

# CITIZEN COMPLAINT OVERSIGHT PANEL - 12

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## MISSION AND SERVICES

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**Mission** - The Citizen Complaint Oversight Panel provides evaluation and monitoring of police misconduct investigations and community relations services to County residents, citizens and visitors in order to ensure police transparency and accountability.

**Core Services** -

- Evaluation and monitoring of all police misconduct investigations including use of force as well as intentional and accidental firearms discharge
- Community relations liaison during the complaint process and facilitator of educational forums

**Strategic Focus in FY 2014** -

The agency's top priorities in FY 2014 are:

- Increase the percent of the Police Department's officer misconduct investigations that satisfactorily meet the panel's standards for impartiality, thoroughness and appropriateness by ensuring that the Chief of Police receives feedback for investigations rated below satisfactory
- Increase the number of panel community relations activities completed by attending or conducting two to four community outreach and information activities in order to facilitate public awareness

## FY 2014 BUDGET SUMMARY

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The FY 2014 approved budget for the Citizen Complaint Oversight Panel is \$229,800, a decrease of \$23,300 or 9.2% under the FY 2013 approved budget.

**Budgetary Changes** -

<b>FY 2013 APPROVED BUDGET</b>	<b>\$253,100</b>
Decrease in telephone	(\$400)
Decrease in office automation charges	(\$1,400)
Decrease in compensation to remove one-time enhancement	(\$1,800)
Fringe benefits as a percentage of compensation changes from 26.8% to 24.7%	(\$2,900)
Decrease in contracts for legal services	(\$16,800)
<b>FY 2014 APPROVED BUDGET</b>	<b>\$229,800</b>

## SERVICE DELIVERY PLAN AND PERFORMANCE

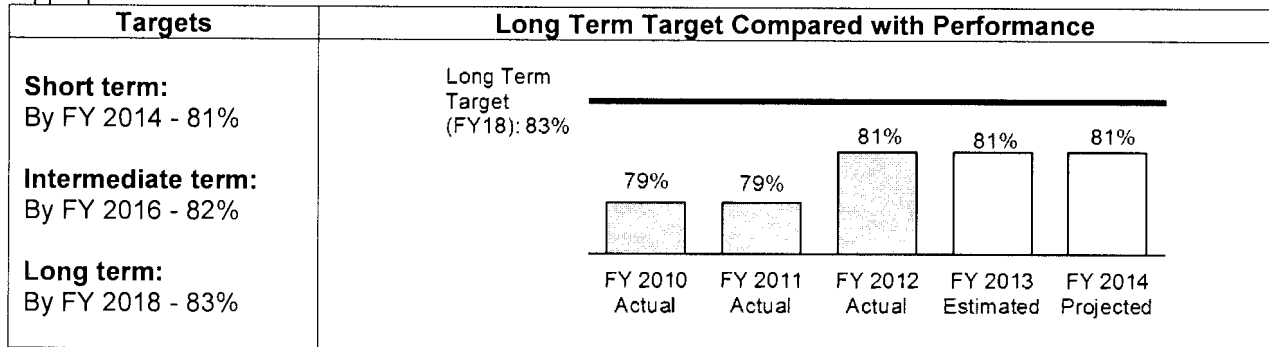
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**GOAL 1** - To provide evaluation and monitoring of the Police Department's misconduct investigations for County residents, citizens and visitors in order to ensure the investigations of misconduct complaints are thorough, impartial and resolved appropriately.

# CITIZEN COMPLAINT OVERSIGHT PANEL –12

# GENERAL FUND

**Objective 1.1** - Increase the percent of the Police Department's officer misconduct investigations reviewed that satisfactorily meet the panel's standards for impartiality, thoroughness and appropriateness.



**Trend and Analysis** - The panel monitors and evaluates the Police Department's investigations for police officers' misconduct. Feedback is provided to the Chief of Police for purposes of training and policy changes that will improve the investigative process. The number of meetings conducted varies based on the complexity of the case. The panel meets with the department on at least a quarterly basis to discuss noted trends and issues. One significant issue impacting CCOP's workload was a change in the way the department categorized incoming complaints for investigations. A new category called FCIQ or Field Case Inquiries was implemented in FY 2011. This new process resulted in some complaints that were not processed for full investigations or referred to the CCOP for review. Under the prior process, these would have been full investigations for which the CCOP conducted reviews and made recommendations. Although it began in FY 2011, the CCOP did not become aware of the new process until the 1<sup>st</sup> quarter of FY 2012, when the CCOP observed a significant decrease in the number of investigations received. This was discussed with the department and the FCIQ process was modified to reflect the CCOP's concerns regarding the types of complaints that were being deflected to the FCIQ process. In FY 2012 and FY 2013, a panel member position continued to remain vacant resulting in fewer resources for conducting reviews. The percentage of recommendations implemented by the Chief of Police increased from 33% to 34%. The panel considers an acceptance rate by the Chief of 35%-45% for this type of recommendation to be in accordance with the national standard.

# CITIZEN COMPLAINT OVERSIGHT PANEL - 12

# GENERAL FUND

## Performance Measures -

Measure Name	FY 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimated	FY 2014 Projected
<b>Resources (input)</b>					
Number of panel members	6	6	6	6	7
<b>Workload, Demand and Production (output)</b>					
Number of panel meetings	59	53	53	53	53
Number of investigations received for review	228	177	140	228	245
Number of allegations reviewed	897	588	393	556	588
Number of reviewed investigations requiring follow-up for policy, training and investigative concerns	12	7	9	7	7
Number of police misconduct investigations reviewed	197	177	144	252	260
<b>Efficiency</b>					
Average number of police misconduct investigations reviewed each meeting	3.3	3.3	2.7	4.8	4.9
<b>Quality</b>					
Percent of cases reviewed in 40 days	96%	91%	97%	98%	98%
Percent of panel recommendations to mitigate police misconduct that are implemented by the Chief of Police	33%	32%	34%	34%	35%
<b>Impact (outcome)</b>					
Percent of the Police Department's officer misconduct investigations reviewed that satisfactorily meet the Panel's standards for impartiality, thoroughness and appropriateness	79%	79%	81%	81%	81%

## Strategies to Accomplish the Objective -

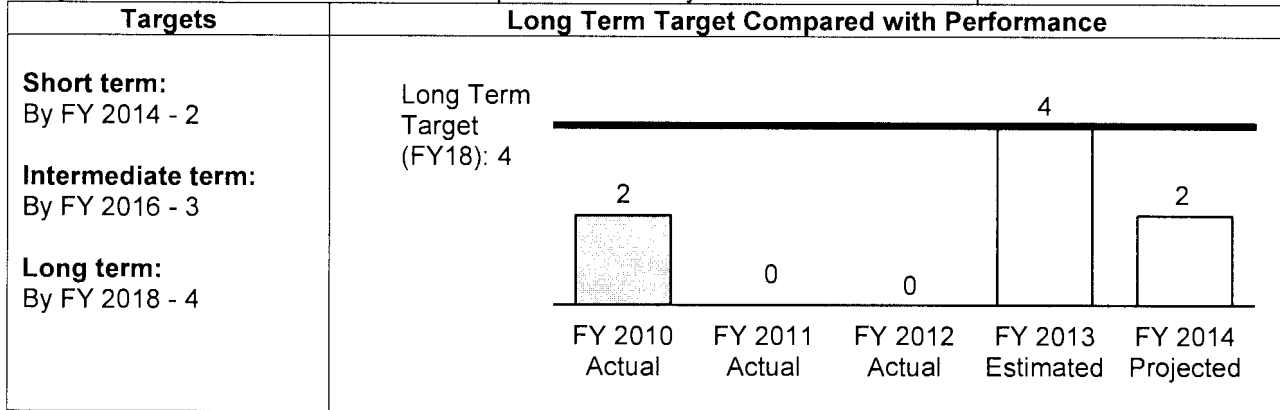
- **Strategy 1.1.1** - Ensure that the Chief of Police receives feedback for investigations rated below satisfactory by submitting detailed letters for each affected case and meeting with Chief at least twice per year to discuss ways to mitigate
- **Strategy 1.1.2** - Ensure that panel members are able to provide consistent and impartial reviews and recommendations by utilizing guides established by the National Association for Civilian Oversight of Law Enforcement
- **Strategy 1.1.3** - Provide training to all panel members in order to ensure they have the knowledge, skills, and abilities to effectively review and evaluate at least three specific categories of investigations

# CITIZEN COMPLAINT OVERSIGHT PANEL –12

# GENERAL FUND

**GOAL 2** - To provide community relations services to County residents, citizens and visitors in order to promote awareness of the County's police accountability and transparency process.

**Objective 2.1** - Increase the number of panel community relations activities completed.



**Trend and Analysis** - Through outreach events the panel provides information on police accountability, which strengthens the relationship between the police and the public. The panel either conducts or receives requests to participate in several community relations activities, including sessions with community and human and civil rights groups. In FY 2011-12, there were no surveys provided to event participants. Due to a vacancy on the panel and the availability of panel members and staff to attend events, no events were attended in FY 2011 and FY 2012. However, the agency is projecting to attend at least two events per year in FY 2013 and FY 2014.

**Performance Measures -**

Measure Name	FY 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimated	FY 2014 Projected
<b>Resources (input)</b>					
Number of panel members and staff available to participate in community relations activities	3	3	4	4	4
<b>Workload, Demand and Production (output)</b>					
Number of requests received or identified for community outreach or activities	10	6	4	4	4
<b>Efficiency</b>					
Average number of community relations activity opportunities per available staff and panel members	3.3	2.0	1.0	1.0	1.0
<b>Quality</b>					
Percent of participants rating community relations events as "useful"	N/A	N/A	N/A	95%	95%
<b>Impact (outcome)</b>					
Number of panel community relations activities completed	2	0	0	4	2

**Strategies to Accomplish the Objective -**

- **Strategy 2.1.1** - Attend or conduct two to four community outreach and information activities annually in order to facilitate public awareness of the CCOP and its functions
- **Strategy 2.1.2** - Partner with County education, media and community organizations to reach more citizens and residents and broaden the community's knowledge of the CCOP
- **Strategy 2.1.3** - Increase the utilization of the County's website to provide information about the Panel's operations, community relations activities and resources regarding police oversight and accountability

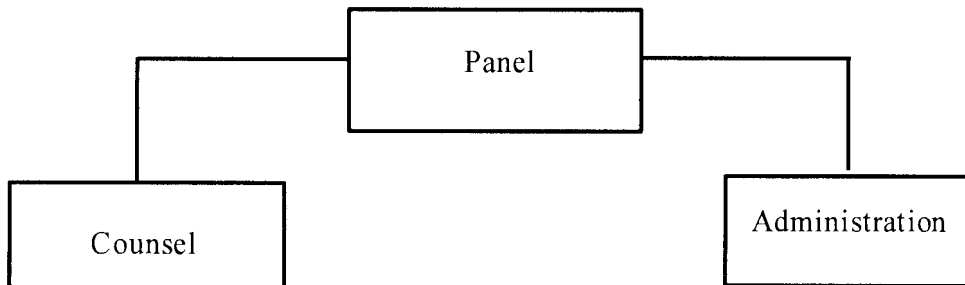
**FY 2013 KEY ACCOMPLISHMENTS**

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- Began the process for obtaining certification credentials for staff and panel members through the National Association for Civilian Oversight of Law Enforcement (NACOLE).
- Provided assistance to the Calvert County Office of the Sheriff's exploratory efforts for establishing a law enforcement oversight component.
- Attended the NACOLE annual professional training conference in San Diego.

**ORGANIZATIONAL CHART**

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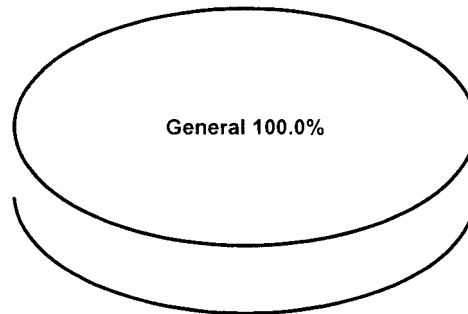
# CITIZEN COMPLAINT OVERSIGHT PANEL - 12

## FUNDS SUMMARY

	FY2012 ACTUAL	FY2013 BUDGET	FY2013 ESTIMATED	FY2014 APPROVED	CHANGE FY13-FY14
<b>TOTAL EXPENDITURES</b>	\$ 227,146	\$ 253,100	\$ 232,700	\$ 229,800	-9.2%
<b>EXPENDITURE DETAIL</b>					
Citizen Complaint Oversight Panel	227,146	253,100	232,700	229,800	-9.2%
Recoveries	0	0	0	0	0%
<b>TOTAL</b>	\$ 227,146	\$ 253,100	\$ 232,700	\$ 229,800	-9.2%
<b>SOURCES OF FUNDS</b>					
General Fund	\$ 227,146	\$ 253,100	\$ 232,700	\$ 229,800	-9.2%
Other County Operating Funds:					
<b>TOTAL</b>	\$ 227,146	\$ 253,100	\$ 232,700	\$ 229,800	-9.2%

### FY2014 SOURCES OF FUNDS

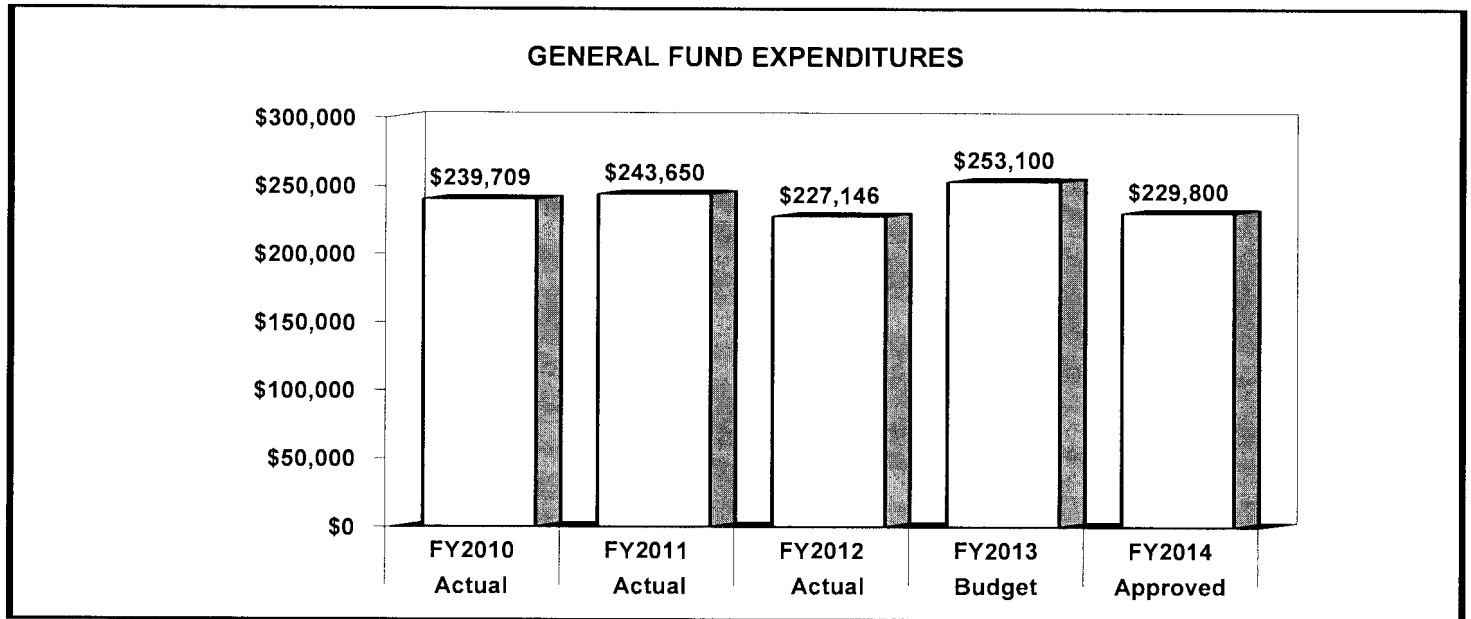
This agency's funding is derived solely from the County's General Fund.



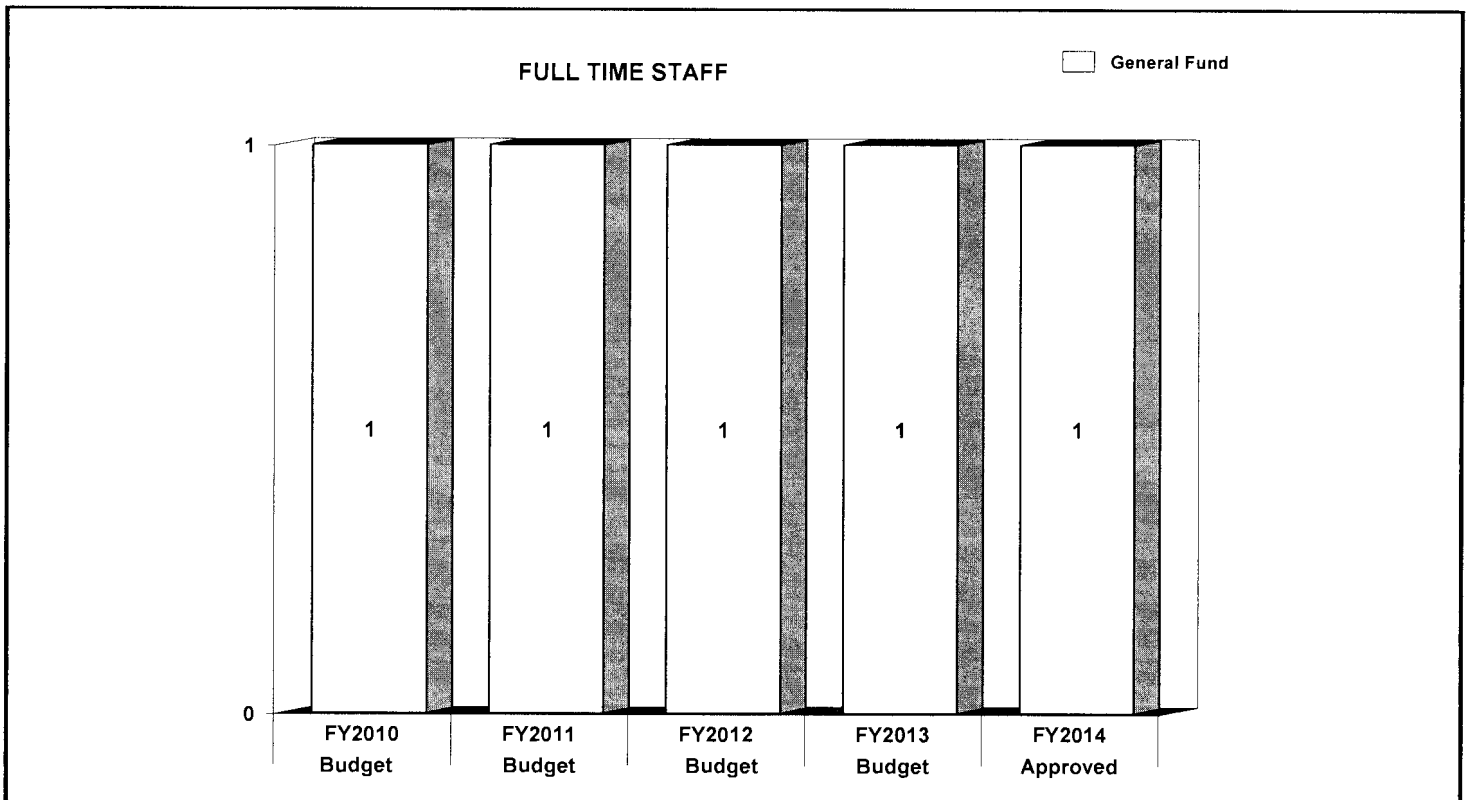
**STAFF SUMMARY**

	FY2012 BUDGET	FY2013 BUDGET	FY2014 APPROVED	CHANGE FY13-FY14
<b>GENERAL FUND STAFF</b>				
Full Time - Civilian	1	1	1	0
Full Time - Sworn	0	0	0	0
Part Time	1	1	1	0
Limited Term	0	0	0	0
<b>OTHER STAFF</b>				
Full Time - Civilian				
Full Time - Sworn				
Part Time				
Limited Term Grant Funded				
<b>TOTAL</b>				
Full Time - Civilian	1	1	1	0
Full Time - Sworn	0	0	0	0
Part Time	1	1	1	0
Limited Term	0	0	0	0

POSITIONS BY CATEGORY	FULL TIME	PART TIME	LIMITED TERM
Administrative Support	0	1	0
Administrative Specialist	1	0	0
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>0</b>



The agency's expenditures decreased 5.2% from FY 2010 to FY 2012. This decrease is primarily driven by operating expenses due to foregoing the annual training conference. The FY 2014 approved budget is 9.2% less than the FY 2013 approved budget.



The agency's staffing complement remained the same from FY 2010 to FY 2013. The FY 2014 staffing totals remain unchanged.



# CITIZEN COMPLAINT OVERSIGHT PANEL - 12

## GENERAL FUND

	FY2012 ACTUAL	FY2013 BUDGET	FY2013 ESTIMATED	FY2014 APPROVED	CHANGE FY13-FY14
<b>EXPENDITURE SUMMARY</b>					
Compensation	\$ 118,780	\$ 118,600	\$ 118,600	\$ 116,800	-1.5%
Fringe Benefits	28,496	31,800	29,300	28,900	-9.1%
Operating Expenses	79,870	102,700	84,800	84,100	-18.1%
Capital Outlay	0	0	0	0	0%
	<b>\$ 227,146</b>	<b>\$ 253,100</b>	<b>\$ 232,700</b>	<b>\$ 229,800</b>	<b>-9.2%</b>
Recoveries	0	0	0	0	0%
<b>TOTAL</b>	<b>\$ 227,146</b>	<b>\$ 253,100</b>	<b>\$ 232,700</b>	<b>\$ 229,800</b>	<b>-9.2%</b>
<b>STAFF</b>					
Full Time - Civilian	-	1	-	1	0%
Full Time - Sworn	-	0	-	0	0%
Part Time	-	1	-	1	0%
Limited Term	-	0	-	0	0%

In FY 2014, compensation costs decreased to align with actual salaries. Fringe benefit expenditures decrease 9.1% under the FY 2013 budget to reflect actual expenses.

Operating expenses decrease 18.1% under the FY 2013 budget due to a decrease in office automation charges and a reduction in the legal services contract.

MAJOR OPERATING EXPENDITURES FY2014	
General and Administrative	\$ 67,300
Contracts	
Office Automation	\$ 12,600
Operating and Office Supplies	\$ 1,500
Training	\$ 1,000
Printing and Reproduction	\$ 1,000

