

OFFICE OF COMMUNITY COMPLAINTS MONTHLY REPORTS

All OCC Complaints Received in April - 2020/2019

Complaint Category	April 2020	April 2019	Monthly Difference	YTD 2020	YTD 2019	YTD Difference
Bias-Based Policing	0	0	0	0	3	-3
Discourtesy	2	1	1	4	10	-6
Excessive Use of Force	3	1	2	7	7	0
Harassment	3	0	3	4	8	-4
Improper Member Conduct	0	2	-2	11	24	-13
Improper Procedure	10	6	4	21	37	-16
Not Yet Determined	2	0	2	0	0	0
TOTAL	20	10	10	72	89	-17
			100.0%			-19.1%

Listed below are the received complaints distributed between the Office of Community Complaints and the Internal Affairs Unit for February, March, and April 2020/2019. These numbers DO NOT include the complaints listed above as Not Yet Determined.

	<i>Number of Complaints Received by OCC</i>	<i>Number/Percentage of Complaints Forwarded to IAU</i>	<i>Number/Percentage of Complaints Handled as NIC's by OCC</i>
2020			
February	13	8 61.5%	5 38.5%
March	19	11 57.9%	8 42.1%
April	20	14 70.0%	4 20.0%
TOTAL	52	33 63.5%	17 32.7%
2019			
February	30	17 56.7%	13 43.3%
March	19	9 47.4%	10 52.6%
April	10	5 50.0%	5 50.0%
TOTAL	59	31 52.5%	28 47.5%

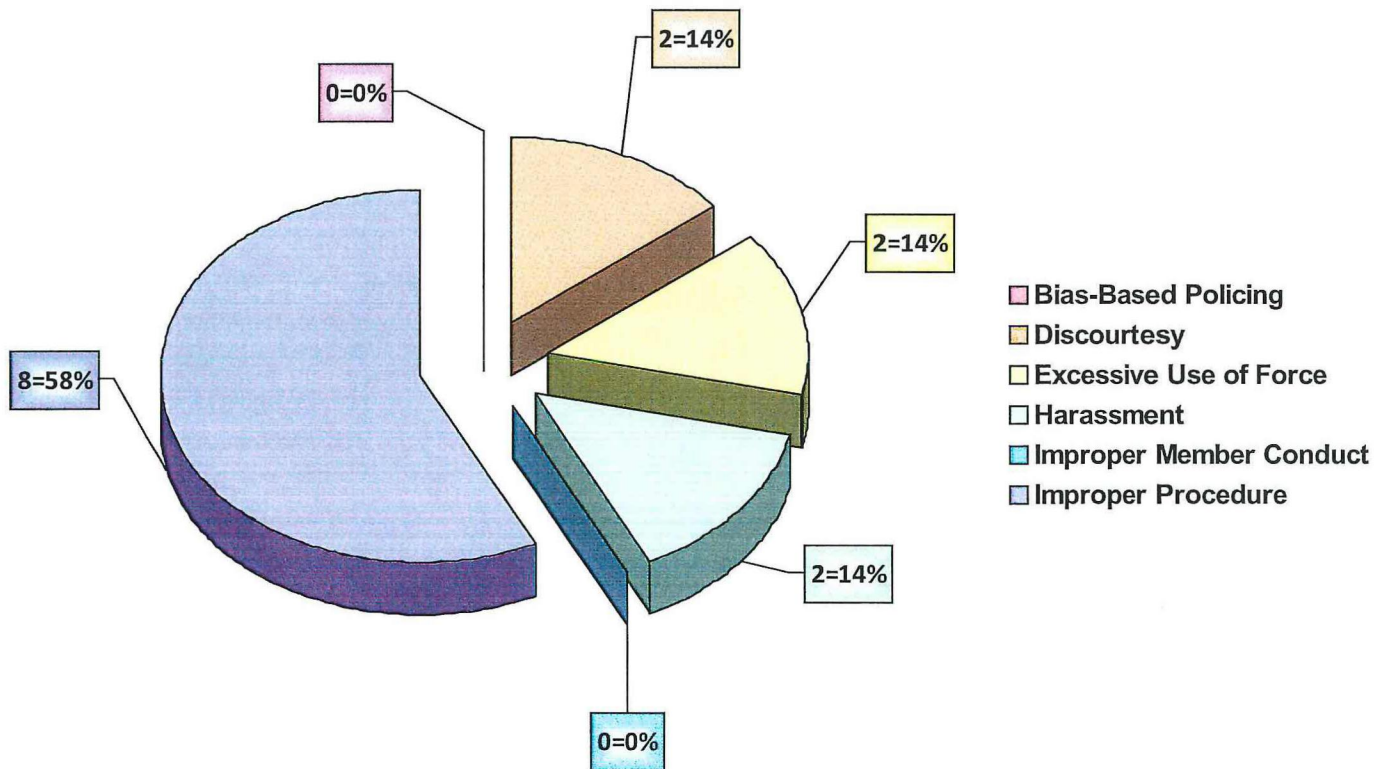
Community complaints alleging improper actions are classified in one of the following six (6) defined categories:

- 1. Bias-Based Policing – Circumstances where the police actions of a member were substantially based on the race, ethnicity, gender, age, sexual orientation, religious beliefs, disabilities, or national origin of a person, rather than upon lawful and appropriate police procedures.**
- 2. Discourtesy – Circumstances where the actions or statements of a Department member were in violation of the Code of Ethics or Rules of Conduct of the Department based upon the context of the contact with the complainant. For example, the use of ethnic slurs would be classified as discourtesy.**
- 3. Excessive Use of Force – Circumstances where a member of the Department used more force than is reasonably necessary to arrest a suspect, take a suspect into custody, stop a suspect for investigation, control a situation, restore order, or maintain discipline.**
- 4. Harassment – Circumstances where a member of the Department has had repeated or continued contact with a person without lawful police justification.**
- 5. Improper Member Conduct – Circumstances where the behavior of a member was unprofessional, unjustified, beyond the scope of the authority of the member, unauthorized by Department procedures, or constituted an unreasonable lack of police service.**
- 6. Improper Procedure – Circumstances where an administrative or procedural requirement was not met. This includes, but is not limited to, improper search and seizure, omission of the Miranda Warning where required, etc.**

Complaints Sent to IAU in April - 2020/2019

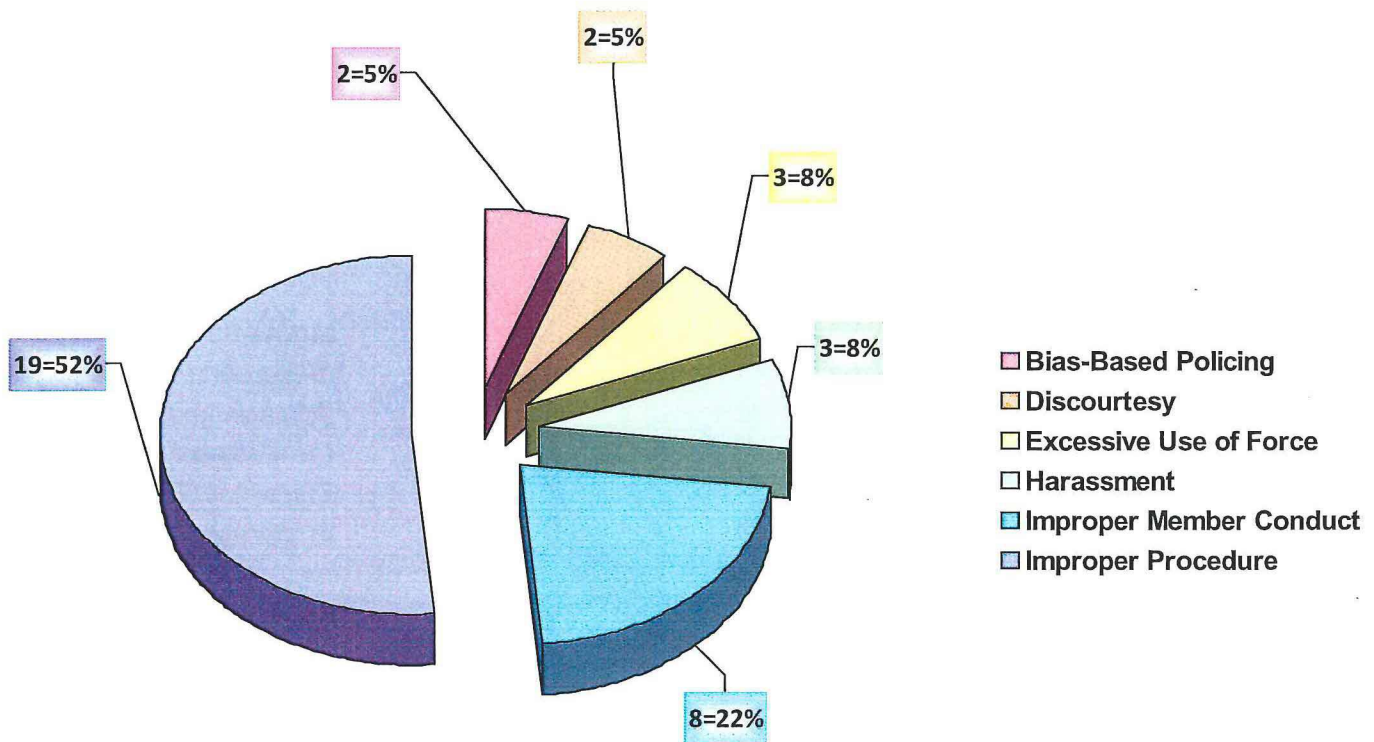
Complaint Category	April 2020	April 2019	Monthly Difference	YTD 2020	YTD 2019	YTD Difference
Bias-Based Policing	0	0	0	0	3	-3
Discourtesy	2	1	1	4	5	-1
Excessive Use of Force	2	1	1	7	6	1
Harassment	2	0	2	4	1	3
Improper Member Conduct	0	2	-2	11	14	-3
Improper Procedure	8	1	7	21	16	5
TOTAL	14	5	9	47	45	2

Complaints Sent to IAU in April - 2020



Resolved Complaints Investigated by IAU For April - 2020

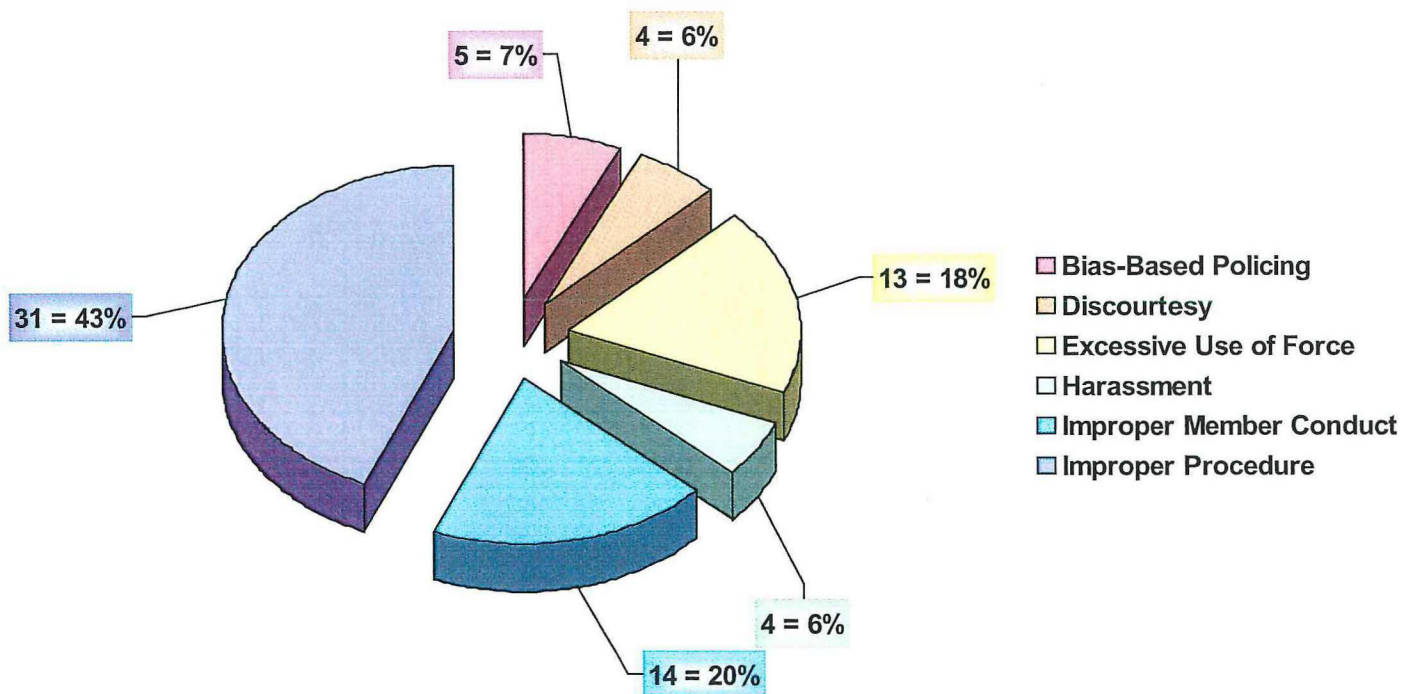
Complaint Category	Withdrawn	Non Cooperation	*Closed	Resolved w/o Investigation	Exonerated	Not Sustained	Sustained	TOTAL
Bias-Based Policing	0	0	0	0	2	0	0	2
Discourtesy	0	0	0	0	0	2	0	2
Excessive Use of Force	0	0	0	0	2	1	0	3
Harassment	0	0	0	0	3	0	0	3
Improper Member Conduct	0	1	0	0	2	5	0	8
Improper Procedure	1	2	2	0	4	10	0	19
TOTAL	1	3	2	0	13	18	0	37



* Closed – The complaint was closed due to the following circumstances: lack of jurisdiction, no violation of policy or procedure, pending litigation, complainant anonymity, past 90 day filing, or third-party complaint

Resolved Complaints Investigated by IAU (YTD) For April - 2020

Complaint Category	Withdrawn	Non Cooperation	*Closed	Resolved w/o Investigation	Exonerated	Not Sustained	Sustained	TOTAL
Bias-Based Policing	0	0	1	0	4	0	0	5
Discourtesy	0	1	1	0	0	2	0	4
Excessive Use of Force	0	5	3	0	3	2	0	13
Harassment	0	0	0	0	4	0	0	4
Improper Member Conduct	0	3	0	1	5	5	0	14
Improper Procedure	1	7	5	0	7	11	0	31
TOTAL	1	16	10	1	23	20	0	71

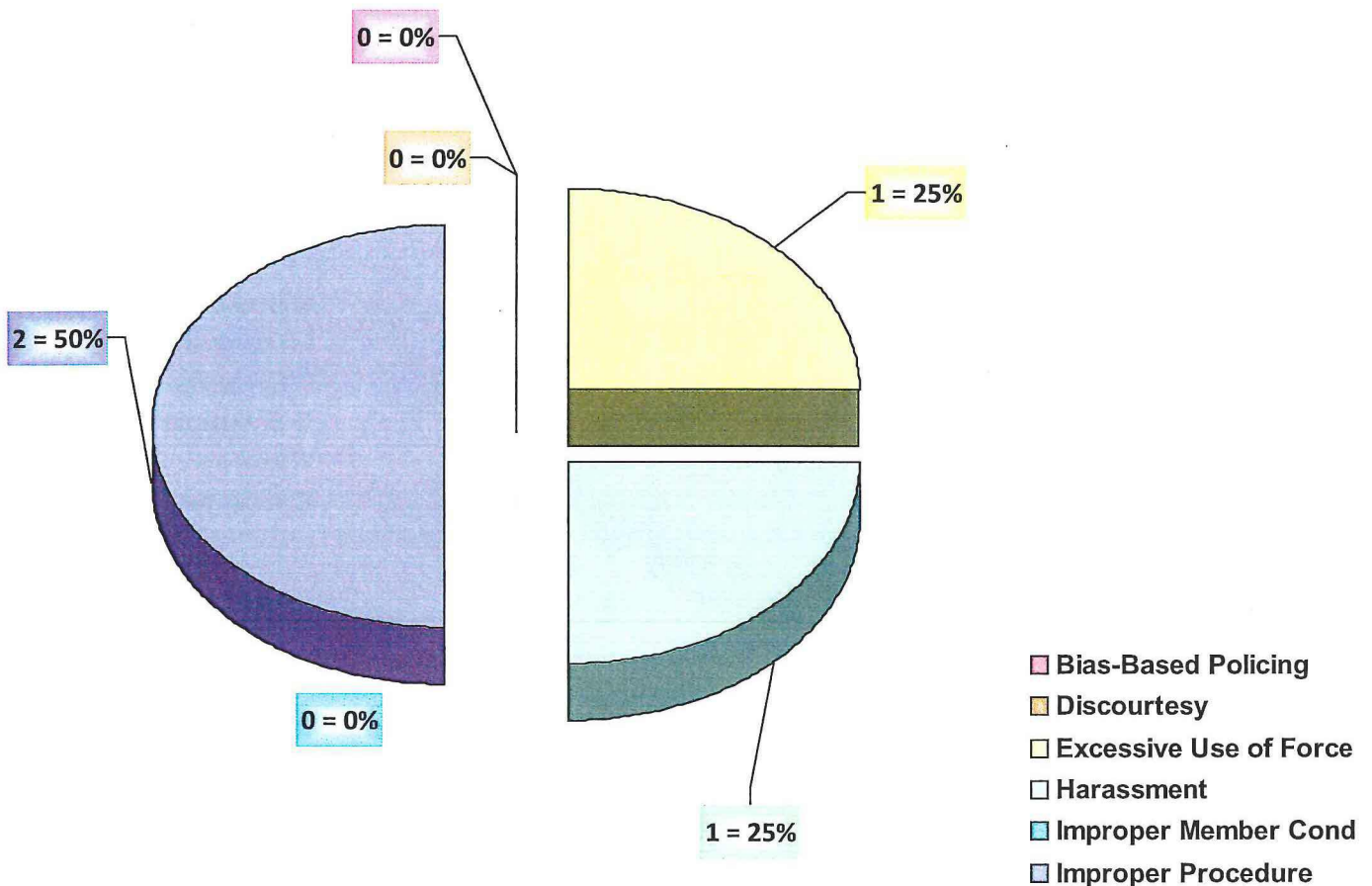


* Closed – The complaint was closed due to the following circumstances: lack of jurisdiction, no violation of policy or procedure, pending litigation, complainant anonymity, past 90 day filing, or third-party complaint

NIC Complaints Received For April - 2020/2019

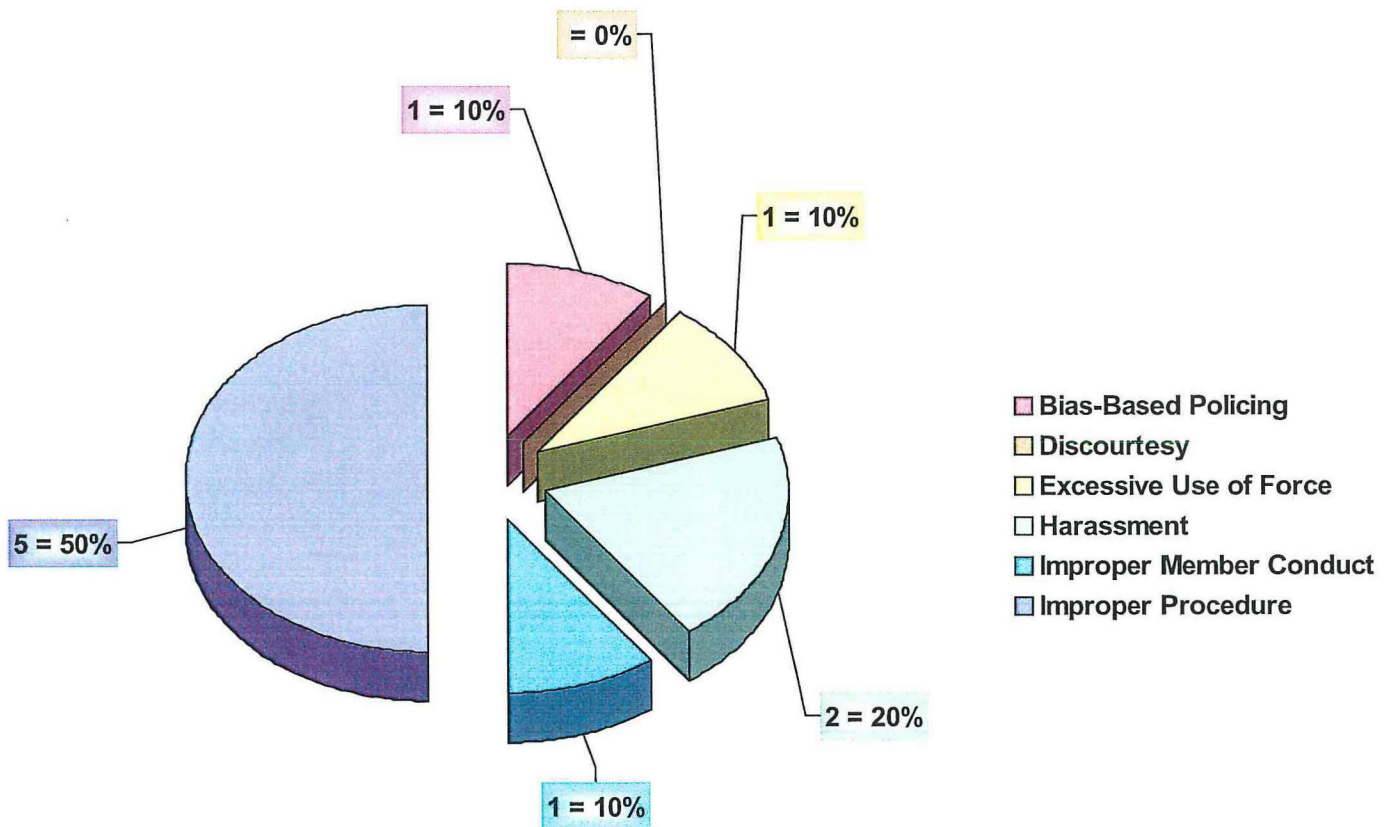
Complaint Category	April 2020	April 2019	Monthly Difference	YTD 2020	YTD 2019	YTD Difference
Bias-Based Policing	0	0	0	2	0	2
Discourtesy	0	0	0	1	5	-4
Excessive Use of Force	1	0	1	1	1	0
Harassment	1	0	1	1	7	-6
Improper Member Conduct	0	0	0	2	10	-8
Improper Procedure	2	5	-3	15	21	-6
TOTAL	4	5	-1	22	44	-22

NIC Complaints For April - 2020



Resolved NIC Complaints For April - 2020

Complaint Category	Withdrawn	Non Cooperation	*Closed	**Resolved Without Investigation	TOTAL
Bias-Based Policing	0	0	0	1	1
Discourtesy	0	0	0	0	0
Excessive Use of Force	0	0	1	0	1
Harassment	0	0	2	0	2
Improper Member Conduct	0	1	0	0	1
Improper Procedure	0	2	1	2	5
TOTAL	0	3	4	3	10

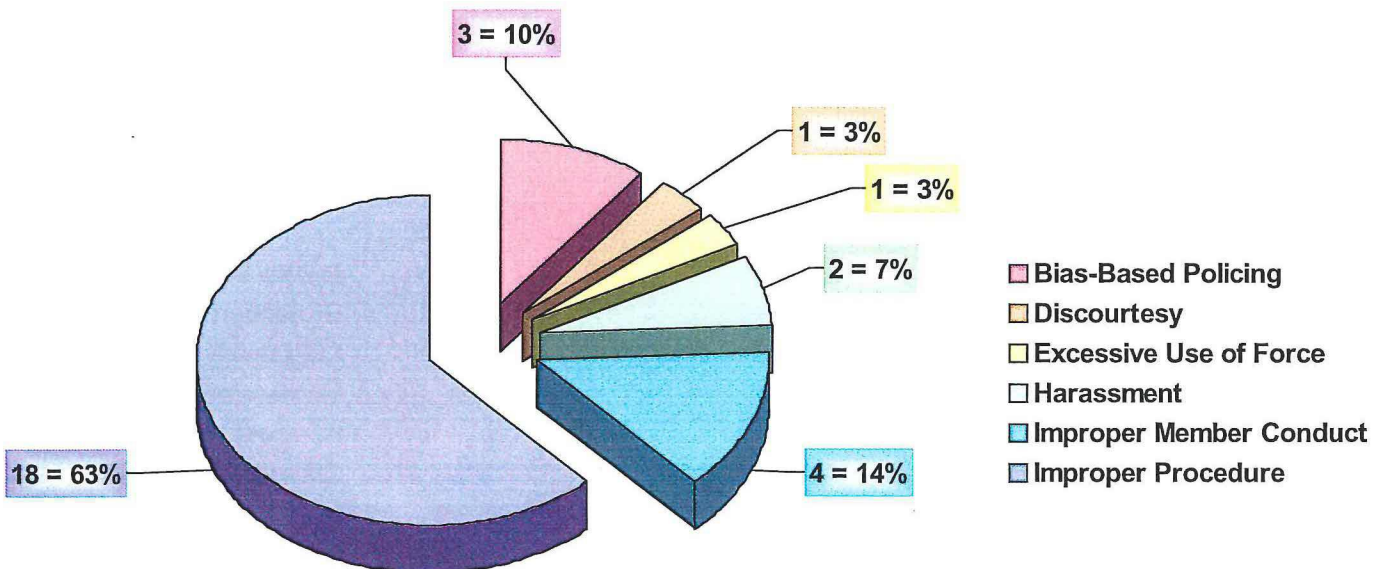


* Closed – The complaint was closed due to the following circumstances: lack of jurisdiction, no violation of policy or procedure, pending litigation, complainant anonymity, past 90 day filing, or third-party complaint

** Resolved without Investigation – Any complaint which is mediated, conciliated or resolved prior to the IAU investigation

Resolved NIC Complaints (YTD) For April - 2020

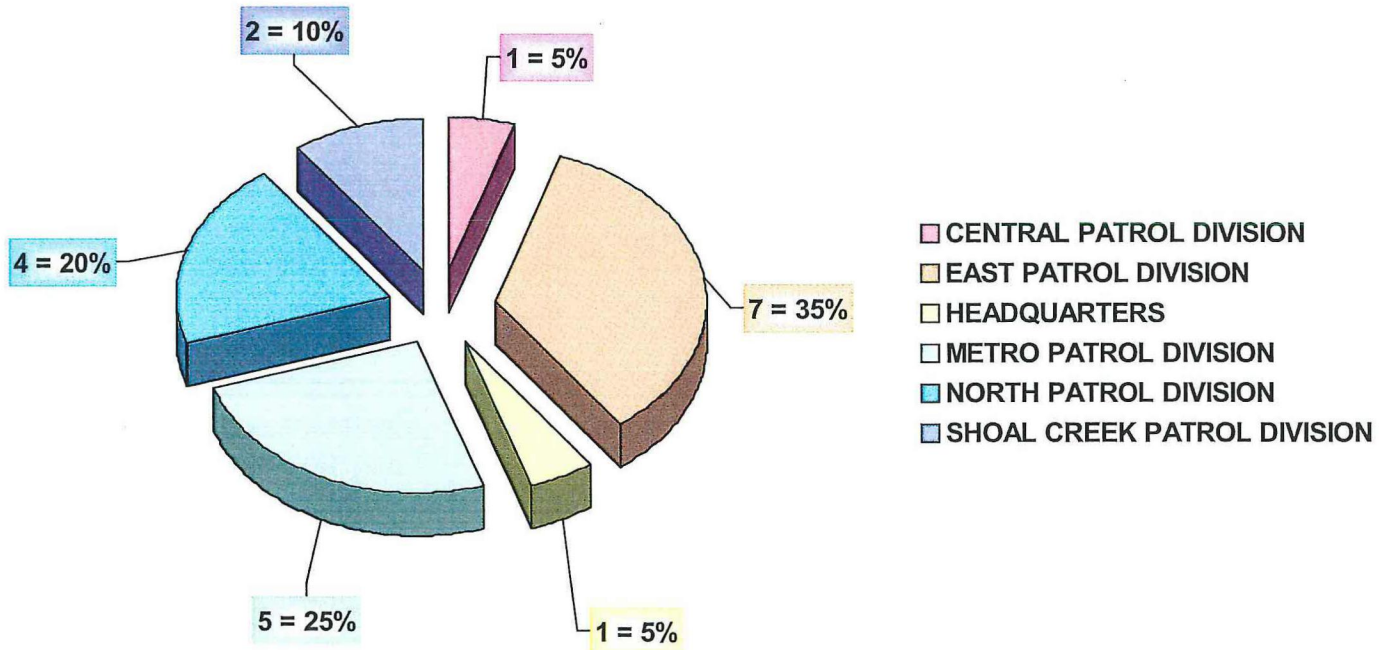
Complaint Category	Withdrawn	Non Cooperation	*Closed	**Resolved Without Investigation	TOTAL
Bias-Based Policing	0	0	1	2	3
Discourtesy	0	1	0	0	1
Excessive Use of Force	0	0	1	0	1
Harassment	0	0	2	0	2
Improper Member Conduct	0	1	2	1	4
Improper Procedure	0	4	6	8	18
TOTAL	0	6	12	11	29



* Closed – The complaint was closed due to the following circumstances: lack of jurisdiction, no violation of policy or procedure, pending litigation, complainant anonymity, past 90 day filing, or third-party complaint

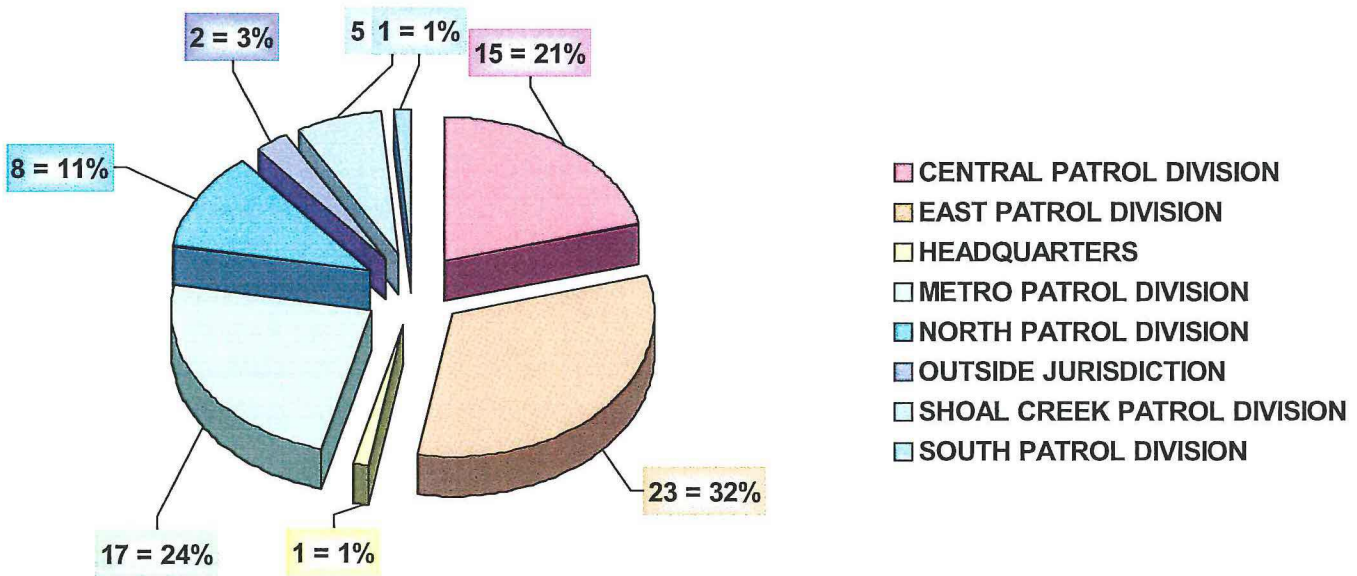
Complaints By Division Of Occurrence For April - 2020

Division	Count
CENTRAL PATROL DIVISION	1
EAST PATROL DIVISION	7
HEADQUARTERS	1
METRO PATROL DIVISION	5
NORTH PATROL DIVISION	4
SHOAL CREEK PATROL DIVISION	2
TOTAL	20



Complaints By Division Of Occurrence (YTD) For April - 2020

Division	Count
CENTRAL PATROL DIVISION	15
EAST PATROL DIVISION	23
HEADQUARTERS	1
METRO PATROL DIVISION	17
NORTH PATROL DIVISION	8
OUTSIDE JURISDICTION	2
SHOAL CREEK PATROL DIVISION	5
SOUTH PATROL DIVISION	1
TOTAL	72



Complaints Filed By Location For April - 2020

<i>LocationFiled</i>	<i>IAU Investigation</i>	<i>Non-Investigation</i>	<i>Total By Location</i>
E-MAIL	5	0	5
EPD	1	2	3
MAIL-IN	0	1	1
MPD	2	1	3
OCC	1	1	2
ONLINE	1	1	2
Phone-In	4	0	4
<i>TOTALS</i>	14	6	20

Complaints Filed By Location (YTD) For April - 2020

<i>LocationFiled</i>	<i>IAU Investigation</i>	<i>Non-Investigation</i>	<i>Total By Location</i>
AD HOC	2	1	3
CPD	4	0	4
E-MAIL	15	3	18
EPD	2	5	7
HQ	1	2	3
MAIL-IN	1	1	2
MPD	4	4	8
NPD	3	0	3
OCC	8	7	15
ONLINE	1	1	2
Phone-In	5	0	5
SCPD	1	0	1
SPD	0	1	1
<i>TOTALS</i>	47	25	72