

From: Sue Polston <spolston@sunriseinasheville.org>
Sent: 7/21/2021 6:52:34 PM
To: Emma Welborn <ewelborn2@ashevillenc.gov>
Cc: Noland Brown <nbrown@ashevillenc.gov>
Subject: Re: **Concerns**

Hey there. I completely apologize for the delayed response. I had read it, spoke to our shelter coordinator & our staff then responded to you in my head and must have checked it off in my mind as if it was sent. Whoops!

I really do appreciate you reaching out directly to me and letting me know about this situation. I do take this seriously & since reading this I've had additional conversations with our (hotel) shelter staff and have made it clear that we do play nice with APD. It is a bitter sweet thought for some of us that have prior criminal records and may have not had great experiences with police in general. It's important to me & our board of directors that Sunrise has and continues a good working relationship with APD & Buncombe County officers. As of last week Axis is no longer there and Sunrise is staffing 2-3 peers from 8p-8a each night. Please don't hesitate to contact me anytime, especially if you or anyone from your team experience any issues with our staff. I can be reached quicker by text or call @828-205-1205.

Additional backup contact info regarding the Ramada:
Ashley Lung Shelter Coordinator 828-475-9952 alung@sunriseinasheville.org

I really appreciate all that law enforcement & first responders do for the safety & wellbeing of our community. I can imagine the day to day is hard, tough & heavy. Rarely anyone calls the police when things are going great. Here's my call to you all just to say THANK YOU! 🙏🙏🙏🙏

Sue Polston, NCCPSS
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On Mon, Jun 28, 2021, 10:39 PM Emma Welborn <ewelborn2@ashevillenc.gov> wrote:

Ms. Polston,
This is Ofc. Welborn with the Asheville Police Department and the purpose of this email is to address some issues and concerns that some East Asheville officers are having with a Sunrise employee that is currently working at the Ramada Inn, located at 148 River Ford Pkwy. As you know, the Ramada Inn has taken on the great task of housing some of our Asheville homeless individuals and are working closely with your organization to offer services to these individuals, but with this new relocation, this has increased APD's call for service volume to this location.

Officers have been responding to different types of calls at this location and officers have also been asked by the Ramada Inn staff members and the Axis Security officers to conduct extra checks around the property, especially during the night. Recently, officers have recovered multiple stolen vehicles from this property and have had to take multiple Sunrise participants into custody. Here is the major issue we are running into at this location during later hours. There is a male employee there that goes by 'Knowledge', that is acting, in our opinion outside of his realm of responsibility, on behalf of Sunrise. Multiple officers have been told by this employee that they are not to go into "his buildings" and have been given the run around during criminal investigations on site. He has also advised the Axis security officers to not work with law enforcement during these incidents as well, so officers are only getting cooperation from Ramada Inn personnel. Officers understand if the employee does not like police presence, but we want to work toward a professional relationship with Sunrise employees, especially when we are responding out there an increased amount.

APD officers are doing their very best to ensure the safety of the citizens of Asheville, which includes the Sunrise participants, employees, Ramada Inn employees, and the other guests at this hotel. APD officers cannot turn a blind eye to these felony incidents that are occurring in their presence, so we are simply asking for some type of change to occur. We cannot adequately respond to calls for service and conduct criminal investigations to keep this property safe when these incidents are being obstructed by a Sunrise employee. We appreciate you reading this email and we are looking for a change to be made in the future to ensure that calls for service can be handled appropriately, without any issues.

Thank you for your time,
Ofc. Welborn