



REPORT TO HUMAN RELATIONS COMMISSION

FROM: Anthony Cobb, Chief of Police

DATE: February 29, 2016

SUBJECT: Summary of Police Department Citizen Complaints, 2015

INTRODUCTION

The internal affairs function of the Champaign Police Department is overseen by the Office of Professional Standards and serves directly under the Chief of Police. The internal affairs function is important for the maintenance of professional conduct in a law enforcement agency. The integrity of the agency is dependent upon the personal integrity and discipline of each employee, and the public image of the agency is in large part determined by the quality of the internal affairs function in responding to allegations of misconduct.

The purpose of this report is to provide an overview of the internal affairs process used by the Champaign Police Department and to provide comment on citizen input in both positive and negative data collected for 2015. The thorough and fair investigation of all citizen complaints, regardless of their source, remains a top priority for the Champaign Police Department.

BACKGROUND

The Office of Professional Standards oversees the Champaign Police Department's complaint investigation process. The Professional Standards Lieutenant and other department staff are responsible for the facilitation, investigation, and recording of each citizen complaints and/or commendation involving an employee of the Champaign Police Department. Every recommendation for commendation or disciplinary action is reviewed by a Shift Commander, a Division Commander, and the Chief of Police.

In 2013, the Champaign Police Department revised the complaint process to include the Community Relations Office in the process of investigating and reviewing citizen complaints. Since that time, representatives from the Community Relations Office have been afforded the opportunity to make investigative recommendations, review complaint investigation findings, and make recommendations to the Chief of Police. The final determinations as to findings and disciplinary actions, however, still rest with the Chief of Police. The citizen complaint process continues to include an appeal component, which allows both citizens and department employees to have a complaint or grievance reviewed by the City Manager.

Investigations and interviews related to criminal and/or administrative investigations of employee misconduct must be conducted in accordance with certain legal requirements before a recommendation of finding can be made. During the investigation of a criminal allegation, an officer is afforded Fifth Amendment rights. During a non-criminal (administrative)

investigation, an officer is afforded certain administrative protections. These protections are found in administrative labor laws, and they serve to protect an employee from an undocumented or false allegation.

Commendation: A commendation is defined as documentation of conduct which is in keeping with the City of Champaign’s core values of Personal Integrity, Responsibility, Respect, Teamwork, or Results. A commendation is typically identified through a citizen report or other internal sources.

Misconduct: Misconduct is defined as any conduct which adversely reflects upon the officer or the police department. This includes conduct which is contrary to the City’s values, conduct contrary to the proper performance of official duties, including the misuse of official authority, or conduct in violation of departmental rules, policies, or directives. It also includes violations of federal, state, or local statutes. Misconduct can be identified through citizen complaints or internal sources.

Misconduct complaints have several possible dispositions. A complaint could involve more than one allegation, and in such cases each allegation is addressed with a separate disposition. Complaint dispositions are classified and defined as follows:

1. **Unfounded** – The allegation is false or not factual.
2. **Exonerated** – The action or conduct as described in the allegation is factual, and the action in question was consistent with law and/or department policy.
3. **Not Sustained** – There is insufficient evidence to prove or disprove the allegation.
4. **Sustained** – The allegation is true and the action in question was inconsistent with law and/or department policy.
5. **Misconduct Noted** – There were no sustained findings pertinent to the original complaint, but other violations of law and/or department policy were discovered during the investigation.

DISCUSSION

The Champaign Police Department responded to 68,897 calls for service in 2015 and received and investigated 5 formal citizen complaints. This suggests that, on average, the department received one complaint for every 13,779 calls for service. It should also be noted that officers of the Champaign Police Department received 73 citizen compliments in 2015, which is an increase of 25% from 2014, when citizen compliments more than doubled from 2013. The following chart shows complaint data for the last five years.

	2011	2012	2013	2014	2015
Number of Complaints	25	18	5	7	5
Number of Allegations	34	29	8	15	12
Sustained	9	4	2	3	2
Not Sustained	7	3	1	0	2
Exonerated	3	2	1	2	2
Unfounded	13	20	4	10	6
Appealed to City Manager	2	2	1	2	0

- Of the 5 complaints, 2 (40%) had at least one sustained finding. The national average is that approximately 10% of all citizen complaints result in a sustained finding.

Complaint Origin: In reviewing complaints, one thing that we look for is a pattern in the types of situations that bring about complaints. Our review of the last five years is reflected in the following table.

Complaint Origin	2011	2012	2013	2014	2015
Calls for Service	14	13	3	5	2
Investigative Contact	2	3	2	1	1
Non-Police Situation	1	0	0	0	0
On-View Offense	3	0	0	0	0
Other Self-Initiated Activity	0	0	0	0	0
Traffic Stop	4	2	0	1	2
Parking or Tow	1	0	0	0	0
Total	25	18	5	7	5

Complaint Allegation Trends: Seven of the twelve complaint allegations in 2015 were categorized as “Wrong Action.” This pattern has been relatively consistent throughout the years that complaint data has been collected. In 2015, we received 1 “Force” allegation, which represents a 66% decrease from 2014. Over the last four years, the number of allegations of unreasonable amount of force has remained relatively low. Examples of “Wrong Action” complaints include allegations that an officer lacked probable cause for an arrest, search, or seizure. It should also be noted that the Department only received a single “Discourtesy” complaint in 2015.

Category	2011	2012	2013	2014	2015
Wrong Action	11	16	6	7	7
Discourtesy	7	9	1	0	1
Force	8	2	1	3	1
Discrimination / Racial Profiling	2	0	0	1	2
Harassment	1	2	0	0	0
Poor Judgment	1	0	0	0	1
No Action	1	0	0	0	0
Policy Issue	3	0	0	3	0
Slow Response Time	0	0	0	0	0
Theft	0	0	0	1	0

Many complaints arise from a difference in perspective, perception, and/or opinion, or through a misunderstanding of police policy, procedure, training, and/or authority. Statistics show that the use of in-car video systems has generally reduced the number of discourtesy complaints and specifically reduced the number of complaints stemming from traffic stops. Historically, “Force” allegations most typically involve cases of resisting arrest in which the complainant alleges that he/she did not resist the officer. These cases are investigated both in light of what the officer did and what the complainant did to contribute to the situation.

In 2015, the twelve separate allegations involved six different officers. We pay particular attention to those employees who receive multiple complaints, particularly when a repeat category is involved or there is a sustained allegation. This year, not a single officer was the subject of more than one complaint.

Corrective Action: Corrective action was implemented with three officers as a result of citizen complaints in 2015. The first officer was Counseled for other minor misconduct identified in the complaint investigation (not part of any allegation); the second and third officers were Counseled for a single sustained violation in two separate complaints.

Category	2011	2012	2013	2014	2015
Written Reprimand	2	0	0	1	0
1-3 Day Suspension	0	1	1	0	0
5-10 Day Suspension	0	0	0	0	0
Major Suspension (11-30 days)	1	0	0	0	0
Resignation	0	1	0	0	0
Recommendation for Discharge	0	0	0	0	0
Counseling	6	4	0	2	3

Complaint Process Comments: Substantive changes were made to the complaint process in 1999, 2007, and 2010, and 2013. First line supervisors and District Commanders investigate some allegations of misconduct, but serious allegations of misconduct are investigated by the Office of Professional Standards. Complaint investigations are the topic of ongoing command staff review, and emerging trends are one of several factors that the command staff considers in determining training needs.

Conclusion: The Department received five citizen complaints in 2015. This matches the lowest number of complaints in one year since the Department began formally recording complaint data.

It should also be noted that two of the five citizen complaints we received in 2015 stemmed from dispatched calls for service. The Department has no control over the service requests that we receive and, accordingly, we have no control over the number of complaints that we receive.

Furthermore, the police role in the criminal justice system frequently brings police officers into contact with citizens during times of crisis and/or under negative circumstances. The Champaign Police Department will continue to work with our community to provide an open and effective process designed to prevent and detect misconduct during our contacts with citizens, and we intend to ensure that we are accountable for our actions. In this regard, police staff will continue to work with the City Council, the Human Relations Commission, and members of the community to examine and consider changes in how complaints are made, received, investigated, and filed. Police staff will also continue to be transparent in the reporting of outcomes and continue efforts to educate citizens.

The current complaint process is as follows:

Current Procedures

- Formal complaints shall be filed within 30 days of the reported incident unless unusual circumstances prevent such filing. In such cases, the complainant shall notify the Police Department of the intent to file within 30 days of the incident and the complainant may request an extension up to 60 days.
- Complaint forms may be mailed in and are available on-line or for pick up at the City Building Information Desk, the Community Relations Office, several churches, the Boys and Girls Club, Land of Lincoln Legal Services, and The Whip Barbershop.
- Complainants are required to:
 1. Affirm that their allegations are true.
 2. Make themselves available to be interviewed by the investigating supervisor.
 3. Provide the investigating supervisor with witnesses, evidence, or supporting documentation related to the complaint.
- The complainant must cooperate with this process or the matter will be investigated as an internal inquiry rather than a formal complaint. In such cases the complainant forfeits the right to written notification of the disposition.
- When a complaint is received, the Office of Professional Standards mails the complainant a letter which summarizes the complainant's allegations and explains the complaint investigation process. The complainant can modify the allegations by contacting the Office of Professional Standards.
- The Community Relations Office (CRO) serves in an advisory role throughout the complaint process.
- Police and CRO staff members confer prior to the onset of a complaint investigation and outline and agree upon the investigative steps to be taken.
- CRO staff review the preliminary findings of every complaint investigation. If CRO staff disagrees with the preliminary findings of a complaint investigation then a complaint review committee meeting is held and the preliminary complaint finding(s) are discussed. At the conclusion of that meeting the complaint review committee will make a recommendation to the Chief of Police as to the finding(s) of the investigation.
- Complaint investigations centered on legal issues, such as arrest, search/seizure, and/or the use of force, may additionally be referred to the Legal Department for review.
- When a complaint investigation has been concluded, the complainant is given the investigative findings in writing. Complaint findings may be appealed to the City Manager.

Citizen Complaint Fact Sheet

- The complainant is given a Fact Sheet at the time that the complaint is filed, and a second copy of the Fact Sheet is provided to the complainant through the mail when the Office of Professional Standards sends an initial response to the complainant.

Citizen Complaint Intake Procedure

- A digital video recording system is available at the police department to document the complaint intake process, provided that the complaint is made in person.

Champaign Police Website

- A Citizen Complaint/Commendation Form is available through the City of Champaign website to allow for online reporting. The Citizen Complaint Fact Sheet and the annual Complaint summary report are also available through the website.

Champaign Police Department Citizen Feedback Brochure

- A Citizen Feedback Brochure has been created to allow another means for citizens to submit both compliments and complaints to the police department. Brochures are also available in several locations, including Council Chambers.

Conducting complaint investigations which are timely, objective, and impartial remains a high priority for the Champaign Police Department. Educating and sensitizing department employees to the needs of the community continues to be an ongoing effort of particular importance.

Prepared by:

Nathan Rath
Professional Standards Lieutenant

**Champaign Police Department
2015 Citizen Complaint Summary**

COMP #	DATE FILED / FINISHED	COMPLAINT TYPE	INCIDENT LOCATION	COMPLAINANT DEMOGRAPHIC	UNIQUE COMPL.	UNIQUE OFC, TENURE	APPEAL	ALLEGATION(S) / COMMENTS	COMPLAINT DISPOSITION	CORRECTIVE ACTION	IN PROGRESS
15-01	2/20/2015; 04/29/15	Wrong Action / Unreasonable Amount of Force	51 E Main	African American Female	Yes	2 yrs	No	(1) No probable cause for arrest and (2) unreasonable amount of force	(1) exonerated; (2) exonerated; other misconduct noted	Yes	Completed
15-02	3/3/2015; 04/29/15	Wrong Action / Stop without Probable Cause	Prospect/Marketview	African American Male	Yes	9 1/2 yrs	No	(1) No probable cause for the traffic stop and (2) failed to cite the reason for the stop	(1) Not sustained; (2) sustained	Yes	Completed
15-03	6/19/2015; 9/9/15	Wrong Action	Beardsley/James	African American Male	Yes	1 3/4 yrs	No	Officer planted cannabis in the vehicle	Not sustained	No	Completed
15-04	6/26/2015; 9/9/15	Wrong Action / Discrimination	State St/University Ave	Latino Female	Yes	7 yrs	No	Officer did not thoroughly inv traffic accident; was biased against her	(1) Sustained; (2) Unfounded	Yes	Completed
15-05	12/30/2015;	Wrong Action; Discourteous Conduct; Discrimination	Bradley/McKinley	White Female	Yes	3 1/3 yrs; 5 1/2 yrs	still within 30-day window for appeal	No probable cause for arrest; verbally abusive; profiled complainant because she was white "in a black neighborhood"; did not read Miranda; suffered personal and financial loss because of the arrest	all 5 unfounded	No	Completed

Champaign Police Department 2015 Citizen Compliment Summary

<u>Awards Between: 1/1/2015 AND 12/31/2015</u>				
Type	Activity	Date	From	Summary
Email Appreciation	Call for Service	1/5/2015	Citizen	Citizen thanked officer for efforts, kindness, and integrity during custody exchange.
Email Appreciation	Call for Service	1/19/2015	Citizen	Citizen thanked officer for calm presence and kindness during warrant arrest of her daughter.
Email Appreciation	Public Contact	1/27/2015	Citizen	Officer purchased and delivered food to three homeless individuals; was seen by a citizen who took a photo and reported it to the news for recognition.
Email Appreciation	Call for Service	2/2/2015	Citizen	Officer was supportive to juvenile runaway. She commended his skill in speaking with her and had a positive impact on her life.
Email Appreciation	Call for Service	2/6/2015	Citizen	Officer exercised judgment and took an intoxicated subject home instead of taking punitive enforcement action for minor incident. Subject later thanked officer for his discretion.
Phone-In Appreciation	Accident Inv	2/9/2015	Citizen	Officer was commended for how he handled caller's son's traffic accident, building positive relationships with the community, and representing the PD.
Letter of Appreciation	Crime Prevention Program	2/10/2015	Unit 4	Officer received a certificate for service for presenting at the 24th annual 8th grade career conference.
Thank You Letter	Criminal Investigation	2/13/2015	Citizen	Victim's sister wrote a thank-you letter to detective for his kindness and effective handling of the case.
Email Appreciation	Call for Service	2/13/2015	Citizen	Community Elements representative wrote email thanking officer for handling a difficult youth by relating to youth and being kind.
Email Appreciation	Call for Service	2/10/2015	Citizen	Sergeant was commended for his efforts handling a disturbance in the neighborhood via Facebook.
Email Appreciation	Public Contact	2/17/2015	Citizen	Email commendation from a citizen about sergeant's positive/energetic greeting of students at Booker T Washington school each morning, leaving a positive image with the kids.
Email Appreciation	Public Speaking	2/17/2015	Citizen	Officer commended in an email for making a hard work and dedication for presentation to Prairielands Training College.
Thank You Letter	Call for Service	2/18/2015	Citizen	Sergeant received a thank you letter from a U of I student's mother thanking her for her kindness and putting the mother's mind at ease as well as the dept's prompt and helpful response in general during efforts to locate her missing son (located).
Email Appreciation	General	3/4/2015	Citizen	General thank you to all officers for "all they do" keeping the streets safe.
Email Appreciation	General	3/4/2015	Citizen	General thank you to all officers and the department in general.
Phone-In Appreciation	Public Contact	3/4/2015	Citizen	Thanked the officer for his actions of assisting a person in a wheelchair who had gotten stuck in the snow.
Email Appreciation	Call for Service	3/4/2015	Citizen	Officers were recognized (on Facebook) for their calmness, sensitivity, and kindness to family members during a call for service.
Email Appreciation	General	3/9/2015	Citizen	General thank you for the enforcement action CPD took with underage drinking etc. during Unofficial.

Thank You Letter	Training	3/26/2015	Citizen	Thank you letter for Lieutenant who provided ALICE training to Cunningham Children's Home.
Email Appreciation	Public Contact	4/11/2015	Citizen	Detective was commended by a victim for his professionalism and work ethic.
Letter of Appreciation	Criminal Investigation	4/17/2015	Citizen	Officers recognized in a victim impact statement/letter for their excellent work in the case.
Email Appreciation	Public Contact	4/20/2015	Citizen	Lt. recognized by citizen for his assistance with straightening out an incorrect traffic citation.
Thank You Letter	Public Speaking	5/6/2015	Citizen	Sgt. Was thanked for speaking at a school.
Thank You Letter	Public Speaking	5/6/2015	Citizen	Sgt. was recognized for speaking at Cornerstone Home School Co-op.
Email Appreciation	Call for Service	5/14/2015	Citizen	Officer recognized for his calm, assuring demeanor when dealing with a juvenile who was not cooperative. Successful end result.
Email Appreciation	Call for Service	5/12/2015	Citizen	Officer recognized by a family for his compassion and kindness in dealing with a mental subject (daughter).
Email Appreciation	Public Contact	5/20/2015	Citizen	Officer recognized by citizen for his kind gesture of handing out stickers to kids in a restaurant and taking the time to talk with them.
Email Appreciation	Public Contact	5/25/2015	Citizen	Employee recognized for her treatment of father and daughter during two separate incidents of theft and mislaid property.
Email Appreciation	Call for Service	6/4/2015	Citizen	Officer recognized for extra efforts by citizen handling illegal dumping call and following up.
Email Appreciation	Problem Solving Project	6/4/2015	Citizen	Citizen recognized an officer and a sergeant for their efforts in addressing drug sales and ultimately reducing the problem.
Email Appreciation	Call for Service	6/2/2015	Citizen	Officer recognized for his handling of a mental health call in which the officer demonstrated great patience, professionalism, "intelligent thinking," and kindness.
Letter of Appreciation	Criminal Arrest	6/23/2015	Citizen	Officers and Detectives were commended for their work in arresting a bank robbery suspect.
Email Appreciation	Accident Inv	7/1/2015	Citizen	Officer recognized by a citizen for his professional manner in which he handled the accident and leaving the citizen with a positive impression.
Letter of Appreciation	Work Ethics	7/3/2015	Citizen	Letter of appreciation from a citizen thanking officer for all their efforts in protecting citizens and the city.
Phone-In Appreciation	Call for Service	7/14/2015	Citizen	Officer recognized for his efforts in locating a lost purse and treating the RP "like family."
Email Appreciation	Call for Service	7/15/2015	Citizen	Officer commended for his professionalism and courteousness on a call for service.
Phone-In Appreciation	Work Ethics	7/31/2015	Citizen	Citizen called in to generally thank officers for their efforts every day.
Letter of Appreciation	Call for Service	7/31/2015	Citizen	Officer recognized by a citizen for his assistance, courtesy, professionalism, and understanding during a call for service.
Phone-In Appreciation	Call for Service	8/7/2015	Citizen	Officer was commended by a citizen for his understanding, compassion, professionalism, and respect during a missing person call involving a mentally disabled subject.
Email Appreciation	Call for Service	8/10/2015	Citizen	Officers received a thank you email from an individual whom they helped during an alcohol poisoning incident.
Phone-In Appreciation	Call for Service	8/14/2015	Citizen	Citizen called to thank officers for how they handled two calls for service regarding problems with a homeless subject.

Thank you Letter	Call for Service	8/16/2015	Citizen	Officer received a thank you letter from a citizen regarding their lost bicycle that he recovered.
Phone-In Appreciation	Accident Inv	8/20/2015	Citizen	Department received a phone call from a citizen commending an officer for his actions during an accident investigation during which the caller observed the officer offer his jacket to the subjects involved.
Email Appreciation	Problem Solving Project	8/27/2015	Citizen	Lieutenant received a complimentary email from council member for setting up community meeting regarding recent violence in the down town area.
Email Appreciation	Traffic Enforcement	8/31/2015	Citizen	Officer received a thank you email for his traffic enforcement efforts, specifically addressing the speeding near a school and in an area where recent accidents had occurred.
Email Appreciation	Call for Service	8/31/2015	Citizen	Officer received a thank you email from the victim of a stolen vehicle; commended his assistance and friendly demeanor in getting the vehicle returned.
Email Appreciation	Public Contact	8/31/2015	Citizen	Officers were thanked by citizens for attending their block party and speaking with the neighborhood.
Email Appreciation	Call for Service	9/12/2015	Citizen	Officer received a thank you email for going above and beyond to locate the owner of a lost set of keys.
Email Appreciation	Accident Inv	9/12/2015	Citizen	Officer commended for his professionalism and kind treatment of person involved in accident.
Thank You Letter	Accident Inv	9/15/2015	Citizen	Officer received a thank you letter for his thorough investigation of an accident.
Email Appreciation	Public Contact	9/21/2015	Citizen	Citizen thanked officer, and officers in general, for all the assistance, support, and efforts over the years.
Email Appreciation	Call for Service	9/21/2015	Citizen	Officer was thanked for being friendly and approachable when he spoke with citizen's son; also thanked another officer for his kindness and respect he showed her son in the past.
Email Appreciation	Accident Inv	9/17/2015	Citizen	Citizen complimented an officer for manner in which he handled her accident investigation, how he dealt with her, and followed up with her afterwards.
Email Appreciation	Public Contact	9/24/2015	Citizen	Several officers, detectives, and a supervisor were thanked for the way they handled a death investigation and the care they took with the family.
Thank You Letter	Work Ethics	10/1/2015	Citizen	Five year old wrote a letter thanking police officers for keeping the city safe.
Email Appreciation	Public Contact	10/8/2015	Citizen	Officer thanked for his assistance and encouragement two years ago that led to the writer's completing Marine Corps officer training.
Thank You Letter	Call for Service	10/20/2015	Citizen	Officer commended by burglary victim for how he handled the call and treated the family.
Email Appreciation	Work Ethics	10/22/2015	Citizen	Department received an email generally thanking all officers for the work they do protecting the community and the services they provide.
Phone-In Appreciation	Call for Service	11/3/2015	Citizen	Citizen called to thank officers for the way they handled an alarm call, particularly waiting for her daughter to arrive.
Email Appreciation	Problem Solving Project	11/5/2015	Citizen	Officer commended for his handling of neighborhood issues in a professional, mind manner, which made the resident feel safer.
Email Appreciation	Criminal Arrest	11/10/2015	Citizen	PD received an email commending officer how he handled a stand-off situation recently with patience, bravery, and respect.
Email Appreciation	Public Contact	11/12/2015	Citizen	Officer received email from a citizen thanking him for the ride-along experience.

Phone-In Appreciation	Call for Service	11/18/2015	Citizen	Officer received appreciation from Community Elements for his treatment of a person he had taken there and the manner in which he was able to de-escalate the situation.
Email Appreciation	Call for Service	11/22/2015	Citizen	Sergeant and Officers commended by parents of handicapped daughter for helping their daughter who was stranded in her wheelchair downtown at 1 a.m.
Email Appreciation	Accident Inv	11/30/2015	Citizen	Officers received a thank you email regarding the assistance they provided to a motorist involved in an accident. They ensured everyone's safety, pushed the car onto the road, and acted in a calm and efficient manner.
Email Appreciation	Public Contact	12/3/2015	Citizen	Front desk employee commended for her efficiency and being nice and kind to a citizen.
Email Appreciation	Call for Service	12/7/2015	Citizen	Officers and Sergeant received a thank you email for their courtesy, professionalism, and swift response locating a citizen's daughter.
Thank You Letter	Public Contact	12/8/2015	Citizen	Officer received a thank you letter from a college student who rode along with him thanking him for the experience.
Phone-In Appreciation	Work Ethics	12/15/2015	Citizen	Officer received general praise and support from a citizen.
Phone-In Appreciation	Work Ethics	12/15/2015	Citizen	Caller, who identified himself as an African American, wanted officers to know they handle themselves well especially considering all the shootings that have occurred.
Phone-In Appreciation	Call for Service	12/28/2015	Citizen	Officer received a thank you call from a citizen about the way he handled the burglary to motor vehicle call for service.
Email Appreciation	Public Contact	12/30/2015	Citizen	Sergeant and officers in general received a thank-you posting to FB for their generosity of collecting and donating clothing and other items to a family that lost everything in a house fire around Christmas time.
Thank You Letter	Work Ethics	12/30/2015	Citizen	Officers received a thank you letter from a citizen about being heroes, fighting crime, and the sacrifice each officer gives on a daily basis; thanking officers for their hard work.



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1. **Unfounded** – The allegation is false or not factual.
2. **Exonerated** – The action or conduct as described in the allegation is factual, and the action in question was consistent with law and/or department policy.
3. **Not Sustained** – There is insufficient evidence to prove or disprove the allegation.
4. **Sustained** – The allegation is true and the action in question was inconsistent with law and/or department policy.
5. **Misconduct Noted** – There were no sustained findings pertinent to the original complaint, but other violations of law and/or department policy were discovered during the investigation.

DISCUSSION

The Champaign Police Department responded to 71,308 calls for service in 2014 and received and investigated 7 formal citizen complaints. This suggests that, on average, the department received one complaint for every 10,186 calls for service. It should also be noted that officers of the Champaign Police Department received 58 citizen compliments in 2014, which is double the amount received in 2013. The following chart shows complaint data for the last five years.

	2010	2011	2012	2013	2014
Number of Complaints	33	25	18	5	7
Number of Allegations	48	34	29	8	15
Sustained	5	9	4	2	3
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Exonerated	7	3	2	1	2
Unfounded	21	13	20	4	10
Appealed to City Manager	2	2	2	1	2

- Of the 7 complaints, 2 (29%) had at least one sustained finding. The national average is that approximately 10% of all citizen complaints result in a sustained finding.

Complaint Origin: In reviewing complaints, one thing that we look for is a pattern in the types of situations that bring about complaints. Our review of the last five years is reflected in the following table.

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Non-Police Situation	2	1	0	0	0
On-View Offense	6	3	0	0	0
Other Self-Initiated Activity	2	0	0	0	0
Traffic Stop	4	4	2	0	1
Parking or Tow	0	1	0	0	0
Total	33	25	18	5	7

Complaint Allegation Trends: Approximately half (7) of the complaint allegations in 2014 were categorized as “Wrong Action.” This pattern has been consistent throughout the years that complaint data has been collected. In 2014, we received 3 “Force” allegations; this represents a slight increase from 2013 when we received one such allegation, but overall the trend seems to be pointing towards a reduction in “Force” complaints. Examples of “Wrong Action” complaints include allegations that an officer lacked probable cause for an arrest, search, or seizure. It should also be noted that the Department did not receive a single “Discourtesy” complaint in 2014.

Category	2010	2011	2012	2013	2014
Wrong Action	21	11	16	6	7
Discourtesy	6	7	9	1	0
Force	8	8	2	1	3
Discrimination / Racial Profiling	4	2	0	0	1
Harassment	1	1	2	0	0
Poor Judgment	1	1	0	0	0
No Action	4	1	0	0	0
Policy Issue	3	3	0	0	3
Slow Response Time	0	0	0	0	0
Theft	0	0	0	0	1

Many complaints arise from a difference in perspective, perception, and/or opinion, or through a misunderstanding of police policy, procedure, training, and/or authority. Statistics show that the use of in-car video systems has generally reduced the number of discourtesy complaints and specifically reduced the number of complaints stemming from traffic stops. Historically, “Force” allegations most typically involve cases of resisting arrest in which the complainant alleges that he/she did not resist the officer. These cases are investigated both in light of what the officer did and what the complainant did to contribute to the situation.

In 2014, the fifteen separate allegations involved twelve different officers. We pay particular attention to those employees who receive multiple complaints, particularly when a repeat category is involved or there is a sustained allegation. This year, not a single officer was the subject of more than one complaint.

Disciplinary Action: Two officers were disciplined as a result of a citizen complaint in 2014. The first officer received was Counseled for a single sustained violation; the second officer was disciplined for two separate sustained violations and received a Written Reprimand and Counseling.

Category	2010	2011	2012	2013	2014
Written Reprimand	8	2	0	0	1
1-3 Day Suspension	3	0	1	1	0
5-10 Day Suspension	0	0	0	0	0
Major Suspension (11-30 days)	0	1	0	0	0
Resignation	0	0	1	0	0
Recommendation for Discharge	1	0	0	0	0
Counseling	15	6	4	0	2

Complaint Process Comments: Substantive changes were made to the complaint process in 1999, 2007, and 2010, and 2013. First line supervisors and District Commanders investigate some allegations of misconduct, but serious allegations of misconduct are investigated by the Office of Professional Standards. Complaint investigations are the topic of ongoing command staff review, and emerging trends are one of several factors that the command staff considers in determining training needs.

Conclusion: The Department received seven citizen complaints in 2014. Although this represents an increase of two citizen complaints, it should be noted that the five citizen complaints we received in 2013 represent the fewest recorded total since the Department began formally recording complaint data. The seven citizen complaints received in 2014 is the second fewest recorded total.

It should also be noted that five of the seven citizen complaints we received in 2014 stemmed from citizen requests for police assistance. The Department has no control over the service requests that we receive and, accordingly, we have no control over the number of complaints that we receive.

Furthermore, the police role in the criminal justice system frequently brings police officers into contact with citizens during times of crisis and/or under negative circumstances. The Champaign Police Department will continue to work with our community to provide an open and effective process designed to prevent and detect misconduct during our contacts with citizens, and we intend to ensure that we are accountable for our actions. In this regard, police staff will continue to work with the City Council, the Human Relations Commission, and members of the community to examine and consider changes in how complaints are made, received, investigated, and filed. Police staff will also continue to be transparent in the reporting of outcomes and continue efforts to educate citizens.

The current complaint process is as follows:

Current Procedures

- Formal complaints shall be filed within 30 days of the reported incident unless unusual circumstances prevent such filing. In such cases, the complainant shall notify the Police Department of the intent to file within 30 days of the incident and the complainant may request an extension up to 60 days.
- Complaint forms may be mailed in and are available on-line or for pick up at the City Building Information Desk, the Community Relations Office, several churches, the Boys and Girls Club, Land of Lincoln Legal Services, and The Whip Barbershop.
- Complainants are required to:
 1. Affirm that their allegations are true.
 2. Make themselves available to be interviewed by the investigating supervisor.
 3. Provide the investigating supervisor with witnesses, evidence, or supporting documentation related to the complaint.
- The complainant must cooperate with this process or the matter will be investigated as an internal inquiry rather than a formal complaint. In such cases the complainant forfeits the right to written notification of the disposition.
- When a complaint is received, the Office of Professional Standards mails the complainant a letter which summarizes the complainant's allegations and explains the complaint investigation process. The complainant can modify the allegations by contacting the Office of Professional Standards.
- The Community Relations Office (CRO) serves in an advisory role throughout the complaint process.
- Police and CRO staff members confer prior to the onset of a complaint investigation and outline and agree upon the investigative steps to be taken.
- CRO staff review the preliminary findings of every complaint investigation. If CRO staff disagrees with the preliminary findings of a complaint investigation then a complaint review committee meeting is held and the preliminary complaint finding(s) are discussed. At the conclusion of that meeting the complaint review committee will make a recommendation to the Chief of Police as to the finding(s) of the investigation.
- Complaint investigations centered on legal issues, such as arrest, search/seizure, and/or the use of force, may additionally be referred to the Legal Department for review.
- When a complaint investigation has been concluded, the complainant is given the investigative findings in writing. Complaint findings may be appealed to the City Manager.

Citizen Complaint Fact Sheet

- The complainant is given a Fact Sheet at the time that the complaint is filed, and a second copy of the Fact Sheet is provided to the complainant through the mail when the Office of Professional Standards sends an initial response to the complainant.

Citizen Complaint Intake Procedure

- A digital video recording system at the police department documents the complaint intake process, provided that the complaint is made in person.

Champaign Police Website

- A Citizen Complaint/Commendation Form is available through the City of Champaign website to allow for online reporting. The Citizen Complaint Fact Sheet and the annual Complaint summary report are also available through the website.

Champaign Police Department Citizen Feedback Brochure

- A Citizen Feedback Brochure has been created to allow another means for citizens to submit both compliments and complaints to the police department. Brochures are also available in several locations, including Council Chambers.

Conducting complaint investigations which are timely, objective, and impartial remains a high priority for the Champaign Police Department. Educating and sensitizing department employees to the needs of the community continues to be an ongoing effort of particular importance.

Prepared by:

Jon Swenson
Professional Standards Lieutenant

**Champaign Police Department
2014 Citizen Compliment Summary**

12/31/14

Type	Activity	Date	From	Summary
Letter of Appreciation	Public Contact	1/24/2014	Citizen	Citizen thanked two officers for helping him at a time of need.
Note of Appreciation	Call for Service	2/11/2014	Citizen	Citizen thanked an officer for special assistance during a call for service.
E-mail of Appreciation	Accident Investigation	2/15/2014	Agency	Supervisor from another agency thanked numerous CPD officers for the cooperation and professionalism during an accident investigation.
Phone Call	Call for Service	3/3/2014	Citizen	Citizen thanked an officer for special assistance during a call for service.
Phone Call	Call for Service	3/4/2014	Citizen	Officers were commended for the compassion they showed and the service they rendered to a suicidal subject.
E-mail of Appreciation	Public Contact	3/5/2014	Agency	SRO was commended by school staff for professionalism and work ethic.
Phone Call	Public Contact	3/9/2014	Citizen	Officer was complimented for professionalism.
E-mail of Appreciation	Call for Service	3/10/2014	Citizen	Officer was complimented for service and professionalism.
Letter of Appreciation	Criminal Investigation	3/10/2014	Citizen	Two employees were commended for their efforts in resolving an identity theft case.
Letter of Appreciation	Call for Service	3/13/2014	Citizen	Stranded motorist thanked an officer for his assistance.
Letter of Appreciation	Public Contact	3/14/2014	Agency	SRO was commended for giving a presentation at Lincoln's Challenge Academy.
Letter of Appreciation	Criminal Investigation	3/17/2014	Agency	Detectives were thanked for assisting the Treasury Dept. with a criminal investigation.
Note of Appreciation	Public Contact	3/25/2014	Citizen	K-9 officers were thanked for doing a demonstration for a local organization.
Letter of Appreciation	Accident Investigation	4/9/2014	Citizen	Citizen thanked an officer for his professionalism during an accident investigation.
Phone Call	Criminal Investigation	4/11/2014	Citizen	Citizen thanked an officer for the compassion that he showed during a death investigation.
Letter of Appreciation	Criminal Investigation	4/25/2014	Agency	Officers were thanked for their efforts during a criminal investigation.
Letter of Appreciation	Public Contact	4/29/2014	Agency	Unit 4 thanked an officer for participating in a classroom activity.
Letter of Appreciation	Call for Service	5/1/2014	Citizen	Officer was thanked for showing respect, compassion, and understanding during his response to a call for service.
Letter of Appreciation	Public Speaking	5/15/2014	Citizen	Officer was thanked for giving a presentation to a local Rotary Club.
Letter of Appreciation	Call for Service	5/19/2014	Citizen	Officer was thanked for her efforts in locating a missing juvenile.
E-mail of Appreciation	Public Speaking	5/28/2014	Agency	Officer was thanked for his professionalism during a panel discussion with attendees of the Citizen's Police Academy
Note of Appreciation	Public Contact	6/10/2014	Citizen	An officer was commended for his professionalism during a public contact.
Letter of Appreciation	Special Event	2/17/2042	Citizen	An officer was thanked for his assistance with a special event.
Letter of Appreciation	Public Speaking	6/1/2045	Citizen	An officer was thanked for giving a presentation to a local group.
E-mail of Appreciation	Public Speaking	6/26/2014	Citizen	An officer was thanked for giving a public presentation.
E-mail of Appreciation	Public Contact	6/26/2014	Citizen	An officer was thanked for hosting a tour of the police department.
E-mail of Appreciation	Public Contact	7/7/2014	Citizen	An officer was thanked for service that he rendered to an individual with special needs.
Phone Call	Call for Service	7/21/2014	Citizen	An officer was thanked for assistance rendered to a juvenile during a CFS.
Phone Call	Public Contact	7/25/2014	Citizen	An officer was thanked for his professionalism during a "tour" of his squad car.
E-mail of Appreciation	Call for Service	8/17/2014	Citizen	An officer was thanked for assistance rendered to the victim of a motor vehicle burglary.
Phone Call	Call for Service	8/19/2014	Citizen	An officer was thanked for the manner in which he handled a difficult situation involving a heavily intoxicated subject.
Letter of Appreciation	Call for Service	8/20/2014	Agency	An officer was thanked for assistance rendered to another agency during a hostage situation.
Letter of Appreciation	Call for Service	8/25/2014	Citizen	Citizen thanked officers for their compassion and understanding while dealing with a mentally ill family member.
E-mail of Appreciation	Call for Service	8/25/2014	Citizen	Citizen thanked officers for their care and compassion in dealing with a mentally ill subject.
E-mail of Appreciation	Public Contact	9/5/2014	Citizen	Citizen thanked officers for their professionalism.
E-mail of Appreciation	Problem Solving Project	9/5/2014	Agency	S/A's Office thanked an officer for his initiative and effort on a problem solving project.
E-mail of Appreciation	Criminal Investigation	9/8/2014	Agency	S/A's Office commended an officer for his work during a significant criminal investigation.
E-mail of Appreciation	Accident Investigation	9/8/2014	Citizen	Citizen thanked an officer for his efforts in successfully investigating a hit and run accident.
Letter of Appreciation	Accident Investigation	9/23/2014	Citizen	An officer was thanked for assisting an individual who was injured in an accident.
E-mail of Appreciation	Accident Investigation	10/2/2014	Citizen	Citizen thanked an officer for service and assistance rendered during an accident investigation.
E-mail of Appreciation	Public Speaking	10/6/2014	Agency	Another agency thanked an officer for giving a presentation on domestic violence.
Phone Call	Public Contact	10/6/2014	Citizen	Citizen called to thank an officer for his service and professionalism.
Letter of Appreciation	Call for Service	10/9/2014	Citizen	Citizen thanked an officer for her compassion during a call for service.
E-mail of Appreciation	Court Hearing	10/9/2014	Agency	City Legal thanked an officer for promptly completing follow-up in preparation for a trial.
Letter of Appreciation	Special Detail	10/15/2014	Agency	AAIM recognized an officer for his efforts towards DUI enforcement.
Letter of Appreciation	Call for Service	10/16/2014	Citizen	Citizen thanked an officer for checking on a family member who could not be reached.

**Champaign Police Department
2014 Citizen Compliment Summary**

12/31/14

Type	Activity	Date	From	Summary
Phone Call	Call for Service	10/16/2014	Citizen	Citizen called to thank an officer for helping her in a time of need.
Phone Call	Call for Service	10/20/2014	Citizen	Citizen called to thank officers for the professionalism they displayed in responding to a call for service at her residence.
Letter of Appreciation	Special Detail	10/22/2014	Agency	Students/staff from Dr. Howard school wrote to thank an officer for the time he spends in and around the school.
Letter of Appreciation	Call for Service	10/22/2014	Citizen	Citizen thanked an officer for assisting an elderly friend who was in need of medical assistance.
Letter of Appreciation	Call for Service	10/25/2014	Citizen	Citizen thanked an officer for his efforts and professionalism during a call for service
Letter of Appreciation	Call for Service	11/17/2014	Citizen	Citizen thanked an officer for his response to and assistance with a child abuse investigation.
Letter of Appreciation	Public Speaking	11/17/2014	Citizen	Citizen thanked an officer for giving a presentation at an anti-bullying workshop.
Letter of Appreciation	Public Contact	11/17/2014	Citizen	Citizen thanked an officer for stopping to help her after she ran out of gas.
Letter of Appreciation	Public Contact	11/19/2014	Citizen	Citizen thanked officers for their efforts to assist with the training of bar staff.
Letter of Appreciation	Call for Service	11/25/2014	Citizen	Citizen thanked officers for their professional response to a neighborhood problem.
Letter of Appreciation	Public Contact	12/16/2014	Citizen	Citizen thanked an officer for changing a flat tire for her.
Letter of Appreciation	Call for Service	12/25/2014	Citizen	Citizen thanked an officer for his efforts in resolving a child custody issue.
Letter of Appreciation	Public Contact	1/24/2014	Citizen	Citizen thanked two officers for helping him at a time of need.
Note of Appreciation	Call for Service	2/11/2014	Citizen	Citizen thanked an officer for special assistance during a call for service.

Champaign Police Department
2014 Citizen Complaint Summary

12/31/14

COMP #	DATE FILED, FINISHED	COMPLAINT TYPE	INCIDENT LOCATION	COMPLAINANT DEMOGRAPHIC	UNIQUE COMPL.	UNIQUE OFFICER, TENURE	APPEAL	ALLEGATION(S)/COMMENTS	COMPLAINT DISPOSITION	DISCIPLINE IMPOSED
14-01	3/20/14; 5/1/14	Wrong Action; Force	1308 Garden Hills Drive	African-American Male	Yes	Yes: 7yrs; 6yrs; 4yrs; 1yr	No	False arrest; Excessive Force	Unfounded; Exonerated; Not Sustained	None
14-02	4/1/2014; 7/1/14	No P/C; Force; Failed to Aid	320 N. Neil	African-American Male	Yes	Yes: 1 yr; 6 yrs.	No	No probable cause for arrest; Excessive Force; Failed to Provide Aid Following OC Deployment	Unfounded; Exonerated; Sustained	Yes
14-03	6/23/2014; 8/25/14	Racial Profiling; Wrong Action; Wrong Action	505 N. Ash	African-American Male	Yes	Yes: 1 yr; 25 yrs.	Yes	Racial Profiling; No P/C for citation; Complainant also believes that he was targeted to be an informant.	Unfounded; Unfounded	None
14-04	7/9/2014; 8/5/14	Wrong Action; Wrong Action	900 W. Springfield	Hispanic Male	Yes	Yes: 20 yrs	No	Failed to provide name and badge number; Improperly ordered complainant to stop recording.	Sustained; Sustained	Yes
14-05	08/23/14;	Wrong Action; Wrong Action	82 E. University	White Male	Yes	Yes: 2yrs; Yes: 19yrs; Yes: 19yrs	Yes	Threat/Loss of food and/or safety; failure to return phone messages	Unfounded; Unfounded	None
14-06	9/20/14	Force; Theft	57 E. Main	White Male	Yes	Yes; 8 yrs	No	Unreasonable amount of force; theft of money	Unfounded; Unfounded	None
14-07	10/7/14	Wrong Action	45 E. University	African-American female	Yes	Yes; 8 yrs	No	Unreasonable amount of force	Unfounded	None



REPORT TO HUMAN RELATIONS COMMISSION

FROM: Anthony Cobb, Chief of Police
DATE: January 15, 2014
SUBJECT: Summary of Police Department Citizen Complaints, 2013

INTRODUCTION

The internal affairs function of the Champaign Police Department is overseen by the Office of Professional Standards and serves directly under the Chief of Police. The internal affairs function is important for the maintenance of professional conduct in a law enforcement agency. The integrity of the agency is dependent upon the personal integrity and discipline of each employee, and the public image of the agency is in large part determined by the quality of the internal affairs function in responding to allegations of misconduct.

The purpose of this report is to provide an overview of the internal affairs process used by the Champaign Police Department and to provide comment on citizen input in both positive and negative data collected for 2013. The thorough and fair investigation of all citizen complaints, regardless of their source, remains a top priority for the Champaign Police Department.

BACKGROUND

The Office of Professional Standards oversees the Champaign Police Department's complaint investigation process. The Professional Standards Lieutenant and other department staff are responsible for the facilitation, investigation, and recording of all citizen commendations and/or complaints involving employees of the Champaign Police Department. Every recommendation for commendation or disciplinary action is reviewed by, at minimum, a District Commander, a Division Commander, and the Chief of Police.

In 2013 the Champaign Police Department began including the Community Relations Office in the process of investigating and reviewing citizen complaints. Representatives from the Community Relations Office are now afforded the opportunity to make investigative recommendations, to review complaint investigation findings, and to make recommendations to the Chief of Police. However, the final determinations as to findings and disciplinary actions still rest with the Chief of Police. The citizen complaint process also continues to provide citizens and department employees with the option of having a complaint or grievance reviewed by the City Manager.

Investigations and interviews related to criminal and/or administrative allegations of employee misconduct must be conducted in accordance with certain legal requirements before a recommendation of finding can be made. During the investigation of a criminal allegation, an officer is afforded Fifth Amendment rights. During a non-criminal (administrative)

investigation, an officer is afforded certain administrative protections. These protections are found in administrative labor laws, and they serve to protect an employee from an undocumented or false allegation.

Commendation: A commendation is defined as documentation of conduct which is in keeping with the City of Champaign values of Personal Integrity, Responsibility, Respect, Teamwork, or Results. This conduct is usually identified through a citizen report or other internal sources.

Misconduct: Misconduct is defined as any conduct which adversely reflects upon the officer or the police department. This includes conduct which is contrary to the City’s values, conduct contrary to the proper performance of official duties, including the misuse of official authority, or conduct in violation of departmental rules, policies, or directives. It also includes violations of federal, state, or local statutes. Misconduct can be identified through citizen complaints or internal sources.

Misconduct complaints have several possible dispositions. A complaint could involve more than one allegation, and in such cases each allegation is addressed with a separate disposition. Complaint dispositions are classified and defined as follows:

1. **Unfounded** – The allegation is false or not factual.
2. **Exonerated** – The action or conduct as described in the allegation is factual, and the action in question was consistent with law and/or department policy.
3. **Not Sustained** – There is insufficient evidence to prove or disprove the allegation.
4. **Sustained** – The allegation is true and the action in question was inconsistent with law and/or department policy.
5. **Misconduct Noted** – There were no sustained findings pertinent to the original complaint, but other violations of law and/or department policy were discovered during the investigation.

DISCUSSION

The Champaign Police Department responded to 74,667 calls for service in 2013 and received and investigated 5 citizen complaints. This suggests that, on average, the department received one complaint for every 14,933 calls for service. It should be noted that officers of the Champaign Police Department also received 29 citizen compliments in 2013.

The following chart shows complaint data for the last five years.

	2009	2010	2011	2012	2013
Number of Complaints	17	33	25	18	5
Number of Allegations	29	48	34	29	8
Sustained	1	5	9	4	2
Not Sustained	14	15	7	3	1
Exonerated	4	7	3	2	1
Unfounded	10	21	13	20	4
Appealed to City Manager	0	2	2	2	1

- Of the 5 complaints, 1 (20%) had at least one sustained finding. The national average is that approximately 10% of all citizen complaints result in a sustained finding.

Complaint Origin: In reviewing complaints, one thing that we look for is a pattern in the types of situations that bring about complaints. Our review of the last five years is reflected in the following table.

Complaint Origin	2009	2010	2011	2012	2013
Calls for Service	11	15	14	13	3
Investigative Contact	3	4	2	3	2
Non-Police Situation	0	2	1	0	0
On-View Offense	1	6	3	0	0
Other Self-Initiated Activity	0	2	0	0	0
Traffic Stop	1	4	4	2	0
Parking or Tow	1	0	1	0	0
Total	17	33	25	18	5

Complaint Allegation Trends: The vast majority of complaint allegations in 2013 were categorized as “Wrong Action” (6). This pattern has been consistent throughout the years that the data has been collected. In 2013 we received only 1 “Force” complaint; this represents a small reduction in “Force” complaints and appears to be the continuation of a trend. Examples of “Wrong Action” allegations included improper search, detention, or arrest procedures. The lone “Discourtesy” allegation involved the assertion that an officer made a rude and/or demeaning comment to the complainant.

Category	2009	2010	2011	2012	2013
Wrong Action	8	21	11	16	6
Discourtesy	7	6	7	8	1
Force	13	8	8	2	1
Discrimination	0	44	2	0	0
Harassment	0	1	1	2	0
Poor Judgment	0	1	1	0	0
No Action	1	4	1	0	0
Policy Issue	0	3	3	0	0
Slow Response Time	0	0	0	0	0

Many complaints arise from a difference in perspective, perception, and/or opinion, or through a misunderstanding of police procedure, training, and/or authority. We believe that the use of in-car video cameras has generally reduced the number of discourtesy complaints and specifically reduced the number of complaints stemming from traffic stops. Historically, most “Force” allegations have involved cases of resisting arrest where the complainant alleged that he/she was not resisting the officer. These cases are investigated both in light of what the officer did and what the complainant did to contribute to the situation.

In 2013, five different officers were the subject of a citizen complaint. The Police Department averaged less than one complaint for every twenty officers. We pay particular attention to those employees who receive multiple complaints, particularly when a repeat category is involved or there is a sustained allegation. This year, not a single officer was the subject of more than one complaint.

Disciplinary Action: As a result of citizen complaints in 2013, only one officer was disciplined. That officer was counseled for a discourtesy violation and given additional training.

Category	2009	2010	2011	2012	2013
Written Reprimand	12	8	2	0	0
1-3 Day Suspension	0	3	0	1	1
5-10 Day Suspension	0	0	0	0	0
Major Suspension (11-30 days)	0	0	1	0	0
Resignation	1	0	0	1	0
Recommendation for Discharge	0	1	0	0	0
Counseling	7	15	6	4	0

Complaint Process Comments: Substantive changes were made to the complaint process in 1999, 2007, and 2010, and 2013. First line supervisors and District Commanders investigate some allegations of misconduct, but serious allegations of misconduct are investigated by the Office of Professional Standards. Complaint investigations are the topic of ongoing command staff review, and emerging trends are one of several factors that the command staff uses to determine training needs.

Conclusion: The Police Department has almost no control over the number of complaints that it receives and we cannot state with certainty why the number of citizen complaints decreased again this year.

The police role in the criminal justice system frequently brings police officers into contact with citizens during times of crisis and/or under negative circumstances. The Champaign Police Department will continue to work with our community to provide an open and effective process designed to prevent and detect misconduct during our contacts with citizens, and we intend to ensure that we are accountable for our actions. In this regard, police staff will continue to work with the City Council, the Human Relations Commission, and members of the community to examine and consider changes in how complaints are made, received, and filed, in the reporting of outcomes, and in educating the public.

The current complaint process is as follows:

Current Procedures

- Formal complaints shall be filed within 30 days of the reported incident unless unusual circumstances prevent such filing. In such case, the complainant shall notify the Police

Department of the intent to file within 30 days of the incident and the complainant may request an extension up to 60 days.

- Complaint forms may be mailed in and are available on-line or for pick up at the City Building Information Desk, the Community Relations Office, at several churches, at the Boys and Girls Club, at Land of Lincoln Legal Services, and at The Whip Barbershop.
- Complainants are required to:
 1. Affirm that their allegations are true.
 2. Make themselves available to be interviewed by the investigating supervisor.
 3. Provide the investigating supervisor with witnesses, evidence, or supporting documentation related to the complaint.
- The complainant must cooperate with this process or the matter will be investigated as an internal inquiry rather than a formal complaint. In such cases the complainant forfeits the right to written notification of the disposition.
- When a complaint is received, Professional Standards mails the complainant a letter which explains the investigation process and summarizes the complainant's allegations. The complainant can modify the allegations by contacting the Office of Professional Standards.
- The Community Relations Office (CRO) serves in an advisory role throughout the complaint process.
- Police and CRO staff members confer prior to the onset of a complaint investigation and outline and agree upon the investigative steps to be taken.
- CRO staff review the preliminary findings of every complaint investigation. If CRO staff disagrees with the preliminary findings of a complaint investigation then a complaint review committee meeting is held and the preliminary complaint finding(s) are discussed. At the conclusion of that meeting the complaint review committee will make a recommendation to the Chief of Police as to the finding(s) of the investigation.
- Complaint investigations centered on legal issues, such as arrest, search/seizure, and/or the use of force, may additionally be referred to the Legal Department for review.
- When a complaint investigation has been concluded, the complainant is given the investigative findings in writing. Complaint findings may be appealed to the City Manager.

Citizen Complaint Fact Sheet

- The complainant is given a Fact Sheet at the time that the complaint is filed, and a second copy of the Fact Sheet is provided to the complainant through the mail when Professional Standards sends an initial response to the complainant.

Citizen Complaint Intake Procedure

- A digital video recording system at the police department documents the complaint intake process, provided that the complaint is made in person.

Champaign Police Website

- A Citizen Complaint/Commendation Form is available through the City of Champaign website to allow online for reporting. The Citizen Complaint Fact Sheet and the annual Complaint summary report are also available through the website.

Champaign Police Department Citizen Feedback Brochure

- A Citizen Feedback Brochure has been created to allow another means for citizens to submit both compliments and complaints to the police department. Brochures are also available in several locations, including Council Chambers.

Conducting complaint investigations which are timely, objective, and impartial remains a high priority for the Champaign Police Department, and educating and sensitizing department employees to the needs of the community continues to be an ongoing effort of particular importance.

Prepared by:

Jon Swenson
Professional Standards Lieutenant

**Champaign Police Department
2013 Citizen Complaint Summary**

12/31/13

COMP #	DATE FILED, FINISHED	COMPLAINT TYPE	INCIDENT LOCATION	COMPLAINANT DEMOGRAPHIC	UNIQUE COMPL.	UNIQUE OFFICER, TENURE	APPEAL	ALLEGATION(S)/COMMENTS	COMPLAINT DISPOSITION	DISCIPLINE IMPOSED
13-01	1/19/13; 3/26/13	Force; Wrong Action	613 Crestview	White Male	Yes	Yes; 5 yrs	No	Unreasonable force used during arrest; officer lost money	Unfounded; Unfounded	None
13-02	5/26/13; 7/8/13	Arrest; Seizure; Name & Badge	700 S. Sixth	White Male	Yes	Yes; 9 yrs	No	No P/C for arrest; unlawful seizure; officer failed to provide name and badge number when asked	Unfounded; Exonerated	None
13-03	6/14/13; 8/30/13	Discourtesy	Market and Bradley	African-American female	Yes	Yes; 1 yr	No	Officer made several rude/demeaning comments.	Not Sustained	Training
13-04	7/28/13; 9/9/13	Wrong Action; Wrong Action	2505 Roland	White Female	Yes	Yes; 3 yrs	No	Officer failed to take report and summon medical aid	Sustained; Sustained	Yes
13-05	8/10/2013; 9/9/13	Wrong Action	2103 Lynwood	White Male	Yes	Yes; 15yrs Yes; 11 yrs	Yes	Officers failed to thoroughly investigate an incident	Unfounded	None

Champaign Police Department 2013 Citizen Compliment Summary

12/31/13

Awards Between: 1/1/2013 & 12/31/2013				
Type	Activity	Date	From	Summary
Letter of Appreciation	Training	1/16/2013	Agency	Officer was commended for providing alcohol-related training.
Letter of Appreciation	Call For Service	1/28/2013	Citizen	Officers were commended for assistance rendered during CFS.
Letter of Appreciation	Investigation	2/8/2013	Agency	Officer was commended for his role in a federal prosecution.
Letter of Appreciation	Accident Investigation	2/19/2013	Citizen	Officer was commended for his handling/investigation of a traffic accident.
Letter of Appreciation	Death Investigation	2/28/2013	Citizen	Officer was commended for assistance rendered during a death investigation.
Letter of Appreciation	Public Contact	3/6/2013	Citizen	Officer was commended for rendering assistance to a stranded motorist.
Letter of Appreciation	Criminal Investigation	4/17/2013	Citizen	Arrestee commended an officer for his professionalism.
Letter of Appreciation	Criminal Investigation	4/22/2013	Agency	Detective was commended for assisting with the preparation of a case for jury trial.
E-Mail / Note of Appreciation	Death Investigation	5/10/2013	Agency	UIPD commended CPD officers for their handling of a death investigation.
E-Mail / Note of Appreciation	Death Investigation	5/13/2013	Citizen	Officer was commended for the compassion and patience he displayed while communicating with the friends and family of a subject who committed suicide.
Letter of Appreciation	Youth Activity	10/4/2040	Citizen	Officer was commended for volunteering to sit on an Eagle Scout panel on his own time.
Letter of Appreciation	Death Investigation	5/15/2013	Citizen	Officer was commended for his timely communication with the U of I Dean of Students.
E-Mail / Note of Appreciation	Call For Service	5/21/2013	Citizen	Officers were commended for their handling of an armed subject call.
Letter of Appreciation	Youth Activity	5/28/2013	Citizen	Officer was thanked for serving as career advisor for local HS student.
E-Mail / Note of Appreciation	Call For Service	6/27/2013	Citizen	Officers were thanked for their response to a call for service involving a distraught employee.
Letter of Appreciation	Accident Investigation	7/9/2013	Citizen	Officers were commended for their handling of a traffic crash investigation.
Letter of Appreciation	Criminal Investigation	7/9/2013	Agency	Officer was commended for locating a witness in another agency's investigation.
E-Mail / Note of Appreciation	Accident Investigation	7/9/2013	Citizen	Officer was commended for a traffic crash investigation.
Letter of Appreciation	Criminal Investigation	3/30/2095	Agency	Front Desk staff member was thanked for assisting another agency with a robbery investigation.
Letter of Appreciation	Accident Investigation	8/9/2013	Citizen	Officer was commended for assistance rendered during an accident investigation.
Note of Appreciation	Criminal Investigation	8/28/2013	Citizen	Officer was commended for his professionalism and compassion in dealing with a juvenile burglary suspect.
E-Mail / Note of Appreciation	Accident Investigation	8/30/2013	Citizen	Officer was commended for the manner in which he handled an accident investigation.
Letter of Appreciation	Prisoner Escape	9/5/2013	Agency	Letter of thanks from Robinson PD for assisting in the search for an escaped prisoner.
E-Mail / Note of Appreciation	Death Investigation	9/7/2013	Citizen	Officers were commended for the manner in which they handled a death investigation.
E-Mail / Note of Appreciation	Accident Investigation	10/2/2013	Agency	Officer was thanked for his service and professionalism.
E-Mail / Note of Appreciation	Public Presentation	10/7/2013	Citizen	Officer was thanked for giving bicycle safety presentation to 2nd grade class.
E-Mail / Note of Appreciation	Criminal Investigation	11/18/2013	Citizen	Officer's were thanked for their prompt and professional response to a BMW.
Letter of Appreciation	Call For Service	11/25/2013	Citizen	Officer was thanked for recovering a stolen cell phone.
Letter of Appreciation	Criminal Investigation	12/18/2013	Agency	Detective was commended by the S/A's office for special assistance rendered during the prosecution of a murder case.



REPORT TO HUMAN RELATIONS COMMISSION

FROM: Anthony Cobb, Chief of Police
DATE: March 6, 2013
SUBJECT: Summary of Police Department Citizen Complaints, 2012

INTRODUCTION

The internal affairs function of the Champaign Police Department is overseen by the Office of Professional Standards and serves directly under the Chief of Police. The internal affairs function is important for the maintenance of professional conduct in a law enforcement agency. The integrity of the agency depends upon the personal integrity and discipline of each employee, and the public image of the agency is in large part determined by the quality of the internal affairs function in responding to allegations of misconduct.

The purpose of this report is to provide an overview of the internal affairs process used by the Champaign Police Department and to provide comment on citizen input in both positive and negative data collected for 2012. The thorough and fair investigation of all citizen complaints, regardless of their source, remains a top priority for the Champaign Police Department.

BACKGROUND

The Office of Professional Standards oversees the Champaign Police Department's complaint investigation process. The Professional Standards Lieutenant and other department staff are responsible for the facilitation, investigation, and recording of all citizen commendations and/or complaints involving employees of the Champaign Police Department. Every recommendation for commendation or disciplinary action is reviewed by the appropriate District Commander, appropriate Division Commander, and the Chief of Police. The final determination as to disciplinary action is made by the Chief of Police. The process also provides citizens and department employees with the option of having their complaint or grievance reviewed by the City Manager.

Investigations and interviews related to criminal and/or administrative allegations of employee misconduct must be conducted in accordance with certain legal requirements before a recommendation of finding can be made. During the investigation of a criminal allegation, an officer is afforded Fifth Amendment rights. During the investigation of a non-criminal (administrative) investigation, an officer is afforded certain administrative protections. These protections are found in administrative labor laws, and they serve to protect an employee from an undocumented or false allegation.

Commendation: A commendation is defined as documentation of conduct which is in keeping with the City of Champaign values of Personal Integrity, Responsibility, Respect, Teamwork, or Results. This conduct is usually identified through a citizen report or other internal sources.

Misconduct: Misconduct is defined as any conduct which adversely reflects upon the officer or the police department. This includes conduct which is contrary to the City’s values, conduct contrary to the proper performance of official duties, including the misuse of official authority, or conduct in violation of departmental rules, policies, or directives. It also includes violations of federal, state, or local statutes. Misconduct can be identified through citizen complaints or internal sources.

Misconduct complaints have several possible dispositions. A complaint could involve more than one allegation, and in such cases each allegation is addressed with a separate disposition. Complaint dispositions are classified and defined as follows:

1. **Unfounded** – The allegation is false or not factual.
2. **Exonerated** – The action or conduct as described in the allegation is factual, and the action in question was consistent with law and/or department policy.
3. **Not Sustained** – There is insufficient evidence to prove or disprove the allegation.
4. **Sustained** – The allegation is true and the action in question was inconsistent with law and/or department policy.
5. **Misconduct Noted** – There were no sustained findings pertinent to the original complaint, but other violations of law and/or department policy were discovered during the investigation.

DISCUSSION

The Champaign Police Department responded to 71,710 calls for service in 2012 and received and investigated 18 citizen complaints. This suggests that, on average, the department received one complaint for every 3,983 calls for service. It should be noted that officers of the Champaign Police Department also received 48 citizen compliments in 2012.

The following chart shows complaint data for the last five years.

	2008	2009	2010	2011	2012
Number of Complaints	23	17	33	25	18
Number of Allegations	43	29	48	34	29
Sustained	9	1	5	9	4
Not Sustained	7	14	15	7	3
Exonerated	8	4	7	3	2
Unfounded	16	10	21	13	20
Appealed to City Manager	3	0	2	2	2

- Additionally, there were 2 complainant investigations in which other misconduct was noted by the investigating supervisor.
- Of the 18 complaints, 4 (22%) had at least one sustained finding. The national average is that approximately 10% of all citizen complaints result in a sustained finding.

Complaint Origin: In reviewing complaints, one thing that we look for is a pattern in the types of situations that bring about complaints. Our review of the last five years is reflected in the following table.

Complaint Origin	2008	2009	2010	2011	2012
Calls for Service	13	11	15	14	13
Investigative Contact	3	3	4	2	3
Non-Police Situation	1	0	2	1	0
On-View Offense	1	1	6	3	0
Other Self-Initiated Activity	0	0	2	0	0
Traffic Stop	4	1	4	4	2
Parking or Tow	1	1	0	1	0
Total	23	17	33	25	18

Complaint Allegation Trends: The vast majority of complaint allegations in 2012 were categorized as “Wrong Action” (16) or “Discourtesy” (8). This pattern has been consistent throughout the years that the data has been collected. In 2012 we only received 2 “Force” complaints; this represents a significant reduction in “Force” complaints and appears to be the continuation of a trend. Examples of “Wrong Action” allegations included improper search, detention, or arrest procedures. The vast majority of “Discourtesy” allegations involved the assertion that an officer made a rude, unprofessional, or otherwise inappropriate comment.

Category	2008	2009	2010	2011	2012
Wrong Action	10	8	21	11	16
Discourtesy	14	7	6	7	8
Force	15	13	8	8	2
Discrimination	0	0	44	2	0
Harassment	0	0	1	1	2
Poor Judgment	0	0	1	1	0
No Action	4	1	4	1	0
Policy Issue	0	0	3	3	0
Slow Response Time	0	0	0	0	0

Many complaints arise from a difference in perspective, perception, and/or opinion, or through a misunderstanding of police procedure, training, and/or authority. We believe that the use of in-car video cameras has generally reduced the number of discourtesy complaints and specifically reduced the number of complaints stemming from traffic stops. Historically, most “Force” allegations have involved cases of resisting arrest where the complainant alleged that he/she was

not resisting the officer. These cases are investigated both in light of what the officer did and what the complainant did to contribute to the situation.

In 2012, nineteen different officers were the subject of a citizen complaint. The Police Department averaged less than one complaint for every seven officers. We pay particular attention to those employees who receive multiple complaints, particularly when a repeat category is involved or there is a sustained allegation. This year, two officers each had 2 complaints and one officer had 3 complaints. It should, however, be noted that none of those complaints were sustained and that no patterns of alleged misconduct were noted in reviewing those complaints.

Disciplinary Action: As a result of citizen complaints in 2012, six officers were disciplined: one officer resigned in lieu of termination; one officer received a one-day suspension; and four officers received counseling. The six disciplinary actions were received by six different officers.

Category	2008	2009	2010	2011	2012
Written Reprimand	10	12	8	2	0
1-3 Day Suspension	2	0	3	0	1
5-10 Day Suspension	0	0	0	0	0
Major Suspension (11-30 days)	0	0	0	1	0
Resignation	1	1	0	0	1
Recommendation for Discharge	0	0	1	0	0
Counseling	18	7	15	6	4

Complaint Process Comments: Substantive changes were made to the complaint process in 1999, 2007, and 2010, and as of the date of this report several additional changes are pending. First line supervisors and District Commanders investigate some allegations of misconduct, but serious allegations of misconduct are investigated by the Office of Professional Standards. Complaint investigations are the topic of ongoing command staff review, and emerging trends are one of several factors that the command staff uses to determine training needs.

Conclusion: The Police Department has almost no control over the number of complaints that it receives and we cannot state with certainty why the number of citizen complaints decreased again this year.

The police role in the criminal justice system frequently brings police officers into contact with citizens during times of crisis and/or under negative circumstances. The Champaign Police Department will continue to work with our community to provide an open and effective process designed to prevent and detect misconduct during our contacts with citizens, and we intend to ensure that we are accountable for our actions. In this regard, police staff will continue to work with the City Council, the Human Relations Commission, and members of the community to examine and consider changes in how complaints are made, received, and filed, in the reporting of outcomes, and in educating the public.

The current complaint process is as follows:

Current Procedural Process

- Formal complaints shall be filed within 30 days of the reported incident unless unusual circumstances prevent such filing. In such case, the complainant shall notify the Police Department of the intent to file within 30 days of the incident and the complainant may request an extension up to 60 days.
- Complaint forms may be mailed in and are available on-line or for pick up at the City Building Information Desk, the Community Relations Office, at several churches, at the Boys and Girls Club, at Land of Lincoln Legal Services, and at The Whip Barbershop.
- Complainants are required to:
 1. Affirm that their allegations are true.
 2. Make themselves available to be interviewed by the investigating supervisor.
 3. Provide the investigating supervisor with witnesses, evidence, or supporting documentation related to the complaint.
- The complainant must cooperate with this process or the matter will be investigated as an internal inquiry rather than a formal complaint. In such case the complainant forfeits the right to written notification of the disposition.
- When a complaint is received, Professional Standards mails the complainant a letter which explains the investigation process and summarizes the complainant's allegations. The complainant can modify the allegations by contacting the Office of Professional Standards.
- When the complaint investigation has been concluded, the complainant is given the investigative findings in writing. Complaint findings may be appealed to the City Manager.

Pending Procedural Changes

- The Community Relations Office (CRO) will serve in an advisory role throughout the complaint process.
- Police and CRO staff will confer prior to the onset of a complaint investigation and outline the investigative steps to be taken.
- CRO staff will review the preliminary findings of every complaint investigation. If CRO staff disagrees with the preliminary findings of a complaint investigation then a complaint review committee meeting will be held and the preliminary complaint finding(s) will be discussed. At the conclusion of that meeting the complaint review committee will make a recommendation to the Chief of Police as to the finding(s) of the investigation.
- Complaint investigations centered on legal issues, such as arrest, search/seizure, and/or the use of force, may additionally be referred to the Legal Department for review.

Citizen Complaint Fact Sheet

- The complainant is given a Fact Sheet at the time that the complaint is filed, and a second copy of the Fact Sheet is provided to the complainant through the mail when Professional Standards sends an initial response to the complainant.

Citizen Complaint Intake Procedure

- A digital video recording system at the police department documents the complaint intake process, provided that the complaint is made in person.

Champaign Police Website

- A Citizen Complaint/Commendation Form is available through the City of Champaign website to allow online for reporting. The Citizen Complaint Fact Sheet and the annual Complaint summary report are also available through the website.

Champaign Police Department Citizen Feedback Brochure

- A Citizen Feedback Brochure has been created to allow another means for citizens to submit both compliments and complaints to the police department. Brochures are also available in several locations, including Council Chambers.

Conducting complaint investigations which are timely, objective, and impartial remains a high priority for the Champaign Police Department, and educating and sensitizing department employees to the needs of the community continues to be an ongoing effort of critical importance.

Prepared by:

Jon Swenson
Professional Standards Lieutenant

**Champaign Police Department
2012 Citizen Complaint Summary**

COMP #	DATE FILED, FINISHED	COMPLAINT TYPE	INCIDENT LOCATION	COMPLAINANT DEMOGRAPHIC	UNIQUE COMPL.	UNIQUE OFFICER, TENURE	APPEAL	ALLEGATION(S)/COMMENTS	COMPLAINT DISPOSITION	DISCIPLINE IMPOSED
12-01	3/1/12, 8/13/12	Courtesy; Wrong Action	Anthony & Mattis	African-American Male	Yes	No; 5 years (12-11)	No	Officer was discourteous and improperly seized money.	Unfounded;	No
12-02	3/5/12	Harassment	Multiple	African-American Female	Yes	Yes, 15yr	No	Officer is harassing her and her family.	Unfounded; Not Sustained	No
12-03	3/12/12, 05/14/12	Wrong Action	300 S 2nd	African-American Female	Yes	Yes; 12yr	No	Officer lost her money.	Unfounded	No
12-04	2/7/12, 10/30/12	Wrong Action	Urbana	White Female	Yes	Yes; 3yr	No	Officer acted unprofessionally.	Sustained	Yes
12-05	5/3/12, 8/13/12	Courtesy; Force	Summit Ridge & Winston	African-American Male	Yes	Yes, 16yr; Yes, 16yr	No	Officer made a discourteous comment; officer used an unreasonable amount of force.	Unfounded; Unfounded	No
12-06	6/13/12, 8/14/12	Courtesy; Force	306 E. University	African-American Female	Yes	Yes; 10 years	No	Officer was rude and used unreasonable amount of force	Unfounded;	No
12-07	6/21/12, 8/14/12	Harassment	900 W. Bradley	Hispanic Male	Yes	Yes; 6 years	No	Officer is harassing him.	Not Sustained	No
12-08	6/24/12, 8/14/12	Courtesy; Wrong Action	204 N. Country Fair	White Female	Yes	Yes; 2 years	No	Officer made inappropriate comment; failed to take action	Not Sustained; Sustained	Yes
12-09	7/11/12	Wrong Action; Wrong Action	Hedge Court	Hispanic Male	Yes	No; 6 years	No	Officer scheduled juvenile appointment without probable cause; failed to take action.	Unfounded; Unfounded	No
12-10	1/23/12, 8/15/12	Wrong Action	200 N. Randolph	African-American Male	Yes	Yes; 20 years	Yes	Complaint alleges that he was racially profiled.	Unfounded	No
12-11	8/4/12, 8/15/12	Courtesy	Telephone	African-American Male	Yes	No; 5 years (12-1)	No	Officer made discourteous comment.	Unfounded	No
12-12	8/16/12, 1/8/13	Courtesy; Wrong Action	200 W. Charles	African-American Male	Yes	Yes; 20 years Yes: 11 years	No	Officer made discourteous comment and applied handcuffs too tightly.	Unfounded; Unfounded; Other	Yes
12-13	9/14/12, 10/3/12	Wrong Action; Wrong Action	616 1/2 W. Clark	White Female	Yes	Yes; 9 years	No	Officer used an unreasonable amount of force an inappropriately transported her for involuntary committal	Unfounded; Unfounded	No
12-14	9/27/12, 11/13/12	Wrong Action; Wrong Action	610 Marketview	African-American Male	Yes	Yes; 6 years No: 2 years (12-	No	Officer used and unreasonable amount of force and made arrest without probable cause.	Exonerated; Unfounded	No
12-15	10/19/12, 1/8/13	Courtesy	1115 Crescent	Hispanic Female	Yes	Yes; 17 years	No	Officer made inappropriate comment(s).	Sustained	Yes
12-16	10/29/12, 1/4/13	Courtesy	1411 W. White	White Female	Yes	No; 2 Years (12-14)	No	Officer made inappropriate comment(s).	Not Sustained	Yes
12-17	11/17/12, 1/10/13	Wrong Action; Wrong Action	John and Crescent	White Male	Yes	Yes; 8 years	Yes	Officer improperly discharged duty weapon resulting in death of complainant's dog.	Exonerated; Sustained	Yes
12-18	12/18/12, 1/18/13	Wrong Action; Wrong Action	601 N. Neil	White Male	Yes	Yes; 6 years	No	Officer stopped him without probable cause, issued 2 citations to him, and then impounded his vehicle.	All Unfounded; Other Misconduct	Yes

**Champaign Police Department
2012 Citizen Compliment Summary**

Awards Between: 1/1/2012 AND 12/31/2012				
Type	Activity	Date	From	Summary
Letter of Appreciation	Activity	1/11/2012	Citizen	Dept. personnel thanked for assistance at funeral.
Phone/Email Appreciation	Call For Service	1/19/2012	Citizen	Officer complimented for assistance with noise complaint.
Letter of Appreciation	Accident Investigation	1/19/2012	Citizen	Officer complimented for assistance with hit and run investigation.
Phone/Email Appreciation	Call For Service	1/30/2012	Citizen	Officer complimented for assistance with call for service.
Letter of Appreciation	Call For Service	1/31/2012	Citizen	Multiple officers complimented for assistance with a call for service.
Letter of Appreciation	Activity	2/7/2012	Citizen	Dept. personnel thanked for assistance at funeral.
Letter of Appreciation	Activity	2/15/2012	Citizen	Dept. personnel thanked for assistance at funeral.
Letter of Appreciation	Activity	2/21/2012	Citizen	Officer thanked for assistance at school event.
Letter of Appreciation	Traffic Stop	2/28/2012	Citizen	Officer thanked for professionalism during traffic stop.
Letter of Appreciation	Call For Service	2/29/2012	Citizen	Officer thanked for assistance with dispute resolution.
Phone/Email Appreciation	Traffic Stop	3/13/2012	Citizen	Officer thanked for professionalism during traffic stop.
Phone/Email Appreciation	Call For Service	3/13/2012	Citizen	Officers thanked for assistance with call for service.
Phone/Email Appreciation	Call For Service	3/20/2012	Citizen	Officer thanked for assistance with disabled vehicle.
Letter of Appreciation	Activity	3/26/2012	Citizen	Officers thanked for assistance during crisis intervention.
Letter of Appreciation	Activity	4/25/2012	Citizen	Officer thanked for group presentation.
Letter of Appreciation	Activity	5/1/2012	Citizen	Officer thanked for group presentation.
Letter of Appreciation	Activity	5/3/2012	Citizen	Officers thanked for assistance with planned protest.
Letter of Appreciation	Activity	5/18/2012	Citizen	Officers thanked for the presence/assistance with school zone.
Letter of Appreciation	Call For Service	6/6/2012	Citizen	Officer thanked for assistance with a call for service.
Letter of Appreciation	Call For Service	6/14/2012	Citizen	Officer thanked for assistance with a traffic accident.
Phone/Email Appreciation	Call For Service	6/28/2012	Citizen	Officer thanked for assistance rendered during a check welfare call.
Letter of Appreciation	Call For Service	6/30/2012	Citizen	Officer thanked for assistance rendered with a runaway juvenile.
Letter of Appreciation	Call For Service	7/2/2012	Citizen	Officers thanked for assistance with burglary investigation.
Letter of Appreciation	Call For Service	7/2/2012	Citizen	Officer thanked for assistance with threats report.
Letter of Appreciation	Activity	7/16/2012	Citizen	Officers thanked for efforts during Youth Police Academy.
Letter of Appreciation	Activity	7/16/2012	Citizen	Officer thanked for hosting citizen on a ride-along.
Letter of Appreciation	Activity	7/17/2012	Citizen	Officer thanked for presence at Unit 4 school.
Letter of Appreciation	Traffic Stop	7/17/2012	Citizen	Officer thanked for professionalism during traffic stop.
Letter of Appreciation	Activity	7/20/2012	Citizen	Officers thanked for showing presence in neighborhood.
Letter of Appreciation	Activity	7/20/2012	Citizen	Officers thanked for assistance with Freedom Celebration.
Letter of Appreciation	Call For Service	7/21/2012	Citizen	Officer thanked for assistance with criminal damage report.
Letter of Appreciation	Call For Service	7/24/2012	Citizen	Officer thanked for off-duty assistance with crime in progress.

**Champaign Police Department
2012 Citizen Compliment Summary**

Letter of Appreciation	Call For Service	8/7/2012	Citizen	Officer thanked for professionalism during accident investigation.
Phone/Email Appreciation	Call For Service	8/16/2012	Citizen	Officers thanked for compassion/professionalism during death investigation.
Letter of Appreciation	Call For Service	8/16/2012	Citizen	Officers thanked for assistance with juvenile problem.
Letter of Appreciation	Call For Service	8/18/2012	Citizen	Officer thanked for assistance with follow-up in/re traffic accident.
Phone/Email Appreciation	Call For Service	8/19/2012	Citizen	Officer thanked for assistance with noise complaint.
Phone/Email Appreciation	Public Speaking	9/12/2012	Citizen	Multiple officers complimented for public presentation.
Phone/Email Appreciation	Public Contact	9/13/2012	Citizen	Multiple officers complimented for their assistance in finding a lost child.
Phone/Email Appreciation	Call For Service	9/14/2012	Citizen	Officer commended for his handling of a call for service involving family crisis.
Phone/Email Appreciation	Accident Investigation	9/17/2012	Citizen	Officer commended for his investigation of a traffic accident.
Phone/Email Appreciation	Call For Service	9/17/2012	Citizen	Officer commended for helpfulness during call for service.
Phone/Email Appreciation	Accident Investigation	9/29/2012	Citizen	Officer commended for his helpfulness during and after an accident investigation.
Phone/Email Appreciation	Public Contact	10/12/2012	Citizen	Officer commended for taking time to explain rules to students.
Phone/Email Appreciation	Call For Service	11/2/2012	Citizen	Officer commended for assistance during check welfare call
Phone/Email Appreciation	Problem Solving Project	11/8/2012	Citizen	Officers commended for solving several neighborhood burglaries
Phone/Email Appreciation	Public Contact	11/21/2012	Citizen	Front desk staff rec'd letter of appreciation from local business.
Phone/Email Appreciation	Suicidal Subject	12/12/2012	Citizen	Officer commended for his efforts to locate suicidal subject.
Phone/Email Appreciation	Call For Service	12/29/2012	Citizen	Officer commended for promptly apprehending a burglar.