obtain this service from BellSouth, the only source. The equipment rental cost (\$8,943.70) will be eliminated since we intend to purchase the new system. This equipment rental cost, it should be noted, has not changed since the city of Charlotte began using the original 9-1-1 system (predecessor of the E-911 system) in 1979. Elsewhere in this document there are some comments concerning BellSouth's service to the city during the last eighteen years which provide a further understanding of what the city received for this money.

#### **(VI) COMPARISON OF GTE/PLANT, BELLSOUTH/POSITRON AND SPRINT MID-ATLANTIC/POSITRON RFP RESPONSES**

Although all three remaining bidders have been found to be generally in compliance with the specifications set forth in the City's request for proposals, it is informative to compare the detail in each case. The attached spreadsheet summarizes the responses of the three potential vendors to the RFP's General and Technical Specifications.

## **Clarification of response to Charlotte Mecklenburg PD E9-1-1 Request For Proposal**

### **2.4.3 Reality**

#### **Field Tested:**

**None of the systems proposed by the different bidders, in their stated configurations and feature functionality, have been field tested. Even the system proposed by Plant differs from theirs currently installed in New Hampshire and Phoenix, and soon to be installed in Dallas. These differences relate to either the telephone system being proposed and/or the feature functionality.**

**Therefore all bidders are providing systems that have not been field tested.**

#### **Fault Tolerant Architecture:**

**In the proposed Positron system, the servers are only used to store the master copies of configuration files, additional data lookup information, call detail records and statistics; the attendant workstations also keep a copy of all information required by the workstation to function in the absence of the servers.**

**Therefore even in the unlikely event of both servers failing or LAN communication failure, attendant workstations will continue to function, capable of performing all telephone functions and even receiving ANI/ALI.**

**Each server is equipped with its own hard disk. Given that this information is being copied to both servers at all times, it is unnecessary to provide mirrored disks on each server. No single point of failure could result in the loss of both servers or both hard disks.**

### **2.4.6 Reality**

**A TOTAL SYSTEM FAILURE IS NOT POSSIBLE.**

**The proposed LL100 9-1-1 Telephone System which is the backbone of this system has been installed in over 1000 installations.**

**The LL100 is fully redundant and provides ANI/ALI information via independent links to each attendant workstation. The LAN and servers are not required in order to deliver ANI/ALI to the workstations.**

#### **2.4.26.3 Reality**

**The proposed system provides automatic call distribution whereby the attendant that has been idle the longest receives an audible and visual indication that he/she should attend the incoming call.**

**In addition to this functionality, the proposed system allows all attendants to view the number of calls waiting to be answered as well as the amount of time the oldest call has been waiting.**

**Independent queues can be configured for 9-1-1 trunks, 7 digit emergency lines and administrative lines.**

#### **2.4.4 Reality**

**The proposed software has been designed to manage memory efficiently and not require as much memory as conventional softwares. The proposed software has been performance tested to ensure that the recommended memory is sufficient to provide the response time required in a 9-1-1 environment.**

**The system is not susceptible to failures as a result of insufficient memory. Specialized software tools, not typically used to develop commercial software applications, are employed that ensure memory is not misused by the software application.**

**Monday, March 04, 1996**

## **E-911 SYSTEM FOR THE POLICE DEPARTMENT**

At its February 26th meeting Council was asked to approve a Consent Agenda item awarding a contract of \$411,490 to Plant Equipment, Inc. for the purchase and installation of an Enhanced 911 Telephone System in the Charlotte-Mecklenburg Police Department. Because of unresolved questions surrounding the item a decision was made to defer action for one week. The attached information was compiled by the Police Department's Evaluation Committee to address these questions and to summarize some of the more detailed material that was included in their decision-making process.

Three bidders (Plant Equipment, Inc., Sprint Mid-Atlantic and BellSouth) have been found to be generally in compliance with the specifications set forth in the City's request for proposals. The attached spreadsheet summarizes the responses of the three potential vendors to the RFP's General and Technical Specifications.

## Responses to Charlotte-Mecklenburg P.D. E-911 Request for Proposal

RFP Requirement	Plant	Sprint/Positron	BellSouth/Positron
2.4.1 Open System Architecture	Complies	Complies	Complies
2.4.2 Multi-Platform Integration	Complies	Complies	Complies
2.4.3 Fault Tolerant System Architecture	<p><b>Greatly exceeds.</b> Provides <u>redundant servers</u> (i.e. two servers, one to back up the other); provides <u>redundant hard drives</u> (i.e. two hard drives, one to back up the other) in each server. In addition, this system uses the redundancy features of the Windows NT operating system. This configuration provides two levels of redundancy (backup). This <b>significantly</b> reduces the chance of a system failure in a <i>life-threatening</i> situation.</p>	<p><b>Does not comply.</b> Power 911 graphical interface is untested in real life environment; this may result in a failure under scenarios not considered in the laboratory testing process. Provides only one server, rather than two. The one server does not provide mirrored (backup) drives. Server operating system based on NetWare. This configuration is not considered fault tolerant as it does not provide for an immediate backup to a secondary server if the primary server fails. Does not provide for an immediate backup to a secondary hard drive if the primary hard drive fails. In order to service the primary server, the system must be taken down.</p>	<p><b>Minimal compliance.</b> Power 911 graphical interface is untested in real life environment; this may result in a failure under scenarios not considered in the laboratory testing process. Provides two servers; however each server has only one hard drive; does not provide mirrored hard drives (i.e. there is no backup hard drive in case of failure of the primary hard drive) on the servers. This configuration may be considered fault tolerant; however is more susceptible to failure than the Plant solution.</p>

## Responses to Charlotte-Mecklenburg P.D. E-911 Request for Proposal

RFP Requirement	Plant	Sprint/Positron	BellSouth/Positron
2.4.4 Flexible System Size and Configuration	<b>Exceeds.</b> 32 meg of RAM for workstations; 64 meg of RAM for servers. Servers and workstations use Windows NT operating system. RAM configuration exceeds minimum requirements for the use of Windows NT. This additional RAM allows the computer software to run faster, and reduces the chance of software failure due to insufficient memory.	Complies. 16 meg of RAM for workstations; 32 meg RAM for servers. Server operating system based on NetWare. Operating system does not allow peer to peer communications between workstations, i.e. one workstation cannot collect information from other workstations on the system without going through the server. This configuration reduces performance, capabilities, and flexibility. Workstation operating system not specified; unable to determine if RAM memory configuration is sufficient.	Complies. 16 meg RAM for workstations; 32 meg RAM for servers. Servers and workstations use Windows NT operating system. 16 meg RAM configuration for workstations is only slightly more than the 12 meg minimum requirement for the use of Windows NT. The system is susceptible to failure due to insufficient memory.
2.4.5 Software Upgrades Available	<b>Exceeds.</b> Provides upgrades at <b>no charge</b> for ten years with purchase of maintenance agreement.	Complies. Upgrades not included in maintenance agreement; upgrades available for an unspecified "negotiated price".	Complies. Upgrades not included in maintenance agreement; upgrades available for an unspecified "negotiated price".



## Responses to Charlotte-Mecklenburg P.D. E-911 Request for Proposal

RFP Requirement	Plant	Sprint/Positron	BellSouth/Positron
2.4.6 ANI/ALI (Automatic Number Identifier/ Automatic Location Identifier)	Complies. System configuration, redundancy and field-tested software ensures that ANI and ALI information are provided under virtually all single component system failures. In the unlikely event of a total system failure, ANI and voice are provided to all 16 workstations with backup telephone handsets provided. If a workstation computer fails, the Meridian ACD allows the transfer of ANI and ALI information to the supervisor's workstation.	Complies. System configuration, untested graphical interface (workstation software) and lack of redundancy make a total system failure more likely. In case of a total system failure, ANI and ALI are not provided to 15 of the 16 workstations; one workstation has ANI and ALI information with the one backup telephone handset provided.	Complies. System configuration, untested graphical interface (workstation software) and lack of redundancy in hard drives make a total system failure possible. In case of a total system failure, ANI and ALI are not provided to 15 of the 16 workstations; one workstation has ANI and ALI information with the one backup telephone handset provided.
2.4.7 Abandoned Call Processing	Complies	Complies	Complies
2.4.8 Caller I.D.	Complies	Complies	Complies
2.4.9 Enhanced Call Records	Complies	Complies	Complies
2.4.10 Operator Profile Database	Complies	Complies	Complies
2.4.11 E-Mail	Complies. Software package does not allow communication outside the dispatch group.	Complies. Software package allows communication to City and County LAN.	Complies. Software package allows communication to City and County LAN.

## Responses to Charlotte-Mecklenburg P.D. E-911 Request for Proposal

<b>RFP Requirement</b>	<b>Plant</b>	<b>Sprint/Positron</b>	<b>BellSouth/Positron</b>
2.4.12 Remote ALI (Automatic Location Identifier) Print/Fax	Complies	Complies	Complies
2.4.13 System Speed Dial	Complies	Complies	Complies
2.4.14 Graphical User Interface	Complies. Graphical interface tested in real life situations.	Complies. However, graphical interface has been tested only in laboratory environment; not tested in real life situations.	Complies. However, graphical interface has been tested only in laboratory environment, not tested in real life situations.
2.4.15 Integrated Instant Recall Recording (IRR) (Not separate unit)	<b>Exceeds.</b> 30 minutes playback and record.	Complies. 15 minutes playback and record.	Complies. 15 minutes playback and record.
2.4.16 Integrated Telecommunication Device for the Deaf (TDD) (Not separate unit.	Complies	Complies	Complies
2.4.17 CAD (Computer-Assisted Dispatch) Interface	Complies	Complies	Complies
2.4.20 Headset Interface	Complies	Complies	Complies
2.4.21 Intercom	Complies. Voice intercom included in addition to e-mail feature.	<b>Technically does not comply.</b> No voice intercom provided; provides "silent on-screen messaging," which strongly resembles the e-mail function. "Traditional" voice intercom is provided for additional cost.	<b>Technically does not comply.</b> No voice intercom provided; provides "silent on-screen messaging," which strongly resembles the e-mail function. "Traditional" voice intercom is provided for additional cost.

## Responses to Charlotte-Mecklenburg P.D. E-911 Request for Proposal

RFP Requirement	Plant	Sprint/Positron	BellSouth/Positron
2.4.22 ANI (Automatic Number Identifier) Store and Recall	Complies	Complies	Complies
2.4.23 Incoming Call Status Window	Complies. Displays the status of the call (e.g. calls in queue, trunk groups, operator status).	Complies. Capabilities unspecified.	Complies. Capabilities Unspecified.
2.4.24 Compatible with BellSouth Technology	Complies	Complies	Complies
2.4.25 Prerecorded voice answering capability for operators	Complies	Complies	Complies
2.4.26.1 Local/Remote Database	Complies	Complies	Complies
2.4.26.2 Sixteen answering positions, expandable to 25	<b>Exceeds.</b> 16 call taker computers provided. System is readily expandable to 32 with purchase of one computer per additional position.	Complies. 16 call taker computers provided. System can be expanded to 22 with purchase of one computer per additional position up to 22. Expansion to 25 positions requires the purchase of additional hardware in addition to the one computer per position.	Complies. 16 call taker computers provided. System can be expanded to 22 with purchase of one computer per additional position up to 22. Expansion to 25 positions requires the purchase of additional hardware in addition to the one computer per position.

## Responses to Charlotte-Mecklenburg P.D. E-911 Request for Proposal

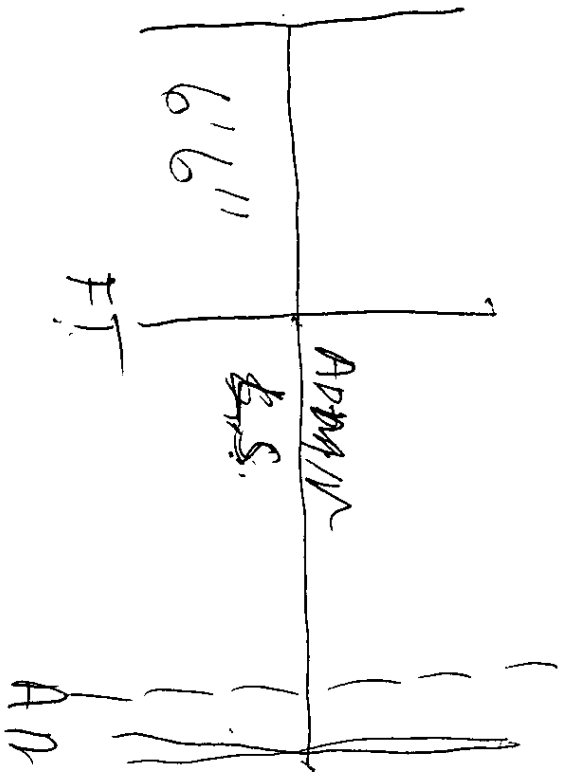
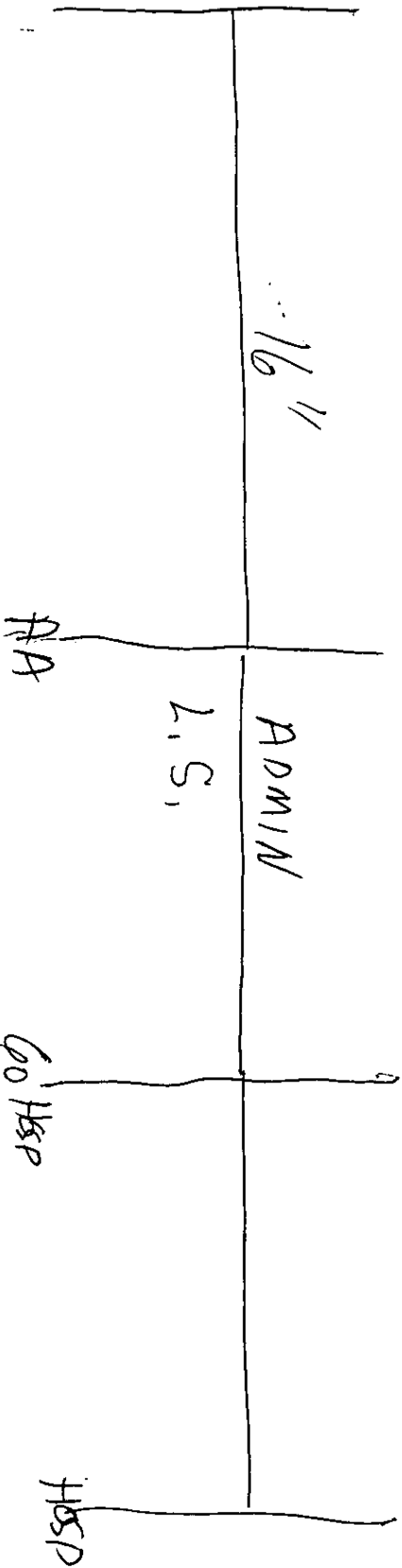
RFP Requirement	Plant	Sprint/Positron	BellSouth/Positron
2.4.26.3 Automatic Call Distribution	<b>Greatly exceeds.</b> Complete PBX system; permits a great amount of flexibility to easily change and manage how calls are directed to the individual workstations.	Alleges compliance. Insufficient information provided in the written proposal to adequately determine compliance. Provides an equal call distribution to the workstations on a first call in, first call out basis.	Alleges compliance. Insufficient information provided in the written proposal to adequately determine compliance. Provides an equal call distribution to the workstations on a first call in, first call out basis.
2.4.26.4 Management information reporting	<b>Greatly exceeds.</b> Provides dual reporting through VESTA software and Meridian PBX; provides greatly enhanced reporting detail, including 30 separate management reports, some in multiple formats, 11 status displays, instant user controlled configuration to customize and manage how calls are directed to each work station, and forecasting feature.	Complies	Complies
2.4.26.5 Remote 24-hour maintenance	Complies	Complies	Complies

<b>Responses to Charlotte-Mecklenburg P.D. E-911 Request for Proposal</b>			
<b>RFP Requirement</b>	<b>Plant</b>	<b>Sprint/Positron</b>	<b>BellSouth/Positron</b>
2.4.26.6 Capability to transfer calls to and from a Northern Telecom Meridian -1 PBX or a Northern Telecom DMS - 100 (Centrex)	Complies	Complies	Complies

Prepared by the Charlotte-Mecklenburg Police Department's Selection Team  
 March 1, 1996

#600K

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Facsimile Transmission Cover Sheet



North Carolina Operations  
Corporate & External Affairs  
15th Floor, BellSouth Plaza  
300 South Brevard St.  
Charlotte, NC 28202  
FAX: 704-417-9386

To: DON REID

Date: 3-4-96

Phone #: \_\_\_\_\_

Priority: \_\_\_\_\_

Fax #: 523-8856

Normal \_\_\_\_\_

Urgent \_\_\_\_\_

Transmission includes \_\_\_\_\_ pages (including cover sheet)

If transmission is unclear, call 704-417-8255

From: BOB FREEDMAN

Phone: Pager 514-3566

Special Instructions:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



BellSouth Telecommunications, Inc. 704 357-8767  
 Suite 200  
 4100 South Stream Boulevard  
 P. O. Box 30188  
 Charlotte, North Carolina 28230

Robert Freedman  
 Regional Director

March 4, 1996

Mayor Patrick McCrory  
 Mayor Pro Tem Al Russo  
 Charlotte City Council Members

Ladies and Gentlemen:

Thank you for allowing BellSouth and our partner Positron to work with Police Administration following Council's February 26th meeting. The BellSouth/Positron team met with all concerned parties at the Law Enforcement Center the following day to clarify the serious misinformation and oversights in the recommendation presented to you for decision.

The meeting served to allow all participants to explain and raise the understanding of those in attendance that the offering to the City of Charlotte by BellSouth/Positron was fully compliant in every way. Regrettably, on March 1st we received, as you did, another factually erroneous report for today's noon Special Agenda Briefing and 5:00 PM City Council Workshop. While we generally agree that administrative management decisions are best made by the manager and staff, we respect and greatly appreciate your role of becoming involved when fair treatment of bidders is absent and the equitable balance your bid process is based on has been unfairly skewed.

Attached is a thorough analysis of the many errors presented to you on March 1. This analysis, though technical in nature, is essential in view of the report you received from the Police Department's Evaluation Committee. We wish to present explanations that will bring light to the errors and factually prove that the Enhanced 9-1-1 system offered by BellSouth/Positron is your best and wisest choice to help and protect the citizens of our community when emergency communications are critical.

BellSouth/Positron are the only bidders to offer a second or parallel full state-of-the-art 9-1-1 system to satisfy any concerns until the system is accepted. This will be done at no charge to the city of Charlotte.

Your new E 9-1-1 system will be one of the most complex and sophisticated systems in North America. The people of Charlotte, their families, yours and mine, deserve the greatest level of service dependability and reliability. The system is a tool to help save lives and protect property. No company can honestly come close to BellSouth in assuring our citizens that our emergency communications system will work reliably 100 percent in every way.

We respect the job done every day by City administrators and employees. Their jobs cover a broad range of subjects and issues; those issues and projects change faster today than ever before as Charlotte-Mecklenburg grows and we close in on the 21st century. Conversely, every day we at BellSouth focus intently on the service we provide our customers and the telecommunications systems that serve their needs. This is our full time profession. We are totally committed to serving you in every way by making your new E-9-1-1 the best anywhere. We are proud of our earned credibility, earned trust, deep experience and resources. We are confident we have earned your continued support when objective comparisons are used by professional evaluators.

BellSouth looks forward to resolving any remaining questions and gaining your approval to move ahead with the installation of Charlotte-Mecklenburg's new emergency telephone system. Again, many thanks for your belief in our people who are BellSouth.

Sincerely,





FACTS CONCERNING BELL SOUTH'S RESPONSE TO THE  
CHARLOTTE-MECKLENBURG P.D. E-911  
REQUEST FOR PROPOSAL

After the Charlotte City Council deferred the decision to purchase a new 911 Telephone System for the Charlotte Police Department on 02-26-96, the bidding vendors met with the management of the Charlotte Police Department on 02-27-96 to further clarify misunderstandings concerning proposed system functionality and reliability. As a result of this meeting the following facts were identified:

- I. One of the main points made by the Management of the Charlotte Police Department is that they did not want to install a 911 Telephone System that had not been field tested. They further emphasized that they would not select a vendor whose system was only tested in a laboratory environment and not in a real life situation. The facts are that the 911 Telephone Systems proposed by BellSouth/Positron Industries and Plant Equipment are not working with an exact duplicate anywhere in the country. Positron Industries has over 1000 Life Line 100 911 Telephone Systems with various 911 Electronic Telephone Workstations working throughout North America; however, it's new Power 911 Workstation has been sold but not installed in any locations to-date. Plant Equipment Company has a new software set in it's proposal to the Charlotte Police that has only been laboratory tested. Also, Plant's proposed 911 Telephone System integrates a Northern Telecom Meridian PBX System with a Plant 911 VESTA system. Charlotte Police Department is the first installation where the Meridian PBX and VESTA System will be interfaced together with a newly developed only laboratory tested Physical Interface developed by Northern Telecom for Plant Equipment.
  
- II. There is a very critical aspect to the provisioning of a new 911 Telephone System for the Charlotte Police Department that has been glossed over and not discussed to the level necessary for a System whose very nature is one that must operate perfectly at all times because of the protection and life saving support that it brings to the citizens of the City of Charlotte. This very critical aspect is Service and Maintenance. The new 911 Telephone System for the Charlotte Police Department will be one of the most complex and sophisticated systems working in North America. A 911 System is made up of two very complex components. The first component is a very sophisticated telephone network consisting of computerized central office switching, software programming, specialized 911 trunking, and complex data bases. The second component is known as a Public Safety Answering Point(PSAP) such as the one now under consideration for the Charlotte Police Department. With so many complex components making up a complete 911 system, maintenance and trouble isolation is a challenge. It is because of the critical nature of 911 service that the Federal Government allowed the operating telephone companies like BellSouth to install, service, and maintain all components of a 911 system. When BellSouth is selected for service reliability it is responsible for every component of a 911 system, end-to-end. BellSouth as your vendor eliminates the sometime difficulty found in a multi-vendor environment that is known as the "finger pointing syndrome". Two vendors looking at different parts of the system to identify, isolate, and clear troubles add to the overall time

and degree of difficulty it takes to clear troubles when they occur. It was reported to the Charlotte City Council in their 02-26-96 meeting and during the report on Consent Agenda 16, that BellSouth would not maintain the 911 Telephone System that it proposed and that the system would be maintained by Positron Industries from its offices in Canada. The facts are that BellSouth will install and maintain its proposed 911 Telephone System with trained Service Technicians who are located in Charlotte and are both 911 System and PSAP experts. Backing these Technicians is a dedicated group of 911 testers who receive trouble calls and perform remote testing and diagnostics 24 hours a day, 7 days per week, 365 days per year. Also, a very important member of BellSouth's 911 maintenance team is a full time North Carolina 911 Service Manager who is a technical expert on both the 911 Telephone Network and the Positron PSAP equipment. The 911 Service Manager is supported by BellSouth's Regional 911 Technical Support group and the Positron Technical Support Group in Montreal, Quebec Canada. The recommended bidder for the 911 Telephone System for the Charlotte Police Department will contract with a subsidiary of GTE known as GTE Customer Networks. GTE Customer Networks is located in Atlanta, Ga. and its main focus is to perform 3rd party maintenance for those telephone systems sold by GTE out of its franchise areas. Currently, GTE Customer Networks does not have any installation and maintenance personnel located in Charlotte. .

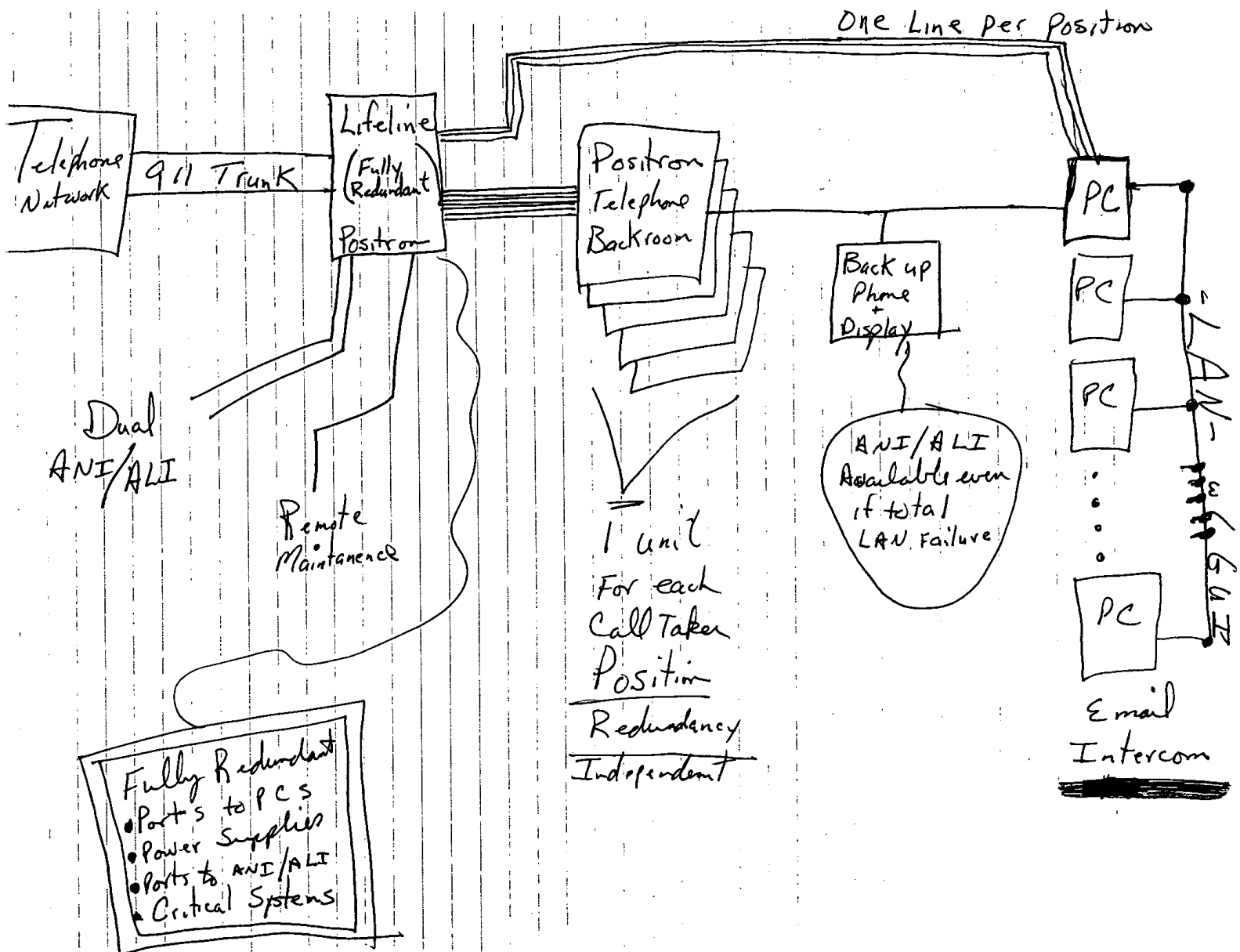
In the Calendar Highlights for the week of March 4th, the Police Department provides an attachment that it claims provides clarification to questions raised by Council concerning the new 911 Telephone System for the Charlotte Police Department. BellSouth takes strong issue with some of the clarifications regarding the proposed 911 Telephone System; therefore, BellSouth provides the following clarifications:

- I. The Police Department implies that BellSouth's compliance to the Fault Tolerant System Architecture requirement of the RFP is minimal and the recommended bidder greatly exceeds this requirement. The facts are that Positron Industries' Fault Tolerant System Architecture is recognized as being among the best in the 911 Industry. The Police Department incorrectly assesses the Fault Tolerant comparison by citing untested graphical user interface and the lack of dual hard drives in each LAN server. In actuality the Local Area Network plays a minor role in the overall architecture of the Positron System because it is the weakest link of all the components in any data network. Basically, each Power 911 Workstation has 3 connections into the integrated 911 System. The first connection is a direct physical connection to a port in the Life Line 100 controller, this port is where the critical Automatic Number Identification(ANI) and the Automatic Location Identification(ALI) data is presented to the Power 911 Workstation, the second connection is a direct physical connection to a port in the Life Line 100's IAP Communications Processor, this port is where the 911 caller is presented to the Power 911 workstation. Each port in the Life Line 100 Controller and the IAP Communications Processor is 100% redundant(i.e. two ports, one to back up the other). The third connection is a direct connection to the Local Area Network. As stated, in the Positron architecture the Local Area Network plays a minimal role. The Power 911 Workstation has loaded on its hard drive the additional look-up data that provides

additional information about the 911 caller. This data is identical on the hard drives of each 911 workstation in the 911 center. When the ANI and ALI information is presented to the Power 911 Workstation it triggers the presentation of this additional look-up data on to the screen of the 911 workstation. There are times while a 911 call is in progress that this additional look-up data must be updated. The main function of the LAN server is to present updates to the additional look-up data to each workstation on the LAN. If for some reason the primary and back-up LAN servers should fail, all 16 Power 911 Workstations will continue to function without the loss of ANI, ALI, and the additional current look-up data. The architecture of the recommended bidder has two very critical components that have never been installed in the configuration that it proposes for the Charlotte Police Department. This configuration utilizes a Northern Telecom Meridian PBX as the 911 Network Controller and the Plant VESTA System for 911 Workstation operation. This configuration requires the use of a new interface that has never been tested in a real life situation and that interface plays a major role because it integrates the Meridian PBX and the Plant VESTA System into one complete 911 Telephone System. The Meridian PBX is a reputable PBX; however, it's general market focus prevents an architecture that is as fault tolerant as the 911 environment demands. Even with redundant hard drives in the primary and back-up LAN servers, the Plant VESTA system and the Meridian PBX is not as fault tolerant as the BellSouth solution.

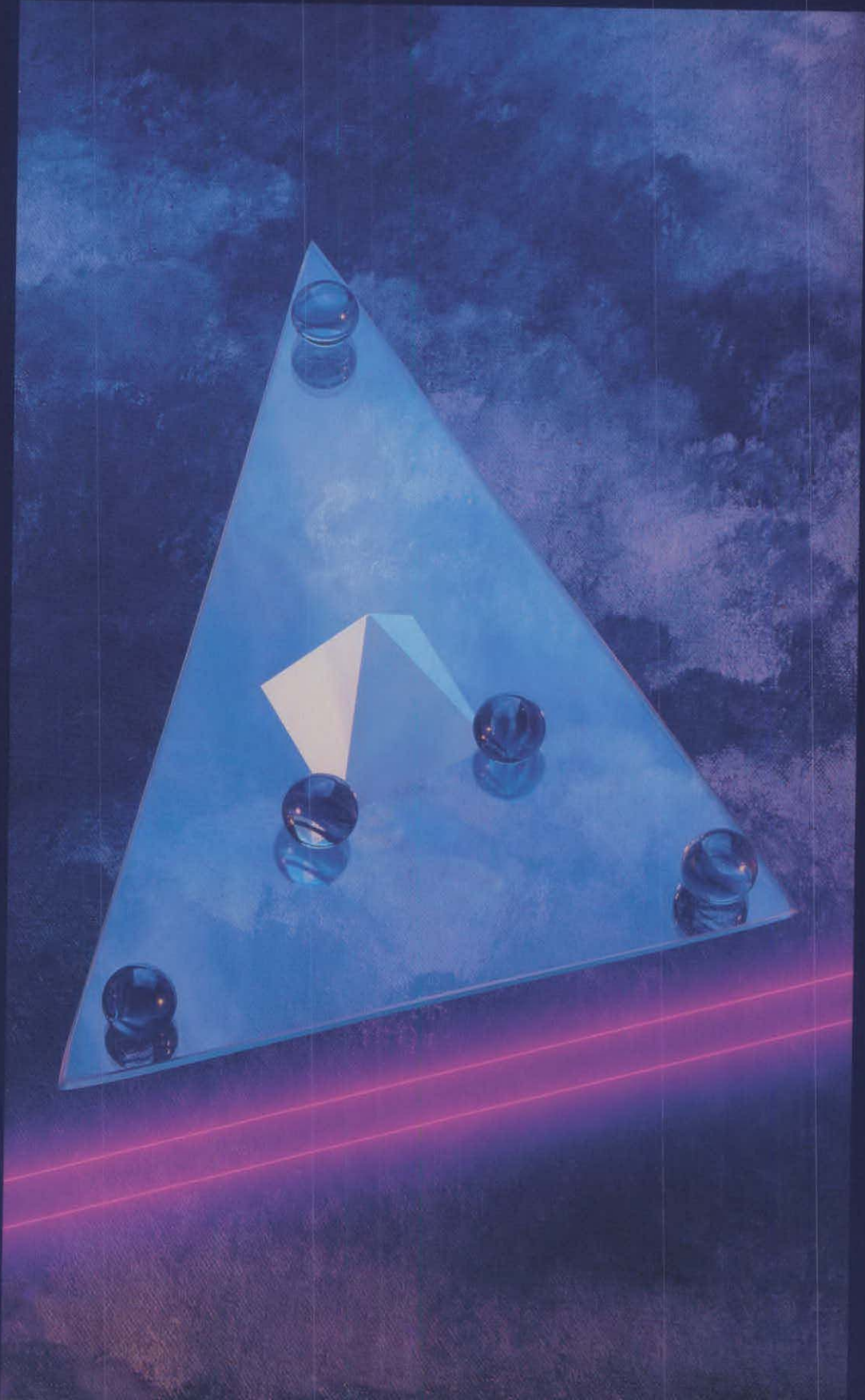
- II. The Police Department implies that the ability by BellSouth/Positron to present Automatic Number Identification (ANI) and Automatic Location Identification (ALI) data to a 911 workstation is prohibitive because of an untested graphical interface and the lack of redundant hard drives in the LAN servers. The facts are that the Positron architecture does not require a graphical user interface or the Local Area Network to present ANI or ALI to a Power 911 Workstation. Because of the redundancy built into each port of the Positron Life Line 100, it is nearly impossible that a failure will ever occur that will cause a simultaneous failure of all 16 Power 911 Workstations.
- III. The Police Department implies that Positron's graphical user interface for it's Power 911 Workstation is the only interface that has not been field tested. The facts are that both the recommended bidder and Positron have software and interfaces that have only been tested in a laboratory environment.
- IV. The RFP requirement for Integrated Instant Recall Recording did not specify a time requirement; however, BellSouth has already advised the Police Department that it will provide 30 minute Integrated Instant Recall Recording at no additional cost. Also, Positron's Integrated Instant Recall Recording allows access to each digital recorder from any Power 911 Workstation. The same feature from the recommended bidder allows access only from the workstation where the recording was made. The benefit with Positron is that a supervisor can sit at one workstation and review the digital recordings of all 16 Power 911 Workstations.

- V. The Police Department implies that BellSouth does not comply with the RFP requirement for Intercom. The facts are that the Intercom requirement did not specify a Voice Intercom. The Intercom Feature of the Power 911 Workstation is developed especially for the 911 industry. It is standard operating procedure for a 911 call taker to never place an emergency call in a hold status. The intercom feature of Power 911 allows an intercom message to be presented to the screen of the 911 call taker without having to place a 911 caller on hold and access a voice intercom. BellSouth believes that it's intercom feature is fully compliant to this requirement of the RFP
- VI. The Police Department implies that under the Flexible System Size and Configuration requirement of the RFP that BellSouth/Positron does not have enough memory in it's workstations and LAN servers and because of this lack of memory, the Positron System is susceptible to failure. The fact is that the architecture of the recommended bidder and that of the Positron System is not identical and memory requirements are very different for system reliability. BellSouth stands by the memory capacity of it's proposed system and guarantees that it is more than sufficient for superior system functionality and reliability.
- VII. The Police Department states that under the Software Upgrades requirement of the RFP that the recommended bidder includes software upgrades in their 10 year maintenance agreement. BellSouth has stated to the Police Department that new releases of the initially installed software will be installed at no cost for as long as BellSouth performs maintenance on their 911 system.



# POSITRON POWER 9-1-1

Positron Open Workstation For Emergency Response



# THE POWER

Major accident on I95

## Incident Detailing

The system automatically presents the call-taker with key questions relative to the emergency at hand. This information is immediately accessible to other call-takers.

## Audit Trail

Complete and immediate access to every action taken during a call. Every detail is stored with the time it happened and call-taker identification.

## Button Bar

Programmable icons provide single button access to frequently used features and commands.

## Number/Location Identification

Gives the call-taker the ability to identify the caller and location of an emergency. Information is shared between call-taker positions and multiple calls can be tagged to a single incident.

## Digitized Voice Module

Sophisticated package of advanced digitized voice functions for instant playback.

## Telephone Functions

Allows call-takers to replace their telephone with impressive features such as multiple queues and on screen TDD capability.

Incident #	950701-0032	23:17:04	Status	Rqst Dispatch	23:22:04						
Type	423 - Breaking & Entering PRG		Priority	2 - Property at risk							
How many suspects ?		Where are they now ?	Where was entry made ?								
Where in building ?		Anyone as lookout ?	Any vehicles in area ?								
Comments ?											
<b>How many suspects ?</b> 23:17:11 Bob S. > 2 or 3 men											
<b>Where are they now ?</b> 23:17:14 Bob S. > Inside the building											
<b>Where was entry made ?</b> 23:17:17 Bob S. > Basement window at the rear of the building											
<b>Any vehicles in area ? Where ? Occupied ? Description ? License plate ?</b>											
A	Origin	9-1-1	Tel	(619) 555-2325	Ext	06/23 23:17:04					
01	Name	John Cameron		Class	RES	Lang	ENG				
	Addr	1485 Meadow Drive				Sub					
	Area	Oakville Industrial Park				ESN					
	X-st.	RIDGEWOOD				Map					
	Near	STATE UNIVERSITY									
	Tell tale										
02 - 00:08		9-1-1 TRUNK 1		7D - E		01 - 00:03		7D - ADM 555-7399		POLICE	
HOLD			1 2 3 4 5			REDIAL			RELEASE		
Status bar											

# TO RESPOND

Reroute vehicles now.

CALLS				INCIDENTS		
Abdn	Active	History	Pending	Active	History	
Seq	Type	Phone	Location	Area	Time	Stat
0101	423 -	555-4983	19 Sherwood Dr	Lee	23:10:15	Ring
0102	224 -	555-1247	649 Fort Blvd	Marion	23:15:26	Ring
0103	563 -	555-8124	497 Lakeshore R	Wilmington	23:16:22	Ring
0104	446 -	555-1617	1212 Fort St	Wilmington	23:17:04	Talk
0105	505 -	555-4412	8814 Green Ave	Marion	23:20:23	Talk
0106	222 -	367-6901	189 Pacifica Ave	Lee	23:21:26	Talk
0107	912 -	555-7744	2381 Maple St	Lee	23:22:28	Talk
0108	303 -	555-1342	102 Mission Ave	Wilmington	23:23:30	Hold

Premise	SOP	NCIC	NLETS	Internet	Mail
Building Access		Hazard Warnings		Evacuation Instruct.	
Exact area ?		Hazardous Materials		Site Photos	
Disabled Persons		Structural Plans		Others...	

**Building Access Information**

Alarm system with ACE.  
Contact Joe Gates at (619) 555-2852

**Hazard Warnings**

Guard dog on premise.

POLICE OAKVILLE	FIRE OAKVILLE	EMS OAKVILLE	
SHERIFF OAKVILLE	TOWING OAKVILLE	POISON OAKVILLE	
CANCEL	TRANS/CONF	SEND DATA	DIAL / DIR

Date: 06/23/95    Time: 1:00 PM    Bob S. (Access level 2)    EXIT

## Supervisory On-line Message Board

Positron Power 9-1-1 allows the supervisor to broadcast urgent messages to all workstations in the PSAP without interrupting the call-taker.

## Call and Incident Lists

A dynamic and powerful tool that allows on-line viewing of your PSAP activity, second by second.

## Premise Information

Powerful local database puts critical location information at the call-taker's fingertips.

## External Database Access

Provides on-line access to data sources like NCIC, NLETS, HAZMAT and Internet.

## Standard Operating Procedures (SOP)

System can be customized to fit your PSAP operations.

## Call & Transfer Functions - Voice and Data

Allows call-taker to transfer critical incident data to other workstations, faxes, and printers.







# POSITRON POWER 9-1-1

## The Power To Respond

Positron Power 9-1-1 is an advanced integrated computer based open workstation for 9-1-1 call-takers, dispatchers and supervisors. The system's open architecture operates through a Microsoft Windows™ graphical user interface and can run on a variety of PC platforms. The Positron Power 9-1-1 system places a sophisticated and powerful package of computer telephony tools, user screens and database interfaces at the call-taker's finger tips. The system is intuitive and dynamic, presenting the call-taker with interactive prompting, notification of database modifications and data networking. Positron Power 9-1-1 can be customized to meet your specific PSAP requirements.

## The Power Of Experience

Positron is a recognized world leader in the engineering and manufacturing of integrated E9-1-1 emergency response systems. Our systems are used in over 1,900 installation across North America and around the world. Over the last 25 years, Positron has continued to show its commitment to the public safety industry by investing millions of dollars in research and development. Positron Power 9-1-1 is just one more example of our ability to deliver advanced technological solutions. Positron Power 9-1-1 meets our high standards for built-in-redundancy and is backed by Positron's comprehensive package of sales, training and technical support programs.



**POSITRON**

**Positron Industries Inc.**

5101 Buchan Street,  
Montreal, Quebec, Canada, H4P 2R9

**Tel:** (800) 361-9698  
(514) 345-2200

**Fax:** (514) 731-8662

**Internet:** sales@positron.qc.ca

## *What Is The MWBD Program?*

- Charlotte's MWBD Program is a "Good Faith Effort" Program that requires prime bidders to solicit quotes from MWBD firms and utilize those firms if they are the lowest bidder.
- The Program also requires the City to solicit quotes from MWBD firms on procurement and services it bids directly.
- The Program establishes goals on construction and procurement contracts that are based on subcontracting possibilities and the availability of MWBD firms in the marketplace.
- The Program does not utilize set-asides or quotas to accomplish its objectives.

## *What Services Does The Program Offer?*

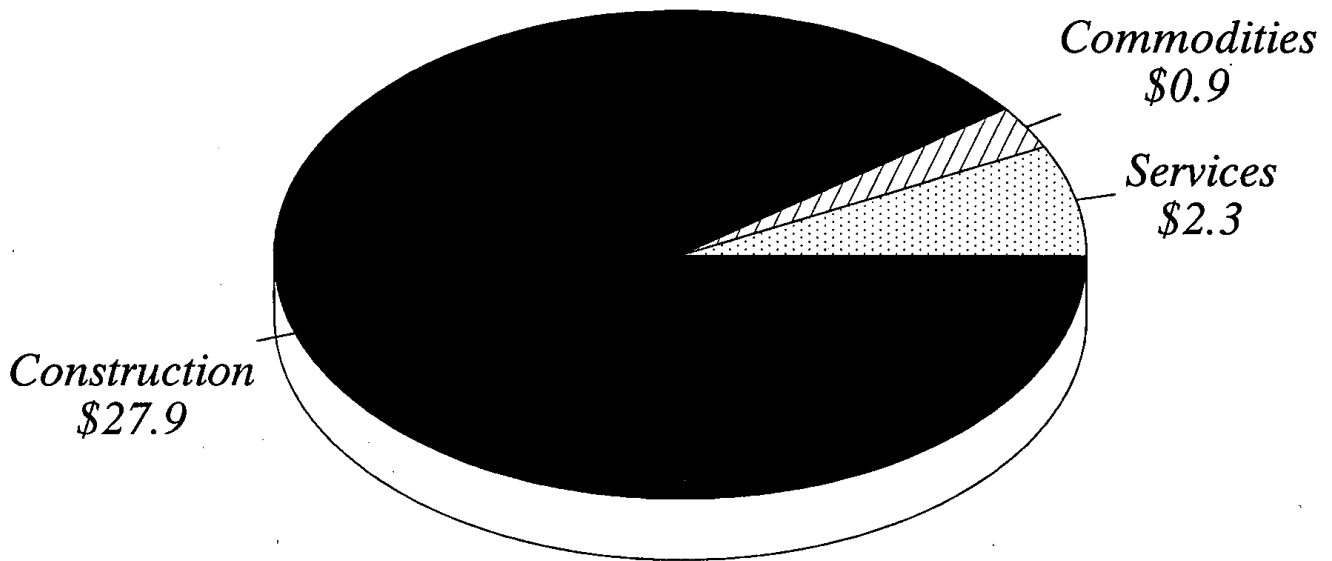
- Certify firms as minority-owned or women-owned.
- Provide information about contract opportunities with the City and with other government entities.
- Provide training and technical assistance.
- Make bid document and construction plans available.
- Monitor contract compliance for the life of the contract.
- Provide information about other agencies that assist small businesses.

# ***\$31 Million Awarded to MWBD Firms***

*By Major Scope of Service*

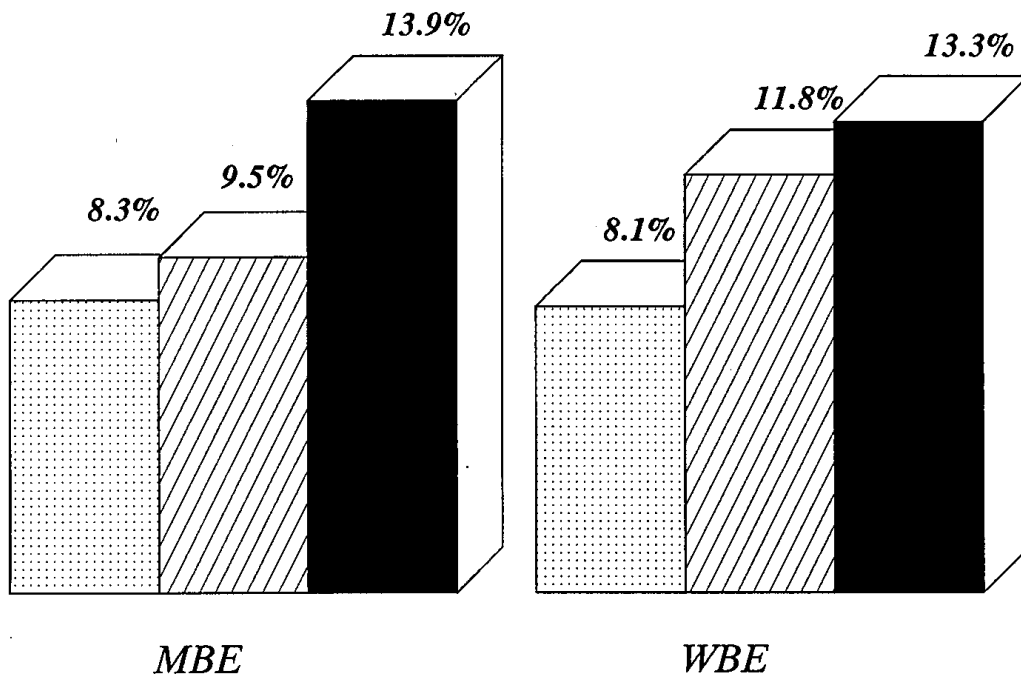
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*\$ millions*



# Construction Participation

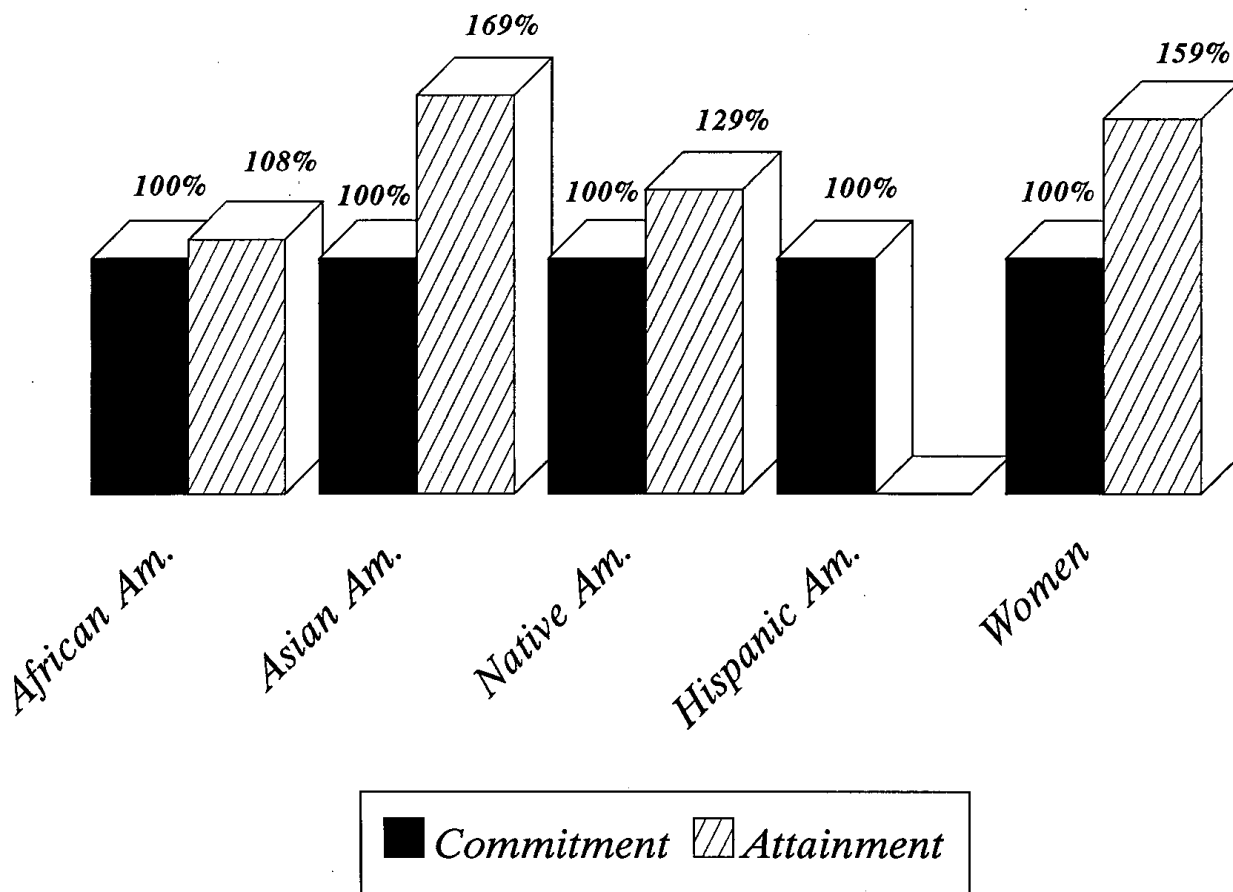
*% of Total Awards*



 *Historical*  *FY95 Achievement*  *Benchmark Comparison*

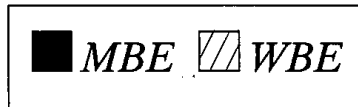
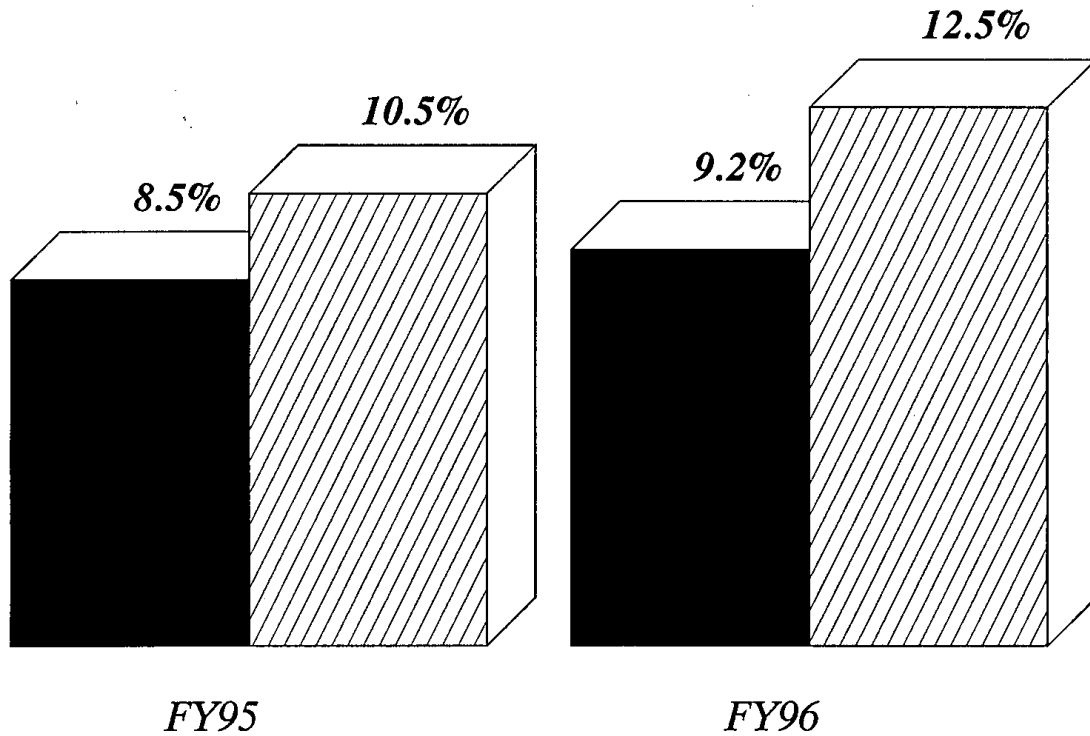
# Attainment vs. Commitment

Attainment as a % of Commitment



# *MWBD Participation FY95 - FY96*

*% of Total Awards*



# Minority and Women Business Development Program Newsletter

March 1996

City of Charlotte

Volume 16

## MECKLENBURG COUNTY

### OFFICE OF MINORITY AFFAIRS

The Mecklenburg County Office of Minority Affairs was established to enhance access by minority citizens to community services. It serves as a liaison between minority communities and the County Manager's Office, an advocate for the resolution of minorities' concerns and provides an information clearinghouse to facilitate the exchange of pertinent community information. The staff of the office works closely with a fifteen (15) member advisory committee (The Minority Affairs Advisory Committee or MAAC) to ensure that issues emerging from the community are appropriately reviewed and channeled.

Minority Affairs staff works internally with the County's Human Resources Department to prepare, disseminate, and monitor reports on Mecklenburg County's Equal Employment Opportunity Plan (EEO). This document serves to assess how closely County Government's workforce mirrors that of the overall Labor Market Area. The staff is also available to advise the County Manager regarding investigative reports and settlement of discrimination grievances initiated by minorities.

Together the staff and MAAC worked to develop a Multi-Cultural Minority Advocates Council. This entity is open to all interested parties and focuses on elevating and addressing the concerns of a multi-ethnic community. The Minority Affairs staff and other agencies have sponsored several community forums designed to raise collective awareness on a range of topics, including: The Office of Minority Affairs, the Department of Social Services, Race Relations, and Debunking Racial and Ethnic Stereotypes.

The Office manages the County's Americans with Disabilities Act (ADA) efforts, maintains a listing of African-American Organizations and publishes a bi-monthly periodical call "The Minority Agenda." Information is solicited from individuals, organizations and public and private companies for inclusion in "The Minority Agenda."

For information on the Office of Minority Affairs or ADA, call 336-2610 or 336-2171. For specific information about guidelines and cut-off dates for "The Minority Agenda," call 336-2171.

## "Small Business Resource Directory"

### Development & Growth Of Your Business

In an effort to provide better opportunities for minority-owned, women-owned and small businesses to develop and grow, the MWBD Program has developed the "Small Business Resource Directory". The directory offers information on resources in the Charlotte-Mecklenburg area that can assist businesses in areas of: economic development, bonding, certification, lending, networking, training and technical assistance.

Please join us for the presentation of the "Small Business Resource Directory".

Presenter: Sylvia Grier, President

BIRSCO International

Saturday, March 9, 1996

9:00 a.m. - 11:00 a.m.

Charlotte-Mecklenburg Government Center

Room CH-14, Basement

Enter through the basement entrance on Davidson Street and follow the signs.

## Charlotte-Mecklenburg Housing Partnership

### MWBE OUTREACH DAY

March 14, 1996

1:00 p.m. - 7:00 p.m.

201 Greenwood Cliff, Suite 300

(off Kenilworth between Morehead St. & Midtown Square)

Learn how you can participate in over \$2 million of housing rehabilitation in the Genesis Park and Seversville neighborhoods.

Firms are also needed to supply an array of services from computer consultation to office supplies.



## Transportation Marketing Conference

You are cordially invited to attend the Transportation Marketplace Conference sponsored by the U.S. Department of Transportation's (USDOT's) Office of Small and Disadvantaged Business Utilization on April 2, 1996 at the Radisson Plaza Hotel in Charlotte from 9:00 a.m. to 4:30 p.m.

The Transportation Marketplace Conference is designed to encourage, promote and assist Small and Disadvantaged Businesses, including minority and women entrepreneurs, to secure DOT-funded procurements and DOT-assisted contracting opportunities with state and local transportation agencies.

The conference will provide specific information on current and future procurement opportunities and will explain how small disadvantaged businesses can compete for them. In addition, information will be disseminated on how you can participate in the USDOT Short-Term Lending and Bonding Assistance programs for transportation-related contracts.

Please contact Ms. Teresa G. Koudjeti, Project Director or Mr. Nelson Quinones, Program Assistant by April 1, 1996 to register for the conference - (800) 522-6623 or by facsimile (202) 546-3807.

## 1996 NAACP NATIONAL CONVENTION

The 1996 National Association for the Advancement of Colored People (NAACP) Convention will be held in Charlotte on July 6 - July 11. Attendance is expected to be at least 10,000 for the Convention, Job Fair, and Vendor Displays. There will be 100 major corporations participating with vendor displays and there are 100 locations designated for minority vendors. For applications or information call: Dot Neal-Crockett at 568-6938 or the Local NAACP Office at 376-6909.

## UPCOMING CONTRACTING OPPORTUNITIES

In the next two to three months the following services will be offered as contracts.

### AVIATION

Contact: Greg Hart - 359-4000

- |                          |               |
|--------------------------|---------------|
| 1. Housing Rehab./HVAC   | Bids: Ongoing |
| 2. Asbestos Inspections  | Bids: Ongoing |
| 3. Asbestos Removal      | Bids: Ongoing |
| 4. Misc. Demolition      | Bids: Ongoing |
| 5. Miscellaneous Masonry | Bids: Ongoing |

- |                                      |                   |
|--------------------------------------|-------------------|
| 6. Maintenance Office Upfit          | Bids: TBA         |
| 7. Pavement Repairs                  | Bids: TBA         |
| 8. FAA Office Renovation             | Bids: March       |
| 9. Replace Ticket Counters           | Bids: TBA         |
| 10. Small Arms Firing Range          | Bids: March-April |
| 11. Dixie Rd. Sidewalk               | Bids: March       |
| 12. Detention Basis-Sentry Post Road | Bids: March       |

### ENGINEERING & PROPERTY MANAGEMENT

Contact: Lucia Brown - 336-3287

- |  |           |
|--|-----------|
| 1. City Fair Parking Deck Management Service | Bids: TBA |
|--|-----------|

Contact: John Lojko - 336-5056

- |                                     |             |
|-------------------------------------|-------------|
| 1. Cemetery Grounds Maintenance     | Bids: March |
| 2. Landscape Maintenance/Irrigation | Bids: May   |

Contact: Gary King - 336-2047

- |                                 |                |
|---------------------------------|----------------|
| 1. Cedar Street Bus Parking Lot | Bids: March 21 |
|---------------------------------|----------------|

### CHARLOTTE-MECKLENBURG UTILITIES

Contact: Susan Gibson - 391-5148

- |   |                |
|---|----------------|
| 1. FY96 Contract #13-Sewer Main Extensions      | Bids: March 5  |
| 2. Matthews-Mint Hill Rd & Blair Rd. Water Main | Bids: March 7  |
| 3. Sam Newell Rd. Water Main                    | Bids: March 12 |
| 4. McKee Rd. & Pleasant Plains Rd. Water Main   | Bids: March 14 |
| 5. Neal Branch Sanitary Sewer Main              | Bids: March 26 |
| 6. Beard Rd. & Ridge Rd. Water Main             | Bids: March 28 |

### PURCHASING

Contact: Vellma Marcus - 336-5668

- |   |             |
|---|-------------|
| 1. Remanufactured Toner Cartridges, Diskettes, Ribbons & Misc. Supplies | Bids: March |
| 2. Janitorial Services - Request For Quotes - Due: March                |             |

### OTHER OPPORTUNITIES

Contact: Evelyn Guinn - 336-7835

- |                                    |                        |
|------------------------------------|------------------------|
| 1. Audit City Financial Statements | Proposals Due March 11 |
|------------------------------------|------------------------|
- Contact: Lonnie Russell - 336-2552
- |   |  |
|---|--|
| 1. Fire Apparatus Maintenance & Testing | Proposal Request will be out in Spring |
|---|--|
- Contact: Rosemary Lawrence - 336-2601
- |                                |  |
|--------------------------------|--|
| 1. Parking Citation Management |  |
| 2. Micrographics               |  |

**Contact: Ken Martin - 336-2315**

1. Pavement Markings for ten Intersections
2. Detector Loop Maintenance

**Contact: Layton Lamb - 336-5128**

1. Surface Treatment
2. Street Grading
3. Annexation Widening
4. Neal Road Widening

**Contact: Linda Bagley - 336-5601**

1. Catering - Orientation Lunch

**Contact: Kim Eagle - 391-5194**

1. Wastewater Lift Stations Maintenance & Operation
2. Herbicide/TV Sewer Lines

**Contact: A. C. Shull - 336-2435**

1. Demolitions - Various Locations

**Contact: Rosetta Crenshaw - 336-8880**

1. Mainframe Computer Legacy System Maintenance

**Contact: Dee Pereira - 336-2166**

1. Multi-Family Waste Collection - March 8

**Contact: Major Piper Charles - 336-7647**

1. Parking Enforcement-Uptown Area
2. Taxi-Permits/Inspections

**Contact: Doug Cheyne - 336-4514**

1. Small Engine Shop Operation - Bids: TBA

**Contact: Dan Pliszka - 336-4142**

1. Industrial Hygiene - Bids: March 13

#### Small Business Seminars

Sponsored by CPCC, Metrolina Minority Supplier Development Council and The Library

#### FREE Classes at the Main Library, 310 N. Tryon St.

- 03-05-96 Exporting from North Carolina  
6:15 p.m. - 8:45 p.m.
- 03-12-96 Choosing and Buying a Franchise  
6:15 p.m. - 8:45 p.m.
- 03-26-96 Business Basics of Starting a Home Business  
6:15 p.m. - 8:45 p.m.

#### FREE Classes at the Morrison Regional Library, 7015 Morrison Blvd.

- 03-13-96 Exporting from North Carolina  
6:15 p.m. - 8:30 p.m.
- 03-20-96 Strategic Planning Needed to Start and Operate a Small Business  
6:15 p.m. - 8:30 p.m.

03-27-96 Marketing Strategies for Small Business  
6:15 p.m. - 8:30 p.m.

For more information, call Emma Quinn, Small Business Center, CPCC, (704) 342-6900

#### IRS TAX WORKSHOP

CPCC Small Business Center  
515 Insurance Lane, Room 107

Free Workshop sponsored by CPCC Small Business Center and Corporate and Continuing Education Department.

Date: Thursday, March 7, 1996

Time: 9:00 a.m. - 4:30 p.m.

Bring a Pocket Calculator

#### SPRING 1996 COURSES-CPCC

#### Financial Mgmt. & Record Keeping (SBX 7200-01)

Location: Myers Park High School

Time: 6:30 p.m. - 9:30 p.m.

Date: March 6 and ending April 24, 1996

Cost \$36.00

#### Financial Mgmt. & Record Keeping (SBX 7200-02)

Location: North Center

Time: 6:30 p.m. - 9:30 p.m.

Date: March 5 and ending April 25, 1996

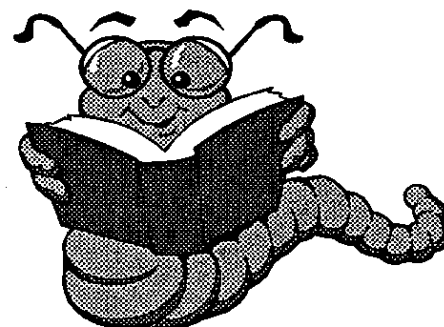
#### Business Basics of Starting and Operating a Small Business (SBX 7301)

Locations: Myers Park High School, East Mecklenburg High, North Center & West Center

Time: 6:30 p.m. - 9:30 p.m.

Dates: Thursdays, March 7-April 25, Myers Park & North Center; Wednesdays, March 6-April 24, East Mecklenburg; Mondays, March 11-May 6, West Center

Cost: \$36.00



## FISCAL YEAR TO DATE CONTRACT AWARDS

Charlotte City Council awarded \$12,484,627 dollars in formal contracts last month (February) which had some opportunity for MWBD participation. Of that amount \$1,485,229 (11.9%) went to MWBD firms. Formal contracts awarded for this fiscal year which had the opportunity for MWBD participation (July, 1995-February 29, 1996) total \$94,094,630. Of this amount \$19,191,391 (20.4%) went to MWBD firms and were awarded to the following groups:

Black Business (BBE) -	\$6,226,877 (6.6%)	Native American Business (NBE) -	\$1,005,676 (1.1%)
Asian Business (ABE) -	\$790,813 (1.0%)	Women-Owned Business (WBE) -	\$11,076,155 (11.8%)
Hispanic Business (HBE) -	\$91,870 (0.1%)		

### MWBD ADVISORY COMMITTEE

The MWBD Advisory Committee will meet:  
Wednesday, March 20, 1996  
2:30 P.M. - 4:30 P.M.  
Charlotte Mecklenburg Government Center  
Chamber Conference CH14 (Basement)  
600 East Fourth Street  
Charlotte, NC 28202

### CERTIFICATION

For certification services, the City of Charlotte has contracted with Liz Mills Ltd. 112 Condoover Place, Charlotte, NC 28270.

To receive certification applications or information regarding certification, call Liz Mills Ltd. at (704) 365-4773.

City of Charlotte  
MWDB Office  
600 East Fourth Street  
Charlotte, NC 28202-2802

*Pam*

**Economic Development/Planning Committee  
and  
City Within A City Committee**

**Monday, March 4, 1996; 3:30 p.m.  
Charlotte-Mecklenburg Government Center  
Room CH-14**

**ED/Planning**

**Lynn Wheeler, Chairman  
Nasif Majeed, Vice Chairman  
Malachi Greene  
Ella Scarborough  
Charles Baker**

**CWAC**

**Ella Scarborough, Chairman  
Mike Jackson, Vice Chairman  
Patrick Cannon  
Sara Spencer  
Tim Sellers**

---

**AGENDA**

*Issues of Interest to the City and the Housing Authority*

**(Housing Authority board members and staff will attend the meeting.)**

**Attachment**

**Distribution: Mayor and City Council**


**Wendell White  
Pam Syfert  
Julie Burch  
Del Borgsdorf  
Gene Shipman  
Harrison Shannon  
Martin Cramton  
Laura Harmon  
Dennis Nowicki  
Bill Guerrant**

**CITY OF CHARLOTTE  
CITY MANAGER'S OFFICE**

**MEMORANDUM**

**DATE:** March 1, 1996

**TO:** Council City within a City Committee  
Council Economic Development/Planning Committee

**FROM:** Julie Burch, Assistant City Manager 

**SUBJECT:** MONDAY'S MEETING

---

The Committees will meet jointly at 3:30 p.m., Monday, March 4, in room CH-14. The purpose of the meeting is to identify issues of interest and concern to the City Council related to Earle Village, First Ward planning and Housing Authority operations. Members of the Housing Authority Board and staff will attend.

This meeting is in preparation for a joint meeting of the full Council and Authority Board sometime in early April. Discussion with the two Committees will give staff guidance about where we need to focus our energies on addressing issues, as well as how to make the joint April meeting as productive as possible.

There are a number of factors which have lead to a desire to have this discussion now:

- With the recent award of a \$41 million Federal grant, the Authority is undertaking a major renovation of Earle Village.
- At the same time, the City, NationsBank, CUDC and the Authority are jointly sponsoring the development of a master plan for First Ward. Earle Village is a critical piece of property in First Ward. First Ward is a gateway neighborhood to Uptown with considerable potential for new development.
- The Housing Authority is facing changes: a shift in emphasis away from traditional public housing as evidenced by the Earle Village grant; more emphasis on supplying housing through private providers, e.g. Section 8 funding; and continuing maintenance and rehab costs for aging public housing properties.

The City Manager's Leadership Team recently met with Housing Authority staff and

members of their Earle Village project team. Attached is a list of issues and topics identified as areas for further discussion. This is in part a reflection of questions we have already heard from Councilmembers. This is provided to give you a starting point for Monday's discussion.

At the meeting, Harrison Shannon will give you a brief review and status of the Earle Village renovation. Following that, I will lead Committee members through a brainstorming process to identify and/or clarify questions or issues which the Council would like to have answered.

The Authority will respond to those questions to which they have an immediate answer on Monday. Other questions and issues raised will be addressed later as we prepare for the joint meeting in April.

If you have any questions, please call me at 336-3187.

Attachment

c: Wendell White  
Pam Syfert  
Del Borgsdorf  
Martin Cramton  
Harrison Shannon

## TOPICS FOR DISCUSSION WITH HOUSING AUTHORITY

(not in any priority order)

### Earle Village Renovation

1. Project management
2. Project accountability
3. Long-term operations/maintenance costs
4. Costs per unit
5. Communications and public information
6. Current tenants
7. Budget/quality control
8. Process to handle any issues and problems as they come up
9. Keeping Council and City Manager informed
10. Role of NationsBank
11. Authority fiduciary responsibility and ability
12. "Urban removal" perception
13. Relationship to First Ward Plan
14. Relationship of City staff to Authority staff

### First Ward Plan

1. Future use of public property
2. 7th Street Boulevard concept
3. Housing Authority office development

## Housing Authority Operations

1. Future of Federal funding
2. Maintenance, rehab and operations of existing properties
3. Section 8 policy
4. City funding and partnership
5. Problem neighbors
6. How to build communities
7. Deluged by Section 8 Vouchers
8. How to Enhance The capital asset

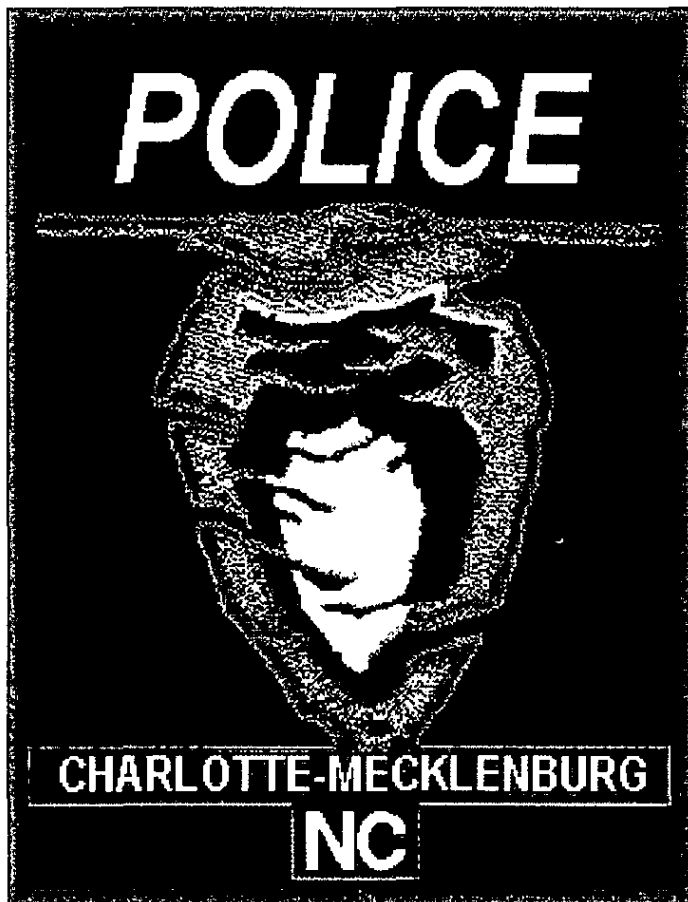




 Andrew Lynn  
Architectural Firm



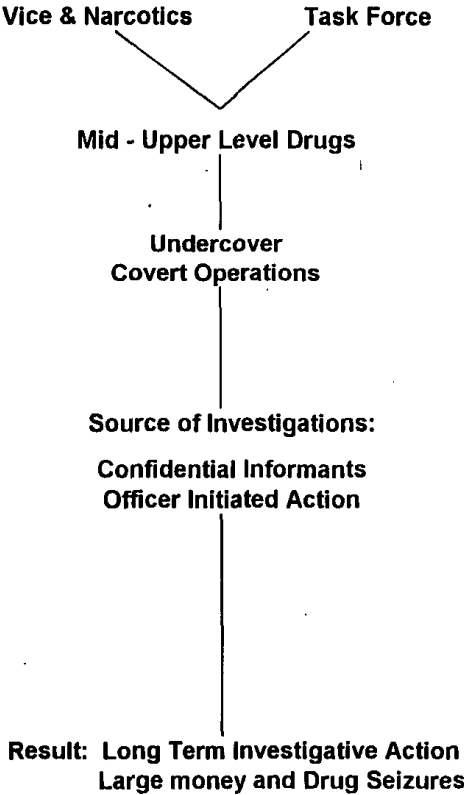
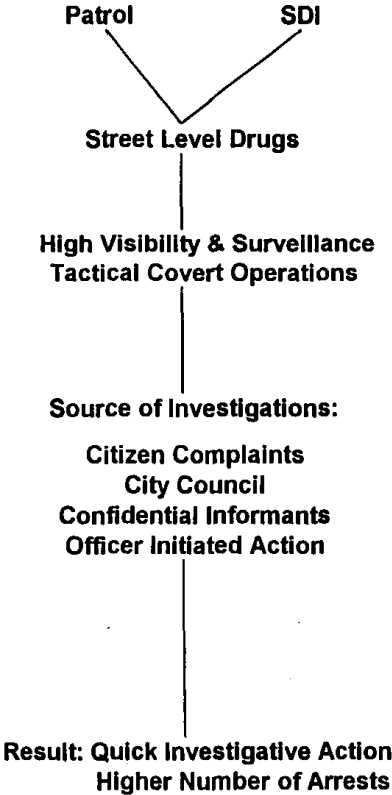
# **Charlotte-Mecklenburg Police Department**



**Vice and Narcotics Bureau**

**Captain David Grose  
Investigator Tom Hazelton  
Investigator Katherine Kasell**

**Charlotte-Mecklenburg Police Drug Investigations**



**Trafficking Charges Vice & Narcotics Reports  
1990 -1995**

<b>Trafficking Charges</b>	<b>1990</b>	<b>1991</b>	<b>1992</b>	<b>1993</b>	<b>1994</b>	<b>1995</b>	<b>TOTAL</b>
<b>Heroin</b>	6	11	6	9	24	8	64
<b>Cocaine</b>	196	287	351	339	334	223	1730
<b>Marijuana</b>	2	10	3	14	13	18	60
<b>Total</b>	<b>204</b>	<b>308</b>	<b>360</b>	<b>362</b>	<b>371</b>	<b>249</b>	<b>1854</b>

**Trafficking Charges Departmental  
1990 -1995**

<b>Trafficking Charges</b>	<b>1990</b>	<b>1991</b>	<b>1992</b>	<b>1993</b>	<b>1994</b>	<b>1995</b>	<b>TOTAL</b>
<b>Heroin</b>	10	11	21	9	87	14	152
<b>Cocaine</b>	455	314	335	465	404	373	2346
<b>Marijuana</b>	16	0	1	5	12	34	68
<b>Total</b>	<b>481</b>	<b>325</b>	<b>357</b>	<b>479</b>	<b>503</b>	<b>421</b>	<b>2566</b>

**Contraband and Property Confiscated  
by Vice and Narcotics Bureau  
- 1990 - 1995**

<b>Property</b>	<b>1990</b>	<b>1991</b>	<b>1992</b>
CONTRABAND	\$9,695,405.13	\$34,887,842.50	\$10,979,219.00
U. S. CURRENCY	\$1,037,653.31	\$870,580.00	\$1,494,769.88
OTHER PROPERTY	\$1,183,409.44	\$2,173,680.00	\$736,718.00
VEHICLES	\$0.00	\$22,000.00	\$160,000.00
<b>TOTAL</b>	<b>\$11,916,467.88</b>	<b>\$37,954,102.50</b>	<b>\$13,370,706.88</b>

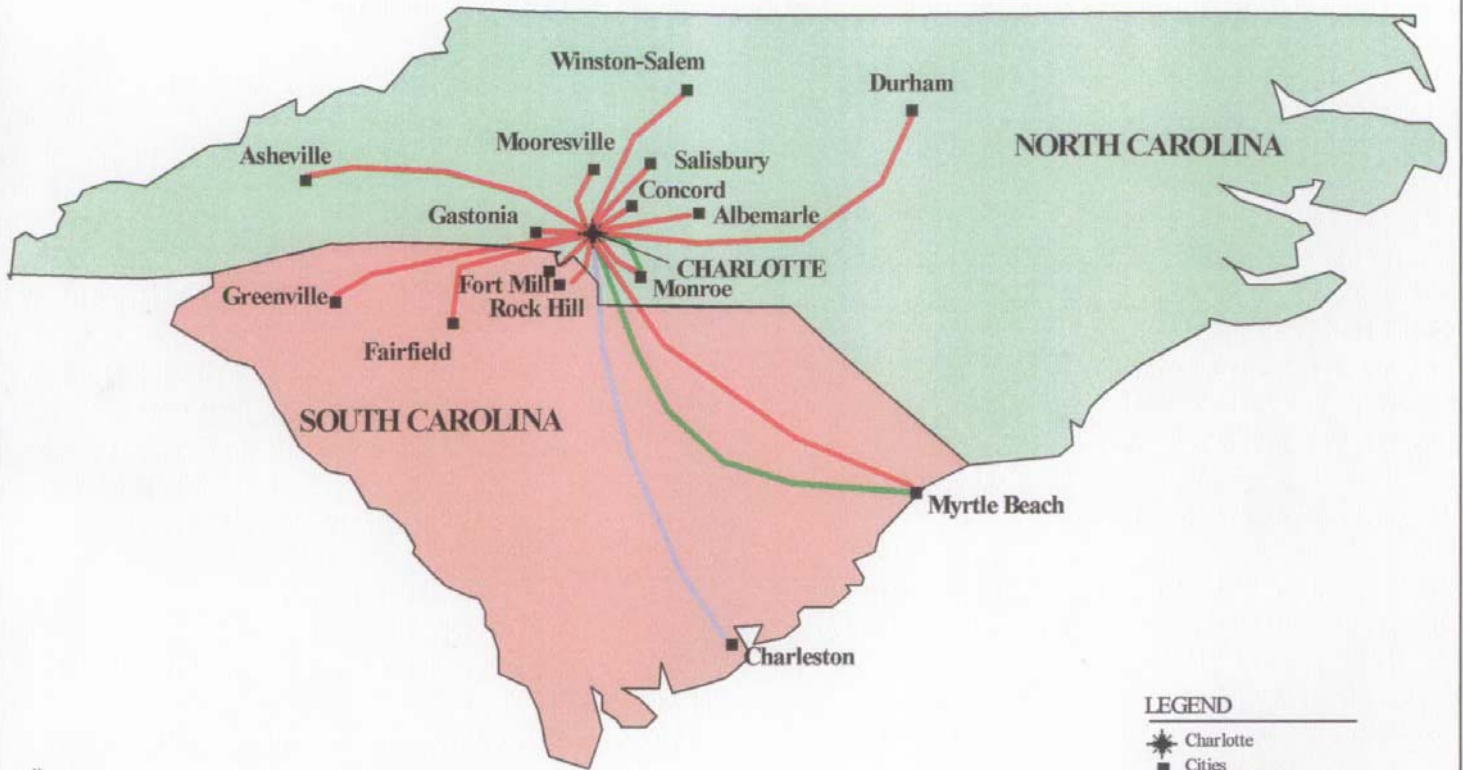
	<b>1993</b>	<b>1994</b>	<b>1995</b>
CONTRABAND	\$30,943,434.00	\$24,343,977.07	\$23,361,338.70
U. S. CURRENCY	\$1,570,373.45	\$3,346,622.15	\$1,048,155.50
OTHER PROPERTY	\$844,255.00	\$286,906.30	\$69,333.44
VEHICLES	\$265,300.00	\$710,667.00	\$496,345.00
<b>TOTAL</b>	<b>\$33,623,362.45</b>	<b>\$28,688,172.52</b>	<b>\$24,975,172.64</b>

**Grand Total (1990 - 1995)    \$150,527,984.87**

**MONEY RECEIVED THROUGH FORFEITURE SHARING**

AGENCY	1990	1991	1992	1993	1994	1995	TOTAL
NCDR	\$720.00	\$13,127.44	\$139,990.78	\$279,168.73	\$722,001.71	\$464,923.76	\$1,619,932.42
DEA	\$654,163.23	\$416,726.59	\$563,763.65	\$221,146.96	\$325,662.15	\$199,221.39	\$2,380,683.97
FBI	\$23,846.34	\$49,504.18	\$124,601.50	\$65,228.84	\$107,612.49	\$684,810.83	\$1,055,604.18
IRS	\$0.00	\$67,188.48	\$119,368.55	\$296,587.35	\$68,740.58	\$45,935.97	\$597,820.93
OTHER	\$0.00	\$11,602.78	\$14,579.91	\$5,760.66	\$8,928.99	\$7,410.97	\$48,283.31
<b>TOTAL</b>	<b>\$678,729.57</b>	<b>\$558,149.47</b>	<b>\$962,304.39</b>	<b>\$867,892.54</b>	<b>\$1,232,945.92</b>	<b>\$1,402,302.92</b>	<b>\$5,702,324.81</b>

# Regional Distribution of Drugs From Charlotte, NC



## LEGEND

- ★ Charlotte
- Cities
- State Boundary
- Drug Flows
  - Red line: Cocaine
  - Blue line: LSD
  - Green line: Methamphetamine
- State Boundary
  - Light Green: North Carolina
  - Light Red: South Carolina



60 0 60 120 Miles



**Subjects:     Alvin Bernard Truesdale  
                  Terry Bernard Duncan**

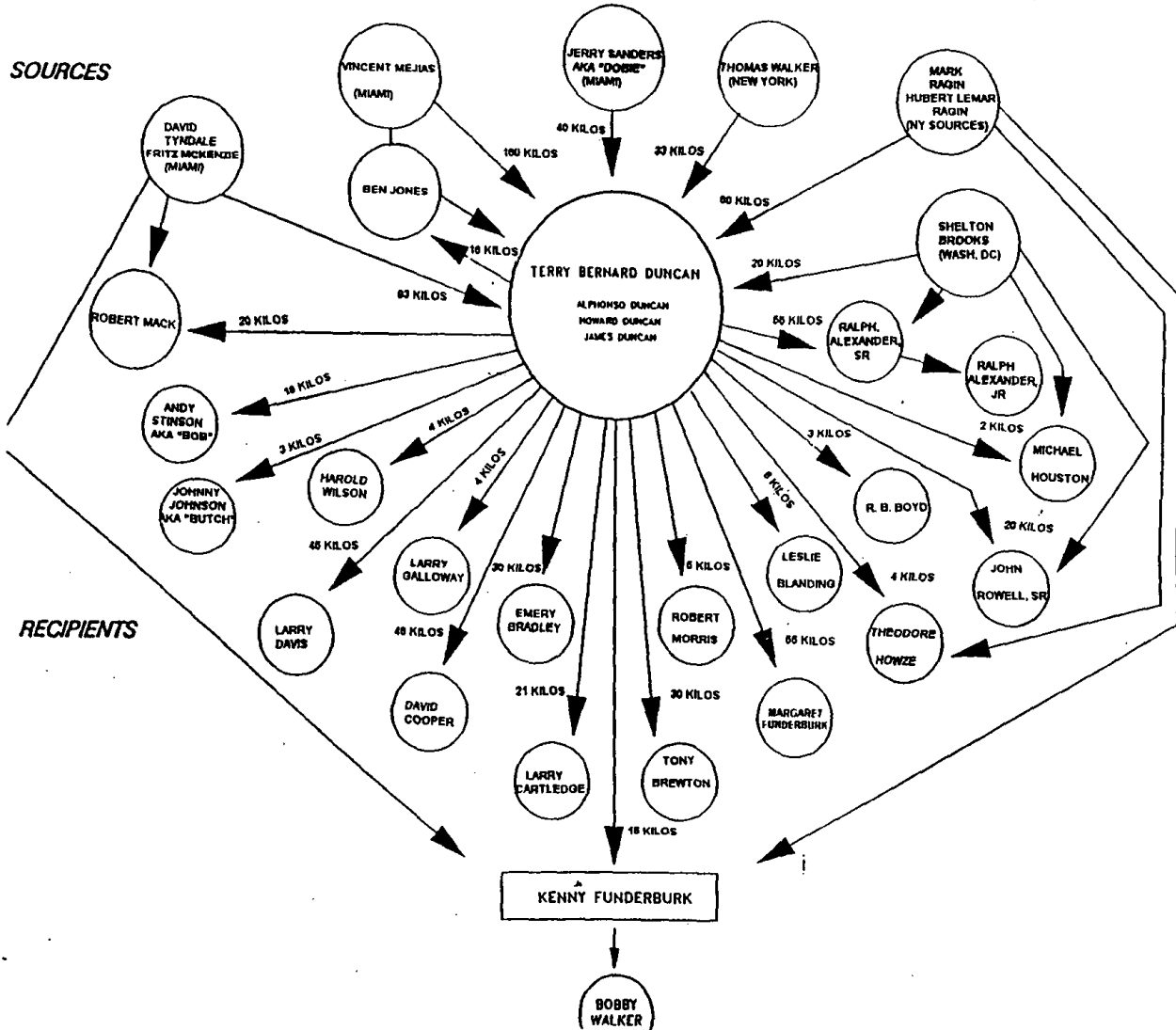
**Case Background:**

Both individuals purported to be business entrepreneurs in and around the Charlotte Mecklenburg area. These individuals were responsible for distributing very large amounts of cocaine in Charlotte, North Carolina, especially the Eastland Mall and the Wilmore areas. **Terry Bernard Duncan** plead guilty in Federal Court and cooperated with the government which resulted in subsequent indictments, numerous cash seizures and cocaine seizures. **Alvin Bernard Truesdale** elected to go to trial and was found guilty in Federal Court and was sentenced to a life term in prison.

Number of Indictments:   **210**  
Number of Convictions   **207**

Total Value of Assets: **\$2,540,589.29**

# TERRY BERNARD DUNCAN DRUG ORGANIZATION



## 4 brothers plead guilty in drug ring

### Agreements call for cooperation

By NANCY WEBB  
Staff Writer

Four Charlotte brothers who operated a cocaine ring out of a car-cleaning business pleaded guilty Wednesday, including the man accused of heading the multimillion-dollar operation.

Terry Bernard Duncan pleaded guilty in federal court in Charlotte to operating a continuing criminal enterprise, a crime that carries a maximum sentence of life in prison. Duncan, 32, also pleaded guilty to money laundering.

In exchange for his plea, prosecutors agreed to recommend Duncan be sentenced to no more than 20 years in federal prison.

U.S. District Judge Robert Potter will sentence Duncan and brothers Alphonso, Howard and James Duncan in November.

Alphonso Duncan, 44; Howard Duncan, 34; and James Duncan, 42, pleaded guilty Wednesday to conspiracy to distribute cocaine. Howard Duncan and James Duncan also pleaded guilty to one count each of money laundering.

The Duncans were among 36 people indicted by a federal grand jury in April on drug and money-laundering charges. Twenty-one pleaded guilty Wednesday.

The arrests grew out of an investigation into what agents say was a cocaine ring operating out of Personal Touch Car Care at Central Avenue and Sharon Amity Road. Indictments allege Terry Duncan headed the ring and set up sham corporations to launder cocaine cash.

He paid a bodyguard \$12500 a week, indictments allege.

When federal, state and local agents dismantled the ring in April, they seized 11 cars and 18 properties they say were bought with drug money. The property included houses, a Beatties Ford Road shopping center and several condominiums.

In plea agreements with federal prosecutors, the Duncans agreed to forfeit any property purchased with drug money. They also agreed

# 11 members of ring sentenced in drug case

By **NANCY WEBB**  
Staff Writer

U.S. District Judge Robert Potter sentenced 11 members of a cocaine ring Monday, with sentences ranging from probation to 18 years in prison.

The longest sentence, 216 months (18 years), went to Warren Edney of Charlotte. Indicted on drug charges earlier this year, Edney was among 96 defendants arrested following an investigation into a cocaine ring operated out of a car-cleaning business near Eastland Mall.

Federal, state and local undercover agents say players in the ring ranged from a woman caught trading clothes for cocaine to Terry Bernard Duncan, the man who headed the multimillion-dollar drug ring.

Duncan, 32, and three brothers have pleaded guilty to drug and money laundering related charges. James, Alphonso and Howard Duncan are scheduled to be sentenced today in federal court.

Terry Duncan is to be sentenced in February.

He pleaded guilty in October to operating a continuing criminal enterprise, a crime that carries a maximum sentence of life in prison. In exchange for his plea, prosecutors agreed to recommend Duncan be sentenced to no more than 20 years.

Thirty-two of the 36 people indicted in the drug ring have pleaded guilty.

Sentenced Monday were:

- Hiawanna Funderburk, 16 years and 3 months.
- Rose Yvonne Funderburk, 10 months.
- Yvonne Funderburk, 5 years.
- Thomas Neal, 4 years.
- Warren Edney, 18 years.
- Michelle Baxter Funderburk, 3 years.
- Cynthia Funderburk, probation.
- Jerry Funderburk, 5 years.
- Darryl Funderburk, 2 years.
- Kathy Jackson, 2 years.
- Lynn Morrow, 2½ years.

would benefit a Gene Griffin memorial fund, he said. That claim ended when

Better Business Bureau or state regulators.

Source: Better Business Bureau of Southern Piedmont

the solicitor asked specifically portion of the money raised stays

Please see SolcIt/page 3C

# Plea won't put broker behind bars

## Aid to prosecutors rewarded in sentence

By GARY L. WRIGHT  
Staff Writer

Charlotte real estate broker David Schwartz, who laundered money for drug dealers, avoided going to prison by helping prosecutors dismantle two multimillion-dollar cocaine rings.

Schwartz, who pleaded guilty to two money-laundering offenses, faced up to 14 months in prison when he appeared in federal court Tuesday for sentencing.

But U.S. District Judge Graham Mullen placed Schwartz on probation for three years after a prosecutor and IRS agent praised the 52-year-old businessman's cooperation in two drug investigations, dubbed Operation Snowmelt and Operation Crackpot.

Schwartz didn't go unpunished, though. He had to forfeit \$180,000 in a deal with prosecutors and must perform 1,000 hours of community service.

Mullen also fined him \$1,500 and ordered him to pay it in monthly installments while on probation. The judge said he hoped

the fine would serve as "a modest reminder" to Schwartz of his wrongdoing.

"It isn't much," Mullen said. "But every month, you're going to have to remember it."

Prosecutors believe Schwartz helped launder as much as \$180,000 in drug and gambling profits. He was charged only with helping conceal \$44,500 in illegal profits.

Schwartz was accused of conspiring to conceal about \$25,000 in a real estate deal to purchase a small shopping center along Beatties Ford Road. The deal called for the \$25,000 — illegal proceeds from cocaine sales — not to be reported to regulatory authorities.

Prosecutors also accused Schwartz of accepting \$19,500 in cash from suspected members of a drug and gambling organization in exchange for giving them an \$18,000 check. Schwartz got \$1,500. The organization got

Please see Broker/page 7C

# Martin criticized for commuting sentence

Associated Press

RALEIGH — Gov. Jim Martin should have ordered an investiga-

you're talking about an innocent man, and it isn't any more just to take him off death row and stick



Photos by BOB LEVERONE/Staff

hope to use part of a \$42,600 grant to protect ons. Shattered panes will be replaced with ndows. Security systems will be installed.



# Broker

## Aid to prosecutors rewarded in sentence

Continued from page 1C

\$18,000 that appeared to be a legitimate loan. The \$19,500 was proceeds from the drug and gambling operation, according to court documents.

During Tuesday's sentencing hearing, Schwartz apologized for his wrongdoing. "I've created a stain on my conscience," he said.

Defense attorney Kenneth Andresen told Mullen that Schwartz had tried to atone for his mistakes by cooperating with the government.

Andresen also told Mullen that Schwartz had donated land to help build a day-care center for children in the Double Oaks community — one of Charlotte's most notorious inner-city neighborhoods plagued by violence and drugs.

Assistant U.S. Attorney Frank Whitney urged the judge to reward Schwartz for his cooperation and send a message to criminals that it pays to cooperate.

"You can chose to go to prison for a long time," Whitney said, "or you can chose to assist the government and receive a reduced sentence or no active time at all."

# Indictment says 2 businessmen laundered dealer's drug money

By GARY L. WRIGHT  
And NANCY WEBB  
Staff Writers

Two Charlotte businessmen have been indicted on charges they set up real estate deals to launder drug money for a convicted cocaine dealer.

The indictment against Gary H. Watts, his son Ray Watts and their real estate companies was unsealed Tuesday. Gary Watts, 54, tried to hide behind an umbrella as he left the federal courthouse Tuesday after pleading not guilty to conspiracy and money laundering charges.

Ray Watts, 31, is expected to turn himself in Thursday on the same charges.

Federal prosecutors charge that the Wattses laundered drug money for Terry Bernard Duncan through real estate deals while Duncan was in prison on an unrelated cocaine trafficking charge. Gary Watts heads Gary H. Watts Realty; Ray Watts heads First Patriot Investment.

One deal involved \$50,000, a house at 9920 Claremore Place in Charlotte and Superior Court Judge William Helms. The Union County judge is not mentioned in the indictment, nor has he been charged with any wrongdoing.

According to Helms' attorneys and the indictment, here's what happened during the 1988 deal:

While on work release from

prison, Terry Duncan gave Ray Watts \$50,000 in alleged drug proceeds. In return, Watts gave Duncan \$45,000 clean money.

Watts then involved Helms in the deal: The judges' attorneys say Watts told Helms the property was worth \$75,000 and offered him the opportunity to buy a \$45,000 promissory note on the Claremore property.

Terry Duncan signed the promissory note on behalf of HAT Management, a "sham" company that federal agents say Duncan set up to launder cocaine money.

Under the promissory note, Helms got 18% interest — \$682 a

Please see indicted/next page



MARK B. SLUDER/Staff

Using an umbrella as a shield, Gary Watts tries to avoid being photographed as he leaves the federal courthouse in Charlotte on Tuesday.

## Indicted

### Father, son accused of laundering money

From preceding page

month or \$204,852 over 25 years. Helms' attorneys, Bill Diehl and Ed Hinson, say Helms never dealt directly with Duncan and didn't know the monthly payments might have included drug money.

"I had no knowledge any of this was taking place," Helms said Tuesday.

The indictment unsealed Tuesday also alleges that Gary Watts

and Ray Watts were involved in another real estate deal with Duncan.

The deal was struck in 1987. The indictment alleges that the Wattses accepted \$25,000 in drug proceeds on the sale of a shopping center at 2338 Beatties Ford Rd.

Federal agents seized the shopping center and the Clakemore property in April, when they arrested Duncan during a federal drug investigation dubbed Operation Snowmelt.

Duncan and three of his brothers have since pleaded guilty to drug and money laundering charges.

Tuesday, three attorneys thanked Gary Watts as he pleaded not guilty. Watts was released on a \$500,000 unsecured bond.

## Drug money cases to yield other pleas

By GARY L. WRIGHT

Staff Writer

Charlotte real estate businessman Gary Watts and his son's real estate company, First Patriot Investment Corp., have agreed to plead guilty to money-laundering charges.

In a plea agreement made public Tuesday, Gary Watts agreed to serve up to a 10-month sentence for money laundering. The deal calls for him to spend as much as five months in a satellite jail and the rest of the time under house arrest. He also has agreed to forfeit \$25,000 in cash and property worth up to \$330,000.

Gary Watts, 54, and his 32-year-old son, Ray Watts, were indicted in October and accused of setting up real estate deals to launder drug money for convicted cocaine dealer Terry Duncan.

The father and son were accused of accepting \$25,000 in drug proceeds on the sale of a small shopping center along Beatties Ford Road.

Ray Watts has worked out an agreement with prosecutors that could allow him to stay out of prison.

Ray Watts' company, First Patriot Investment Corp., has agreed to plead guilty to money laundering and forfeit \$157,000. The corporation also agreed to accept a fine of up to \$150,000.

Ray Watts, in a separate agreement with prosecutors, has agreed to accept responsibility for his behavior and will enter the government's pretrial diversion program.

If Watts stays out of trouble for 12 months, the money-laundering charges against him will be dismissed. He can be prosecuted if he fails to abide by the agreement.

Assistant U.S. Attorney Frank Whitney said he expects Gary Watts and First Patriot Investment Corp. to enter guilty pleas later this month.



**Subjects: Hale Thomas Bryson  
Charles Michael Best**

**Case Background:**

Undercover investigation originated in Chapel Hill, North Carolina and progressed to Key West, Florida and back to the Charlotte, North Carolina area where both these subjects were subsequently arrested for cocaine and marijuana trafficking. Both subjects cooperated with the government that resulted in a large cash seizure in Chapel Hill, North Carolina and Nassau, Bahamas.

Number of Arrests: 2  
Number of Convictions 2

**Assets Seized:**

Cash: \$1,350,000.00  
Gold Coins: \$ 420,000.00  
Real Estate: \$ 200,000.00  
Vehicles: \$ 30,000.00

**Total vaule of assets: \$2,000,000.00**

Street value on drugs seized: 1.2 million



Canadian Imperial  
Bank of Commerce  
Banque Canadienne  
Imperiale de Commerce

08706

SHIRLEY STREET  
NASSAU, BAHAMAS

554 7764

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2 10

\*\*\*\*\*ROBERTS, ISAACS & CO.\*\*\*\*\*

JUNE 30, 1994

PA. TO THE  
ORDER OF  
PAYEE \*\*\*\*\*TOM HAZELTON & ERIK BLOWERS\*\*\*\*\*  
L'ORDRE DE

DATE TO BE DEPOSITED

USD \$1,100,847.62

THE SUM OF  
LA SOMME DE

CIBC 847 847

AMOUNT IN WORDS: MONTANT EN LETTRES

FOR CANADIAN IMPERIAL BANK OF COMMERCE  
POUR LA BANQUE CANADIENNE IMPERIALE DE COMMERCE

650 BIL-92/02

TO  
TIRE

THE BANK OF NEW YORK  
48 WALL STREET  
NEW YORK, N.Y.  
USA, 10286

0 2224

⑈5547764⑈ ⑆021000678⑆ ⑈802 3007100⑈

# Drug booty will buy police new computers

By **KATHLEEN McCLAIN**  
Staff Writer

A drug dealer's investment in rare coins paid off handsomely Wednesday for Charlotte-Mecklenburg police and the N.C. State Bureau of Investigation.

Each agency received about \$115,500 — a third of the \$350,000 in coins forfeited in a drug trafficking case that sent two men to federal prison.

The money recognizes the agencies' work in a 17-month undercover investigation that broke up a thriving interstate marijuana and cocaine business run by Hale Thomas Bryson Jr.

Bryson told an undercover officer he had invested proceeds of drug sales in stocks, real estate and rare coins.

He agreed to buy 590 pounds of marijuana from the officer — using collectable gold and silver coins from Canada, South Africa and America's Civil War era. To complete the deal, he took coins out of safe deposit boxes in five Raleigh and Chapel Hill banks.

Bryson pleaded guilty to federal drug conspiracy charges. He was sentenced in August 1994 to 30 months in prison and ordered to pay a \$20,000 fine. The government seized the coins.

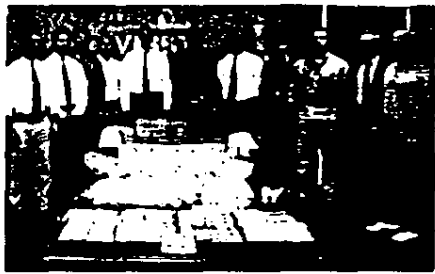
A co-conspirator, Charles Michael Best, was sentenced to 72 months in prison and an \$8,500 fine.

Wednesday's windfall came from the coins, which were sold at auction in Atlanta. U.S. Attorney Mark Calloway presented checks for \$115,470.24 each to police Chief Dennis Nowicki and SBI Supervisory Special Agent Jack Davis.

The remaining third of the coin money goes into the assets forfeiture account set up by the U.S. Department of Justice.

Deputy Police Chief Jack Boger said the department will set the money aside for computer equipment linking new district police offices with the law enforcement center under construction in uptown Charlotte.

"We don't use this for toys," Boger said of the forfeiture money. "We have used it in the past to pay for cars and crime lab equipment. Technology is a priority now."



Pictured are (left to right) SAs Brian Roepe, Gerard Senatore, Richard Schwein, Daniel Cavalori, SSA Allen Lance Emon, OCDETF Charlotte Mecklenburg Police Officer Thomas Hazleton, SA Erik Bowers, Squad Secretary Brenda Morgan, SAs Bart Boocoe, Gerard Sullivan and James Corcoran. Squad 3 has seized over \$3 million in cash, 2 million in contrabands and 1.7 million in real property in drug-related investigations during the last three years.

## Charlotte Case

**T**he Charlotte Office, Squad 3, is pictured displaying a recent seizure of cocaine and rare and gold coins brought to the scene of a reverse undercover operation by a trusting subject. The subject purchased these coins with drug profits he had made from smuggling shiploads of marijuana from South America to North Carolina in the 1970s. Through efforts of a cooperating witness and a Charlotte Mecklenburg Undercover Officer, the subject agreed to come out of retirement from his Key West playboy lifestyle to purchase 1,000 pounds of marijuana. He was planning on using the coins as payment for the load. Subsequently, this subject cooperated, surrendering over 1.8 million in drug profits including 1.1 million in cash from offshore accounts in Nassau, Bahamas.

## Working Together Works:

# Multi-agency Investigations

**O**ne thing is sure:

The business of illegal drugs is a complicated one. Most illegal drugs are grown and processed outside the United States...imported by sophisticated trafficking organizations... distributed across state and local lines by networks of secondary-level criminal organizations...and, ultimately, sold by street-level dealers to Americans, many of them kids.

A problem of this magnitude—with so many supporting players—obviously needs to be attacked simultaneously and at all geographic points by law enforcement agencies all over the world, working together. The FBI works many of its OC/Drug cases in conjunction with other law enforcement agencies at the local, state, federal, and international level. Many of these efforts have been formalized. For example:

### ★ Multi-agency drug task forces:

Special Agents from FBI field offices participate in drug task forces with state and local law enforcement officers all over the country. Some are ongoing and address a wide variety of drug-related crime problems within their communities. Others are case-specific and target certain criminals or criminal organizations—once the case is over, the task force disbands. Some task forces are formal—with signed Memoranda of Understanding (MOUs) that describe each agency's responsibilities; others may be a little less structured and operate under informal agreements. But, no matter what kind of task force it is, experience has shown that these multi-agency efforts really pay off.

### ★ The Southwest Border Project:

This recent initiative involves the FBI and DEA field offices along the U.S. southwest border. It targets four "core" Mexican criminal enterprises—those most closely linked to the Colombian drug cartels and that are primarily responsible for transporting and importing cocaine into the United States. This initiative uses extensive Title III wiretaps to identify—then analyze—the sophisticated communications systems used by the upper echelon members of these groups to conduct their business. Even though the Southwest Border Project is less than a year old, it's already resulted in a number of arrests and seizures. Assistance from other federal agencies, state and local law enforcement, and the Mexican authorities is key to its success.

### ★ The Organized Crime/Drug Enforcement Task Forces (OCDETF) Program:

OCDETF is a network of regionally-based task forces made up of federal, state, and local law enforcement officers and U.S. Attorneys. They specifically focus on large-scale drug-trafficking operations involving multinational suppliers, money launderers, and major domestic distribution organizations. OCDETFs have been responsible for some of the most successful drug investigations ever undertaken, including "Pizza Connection," "Polar Cap," "Whitemare," and "Cashweb/Expressway."

### ★ The Safe Streets Program:

Although technically part of the Violent Crimes and Major Offenders Program, "Safe Streets" is in the thick of the drug trade as it targets gang activity, kidnapping, extortion, and fugitives. This nationwide network of 131 operational task forces is made up of

719 FBI Agents, 916 police officers, and 150 other federal officers.

These task forces have achieved amazing success—since 1991, they've been responsible for the arrests of more than 93,000 criminals!

### ★ International efforts:

The FBI has tremendously strengthened its presence and cooperative links with foreign governments and law enforcement agencies in the past few years. (See *The Investigator* July/August 1994 issue on the Director's Eur-Russian trip and the November 1994 issue on the Italian-American Working Group.) In addition:

- The FBI has joined with the IACP, other U.S. agencies, and a number of foreign governments to open a training academy in Budapest for police in Eastern and Central Europe.
- The Bureau's Legat Program is expanding by leaps and bounds—the 23rd Legat office opened in Moscow last year. This year, the Bureau expects to open offices in Warsaw, Beijing, Cairo, Copenhagen, and Islamabad.
- Discussions are currently underway concerning proposals to open additional Legat offices in Eastern Europe, some republics of the former Soviet Union, the Middle East, Asia, and Latin America.
- FBI personnel have been assigned to DEA offices in Bangkok, Bogota, and Mexico City.