

	CPRB Recommendation	Management Recommendation (from report)	Action Item	Current Status
Complaint Process				
CPRB 1	The Complaint Form should be a fillable PDF/Word document available in both hard and soft copy and not require the complainant's occupation or work number. The Complaint Form should be more readily available. Decals should be placed on the back of patrol cars instructing citizens to contact Durham OneCall with concerns about police services. (HRC 26, 28)	See HRC 28	Institute a Complaint Form that can be completed online and submitted electronically.	9/3: Technology Solutions is developing the electronic Complaint form and will test the form over the next few weeks prior to implementation. Hard copies of the Complaint Form will be placed in the lobby of City Hall and City Manager's Office in the next week.
			Make Complaint Forms accessible from the City Manager's webpage.	
			Place hard copies of the Complaint Form at the Durham One Call desk in the first floor lobby of City Hall and the City Manager's Office.	
			Revise the Complaint Form to allow the complainant to provide any and all contact information (telephone and email) where they would like to be reached for the purposes of completing a full investigation.	9/3: Complete: the Complaint Form has been revised to incorporate this recommendation
CPRB 2	The most recent general orders, policies and procedures of the Police Department should be accessible online.	The City Manager has directed the Police Department to begin implementing this recommendation. Police Department staff have indicated some time is necessary to prepare the documents for posting given the size of the general orders, but that the process has begun and will be monitored by the City Manager's office.	Post General Orders to the Police Department's website by November 30, 1014.	8/21: Recommendation is currently being implemented. The Durham Police Department estimates the project will take approximately 3 months to complete.
CPRB 3	The Professional Standards Division should provide complainant with a letter confirming receipt of the	The Police Department should follow up with Complainants if the investigation is going to last longer than the projected completion date.	No further action required	9/3: Complainants are currently receiving letters of receipt that includes the expected completion timeframe and contact information for the appropriate DPD staff person.

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	complaint. The letter should explain the investigative process that the complaint will follow and when the complainant should expect to hear back from the Police Department. In addition, the letter should include contact information for the Captain of the Professional Standards Division or their designee.	The Police Department should provide contact information for the Captain of the Professional Standards Division, or his/her designee, in the second letter that is mailed to Complainants at the completion of the investigation.	No further action required	9/3: Complainants are currently receiving letters of receipt that includes the expected completion timeframe and contact information for the appropriate DPD staff person.
CPRB 4	In the determination letter to the complainant by the Professional Standards Division, the letter should additionally provide some detail of the facts of the case, the six levels of discipline for a City of Durham employee and whether or not the officer was in fact disciplined. The letter should note that the specific discipline, with the exception of suspension, demotion or termination, cannot be disclosed due to the Personnel Privacy Act. (HRC 29)	The Police Department does not currently provide information regarding the six levels of discipline for City of Durham employees. The Police Department should provide that information in each Determination Letter.	Revise letter(s) to Complainants to include the six levels of discipline	9/3: Follow up with DPD on revisions to letters to Complainants
Each determination letter should be revised to include the City of Durham's six levels of discipline and that all City employees are subject to this disciplinary process.		Revise letter(s) to Complainants to include the six levels of discipline and the City's disciplinary process		
Each determination letter should be revised to include language stating that State law prohibits the City from disclosing personnel information except for suspensions, demotions, or terminations.		Revise letter(s) to Complainants to include requested language		

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CPRB 5	The complainant should have 30 days from receipt of the determination letter from the Professional Standards Division of the Police Department to file an appeal with the Civilian Police Review Board. (HRC 24)	<p>Revise the relevant language in the Civilian Police Review Board Procedure Manual (Section 4.5) to extend the request for appeal from 14 calendar days to 30 calendar days. This change must be approved by the City Council. In addition to the Procedure Manual, any and all references to the 14 day appeal period would have to be revised as well (e.g., website and letters).</p> <p>Determination Letters should be mailed with return receipt so the Clerk's Office, and CPRB, can determine whether Requests for Appeals have been submitted within 30 calendar days.</p>	<p>Create agenda item to amend Section 4.5 of the Civilian Police Review Board Procedure Manual. (October 9th Work Session & October 20th City Council Meeting) OR (October 23rd Work Session & November 3rd City Council Meeting)</p> <p>Work with DPD to revise the necessary document(s) to reflect the return receipt requirement. (NOT IN PROCEDURE MANUAL)</p>	9/3: The CPRB Procedure Manual is being reviewed to identify all changes that need to be revised so they can be addressed at one time by the Council.
CPRB Activities				

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CPRB 6	The CPRB should receive quarterly Performance Reviews Reports from the Professional Standards Division of the Police Department.	The Police Department should submit quarterly reports to the Civilian Police Review Board and City Manager summarizing the number and types of investigations received during the previous quarter. Reports should be submitted as follows: January - March: April 30th April – June: July 31st July – September: October 31st October – December: January 31st Reports should be submitted electronically and should include the following: (1) Date the alleged incident occurred (2) Type of the alleged violation (include applicable rules and/or general orders) (3) Outcome of the investigation (sustained, not sustained, exonerated, unfounded, or policy failure)	Work with DPD to develop quarterly reporting format	9/3: Following up with DPD
CPRB 7	The Annual Report of the CPRB should be posted on the City Manager's website.	To promote transparency and sharing of information related to the reviews conducted by the CPRB, the 2012 and 2013 Annual Reports have been placed on the City Manager's page in the publications section on the City website. CPRB Annual Reports are completed in September, and will be placed on the City Manager's webpage upon electronic receipt from the CPRB in the City Manager's Office.	No further action required.	8/21: Complete.

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CPRB 8	The CPRB will develop a brochure about the complaint process and CPRB.	Administration supports efforts to inform and educate the public about the complaint process and encourages the CPRB to work with the Office of Public Affairs to develop a brochure in English and Spanish. Upon completion, the brochures will be available at the City Manager's Office, and locations selected by the CPRB. It will be at the discretion of CPRB to ensure that the brochures are placed at the suggested locations.	Meet with CPRB chair and/or designee to determine parameters, timeline and responsibilities for producing a brochure.	8/21: Public Affairs Office will arrange a meeting by the end of August to establish a production timeline for the brochure in both English and Spanish. While the distribution of the printed brochures outside of the City Manager's Office and Police Department will be at the discretion of the board, an electronic version will be placed on the City Manager's and the Police Department pages of the city's website. The brochure is projected to be completed and available for distribution and posting by December 2014.
			Develop brochure and approve.	The brochure is projected to be completed and available for distribution and posting by December 2014.
			Translate brochure	The brochure is projected to be completed and available for distribution and posting by December 2014.
			Determine distribution and posting needs. Implement plan.	The brochure is projected to be completed and available for distribution and posting by December 2014.
CPRB 9	The CPRB will host one community forum per year.	To ensure accountability and continuity of the CPRB annual community forum, the Civilian Police Review Board Procedure Manual should be amended to include the forum as an expectation of CPRB members. The amendment would have to be approved by the City Council.	Revise CPRB Procedure Manual to include annual community forum requirement - Manual requirements must be presented to City Council	9/3: The CPRB Procedure Manual is being reviewed to identify all changes that need to be revised so they can be addressed at one time by the Council.

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CPRB 10	[CPRB will be] available to present information on the complaint process to Partners Against Crime organizations and other interested community, civic and neighborhood groups.	To ensure accountability and continuity, the Civilian Police Review Board Procedure Manual should be amended to include a requirement to present to at least two community/civic/neighborhood groups per year.	Revise CPRB Procedure Manual to include annual community forum requirement - Manual requirements must be presented to City Council	9/3: The CPRB Procedure Manual is being reviewed to identify all changes that need to be revised so they can be addressed at one time by the Council.