

Complaint Analysis Summary 2015

The purpose of this report is to analyze and summarize the citizen complaints against officers as well as internal complaints. A total of 10 complaints were filed during the 2015 calendar year. Six complaints were received from outside the department during this period. The complaints received were on 5 full-time patrol officers and CIT officer. The complaints initiated by the Monroe Police Department totaled 4.

Breakdown of complaints by type and finding:

Conduct Standards: 8

Exonerated: 0 Substantiated: 8 Unable to Verify: 0 Unfounded: 0

Policy Violations: 2

Exonerated: 0 Substantiated: 2 Unable to Verify: 0 Unfounded: 0

All 10 complaints received during the 2015 calendar year were substantiated.

Explanation of complaint dispositions:

Exonerated: The act which provided the basis for the complaint or allegation occurred; however, investigation revealed that they were justified, lawful and proper.

Substantiated: The investigation disclosed sufficient evidence to prove clearly the allegation made in the complaint.

Unfounded: The allegation is false. The alleged incident never took place.

Unable to Verify: The investigation failed to disclose sufficient evidence to prove the allegation made in the complaint.

Complaint Resolution Time:

Complaint resolution time is the time that it takes to investigate the complaint. It is measured with the starting day as being the date reported; the date the investigator and the involved member are notified of the complaint/investigation. The ending date is the date that the complainant notification is mailed.

Complaint Resolution Time:

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| Longest | 231 days |
| Shortest | 1 days |
| Average | 32.9 days |

The goal of these investigations is to produce a thorough analysis of each incident in an expeditious fashion to allay the concerns of the citizen complainant and also to correct any identified deficiencies on the part of our members. The resolution period of 30 days has been set as a goal for investigators handling these complaints. If the complaint cannot be handled within that time period, a request for extension must be made and authorized by the Chief of Police. The longest resolution of a complaint was 231 days. In this case, the officer was involved in a vehicle accident on the job. He received workers' compensation and was on light duty. Chief Gilliard made the decision to wait until the officer was back on full duty before issuing discipline to him.

Calls for Service and Population to Complaint Ratio:

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|-----------------------------|----------|
| CY – 2015 Calls for Service | 64,538 |
| CY – 2015 Complaints | 10 |
| Call to Complaint Ratio | 32,269:5 |