



THE OFFICE OF CITIZEN COMPLAINTS

2011 ANNUAL REPORT

Included In This Document

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Caseload Summaries 1993-2011
How Complaints Were Received
Demographic Characteristics of Complainants
Types of Allegations Received and Closed
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Status of OCC Cases – Year 2010
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Samara Marion, Linda Taylor, Donna Salazar, and Pamela Thompson

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OFFICE OF CITIZEN COMPLAINTS

CITY AND COUNTY OF SAN FRANCISCO



Joyce M. Hicks
Executive Director

May 2, 2012

To: The Honorable Edwin M. Lee, Mayor
Members, the San Francisco Board of Supervisors
Members, the San Francisco Police Commission
San Francisco Police Chief Gregory P. Suhr

Re: Office of Citizen Complaints 2011 Annual Comprehensive Statistical Report

I. INTRODUCTION

Enclosed is the Office of Citizen Complaint's ("OCC") 2011 Annual Comprehensive Statistical Report. In 2011 the OCC received 784 complaints and closed 846 complaints of police misconduct or failure to perform a duty. The 784 complaints opened represent the lowest number of complaints received by the OCC in 19 years of reliable statistical records and this number of cases is 9% lower than its 10 year average of 915 cases opened. The OCC closed 2011 with funding for 34.75 positions, 58% of which were investigators.

As in 2010, at the close of 2011, the OCC's future staffing levels were uncertain due to mandated budget cuts to meet the City's projected \$262.7 and \$375 million budget deficits for fiscal years 2013 and 2014. The OCC's 10% reduction target of \$235,000 over two years would result in the loss of two clerical positions and an investigator position. The additional \$62,000 contingency target would result in the reduction in hours for the remaining clerk typist. Finally, the mandated additional reduction of staff by 5% would result in the loss of the OCC's only finance position, a senior account clerk.

II. EXECUTIVE SUMMARY

The OCC has served under the leadership of Director Joyce M. Hicks since November 2007. Director Hicks was charged with improving case management and personnel management for the OCC. The 2010 annual report reflected that case management and personnel management reforms for the OCC were underway and that in 2011 the OCC would continue to promptly, fairly and impartially investigate civilian complaints of police misconduct.

While OCC staff continued to fairly and impartially investigate complaints, the statistics set forth below reflect the impact of inadequate staffing on the OCC's ability to promptly investigate complaints. The OCC began 2011 with 13 journey level investigators. Three positions were vacant due to leaves of absences and a resignation. Seventeen positions were included in the budget but only 16 could be filled due to budget mandates. The OCC ended 2011 with 17 funded investigator positions, but only 16 fillable. Further, only 14 journey level investigators had full caseloads because new hires were in training with limited caseloads.

The average caseload at 2011's conclusion was 23 cases. However, the investigators' average caseloads were 24, 26 and 31 at the conclusion of the first, second and third quarters, respectively. This unevenness in caseloads due to leaves of absences and resignations made it difficult for investigators to efficiently plan their investigations and led to longer completion times for investigations. The continuing impact of two experienced investigators on extended leaves of absence and two additional investigator vacancies in the first half of 2011 affected the timeliness of investigations. Additionally, twelve mandatory furlough days in both budget years 2010/2011 and 2011/2012 impacted investigator productivity.

In 2011 the OCC opened 784 cases and closed 846 cases. The OCC facilitated the mediation of approximately 7% of the cases it closed, or 61 mediations.

The OCC's pending cases at the close of 2011, 364 of them, were the second lowest number of pending cases at the year's close in five years. This is in direct contrast to the prior year when the 424 pending cases were the second highest number of pending cases in five years at that year's end. Approximately half the OCC's 2011 case inventory remained open at the close of 2011. Although caseloads were down, investigators were unable to continue improvements in the timeliness of their investigations because there were only 14 journey-level investigators with full caseloads by the end of December 2011. Due to the 8% decrease in complaints filed between 2010 and 2011, the journey level investigators' caseloads decreased to 23 cases by the end of 2011 from 31 cases at the close of 2010. The OCC's sustained rate decreased to 6.97% in 2011 from 8.89% in 2010. The OCC's 18-year average sustained rate is 8.6% and its median sustained rate over 18 years is 8.8%.

The OCC's legal unit provided sustainability analyses to the investigators. It also prosecuted fourteen cases involving fourteen officers before the Police Commission. The legal unit also presented thirteen cases involving thirteen officers at Chief's hearings before assigned Deputy Chiefs. The legal unit also oversaw the OCC's robust mediation program. Additionally, the legal unit's significant policy work included continued attention to police policies on shooting at vehicles, language access and interaction with juveniles and the mentally ill. Additional policy work was focused on use of force protocols. The legal unit

oversaw outreach efforts under the OCC's Community Outreach Strategic Plan, the first of its kind in the nation.

The OCC's information technology unit used database development to automate the movement of interview recordings and other documents through the database. The unit populated the OCC's website calendar with Police Commission meeting dates and OCC public outreach activities. The technology unit also developed a script for simple two-step mass gathering of recording files from multiple locations to help staff satisfy a large number of Pitchess and other legal requests from the Police Department and the Courts. The unit also migrated OCC's data to improved server hardware and updated software. Finally, the technology unit produced all the statistics for the OCC's quarterly reports and this annual report and posted the reports on the OCC's website.

Through its clerical unit the OCC responded to over 500 document requests from the Police Department, the City Attorney's Office, the Public Defender's Office, the Courts and other agencies. These document requests named over 1000 officers. The costs of storage and retrieval of these records was over \$16,000, an 80% increase over last year's \$9,000 storage and retrieval costs.

III. ORGANIZATIONAL AND BUDGET MATTERS

In 2011, the OCC hired three investigators, bringing the total number of journey level investigators to 16, exceeding by just one the San Francisco Charter mandated minimum of one investigator for every 150 police officers. However, the new investigators did not have full caseloads so at the conclusion of 2011, only 14 OCC investigators had full caseloads.

During the fourth quarter of budget year 2010/2011, the OCC's budget for 2011/2012 was approved with no reductions and also one additional 8124 investigator position was funded October 1, 2011, the beginning of the second quarter for budget year 2011/2012. The additional 8124 investigator position still did not take the OCC to its high of 17 - 8124 investigator positions in 2009. The impact of fewer 8124 investigator positions, investigator vacancies due to a 12-day mandated furlough and medical leaves of absences continued to impact investigator productivity and lead to caseloads double of the size of best practices caseloads.

In August, 2011, the Controller's City Service Audit division notified the OCC that it would conduct a second follow up audit to the findings it issued in its January 24, 2007 audit report.¹ The OCC notified the Auditor it had addressed 38 of the 41 audit recommendations

¹ The OCC's responses to the Controller's City Service Audit division's second post audit review are more fully discussed on page 28 of this report and are included in the appendix. See Appendix "A", page 178.

contained in the audit report. Of the three remaining recommendations, 2, 10 and 42, the Auditor was advised that the OCC would implement them but for lack of financial resources.

Recommendation number 2 requires that the OCC complete all its investigations within nine months or ten months at the latest. The OCC has endeavored to meet these goals but has never reached 100% compliance because of inadequate investigator staffing.

The OCC has been historically understaffed as observed in the Controller's audit which found as best practices 16 cases per investigator, yet OCC investigators have 30 cases. In order to effectively reduce investigator caseloads, this office would need the following at the cost of nearly \$1,000,000.00:

- 1) Four 8124 journey level investigators
- 2) One 8126 supervising investigator
- 3) One 8177 attorney
- 4) One 1052 business analyst

Recommendation number 10 provides for the OCC to install an automated tickler system for investigation deadlines. The cost of implementation is \$12,000.

Recommendation number 42 provides for the OCC to allow online complaint filing. The cost of implementation is \$9000.

In 2011 OCC completed its confidential investigators' procedures manual; began posting outreach events and Police Commission meetings on a calendar on its website, posted a document on its website titled "Frequently Asked Questions by Officers and it began distributing customer satisfaction surveys to complainants and officers at the conclusion of investigations.

IV. MISSION OF THE OFFICE OF CITIZEN COMPLAINTS

The mission of the OCC is to promptly, fairly and impartially investigate complaints against San Francisco police officers and to make policy recommendations concerning police practices.

V. HISTORY AND FUNCTIONS OF THE OFFICE OF CITIZEN COMPLAINTS

The OCC first became staffed and began its operations in 1983. It was created by charter amendment proposed by the Board of Supervisors that was adopted by the voters on

November 2, 1982. By subsequent charter amendments the OCC is guaranteed minimum staffing of one investigator for every 150 police officers and the OCC Director may file charges with the Police Commission after meeting and conferring with the Police Chief. (San Francisco City Charter, Article IV, section 4.127.) The OCC is a civilian-staffed local governmental department that reports to the Police Commission. The Police Commission is a volunteer civilian body of seven (7) members, four (4) members nominated by the Mayor and three (3) members nominated by the Board of Supervisors. Each member must be confirmed by a majority of the Board of Supervisors. The Police Commission nominates the Director of the OCC and the Mayor appoints the Director subject to approval by the Board of Supervisors. The Police Commission has the power to terminate the services of the OCC Director. The Director of the OCC reports to the Police Commission at its weekly meetings. By Charter, the Police Commission holds the power to manage, organize and reorganize the OCC. In practice, these powers are exercised by the Police Commission through the OCC Director. Civilians who have never been police officers in San Francisco staff the Office of Citizen Complaints.

The OCC receives, investigates and makes findings on civilian complaints of misconduct (including acts and omissions) by sworn members of the San Francisco Police Department. Where the OCC sustains one or more allegations against one or more officers in a given case, the case can either be decided by the Chief of Police or by the Police Commission. The factors governing whether the Police Commission hears a case that has been sustained by the OCC include: severity of misconduct and of potential discipline; complexity of issues presented; degree of public interest in the matter and OCC recommendation to the Chief of Police as to forum (Chief or Commission). The Chief of Police either refers the case to the Commission or hears it directly. The Chief of Police has disciplinary power to issue up to a 10-day suspension; the Commission holds all greater disciplinary power, including the power to hear appeals from the Chief's disciplinary decisions. Both the Chief and the OCC Director (after conferring with the Chief) may file charges of officer misconduct with the Commission.

In 2011, the Office of Citizen Complaints' staff spoke a variety of languages, including French, Spanish, Tagalog, Mandarin, Cantonese and Burmese. If complainants spoke a language other than those languages spoken by OCC staff, the OCC staff provided an interpreter free of charge.

Consistent with the Peace Officers' Bill of Rights, officers accused by complaints filed with the OCC receive notice of the allegations against them, an opportunity to be heard by the OCC and to be represented during the investigative process, and notice of the outcome of the OCC's process. Officers are required by local law to appear upon written notice from the OCC, and if they fail to appear without sufficient cause, they are subject to discipline. If a complaint is sustained against an officer by the OCC, the officer is served with written charges and the officer is provided a hearing before either the Chief or the Commission.

By City Charter, the OCC is required to receive every complaint of alleged police misconduct or improper performance made by a member of the public where the complaint involves one or more sworn San Francisco Police Department members. The OCC's practice is to limit its investigations to those complaints involving on-duty conduct or conduct under the color of authority. All complaints are investigated unless the allegations on their face show proper conduct or they are outside OCC's jurisdiction. Cases outside the OCC's jurisdiction are forwarded to the proper authorities.

The OCC performs four distinct functions: (1) investigates complaints and makes findings on those complaints; (2) mediates complaints; (3) analyzes police policies and practices; and (4) performs community outreach. These functions were performed by a staff that reached thirty-five employees in 2011. Pursuant to the Charter, none of these employees has ever served as an employee of the San Francisco Police Department.

The OCC consists of eight functional units: Executive, Legal, Mediation and Outreach, Investigative, Policy Analysis, Information Services, Clerical and Accounting. The functions of each of these units will be more thoroughly described in latter sections of this report. The Mediation, Outreach and Policy Analysis units are housed in the Legal unit, while the Accounting unit is housed in the Executive unit.

VI. EXECUTIVE UNIT

Director Joyce M. Hicks led the Executive Unit in 2011. The Executive Unit included Executive Secretary Pamela Thompson and the Accounting Unit. The Accounting Unit was solely staffed by Senior Account Clerk Laura Tham. The Executive Unit was responsible for directing and managing office operations, including personnel and budget tasks. In addition, the Director reviewed all investigations and findings and the managers of the other units in the office reported to her.

VII. INVESTIGATION UNIT AND INVESTIGATION OF CASES

Chief Investigator Charles Gallman led the Investigation Unit in 2011. The three investigative teams led by Senior Investigators Erick Baltazar, Dennis Maxson and Edward McMahon consisted of 16 investigators.

In 2011 the OCC opened 784 new cases and closed 846 cases. In 2010, the OCC opened 854 new cases and closed 810 cases. The number of new cases represents an 8%

reduction in complaints filed in the previous year. Beginning in 2010, civilian complaints filed with the OCC began to trend downward. The most dramatic decrease occurred in 2010 with the complaints 16% less than the previous year.

The OCC staff was able to close more cases in 2011 than 2010 since their caseloads were smaller by the end of 2011. Despite staffing issues faced by the OCC, the investigative staff continued to demonstrate its commitment to the OCC's mission of investigating civilian complaints of police misconduct or neglect of duty promptly, fairly and impartially. In 2009, with 17 journey investigators, the OCC investigators' caseloads were reduced to 21 cases per investigator. In 2010, with only 10 investigators, their caseloads increased to 31 cases per investigator. By the end of 2011, with 14 investigators having full caseloads and a continued decrease in complaint filings, the investigators' caseloads were a less than ideal number but were more manageable at 23 cases per investigator. In its 2007 audit of the OCC, the Controller's Office reported that, after studying comparable caseloads at other agencies, OCC investigators had a far higher caseload than investigators in comparable agencies. The Controller found that the average caseload in comparable agencies was 16 cases per investigator while the OCC's investigators had an average caseload of 34 cases.

By the close of 2011, one case remained from 2010, a tolled officer involved shooting case and 363, or less half (46%) of the complaints filed in 2011, were pending. Insufficient staffing continued to have a negative impact on the time it took to investigate a case to completion. In prior years, insufficient staffing did not appear to have a negative impact on the sustained rate and the sustained rate of 6.97% in 2011 was the second highest sustain rate in five years. The 2011 sustained rate was 1.63 percentage points below the 8.6% average sustain over a 19-year period.

The rate of sustained cases began to increase in 2009. The sustained rate for 2009 was 5.14% which was up from 3.83% in 2008 and comparable to the sustained 5.4% sustained rate in 2007. The sustained rate increased dramatically in 2010 to 8.9%. It declined by nearly two percentage points to 6.97% in 2011. Over a nineteen year period between 1993 and 2011, the median sustained rate was 8.8% and the average sustain rate was 8.6%.

In studying sustained rates over the past five years against the nineteen-year mean, the 2007 sustained rate was 5.4% or 63% of the mean sustained rate². In 2008, the sustained rate declined, reaching 3.83%, or 45% of mean. In 2009 the sustained rate increased to 5.14% or 60% of mean. Then, in 2010 the sustained rate increased by 73% to 8.8% or 104% of mean. In 2011 the sustained rate decreased to 6.97 or 82% of mean. (See Appendix "A", page 8)

² The sustained rate is calculated by dividing the number of cases with one or more sustained allegations by the number of cases closed. The mean sustained rate between 1993 and 2011 is 8.6%.

VIII. SAN FRANCISCO POLICE DEPARTMENT STAFFING TRENDS AND OTHER STATISTICS

Six Percent Sworn Staff Decline Between 2009 and 2010

Between 2009 and 2010, the number of sworn SFPD staff declined 6% from 2372 to 2230. However, the number sworn SFPD staff remained nearly constant between 2010 and 2011 with the 2011 number at 2237.

Nineteen Percent Decrease in SFPD's Calls for Service Since 2008

San Francisco's Department of Emergency Management (DEM) data indicates that SFPD's calls for service have decreased 19% since 2008. The number of urgent and non-urgent calls³ for service in 2008 totaled 1,667,218. In 2011, calls for service had dropped to 1,356,084, representing a 19% reduction.

Seventy-two Percent Satisfaction Rate with the San Francisco Police Department⁴

In a February 2012 poll conducted by the San Francisco Chamber of Commerce by David Blinder Research, 72% of the participants were favorable and 18% were unfavorable to the San Francisco Police Department. The results in 2011 were a 73% favorable rate and a 16% unfavorable rate.

IX. STATE AND NATIONAL TRENDS IN COMPLAINTS AGAINST LAW ENFORCEMENT

Eight Per Cent Statewide Decrease in Police Misconduct Complaints Since 2008

California Department of Justice data indicates a statewide decrease in the number of reported citizens' complaints against peace officers beginning in 2008.⁵ In 2007, California law enforcement agencies cumulatively reported 24,358 citizens' complaints against peace

³ Calls for service include telephone calls received by the Department of Emergency Communications that result in an entry into the Computer Aided Dispatch (CAD) System with a designated priority of A, B, C or info broadcast. CAD incidents include: mobile response/on-view, logged & advised calls, waiting calls & referrals, and duplicate calls. Info broadcasts provide information for officers in the area, and are generated by calls that lack a victim, reporting party, or suspect description. A limited number of these calls do result in a mobile police response.

⁴ San Francisco Chamber of Commerce 2012 CityBeat Poll Results, <http://www.sfchamber.com/2012CityBeatPoll/2012pollresults.pdf> The CityBeat Poll was conducted among 500 San Francisco voters in February 2012 by David Binder Research for the San Francisco Chamber of Commerce.

⁵ Penal Code section 13012 (e) establishes the collection of data concerning citizens' complaints received by law enforcement agencies under Penal Code section 832.5. Statistics are to include "the total number of these complaints, the number alleging criminal conduct of either a felony or misdemeanor, and the number sustained in each category."

officers. In 2010⁶, 22,458 citizens' complaints against peace officers in California were reported, representing an 8% decrease in the number of citizens' complaints against peace officers from 2007.⁷

Nationwide, Police Misconduct Complaints Have Decreased In Several Civilian Oversight of Law Enforcement Agencies⁸

In its 2010 Annual Report, the New York City Civilian Complaint Review Board noted that its volume of civilian complaints of police misconduct had decreased by 15% from the previous year. It also pointed out that the 6,476 complaints filed in 2010 was the lowest number filed since 2004 when it had received 6,196 complaints.⁹

Oakland's Citizens' Police Review Board reported a 14% decrease in complaints from 2009 to 2010. Washington, D.C.'s Office of Police Misconduct received 7% fewer complaints in 2010 than in 2008. In 2009 San Diego's Citizen Review Board noted a 40% reduction in citizen complaints since 2005.

X. COMPLAINANTS AND HOW COMPLAINTS WERE RECEIVED

The demographic characteristics of complainants can be found in tables and charts in Appendix "A" beginning on pages 13 through 23. In 2011, Caucasians at 32.74% and African Americans at 28.10% made up the largest percentage of complainants. The majority of complainants were male, 57.86%. According to 2010 Census data, African Americans were only 6% of San Francisco's population, yet they were 28% of OCC's 2011 complainants. The majority of complainants fell between the ages of 20 and 50. In 2011, 95% percent of the case intakes were in English. The next most frequent language was

⁶ The California Department of Justice has not yet issued its 2011 statistics on citizens' complaints received by law enforcement agencies.

⁷ Crime in California 2010, California Department of Justice, Citizens' Complaints Against Peace Officers, 1981-2010, Table 46, page 59. <http://ag.ca.gov/cjsc/publications/candd/cd10/preface.pdf>

⁸ Although the nation's largest civilian oversight of law enforcement agency, New York, and other agencies saw a decrease in civilian complaints of police misconduct, police misconduct complaints increased in some civilian oversight agencies. For example, in 2010 Seattle's Office of Professional Accountability reported a 20% increase in complaint investigations as compared to 2009. (See Office of Professional Accountability (Seattle), 2010 Statistics Report, p.2.) Eugene, Oregon's Office of the Police Auditor reported a 5% increase in the total number of complaints received. (See Office of the Police Auditor (City of Eugene), 2010 Annual Report, p.14.) See also Albuquerque, New Mexico's Independent Review of the Police Oversight Commission Annual Reports, 2008 and 2009.

⁹ 2010 Annual Report, New York City Civilian Complaint Review Board, p.3.

Spanish (28% of the cases). One percent of the case intakes were in Cantonese. Less than 1% of the cases, (one case) involved an intake in Mandarin. (See Appendix “A” page 21.)

Complainants have several avenues for filing complaints with the OCC. Over a five-year period, the most frequent method for complaint filing has been in person. The next two most frequent filings have by phone and by mail with each of them switching in popularity between second and third place. The fourth most popular method for complainants is to advise of her or his complaint to the Police Department in person, by mail, phone or email. Department General Order 2.04, section II, paragraph A., subsection 3 requires commanding officers to immediately refer civilian complaints of police misconduct to the OCC. Between 2010 and 2011, referrals from the Police Department have declined by five percentage points from 14% in 2010 to 9% in 2011. (See Appendix “A” page 12.)

XI. OFFICERS WITH COMPLAINTS

Number of Officers with Complaints

Five hundred, forty-three (543) officers received complaints in 2011. This comprises 24% of the police force. Of these 543 officers, 374, or 69% of them received one complaint. Another 119 officers received two (2) complaints each. Five (5) officers received more than five (5) complaints each. (See Appendix “A” page 25.)

Officers’ Compliance with Notices to Appear

More than 99% of officers interviewed complied with their notices to appear requirements. Six officers failed to comply with their notices to appear, or less than one percent (1%) of all officers noticed to appear. (See Appendix “A” page 26.) Officers are required to cooperate with OCC investigations pursuant to San Francisco Police Department General Order 2.04, section II, paragraph D. If an officer fails to cooperate with an investigation, the OCC refers the matter to the Police Department’s Internal Affairs Divisions for investigation and the recommendation of discipline if misconduct is found.

XII. ALLEGATION TYPES

The 784 complaints received by the OCC in 2011 contained allegations ranging from discourtesy to unnecessary force. (See Appendix “A”, page 27.) The largest percentage of allegations (36%) was for unwarranted action. The second highest percentage of allegations (28%) was for conduct reflecting discredit followed by neglect of duty (23%) and unnecessary force (10%). Between 2010 and 2011 the percentage distribution of allegation types remained largely unchanged.

XIII. COMPLAINTS OF NOTE

Occupy SF

San Francisco's Occupy movement generated ten complaints from twenty-two complainants in 2011. Allegations include unnecessary force, failure to provide medical attention, unwarranted seizure of property, interference with the rights of onlookers, violation of DGO 8.10 (First Amendment Guidelines), issuing invalid orders, unwarranted handcuffing, detention, citation and arrest, failure to provide medical attention, selective enforcement and biased policing. Eight of the complaints remain under investigation. Two complaints have been closed, one with proper conduct findings and the other with both not sustained and proper conduct findings.

Single Room Occupancy Hotels

In 2011, two complaints were filed involving multiple officers regarding unlawful entry and searches of single room occupancy (SRO) hotel rooms. Other allegations in these complaints include unlawful search of persons, unlawful detentions and arrests, failure to properly process property including laptops and cameras, failure to investigate, failure to supervise and inappropriate behavior. The investigations remain open.

Officer Involved Shootings

In 2011 the OCC received three complaints on officer involved shootings and continued its investigation of an officer involved shooting complaint from 2010. Of the four officer involved shooting complaints under investigation in 2011, three resulted in the death of the suspect.

XIV. FINDINGS AND ALLEGATIONS IN CLOSED CASES

Standard of Proof

The evidentiary standard for making findings in OCC cases is the "preponderance of the evidence". "Preponderance of the evidence" means that in balancing the probabilities that the incident occurred as the complainant said it did, it is more likely than not (greater than 50%) that the complainant's allegation is true. Often an event is only witnessed by the complainant and the officer, making it difficult to either prove or disprove the allegation.

Findings Other Than Sustained

By far the most frequent finding in all allegations was "not sustained". In 2011, the finding for 61% of allegations in OCC complaints was "not sustained". Officers were found to have engaged in proper conduct in 25% of the allegations. Complaints were found to be "unfounded", or not true, in four percent (4%) of the allegations. Complainants withdrew five

percent (5%) of the allegations. The OCC reached “no finding” in 2% of the allegations. A “no finding” resolution can be reached for a number of reasons including, the complainant’s failure to cooperate in the investigation, the complaint is not grounded in reality or the OCC does not have jurisdiction because the alleged officer is not a member of the San Francisco Police Department staff. (See Appendix “A” page 52.)

Sustained Findings

Allegations were sustained 3% of the time. The most frequently sustained allegation was neglect of duty (68% of sustained allegations). Unwarranted action followed at 18%. Conduct reflecting discredit represented 10% of sustained allegations. Discourtesy and unnecessary force each represented 2% of the sustained allegations. (See Appendix “A”, page 45.) Summaries of sustained cases are found in Appendix page 29-44.

Sustained Findings for Failure to Collect Traffic Stop Data

In 2011, officers failed to collect traffic stop data in 16 of 59 cases with sustained findings or in 27% of cases with sustained findings. (See Appendix “A” page 23.) These allegations were sustained when an officer either failed to complete the worksheet for traffic stop data or to enter the information into the MDT in the patrol vehicle or at the station computer in the case of motorcycle officers. The Police Department by correspondence dated August 24, 2011 questioned the efficacy of the OCC investigating police misconduct based on failure to collect traffic stop or failure to issue a certificate of release.

The August 24, 2011 SFPD memo suggested that the OCC is not the appropriate agency to investigate added allegations such as failure to issue a certificate of release or to collect traffic stop data, however, but for the OCC investigation, officers up through the rank of Commander may have continued to violate the Department’s own policies regarding the same. Moreover, through our investigations we have been able to highlight confusion around an officer’s duty to issue a certificate of release after handcuffing. Under a previous Police Chief’s administration, during the course of OCC investigations of complaints arising from traffic stops, the OCC has had occasion to sustain a Commander for failure to collect traffic stop data and in another instance discover that a Captain had prepared a unit order exempting the Captain’s unit from entering traffic stop data.

The Police Department characterizes the failure to report traffic stop data or to provide an individual a certificate of release as a “technical” or “administrative” violation, however, often this paperwork is the only documentation of an officer’s interaction with an individual. Additionally, while the existence or lack of documentation may appear as a “technical” or “administrative” violation when viewed in isolation, similar to the Police Department’s own Internal Affairs Division, the OCC reviews the evidence in its entirety before making factual findings for each allegation our agency investigates. Other Police Departments under negotiated settlement agreements and consent decrees have been roundly criticized and held accountable for failure to conduct thorough administrative investigations.

The Police Department's August 24, 2011 memo inaccurately suggested that the OCC's investigations in which the OCC added allegations of neglect of duty for failure to collect traffic stop data were focused exclusively on the traffic stop data allegation, had no nexus to the complainant's allegations, and could be more efficiently handled by the Department's Internal Affairs Division. First, in each OCC sustained case, the complainant alleged that during a traffic stop, an officer engaged in misconduct such as rude conduct, misrepresentation of the truth and failure to submit the citation to the court in a timely manner. Misconduct allegations during traffic stops investigated in prior quarters have included excessive force, unlawful arrest, profanity, threats, harassment, disparate treatment, biased policing due to a protected class, unlawful search, threatening behavior and comments and failure to adhere to prisoner property procedures. Thus, OCC investigations do not focus on simply an added traffic stop data allegation but rather involved the entire interaction between the officer and the complainant, including allegations ranging from excessive force to profanity. Additionally, the traffic stop data collection allegation is intrinsically connected to the complainant's original allegation because both arose from the officer's actions and responsibilities during the traffic stop. Because the OCC added allegations are based on the same traffic stop that gave rise to the complainants' complaints, in most cases, an investigator would need to interview all of the witnesses and the named officer, gather all documents, and then analyze the evidence in its entirety in light of Department rules and practices to determine whether misconduct had occurred.

Finally, the Police Department August 24, 2011 memo pointed out that because investigations may take several months, problematic behavior may go unchecked until commanding officers learn by way of sustained OCC complaints that their subordinates have failed to record traffic stop data. The OCC's weekly "morning reports" to the Police Department inform Commanders of the complaints and allegations OCC received in prior weeks. This weekly information in conjunction with the Department's awareness of inconsistency concerning traffic stop data collection and the issuance of certificates of release would enable the Department to conduct its own periodic audits to determine compliance levels and to determine whether remedial training is needed for its officers.

Dr. Lorie Fridell in her 2007 study on Fair and Impartial Policing in San Francisco discusses the importance of accurate data collection should a department determine that it will collect traffic stop data.¹⁰ The Northeastern University Racial Profiling Data Collection Center cites several benefits of collecting stop data for both law enforcement and the community. The Center has found that collecting data about those who are stopped, searched,

¹⁰ Lorie Fridell, PhD, (March 2007) Fair and Impartial Policing: Recommendations for the City and Police Department of San Francisco, p. 73.

cited and arrested can¹¹:

- Send a strong message to the community that the department is against racial profiling and that racial profiling is inconsistent with effective policing and equal protection
- Build trust and respect for the police in the communities they serve
- Provide departments with information about the types of stops being made by officers, the proportion of police time spent on high-discretion stops, and the results of such stops
- Help shape and develop training programs to educate officers about racial profiling and interactions with the community
- Enable the development of police and community dialogue to assess the quality and quantity of police-citizen encounters
- Allay community concerns about the activities of police
- Identify potential police misconduct and deter it, when implemented as part of a comprehensive early warning system
- Retain autonomous officer discretion and allow for flexible responses in different situations

XV. DISPOSITION OF COMPLAINTS

STATUS OF CURRENT OCC CASES – THE ‘KEANE’ REPORT

By the end of the first quarter of 2011, staff had completed intake¹² on all but one 2010 case which was delayed while jurisdictional questions were resolved. Intake on the one 2010 case was completed during the second quarter. (See Appendix “A”, page 82.)

By the end of 2011, the OCC closed 99% of its 2010 cases. In 2011, 67% of OCC’s cases were closed within 270 days compared to 76% in 2010. Of particular note, however, 96% of cases closed in 2011 were closed within a year of filing which is similar to 98% in 2010. (See Appendix “A” page 67.)

¹¹ Northeastern University Racial Profiling Data Collection Center
<http://www.racialprofilinganalysis.neu.edu/background/>

¹² Complaint intake occurs during the first fifteen working days of complaint filing with the OCC. Complaint intake includes completion of the complaint form, obtaining police documents through computer research and routine and non-routine document requests, interview of the complainant and available witnesses, photo spreads to identify officers, obtaining signed medical releases, obtaining signed juvenile consent forms, photographing injuries, identifying initial allegations, beginning case work summary, citing relevant rules and developing an investigation plan for review by the investigator’s supervisor.

XVI. CASELOAD MANAGEMENT

Due to a decrease in complaint filing, the 23 cases per investigator caseload in 2011 was significantly lower than it was in 2010 but not as low as it was in 2009 when the OCC had 17 investigators on staff. The average caseload in 2009 was 21 cases per investigator. In 2010, the highest caseload was 37 cases and the lowest was 27 cases. (See Appendix “A” pages 143 and 144.) To help manage the caseloads of the journey level investigators, the Senior Investigators continued monthly case reviews, monitoring caseloads and assuming investigative responsibility in selected cases.

XVII. LEGAL UNIT

In 2011, the OCC’s Legal Unit, led by Ines Vargas Fraenkel, maintained its full complement of four attorney positions: one supervising trial attorney, one full-time trial attorney, one full-time attorney policy analyst, and one part-time attorney; the mediation and outreach coordinator. During this year, the Legal Unit continued to provide legal opinions and analysis as needed. It also continued to conduct sustainability reviews, review sustained reports for form and legality, and edit them as needed.

One of the primary duties of the legal unit is to present misconduct cases to the Police Chief when officers object to proposed discipline of 10-days suspension or less. The legal unit prosecutes and tries cases involving suspensions beyond 10-days and up through termination before the Police Commission, as these cases are under the exclusive authority of the Police Commission under the City Charter. The two prosecuting attorneys are Ines Vargas Fraenkel and R. Manuel “Manny” Fortes.

In 2011, the Legal Unit continued to review, prioritize, and adjudicate, cases pending at both the Chief’s and the Police Commission levels, to ensure that newly filed cases moved in a timely pace. During 2011, the Legal Unit prosecuted a total of 27 cases. Of these, 13 cases involved Neglect of Duty allegations against 13 officers and were prosecuted at the Chief’s Hearing level. Twelve resulted in the upholding of the proposed disciplines and one (1) was withdrawn.

During the same period, the Legal Unit prosecuted 14 cases before the Police Commission, two of which were appeals from Chief’s Hearing decisions. Two cases were dismissed after extensive pre-trial motions. Six of the fourteen cases were determined after full hearings, two of which resulted in terminations, and four cases were not sustained.

In six of the 14 Commission cases, the Legal Unit participated in early Case Management and Settlement Conferences, as required by the Commission's rules. The cases were successfully resolved as follows:

- Two appeals from Chief's level determinations – one officer withdrew his appeal, and the other officer agreed to a reduction of discipline from a 2-day suspension to 1-day suspension.
- Two cases involving the same incident – one officer was given a 30-day suspension, 10 days of which are held in abeyance for 3 years, counseling and re-training in defensive tactics, and the other officer's case was dismissed.
- One case – the officer was given a 10-day suspension, placed on Probationary Status for 6 months, given re-training, counseling, and assignment to another station.
- One case – the officer was given a 60-day suspension, 30 of which are to be held in abeyance. The officer was also sent to counseling, and re-trained.

XVIII. POLICY ANALYSIS

Policy analysis is an essential aspect of the OCC's mission. While individual discipline is an essential component of law enforcement management, changes to police policies and practices directly impact the entire police force and the public. By comparison, OCC sustained findings in 2011 directly impacted 66 officers, or three percent of a staff of 2,237 sworn members.

The San Francisco City Charter requires the OCC to present quarterly recommendations concerning SFPD's policies or practices that enhance police-community relations while ensuring effective police services. (Summaries of Policy Recommendations are found in Appendix "A", pages 56-66.) The OCC's policy work is led by attorney and policy analyst Samara Marion. In 2011, the OCC advanced policy projects on a range of law enforcement practices including police response to mental health crisis calls, restrictions on shootings at vehicles, police procedures for interactions with juveniles, language access services and use of force.

The OCC began 2011 by working vigorously to implement a Crisis Intervention Team (CIT) program for police response to mental health crisis calls. Developed by the Memphis Police Department in 1988, CIT is a community-law enforcement partnership in which specially trained crisis intervention police officers who maintain their regular patrol duties are dispatched as first responders to mental health crisis calls. As a participant in SFPD's 2009 Officer-Involved Shooting (OIS) Study, the OCC recommended that the Police Department implement the CIT program because one-third of the OIS shootings had involved mentally ill

individuals.¹³ In January 2011 SFPD's Police Chief sent three officers and the OCC policy analyst to Memphis to meet with CIT founders Major Sam Cochran and Dr. Randolph Dupont. This trip provided an opportunity to observe firsthand the partnership among Memphis Police Department's CIT officers, the 911 dispatchers, mental health providers, mental health consumers, and community advocates. It also enabled the OCC to learn more about the success of the Memphis CIT program including the reduction of officer injuries, improved continuity of care for mentally ill persons, and a lower rate of re-arrest among those diverted from the jail to the Psychiatric Emergency Services.¹⁴

In February, the Police Chief invited Director Hicks and Policy Analyst Marion to join him and Police Commissioners Angela Chan and James Hammer to visit the Los Angeles Police Department's Mental Health Unit. During this two-day trip, the OCC met with police officers and clinicians involved in several innovative mental health crisis response programs.

During the weeks following these trips, the OCC worked with the Police Commission and the Police Department to bring together a team of mental health professionals, community advocates, and city agencies to spearhead the CIT program. On February 9, 2011, after several hours of testimony from the OCC, mental health professionals, and community advocates, including presentations from CIT Memphis founder Major Cochran and Dr. Dupont, the Police Commission voted unanimously to implement the CIT program. Shortly thereafter, the OCC and Police Commissioner Angela Chan organized a team of fifteen representatives including OCC Director Hicks, mental health providers, mental health advocates and law enforcement for a two-day CIT strategy session with Major Cochran and Dr. Dupont in Memphis.

For the next several months, the OCC assisted in developing the 40-hour CIT training, gathering resources from CIT experts in other jurisdictions and identifying local training experts. Through the combined efforts of the OCC, mental health professionals, community advocates, city agencies and the SFPD, the first group of CIT officers graduated in December.

The OCC successfully concluded another policy project when, in March 2011, the Police Commission adopted revisions to Department General Order 5.02 to restrict the shooting of vehicles. As a participant in SFPD's Officer-Involved Shooting study, the OCC recommended in 2009 that the Police Department restrict its shooting at vehicles policy in the same manner that police departments in major cities such as New York, Los Angeles, Chicago and Boston had.¹⁵ Revised DGO 5.02 now prohibits officers from shooting at moving vehicles except under extreme circumstances and restricts officers from standing or

¹³ See <http://www.sf-police.org/Modules/ShowDocument.aspx?documentid=25101>

¹⁴ See e.g. "Police Response to Mental Health Emergencies—Barriers to Change," Randolph Dupont, PhD, and Sam Cochran, MS, J. American Academy Psychiatry Law 28: 338-44 (2000).

¹⁵ See OCC's recommendations in SFPD's 2010 Officer Involved Shooting Study, <http://www.sf-police.org/Modules/ShowDocument.aspx?documentid=25101>

moving in front of a moving vehicle, standing directly behind a moving vehicle, or reaching inside an operating vehicle. The new policy also explains the inherent dangers and ineffectiveness of shooting at a moving vehicle and emphasizes that the prohibitions exist because moving to cover, repositioning, and/or waiting for backup to gain and maintain a superior tactical advantage maximizes officer and public safety and minimizes the necessity for using deadly force.

Throughout 2011 the OCC, in collaboration with juvenile justice advocates, continued its work to implement Department General Order 7.01. Established by revisions the Police Commission adopted in October 2007, Department General Order 7.01 instructs officers to avoid bringing juveniles to the district station, to record all custodial interrogations of juveniles absent exigent circumstances, and to permit a parent or guardian to be present during interrogation. During 2011, the Department issued three roll-call trainings on police-juvenile interactions that the OCC and juvenile justice advocates had co-authored, including training that highlighted officers' responsibilities for providing language access assistance to Limited English Proficient juveniles and their parents or guardians in order to comply with the Department's parental notification, Miranda and interrogation procedures. Throughout the year the OCC and juvenile justice advocates continued in their efforts to have the Department equip and promote use of the interview rooms at Huckleberry Counseling and Referral Center and the Juvenile Justice Center. Interview rooms at both locations will enable officers to comply with their obligation to avoid bringing juveniles to the district stations and also provides better access to services for juveniles and their families.

The OCC's language access policy work also continued in 2011. During the Police Commission's hearing on Department General Order 5.20 (Language Access Services for Limited English Proficient Individuals), the OCC reported upon the increase of language access complaints it had received during 2009-2010. Complaints involved victims and suspects being interviewed in English despite their request for an interpreter or other indicators that English was not their primary language. Additionally, community advocates who provide direct services to monolingual domestic violence victims emphasized situations in which the victim's account had not been accurately reported because of a language barrier. They also described cases where the perpetrators' ability to speak English (while the victim spoke limited or no English) influenced the police response to the detriment of the victim.

The OCC proposed the following strategies to enhance the Department's language access services:

- issuing roll call training and a Priority A Department Bulletin that highlights officers' responsibilities to provide language access services, including a list of indicators that should alert responding officers and their supervisors that language assistance is necessary;

- enhancing SFPD's protocol with the Department of Emergency Management to ensure that the language of a LEP 911 caller is conveyed to the responding officers; and
- inviting community organizations and the OCC to meet with the Department's Language Liaison officer and Department designees to discuss and resolve language access complaints as required by DGO 5.20 III (O)(1)(b)(6).

Finally, the OCC concluded its 2011 policy work by recommending that the Department's use of force protocols be amended to ensure that force incidents resulting in injury or pain are documented, investigated and reviewed. Law enforcement agencies in major cities such as San Jose, Minneapolis and Washington, D.C. require a use of force investigation not only when an individual is injured or claims to be injured but also when an individual complains of pain. Department General Order 5.01 currently requires a use of force investigation when an officer's physical control of an individual results in injury or the individual claims to be injured. The OCC has investigated complaints in which the officers' use of force resulted in pain but not a visible injury (i.e. the complainant's fractured wrist or injured shoulder was not visible to the naked eye though the complainants complained of pain). This recommendation, along with its other policy work throughout 2011, enabled the OCC to continue its vital role in enhancing police-community relations while ensuring effective police services.

XIX. MEDIATIONS

The OCC's mediation program provides officers and civilians a unique opportunity for dispute resolution in certain types of complaints. In 2011, the OCC mediated 61 cases. Although two fewer mediations than last year, this number represents 7% of the total number of complaints filed in 2011— similar to last year's mediation rate of 7.7%.

The mediation program creates a forum for officers and civilians to have a frank discussion regarding the complaint and serves as an educational experience for all participants. In addition to the non-confrontational opportunity for dispute resolution, the mediation program provides the following unique benefits which are not available under the investigative process:

Time Savings

Mediation allows cases to be processed expeditiously. In 2011, mediated cases were open an average of 106 days, whereas all cases (including mediations) were open a median of 195 days. Mediated cases resulted in a time savings of nearly three months over non-mediated cases. (See Appendix "A", page 71.)

Cost Savings

Cases are mediated by a current roster of over 100 volunteer mediators who conduct mediations without charge. Additionally, mediated cases relieve the investigators from additional casework. The 61 cases mediated in 2011 equal a full-time investigator's annual caseload.

Greater Satisfaction for Complainants and Officers

In the voluntary and anonymous exit survey that is set forth below, 84% of the participants were satisfied or very satisfied with the mediation program.

The following responses were received in the OCC mediation exit survey during 2011:

Rating of participant's experience with the mediation process:

47% - very satisfied
37% - satisfied
16% - dissatisfied.

Whether the mediation location provided a safe environment to freely express concerns and issues:

95% - yes
5% - no

Percentage of mediation participants who felt they had the opportunity to be heard and express their thoughts:

94% -yes
6% -no

Percentage of participants who felt that the other party fully participated in the mediation:

94% - yes
6% - no

Percentage of participants who felt that the mediators accurately identified and addressed the core issue of the complainant:

94% - yes
6% - no

Percentage of participants who felt that the complaint was totally resolved at the mediation:

Totally resolved – 48%
Partially resolved – 33%
Not resolved at all – 19%

Two examples of successful mediations follow:

Example #1

The Complainant owns a store in the Union Square area. He called the police when a belligerent customer was causing a disturbance. After handling the disruptive customer, the responding officer asked the store owner why he did not have his permits posted. The store owner felt that the officer was discriminating against him due to his race. The complainant wanted to meet with the officer because the officer walks the beat in the area and they have frequent contact.

At the mediation, the officer explained the reasons for his actions and addressed the complainant's perception that the officer's request for his permits was due to the complainant's race. The store owner agreed to make sure his permits were displayed properly. Both parties agreed that the incident was the result of poor communication and promised to make an effort to communicate more clearly in the future.

Example #2

The complainant was arrested by plainclothes officers who confiscated property including keys and cell phone. When the complainant was released, his property was returned except for the keys and phone. The complainant went to the property room numerous times attempting to recover his property.

This complaint was against the department for neglect of duty for failure to properly process property. A Sergeant assigned to the Property Room mediated on behalf of the department.

During mediation, the department representative returned the keys and phone and apologized for any inconvenience the complainant endured.

The effectiveness of the OCC's mediation program is acknowledged well beyond the officers and complainants who participate in it. In a 2010 survey of civilian oversight

mediation programs,¹⁶ the OCC Mediation Program had the highest number of mediations per officer than any other police/civilian mediation program in the United States. At the National Association of Civilian Oversight of Law Enforcement's Annual Conference in New Orleans, Director Hicks participated in a panel on police/civilian mediation programs in which the OCC's Mediation Program was featured. Because of the program's success, the OCC's Mediation Coordinator is often contacted by other civilian oversight agencies from throughout the nation. For example, in 2011, representatives from the Kansas City Office of Community Complaints, the Austin Texas Office of the Police Monitor, and the Sarasota Florida Police Advisory Panel conferred with the OCC about its mediation program.

In addition to administering the OCC's mediation program, this year the Mediation Coordinator attended the Alternative Dispute Resolution of Northern California Conference and two Community Boards trainings to promote the program among mediators and community members. As a result of this community education, the Mediation Coordinator provided an orientation for eleven new mediators which enlarged our pool of mediators to increase our mediation efforts.

The mediation program continues to be an effective educational tool for officers and complainants alike. The eligible officer participation rate was 92% and 45% of complainants offered mediation agreed to participate. In 2012 the OCC will continue to promote the mediation program and intends to increase the number of appropriate cases that can be resolved through dispute resolution.

XX. OUTREACH

Community Outreach Strategic Plan

Since 2008, the OCC has followed its annual Community Outreach Strategic Plan which outlines its outreach goals in the areas of community presentations and partnerships, language access, training, website development, media relations, and program effectiveness and resources.¹⁷ According to Dr. Samuel Walker, an internationally renowned expert in civilian oversight of law enforcement, the OCC's Community Outreach Strategic plan is the first of its kind and he has published it on his webpage.¹⁸ By using a community-based approach that relies upon presentations, widely distributed written materials in multiple languages, and the OCC website, the OCC's Outreach Strategic Plan provided a roadmap for strengthening its relationships with communities which, historically and statistically, were likely to have encounters with the police. The OCC's Community Outreach Strategic Plan also sought to reach communities that have been racially, culturally or linguistically isolated from police services. Despite significant staffing shortages, the OCC has successfully

¹⁶ See Office of Independent Monitor (Denver), Annual Report 2010, Section 1-6.

implemented this ambitious outreach strategy.

Outreach Activities

In 2011 the OCC continued to work in coalition with representatives of numerous legal and community groups such as the Asian Law Caucus, Asian Pacific Islander Legal Outreach, the Coalition on Homelessness, the Mental Health Association, the National Alliance on Mental Illness (NAMI), the San Francisco Youth Commission, Huckleberry Community Assessment and Referral Center, and the Sunset Youth Community Services, to name a few. In addition to its work investigating complaints, the OCC continued its efforts to inform members of the Department and community about the OCC's services and procedures. OCC representatives made presentations to Police Academy classes at the beginning and end of their training, and at Police Commission community meetings held in the Mission, Ingleside, and Richmond Districts.

Representatives from the OCC also gave presentations to other groups including The Street Law Program at USF Law School, City College Juvenile Procedures class, the San Francisco City Academy, SFPD Academy Police Activity League, and the Senior Action Network.

In April, Director Hicks participated on a panel with other U.C. Berkeley Law School, Boalt Hall, alumnae to discuss her role at the OCC to the Boalt Hall Women of Color Collective. In June, Director Hicks was interviewed by the Oakland Tribune and KGO News regarding the OCC. In September, she gave a presentation on mediations at the National Association of Civilian Oversight of Law Enforcement conference. Director Hicks also described the OCC's role to the German Counsel General in San Francisco.

In 2011, OCC staffed tables at five Operation Homeless Connect events in the Bayview, and Civic Center areas, a Veteran's Connect, the Bayview/Hunters Point Back to School Celebration, the Western Addition Back to School Celebration, the Sheriff's Department Resource Fair, the Mayor's Office of Youth, Children and Family's Summer Resource Fair, the Tenderloin Health and Resource Fair, the Chinatown Resource Fair, the Juneteenth Resource Fair, National Night Out events in the Bayview, Northern and Tenderloin Districts, Black Family day in the Western Addition, and the Senior Action Network Convention.

The OCC regularly distributed complaint forms and brochures in six languages to all police stations, the District Attorney's Office, the Public Defender's Office, the Mayor's Office of Neighborhood Services, the ACCESS Center, all twenty-seven branch libraries, the

¹⁷ Office of Citizen Complaints 2011 Community Outreach Strategic Plan,
<http://www.sfgov3.org/Modules/ShowDocument.aspx?documentid=1138>

¹⁸ Samuel Walker, <http://samuelwalker.net/issues/citizen-oversight-of-the-police>

Mayor's Office on Aging and Adult Services, La Raza Centro Legal, and community centers including Community Boards, the Ella Hill Hutch Community Center, the Bayview Hunters Point Family Resource Center, the Bernal Heights and Mission Neighborhood Centers, the African American Resource Center, Community United against Violence, North Beach Neighborhood Homeless Services, the Community Justice Center, Lyric and Larkin Street Youth Centers, the Transgender Law Center, Episcopal Community Services, the Third Street Youth Center, Horizons Unlimited, Arriba Juntos, the African Immigrant Resource Center, and the Yerba Buena Community Center.

In April of 2011, the OCC submitted a public service announcement to numerous media outlets, including, KCBS, KGO, KALW, Sing Tao Radio, Asian Week, KSOL, KIQi, CBS5 and KSQL.

OCC staff members also met with the Director of the San Diego Review Board on Police Practices, representatives of the Domestic Violence Consortium, Instituto Familiar de la Raza, the African American Health Disparity Project, National Council on Crime and Delinquency, the Police Complaint Authority (Trinidad and Tobago), Bay Area Rapid Transit, the United Nations Association, the UC Berkeley Law School Thelton Henderson Center, and the Orrick Law Firm. Additionally, OCC investigator, J. Wechter, continued his membership on the NACOLE Board of Directors and participated on a panel with Merrick Bobb, Executive Director, Police Assessment Resource Center (PARC) on statistical reporting.

Evaluating Effectiveness

In 2009, the OCC initiated a system of evaluating our outreach efforts. The data collected in 2011 indicates that all of the presentations offered met the expectations of the audience; were given by presenters knowledgeable about the subject matter; and provided substantive written materials. Every evaluator indicated he or she would attend future OCC presentations and would recommend the presentation to others.

In addition to evaluating our presentations the OCC now uses a self-evaluation document for resource fairs and other events. The data gathered from these documents allows the OCC to constantly improve our outreach efforts and to reach our targeted audiences.

XXI. CLERICAL UNIT

In 2011, the OCC clerical unit received and input 784 complaints in the database, typed the disposition letters and updated the database for 846 closed cases.

The OCC received document requests as follows:

- 304 requests to process Pitchess Motions involving 1080 San Francisco Police Department members.
- 29 requests from the various Federal courts.
- 114 requests from the Police Department for information under the Performance Improvement Program (DGO 3.18) involving 156 San Francisco Police Department members.
- 59 document requests from the Office of The City Attorney.

The off-site storage costs for documents filed/retrieved and vendor contract services throughout the year totaled \$ 16,794.98.

The office mailed 101 complaint forms to citizens upon request.

Finally, on September 23, 2011 the OCC implemented procedures to mail satisfaction surveys. These surveys were mailed to the complainant and named members in approximately 249 cases in 2011.

XXII. INFORMATION TECHNOLOGY UNIT

At OCC, Information Technology drives and supports all aspects of our work. With minimal help, Chris Wisniewski, the OCC's Information Services Business Analyst ("IS Business Analyst") maintains and builds all of our hardware, software, communications, database, intranet and external website reporting systems. In 2011, these systems remained stable and reliable with no data loss or serious incidents of downtime or disruption to staff. New ideas were also researched, designs tested, decisions made and significant improvements implemented that should shape the OCC's environment for years to come.

For the Investigative Unit and Mediation Program, Mr. Wisniewski developed code for the database that automatically creates or moves interview recordings and other essential documents when a case is opened or reassigned. This greatly eases the review cycle, reducing risk of duplicate efforts and revision misunderstandings. In addition to day to day support, he frequently assisted investigators directly with matters involving Muni videos, closed-circuit videos, ATM videos, Smartphone, internet and other forms of audio/visual evidence. He has also developed and is in the process of implementing better tracked email-driven paperless processes for document exchange between OCC and the Police Department - including noticing of officers for interviews. As in past years, Mr. Wisniewski set up personal computers and phones. He also provided systems training to five new investigators.

For the Clerical Unit, Mr. Wisniewski developed a script for simple two-step mass gathering of recording files from multiple locations to help staff satisfy a large number of Pitchess and other legal requests from the Department and Courts. He frequently had to become involved in document production requests, consulting with staff, adjusting processes, troubleshooting devices and moving huge amounts of data to expedite and meet difficult deadlines.

For the Policy Analyst, Mr. Wisniewski produced a number of special reports including those based on recently revised Department General Orders 5.20 (Language Access Services) and 7.01 (Juvenile Policies, Procedures) in addition to the quarterly statistics he gathers for the Document Protocol Report brought quarterly before the Police Commission.

For all staff, Mr. Wisniewski and the City of San Francisco's Department of Technology Network Engineer Kyle DeWolfe took on a difficult but ultimately successful weekend-long migration of OCC's data to improved server hardware and updated software. He continued research and compatibility testing on a highly customized template installation that will be applied to newly purchased PCs that will be on almost every OCC staff member's desk in 2012.

For the OCC's website, Mr. Wisniewski implemented a new calendar that shows OCC public outreach activities and Police Commission meetings. Finally, as in past years, he produced statistics and designed charts and graphs for the OCC's quarterly and annually reports.

XXIII. PERFORMANCE MEASURES

Performance measures are a part of the OCC's annual budget. The budget is adopted on a fiscal year that runs from July 1 through June 30. Performance measure data has been adjusted to a calendar year basis for the purposes of this report. The statistics below are based on the calendar year 2011 and the targets have been adjusted to average the targets and projected numbers for two fiscal half years, i.e., the latter half of fiscal year 2010/2011 (January 1 through June 30, 2011) and the first half of fiscal year 2011/2012 (July 1 through December 31, 2011).

1. Goal 1 - Address civilian complaints of police misconduct professionally and efficiently
 - a. Measure number 1 -This performance measure identifies the number of completed investigations that contained at least one sustained allegation. There is no target or projection because such a target may give the impression that the agency's mission is

to find misconduct where there is none. However, the measurement is used to comparatively evaluate agency workload and performance, as well as to evaluate caseload management. The actual number of sustained cases from January 1 through December 31, 2011 was 59 or a 7% sustained rate.

- b. Measure number 2 - Percentage of sustained complaints completed in a timely manner. The actual percentage from January 1 through December 31, 2011 was 100%. The target was 100%. The projected is 100%.
 - c. Measure number 3 – Number of complaints closed during the year per FTE investigator. The target is 60 per year and 30 per six months. The actual from January 1 through December 31, 2011 was 61. Through proper case management and with full investigative staffing, OCC's target of 60 cases per FTE investigator per year was met.
2. Goal 2 - Facilitate corrective action in response to complaints
- a. Measure number 1- Percentage of identified cases in which policy, procedure, and practice recommendations are presented to the SFPD or the Police Commission. The actual from January 1 through December 31 2011 was 19. The OCC does not provide a numerical target for the number of policy, procedure, practice recommendations because such a target may give the impression that the agency's mission is to find a particular number of policies, procedure, practice recommendations where there may be none. The OCC's goal is to make policy, procedure and/or practice recommendations that address the policy, procedure and/or practice failures identified in the OCC's cases.

It should be noted, however, that not all policies presented to the Commission and/or SFPD are the same ones that relate to cases closed as policy recommendations in the measurement period. Further, the OCC, working with the Police Department, is creating policy materials in response to recommendations made to the Police Commission. The Commission has instituted timelines and priorities for this policy work.

- b. Measure number 2 – Percentage of sustained cases that resulted in corrective or disciplinary action by the Chief or Police Commission. The actual from January 1, 2011 to December 31, 2011 was 92%. The target and projected was 90%.

Over the past decade, the rate of sustained cases that resulted in corrective action by the Chief of Police has ranged from 66% to 95%. Improved communication and discussion between the OCC and SFPD and more timely imposition of discipline by the Police Department may facilitate consistent findings.

XXIV. 2007 CONTROLLER'S CITY SERVICEU AUDIT DIVISION AUDIT OF THE OCC

On January 24, 2007, the City Services Audit Division of the Controller's Office released a fifty-page report, entitled, *Weak Case Management and Organizational Issues Degrade OCC's Performance*.¹⁹ The report contained four appendices including a twenty-three page appendix with forty-five recommendations for improvement. (See Appendix "A", page 154-176.) Of those forty-five recommendations, the OCC was responsible for implementing forty-one of them. The Police Commission, along with OCC, was responsible for implementing one of them (Recommendation number 12) and the Police Commission was solely responsible for implementing two others (Recommendations numbered 26 and 33). The Police Department was solely responsible for implementing Recommendation number 16.

With the exception of recommendations numbered 18, 19 and 42, by the close of 2011, the OCC had substantially complied with the forty-one recommendations for which it was responsible. (See Appendix "A", page 178-195.) Recommendations number 18 and 19 pertain to developing a document protocol, tracking system and training for departments other than the Police Department to facilitate their response to OCC requests for their documents. The OCC concluded that there are a limited number of city departments other than the Police Department, such as the Emergency Communications Division, the Municipal Transportation Agency, the San Francisco Fire Department, the Sheriff's Department, San Francisco General Hospital and the San Francisco School District from which the OCC routinely requests documents. These departments typically complied with OCC's requests for documents; noncompliance or delays were often the result of staffing shortages or equipment malfunctions within those departments rather than unfamiliarity with their compliance obligations. Since noncompliance has been resolved favorably on a case-by-case basis, the OCC has not devoted its limited legal resources to developing a formal document protocol and training program for these departments. The OCC's staffing and resource limitations have required its legal staff to resolve these issues on a case-by-case basis rather than providing training to these departments on their responsibility to comply with OCC document protocol.

In 2011, the OCC continued to explore developing an online complaint filing mechanism. Neither the OCC, with only one information technology professional, nor the

¹⁹ San Francisco Controller's Office, City Service Audit Division, *Weak Case Management and Organizational Issues Degrade OCC's Performance*, January 24, 2007.
http://www.sfcontroller.org/ftp/uploadedfiles/controller/reports/OCC_012407.pdf

Department of Technology was able to provide the resources to design an online complaint filing mechanism. Consequently, while the OCC strongly desired to provide complainants the opportunity to file online, the OCC was unable to comply with recommendation number 42 which would provide for online complaint filing. During 2011 the OCC's limited budget prevented it from funding the \$9,000 estimated consultant's fees to develop online complaint filing. The OCC will revisit its budget in the fourth quarter of budget year 2011/2012 to determine whether it has achieved savings in its professional services budget to fund online complaint filing design.

XXV. CONCLUSION

The OCC faced staffing challenges in 2011 due to budget constraints and investigator vacancies. However, through effective case management and supervision, the OCC closed all but one of its 2010 cases.

Staff assigned:

Chris Wisniewski
Charles Gallman
Erick Baltazar
Inés Vargas Fraenkel
Samara Marion
Donna Salazar
Linda Taylor
Pamela Thompson

Respectfully submitted,



Joyce M. Hicks
Executive Director
Office of Citizen Complaints

APPENDIX

A

STAFF OF THE OFFICE OF CITIZEN COMPLAINTS

EXECUTIVE DIRECTOR

Joyce M. Hicks

Pam Thompson – Executive Secretary

Laura Tham – Senior Accounting Clerk

LEGAL

Ines Fraenkel – Chief Attorney

R. Manuel Fortes –Attorney

Samara Marion - Policy Analysis

Donna Salazar – Mediation/Outreach Coordinator

INVESTIGATION

Charles Gallman - Chief Investigator

Erick Baltazar - Senior Investigator

Dennis Maxson - Senior Investigator

Edward McMahon - Senior Investigator

Investigators

David Aulet, Steve Ball, Brent Begin, Helen Calderon, Jessica Cole,
Kacy Green, Sherry Hall, Roxane Hayes (Temp), Karol Heppe, William Huey,
Mary Ivas, Pelayo Llamas, (Temp) Andrea McEwen, Elmer Sescon,
Gregory Underwood (Temp), J. Wechter

INFORMATION SERVICES

Chris Wisniewski – IS Business Analyst

Eric Maxey – Senior Clerk Typist

CLERICAL

Linda Taylor – Principal Clerk

Pat Grigerek – Senior Clerk Typist

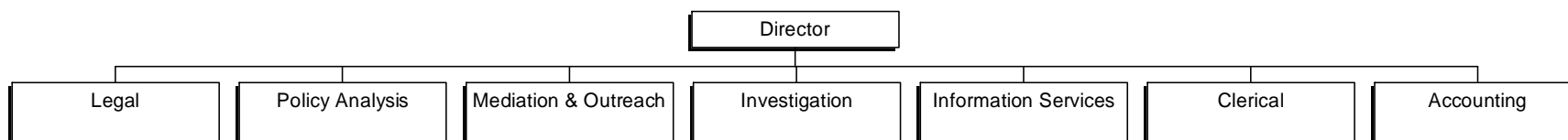
Gwen Lancaster – Clerk Typist

Vanetta Smith – Clerk Typist

Christina Wong – Clerk Typist

OCC ORGANIZATION CHART FUNCTIONAL UNITS OF THE DEPARTMENT

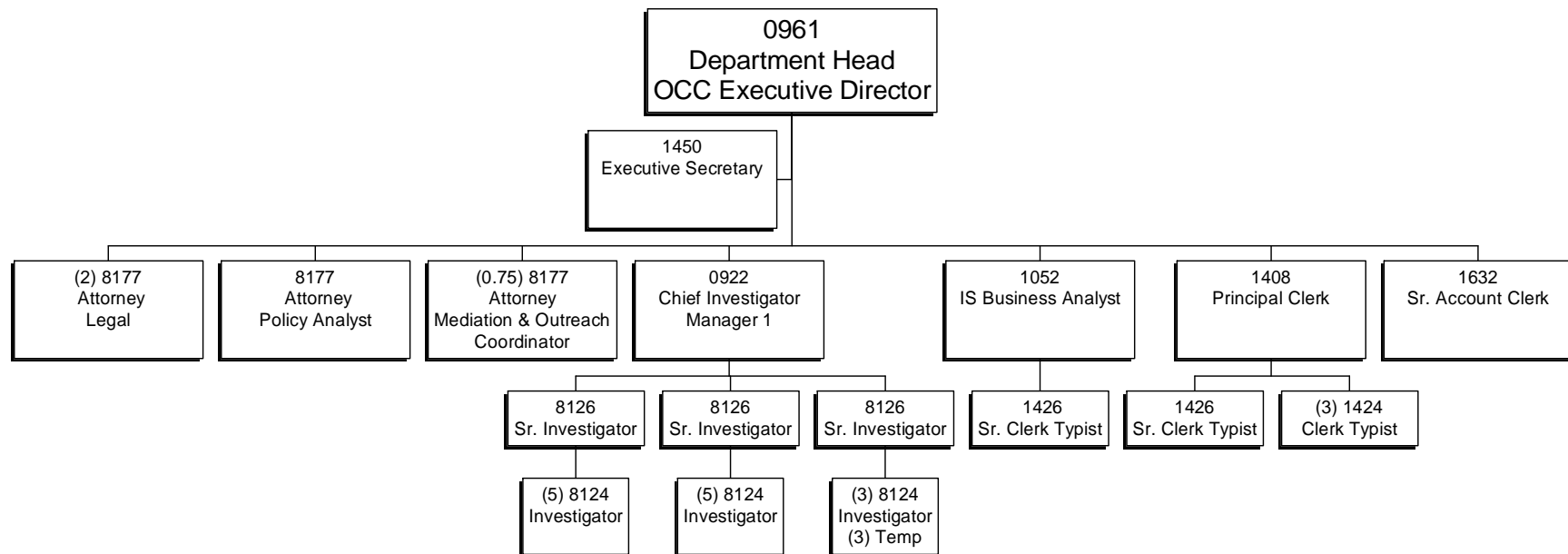
Department 38 - Police Commission
Office of Citizen Complaints
Budget Year 2011-2012



OFFICE OF CITIZEN COMPLAINTS ORGANIZATION CHART

Position-Level Detail Chart

Department 38 - Police Commission
Office of Citizen Complaints
Budget Year 2011-2012



COMPREHENSIVE STATISTICAL REPORT
January 2011 - December 2011

THE POLICE COMMISSION
OFFICE OF CITIZEN COMPLAINTS
 CITY AND COUNTY OF SAN FRANCISCO



CASE YEAR	JAN	FEB	MAR	1ST	APR	MAY	JUN	2ND	JUL	AUG	SEP	3RD	OCT	NOV	DEC	4TH	YTD
CASES OPENED																	
2011	68	51	69	188	72	66	92	230	65	70	69	204	47	50	65	162	784
CASES MERGED/VOIDED/WITHDRAWN																	
2011	3	3	3	9	4	4	5	13	2	7	2	11	1	2	1	4	37
CASES CLOSED, BY YEAR CASE WAS FILED																	
2009	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	2
2010	52	61	63	176	43	48	38	129	42	36	22	100	13	5	0	18	423
2011	3	11	23	37	24	27	22	73	22	38	42	102	43	81	85	209	421
TOTAL	55	73	87	215	67	75	60	202	64	74	64	202	56	86	85	227	846
CASES OUTSIDE JURISDICTION																	
2010	4	3	0	7	0	1	0	1	1	0	0	1	0	0	0	0	9
2011	1	4	8	13	3	5	5	13	6	6	7	19	2	13	2	17	62
TOTAL	5	7	8	20	3	6	5	14	7	6	7	20	2	13	2	17	71
CASES SUSTAINED																	
2010	4	6	6	16	5	9	6	20	6	5	2	13	0	0	0	0	49
2011	0	0	0	0	0	0	0	0	1	1	1	3	1	1	5	7	10
TOTAL	4	6	6	16	5	9	6	20	7	6	3	16	1	1	5	7	59

COMPARATIVE OVERVIEW OF CASELOAD

January 2007 - December 2011

THE POLICE COMMISSION
OFFICE OF CITIZEN COMPLAINTS
CITY AND COUNTY OF SAN FRANCISCO



CASE YEAR	JAN	FEB	MAR	1ST	APR	MAY	JUN	2ND	JUL	AUG	SEP	3RD	OCT	NOV	DEC	4TH	YTD
CASES OPENED																	
2011	68	51	69	188	72	66	92	230	65	70	69	204	47	50	65	162	784
2010	71	78	90	239	89	73	73	235	75	62	54	191	75	56	58	189	854
2009	77	74	97	248	107	72	84	263	78	96	99	273	79	75	80	234	1018
2008	80	89	87	256	94	95	92	281	87	70	80	237	91	78	80	249	1023
2007	63	56	84	203	120	85	67	272	75	75	67	217	75	113	74	262	954

CASES CLOSED																	
2011	55	73	87	215	67	75	60	202	64	74	64	202	56	86	85	227	846
2010	58	69	96	223	62	77	72	211	73	76	64	213	56	51	56	163	810
2009	90	68	97	255	67	81	101	249	101	96	75	272	100	64	90	254	1030
2008	82	79	111	272	99	101	98	298	92	85	93	270	108	46	101	255	1095
2007	31	88	112	231	73	94	80	247	86	77	62	225	51	64	78	193	896

CASES SUSTAINED																	
2011	4	6	6	16	5	9	6	20	7	6	3	16	1	1	5	7	59
2010	5	4	7	16	7	7	7	21	6	5	5	16	5	6	7	18	71
2009	0	3	8	11	3	4	6	13	6	4	5	15	3	5	6	14	53
2008	2	2	3	7	5	3	7	15	0	2	4	6	6	3	5	14	42
2007	3	3	10	16	4	3	1	8	10	5	2	17	1	5	1	7	48

CASES PENDING REPORT

January 2011 - December 2011

THE POLICE COMMISSION
OFFICE OF CITIZEN COMPLAINTS
CITY AND COUNTY OF SAN FRANCISCO



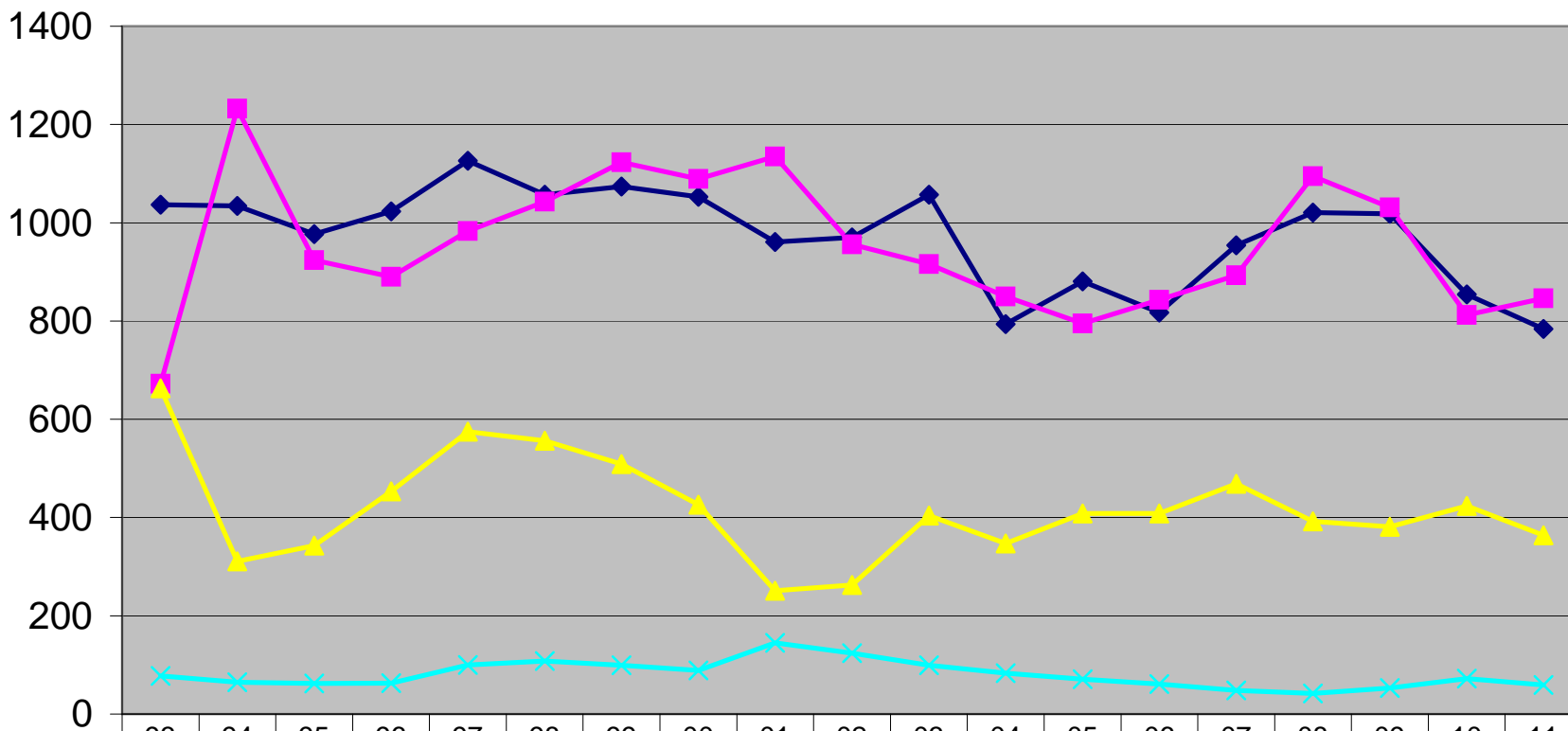
PENDING CASES BY YEAR CASE WAS FILED

CASE YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2009	2	1	--	--	--	--	--	--	--	--	--	--
2010	372	311	248	205	157	119	77	41	19	6	1	1
2011	65	105	151	199	238	308	351	383	410	414	383	363
Total	439	417	399	404	395	427	428	424	429	420	384	364

FIVE YEAR OVERVIEW OF TOTAL PENDING CASELOAD

CASES PENDING	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2007	442	410	381	429	421	409	398	396	401	426	474	469
2008	464	474	450	444	438	432	427	412	399	383	415	392
2009	381	387	387	427	418	401	379	378	402	381	392	381
2010	395	404	398	425	421	422	424	409	399	418	422	424
2011	439	417	399	404	395	427	428	424	429	420	384	364

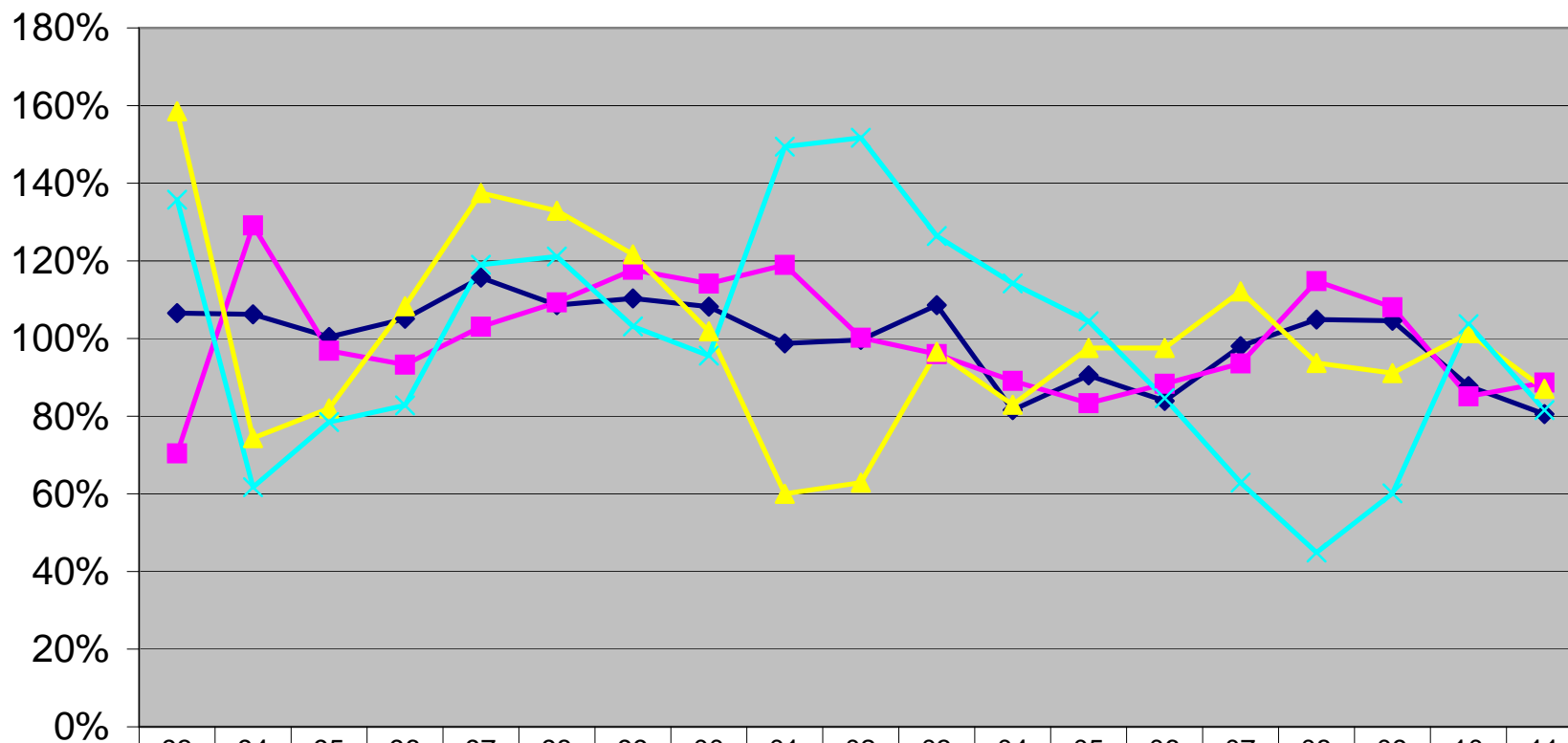
OCC Caseload Summary 1993 - 2011



Averages:

Opened: 973, Closed: 954, Pending: 418, Sustained: 80 (Average Sustain Rate: 8.6%, Median: 8.8%)

OCC Caseload Summary 1993 to 2011 Deviation from Baseline (Average)



Averages:

Opened: 973, Closed: 954, Pending: 418, Sustained: 80 (Average Sustain Rate: 8.6%, Median: 8.8%)

HOW COMPLAINTS WERE RECEIVED

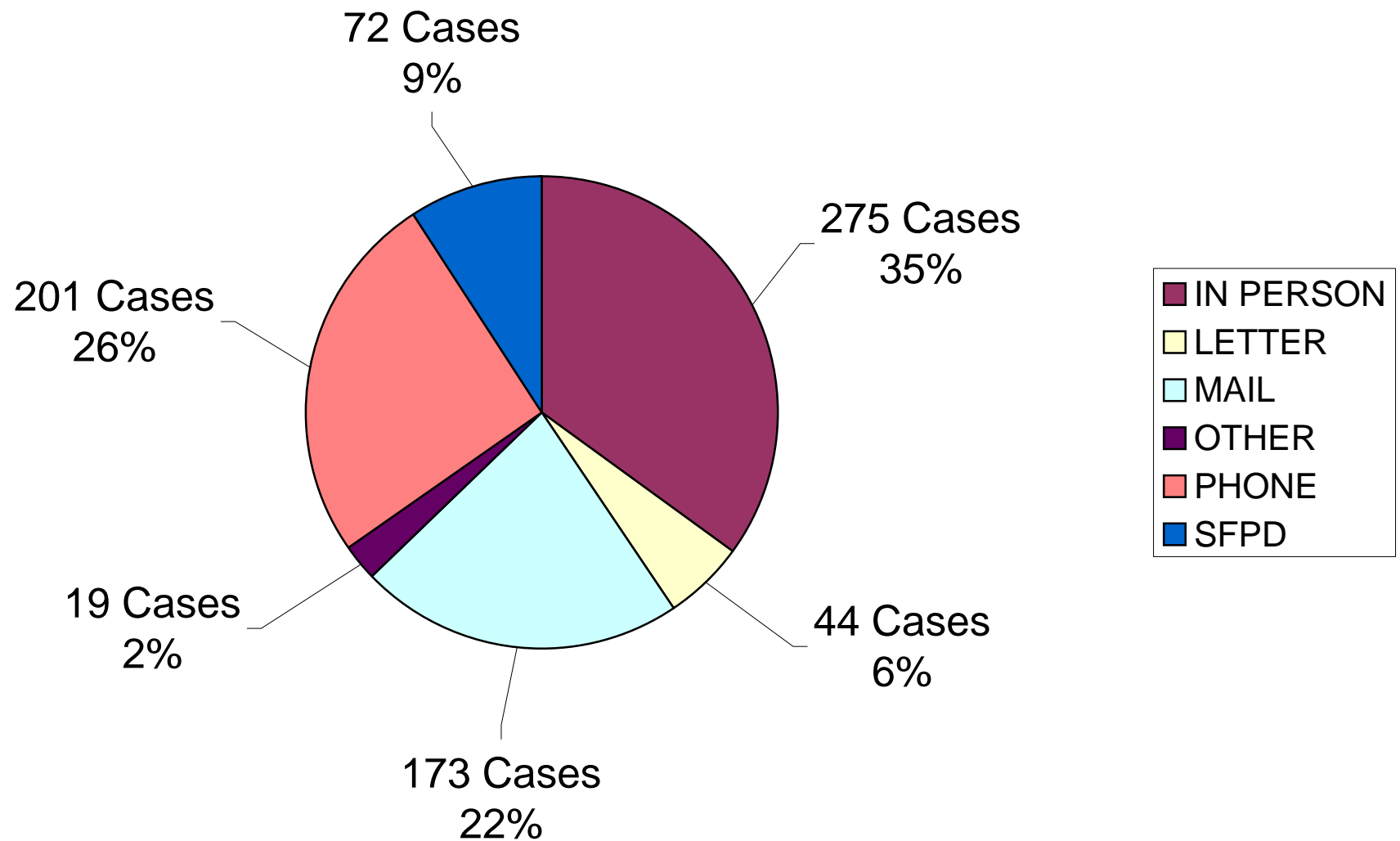
January 2011 - December 2011

THE POLICE COMMISSION
OFFICE OF CITIZEN COMPLAINTS
CITY AND COUNTY OF SAN FRANCISCO

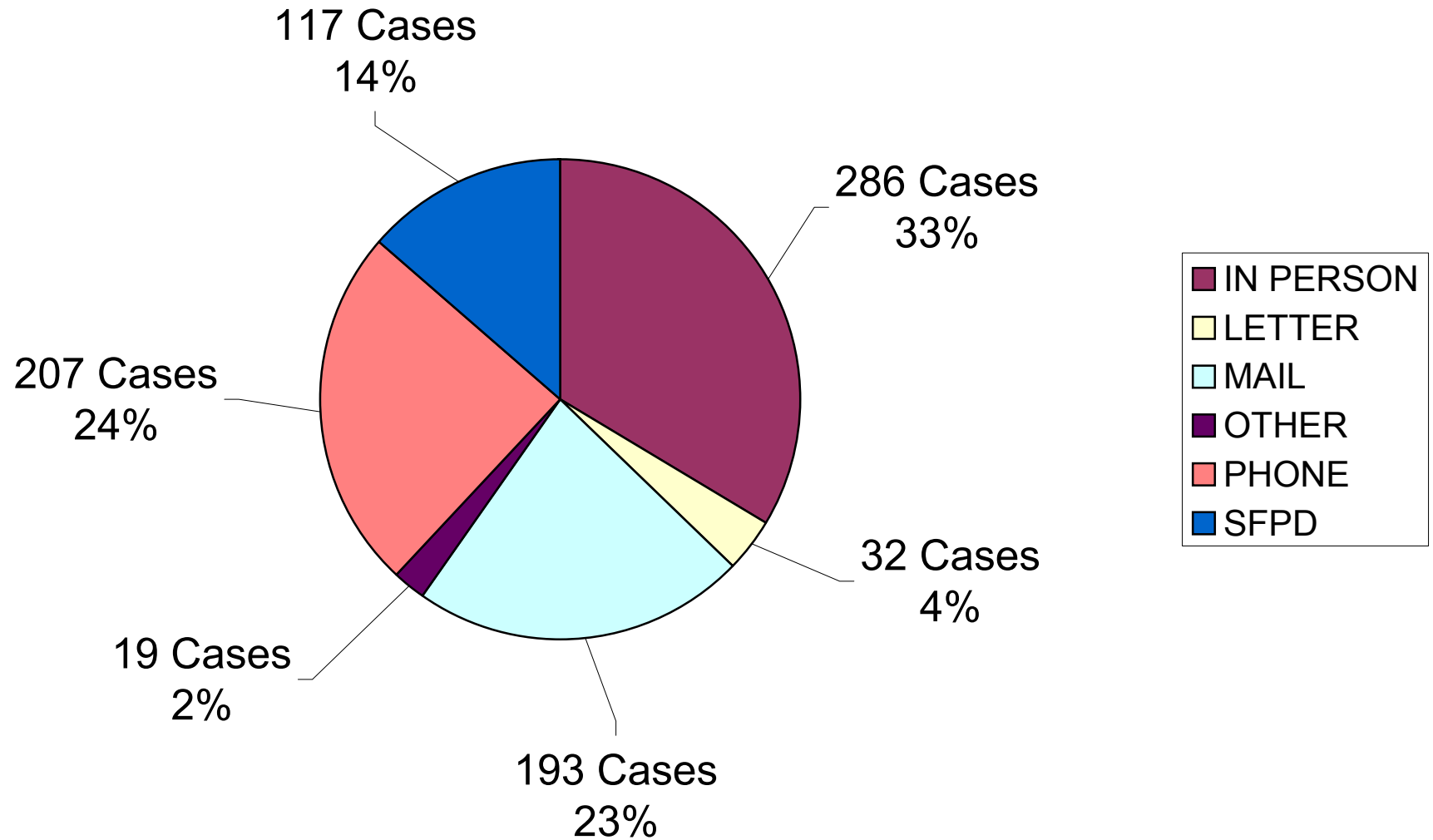


RECEIVED	JAN	FEB	MAR	1ST	APR	MAY	JUN	2ND	JUL	AUG	SEP	3RD	OCT	NOV	DEC	4TH	YTD
IN PERSON	25	19	28	72	29	29	28	86	28	23	18	69	16	8	24	48	275
LETTER	3	3	10	16	1	3	5	9	0	6	4	10	2	2	5	9	44
MAIL	19	16	15	50	11	17	21	49	8	15	15	38	7	14	15	36	173
OTHER	2	2	1	5	0	1	7	8	3	1	0	4	1	1	0	2	19
PHONE	15	10	9	34	22	8	25	55	22	18	25	65	19	13	15	47	201
SFPD	4	1	6	11	9	8	6	23	4	7	7	18	2	12	6	20	72
TOTAL	68	51	69	188	72	66	92	230	65	70	69	204	47	50	65	162	784

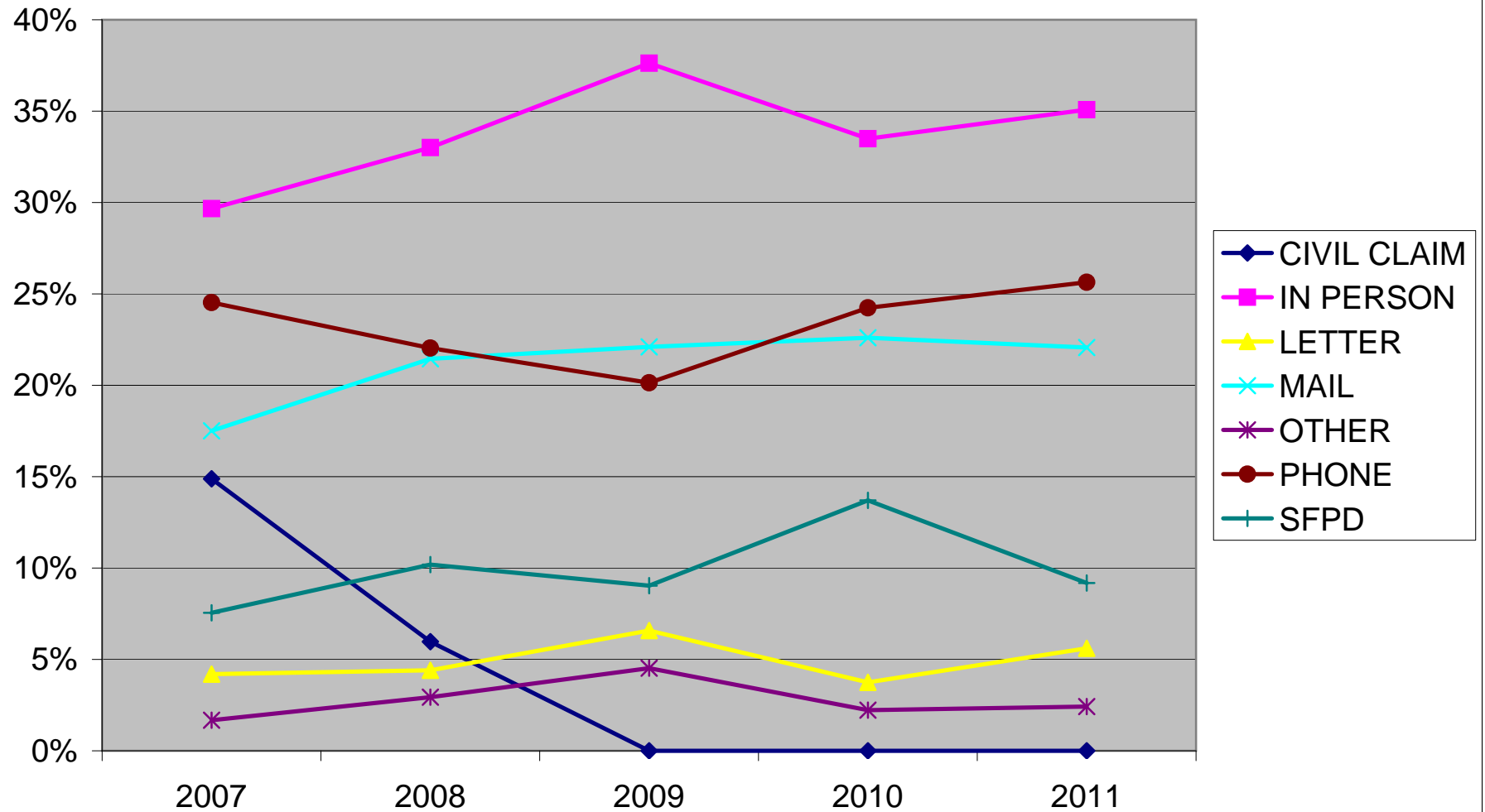
How Complaints Were Received - 2011



How Complaints Were Received - 2010



HOW COMPLAINTS WERE RECEIVED - 2007-11 (by percentage of total)



**OCC COMPLAINANTS BY SELECTED
DEMOGRAPHIC CHARACTERISTICS**
January 2011 - December 2011

THE POLICE COMMISSION
OFFICE OF CITIZEN COMPLAINTS
CITY AND COUNTY OF SAN FRANCISCO



	NUMBER	PERCENT
Named Individuals (inc. co-comps)	826	98.33%
Anonymous Persons	14	1.67%
Organizational Complaints	0	0.00%
Total Complainants	840	100.00%

GENDER

Blank or Declined to State	58	6.90%
Females	289	34.40%
Males	486	57.86%
Transgender Persons*	7	0.83%

RACE/ETHNICITY**

African-American	236	28.10%
Asian-American	40	4.76%
Blank or Declined to State	145	17.26%
Caucasian/White	275	32.74%
Latino/a/Hispanic	109	12.98%
Native American/Pacific Islander	10	1.19%
Other	25	2.98%

AGE

14-16	5	0.60%
17-19	8	0.95%
20-30	162	19.29%
31-40	192	22.86%
41-50	192	22.86%
51-60	122	14.52%
61-70	46	5.48%
71-80	7	0.83%
Over 80	4	0.48%
Blank or Declined to State	102	12.14%

Disabled*** Persons	36	4.29%
Homeless**** Persons	4	0.48%

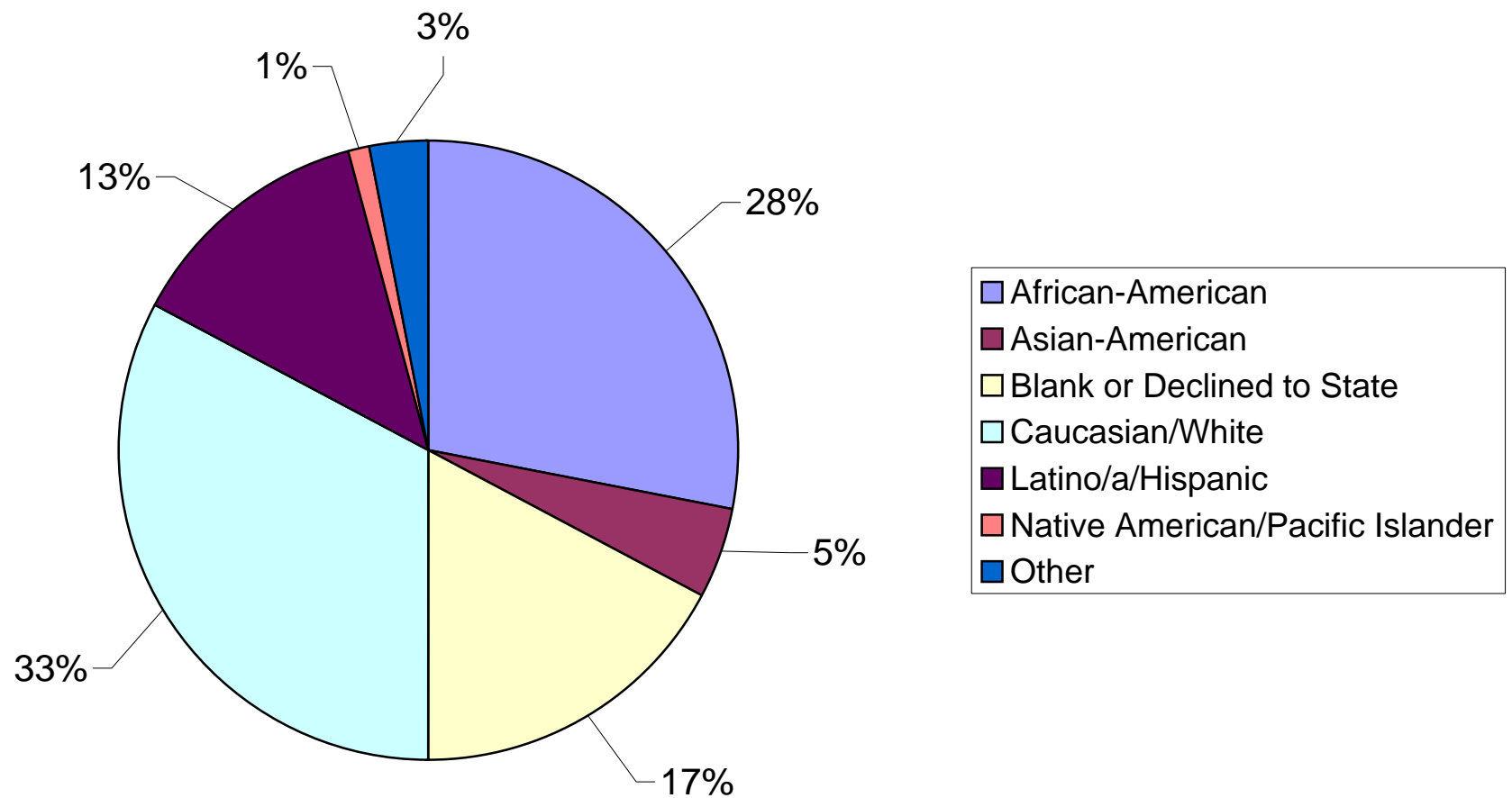
*OCC served a number of transgendered persons during this period;

of this group, only those who elected to self-designate on the form were counted here.

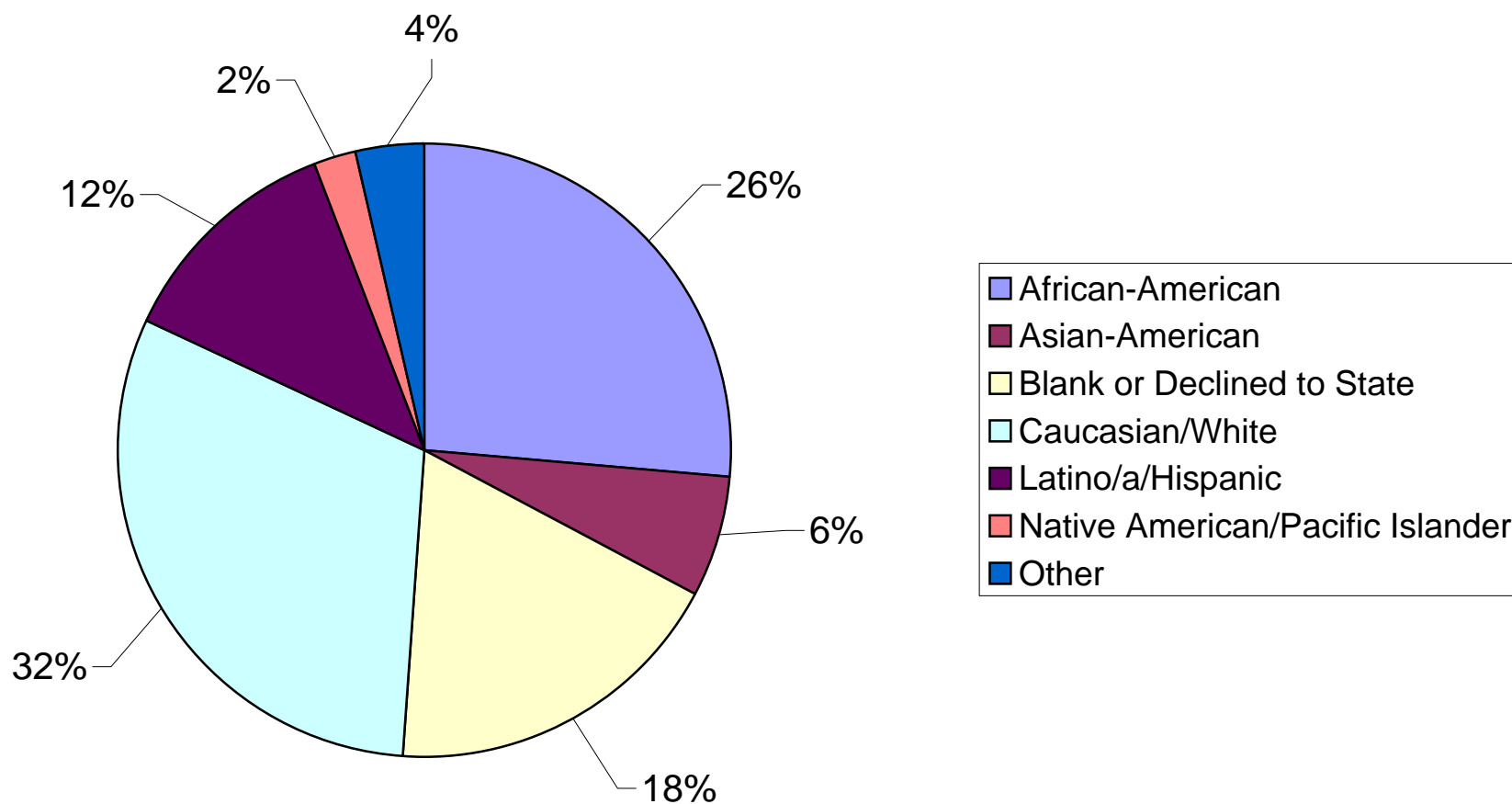
** The total of race/ethnicity designations does not reflect those who checked multiple self-designations.

& * The indicated numbers of individuals volunteered this information; a number of other disabled and homeless persons, who did not self-designate, also were complainants served by OCC during this report year.

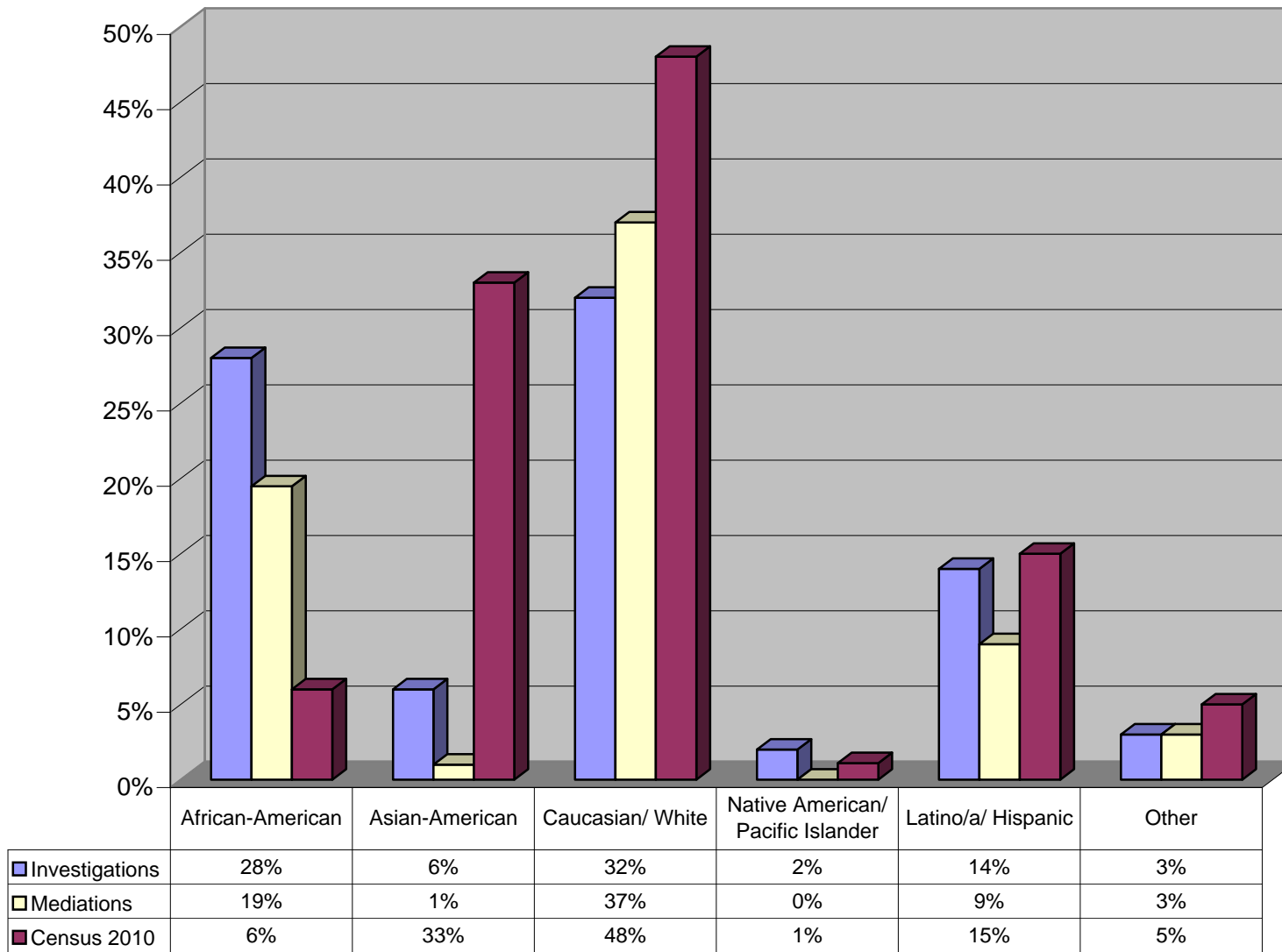
OCC Complainants by Race/Ethnicity - 2011



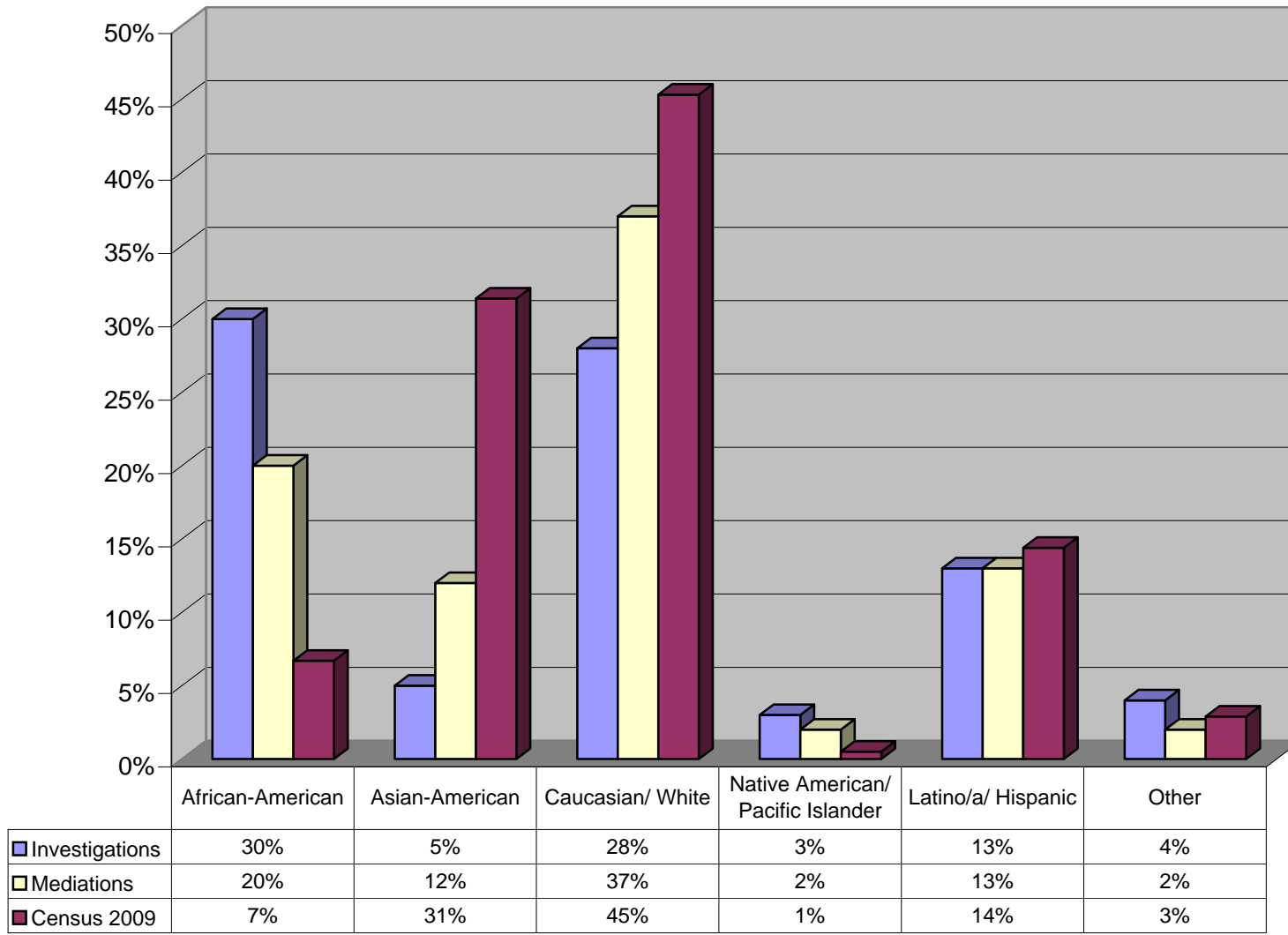
OCC Complainants by Race/Ethnicity - 2010



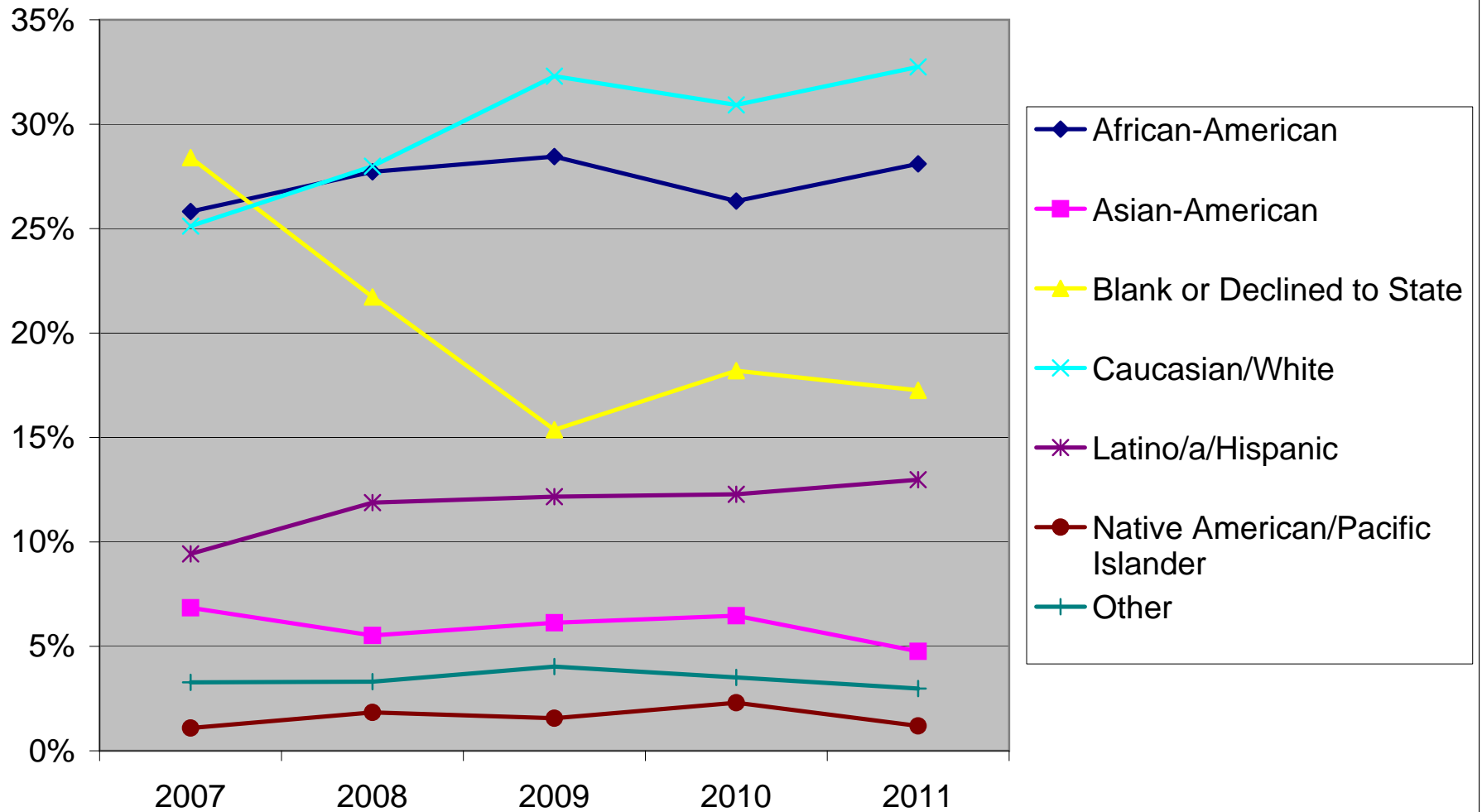
OCC Complainants in Investigated and Mediated Cases 2011 Compared to SF Populations



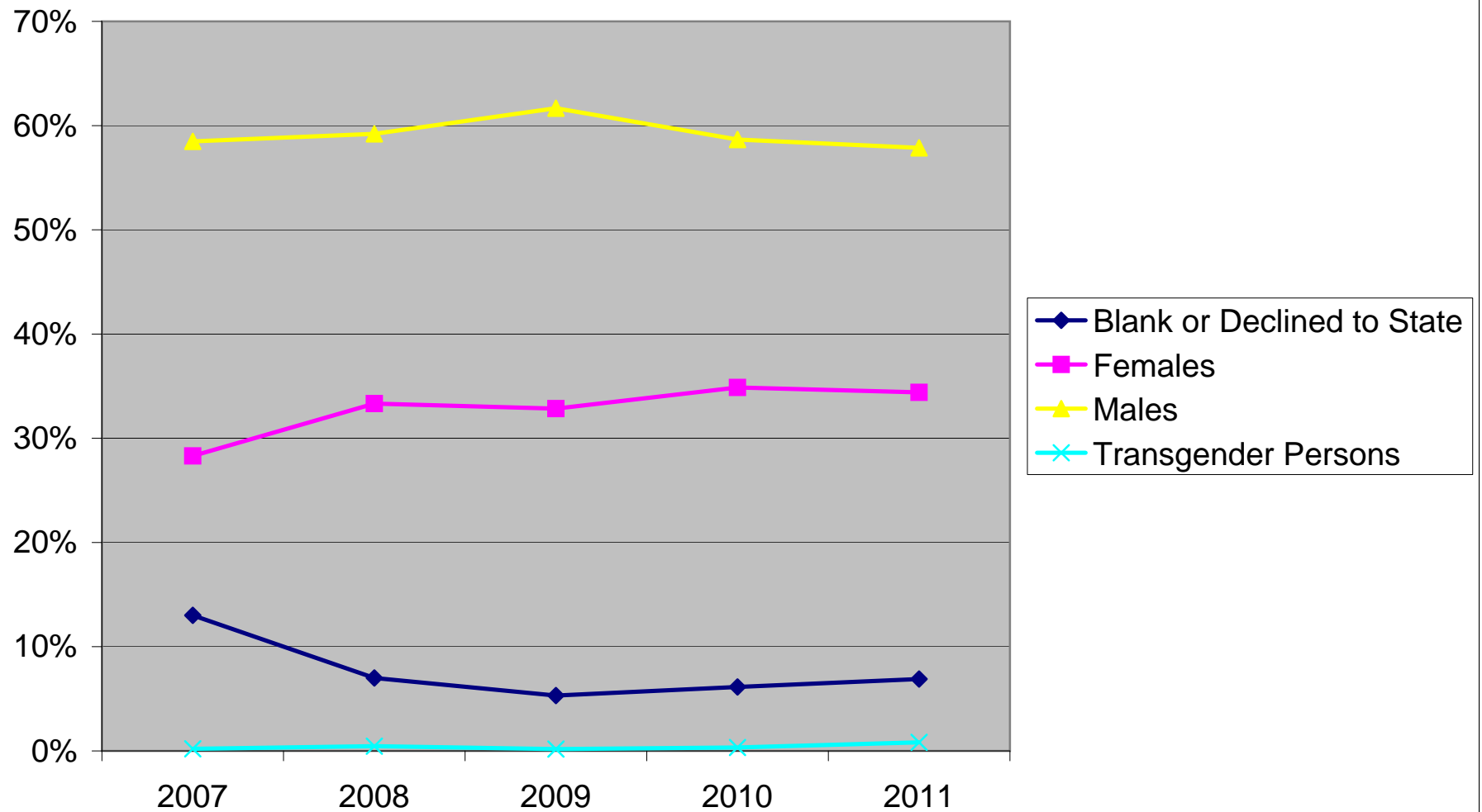
OCC Complainants in Investigated and Mediated Cases 2010 Compared to SF Populations



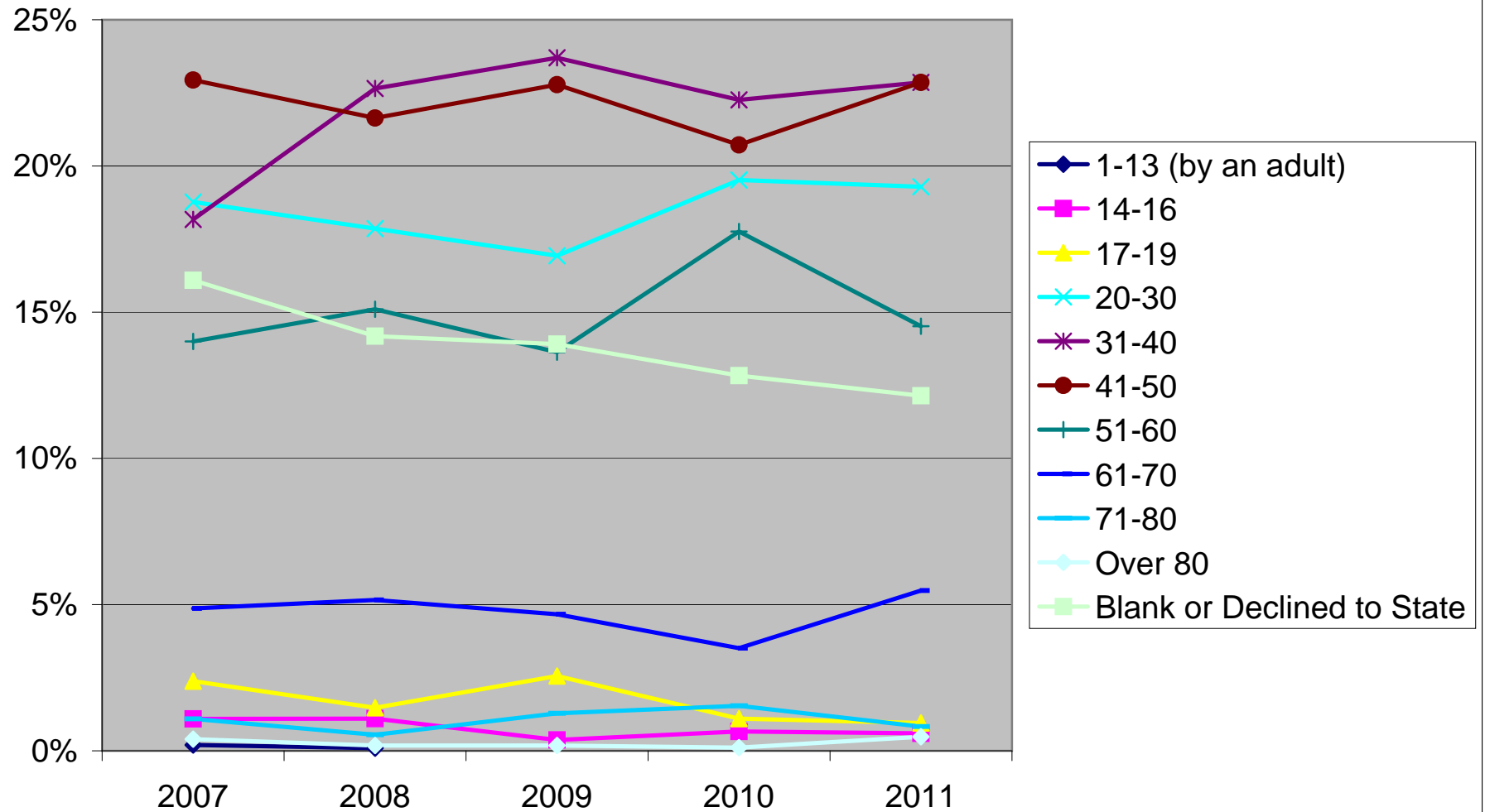
OCC Complainants by Race/Ethnicity 2007-11 (percentage of yearly total)



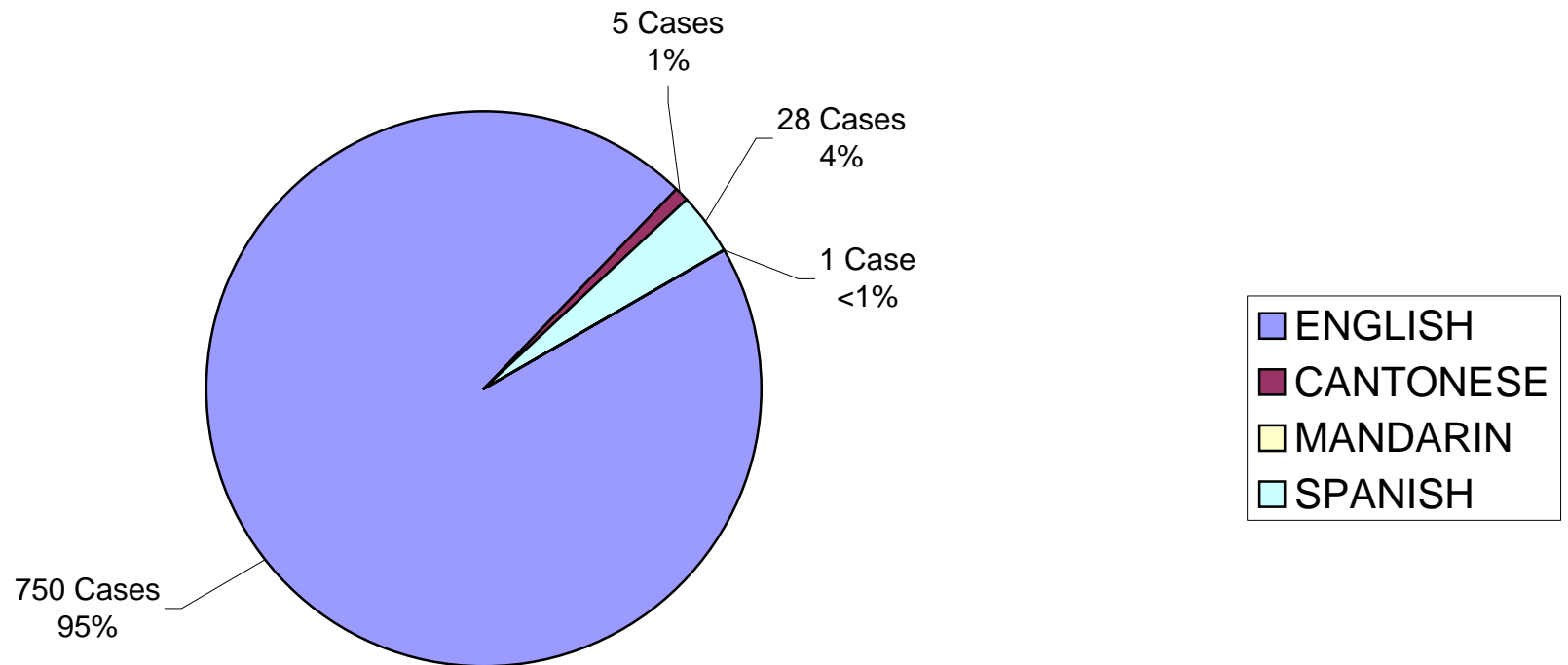
OCC Complainants by Gender 2007-11 (percentage of yearly total)



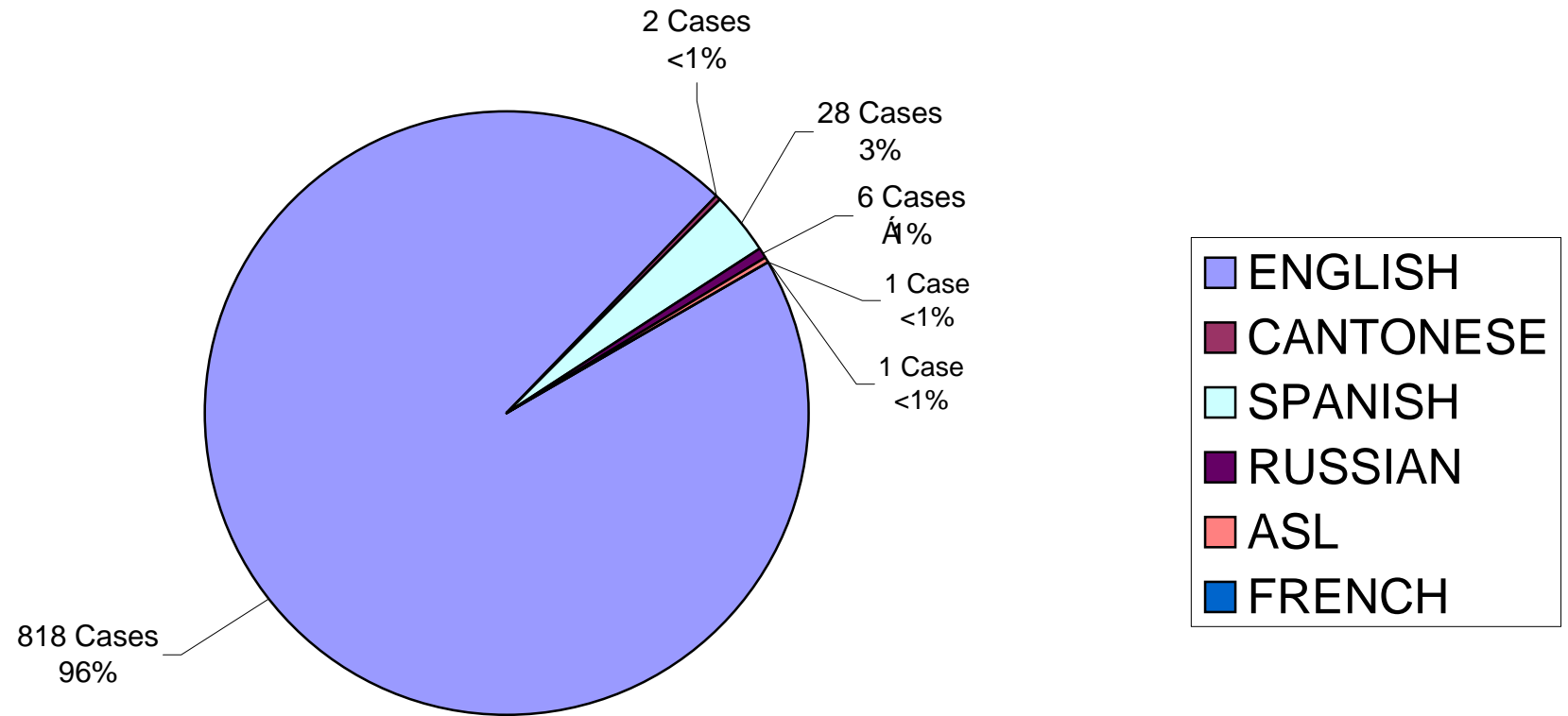
OCC Complainants by Age 2007-11 (percentage of yearly total)



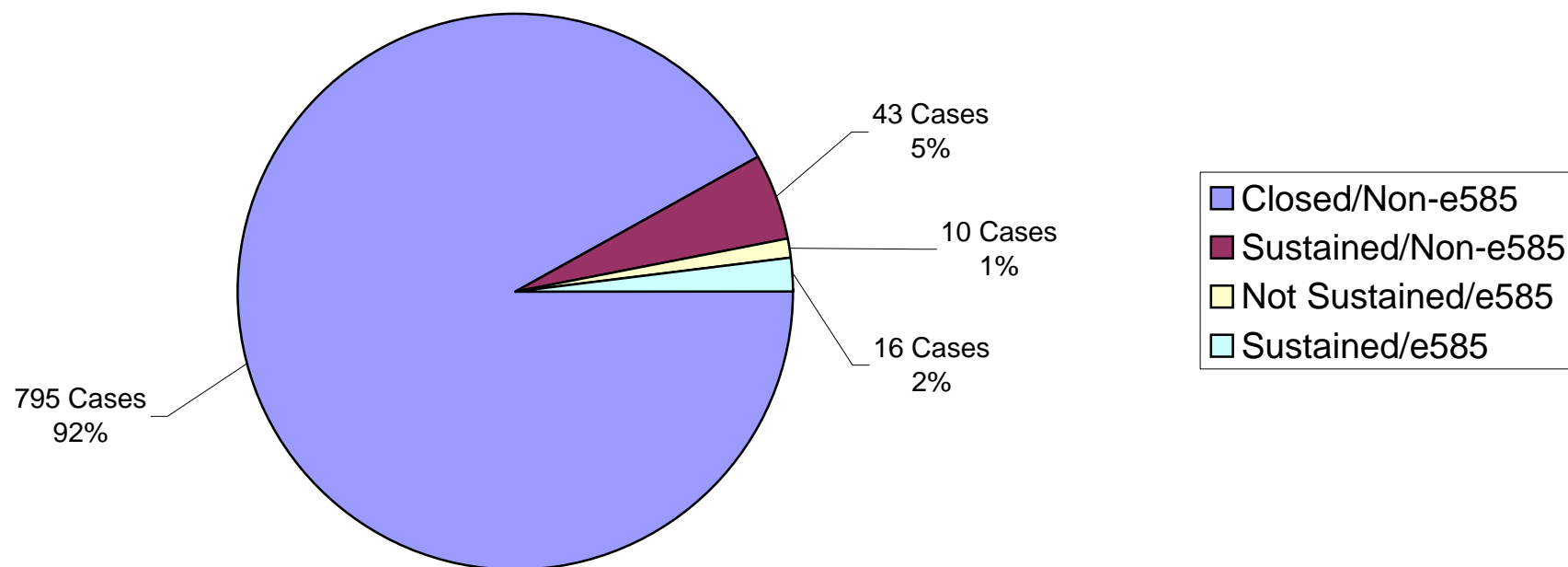
Case Intakes by Language - 2011



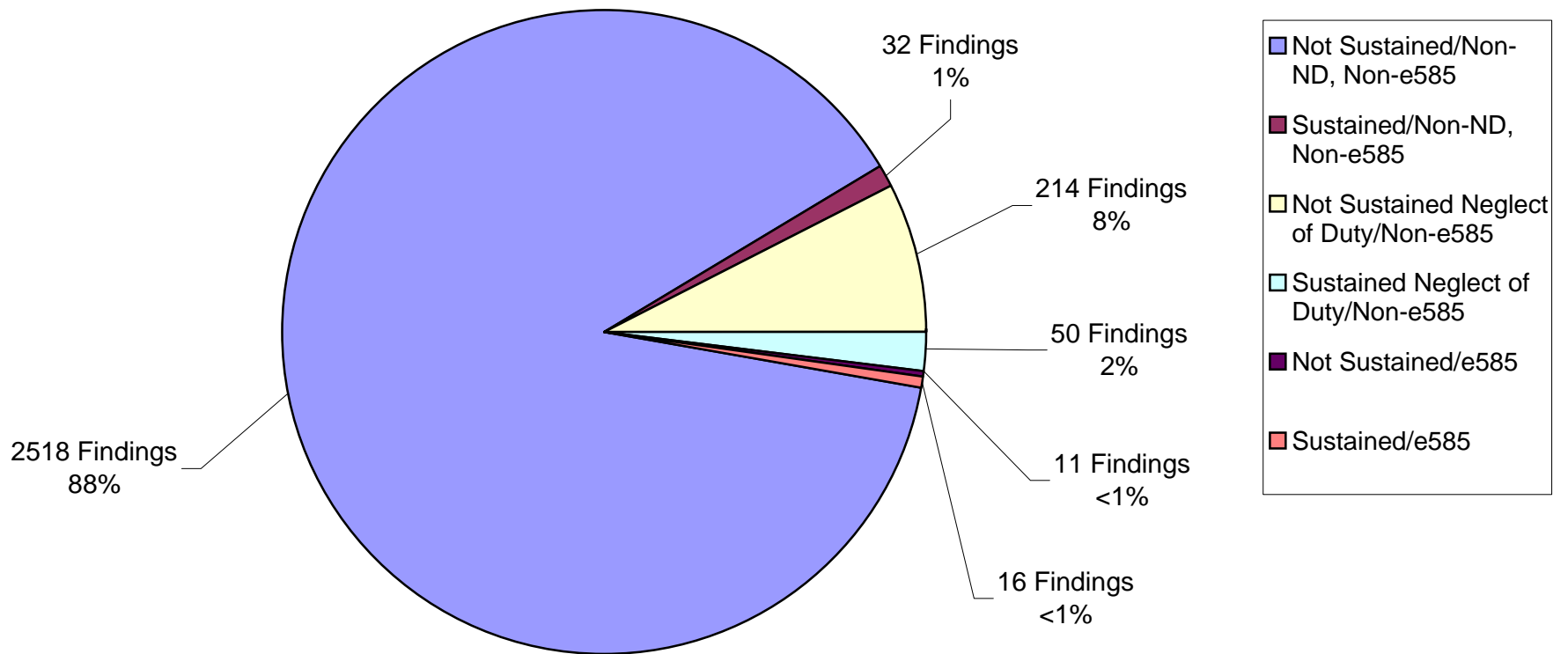
Case Intakes by Language - 2010



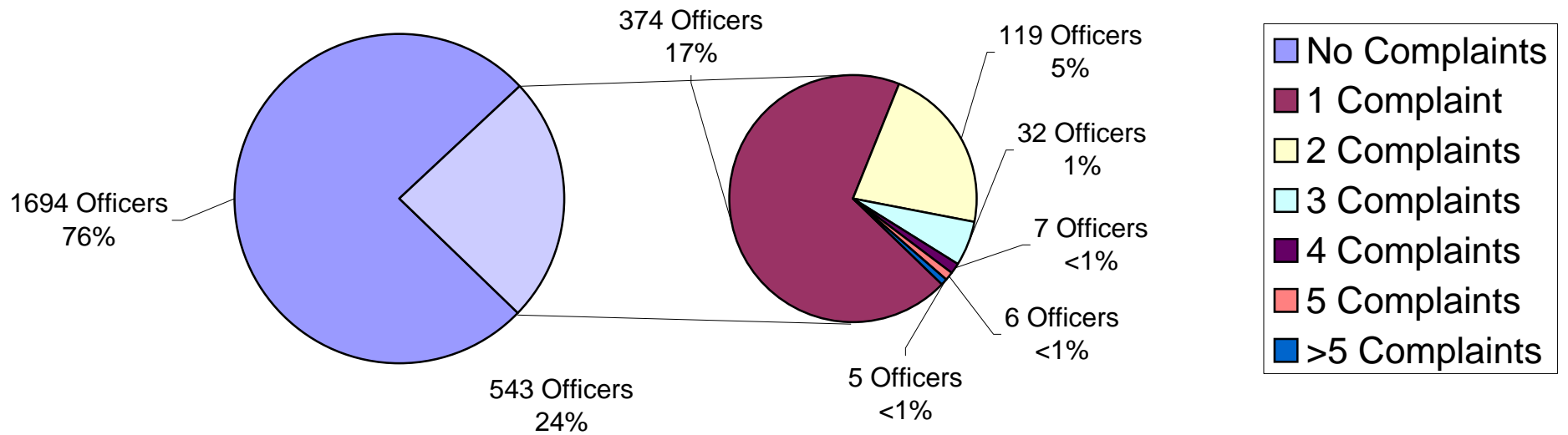
Traffic Stop Data Collection (e585) - Related Cases Cases Closed 2011



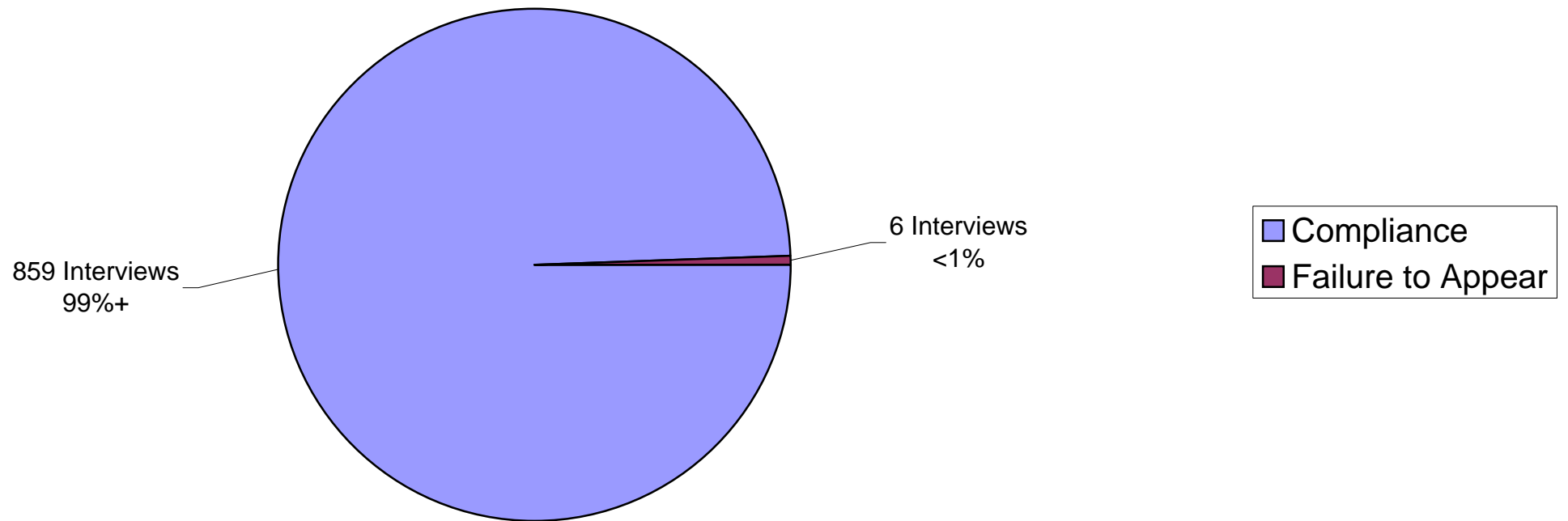
Traffic Stop Data Collection (e585) Allegations Findings Closed 2011



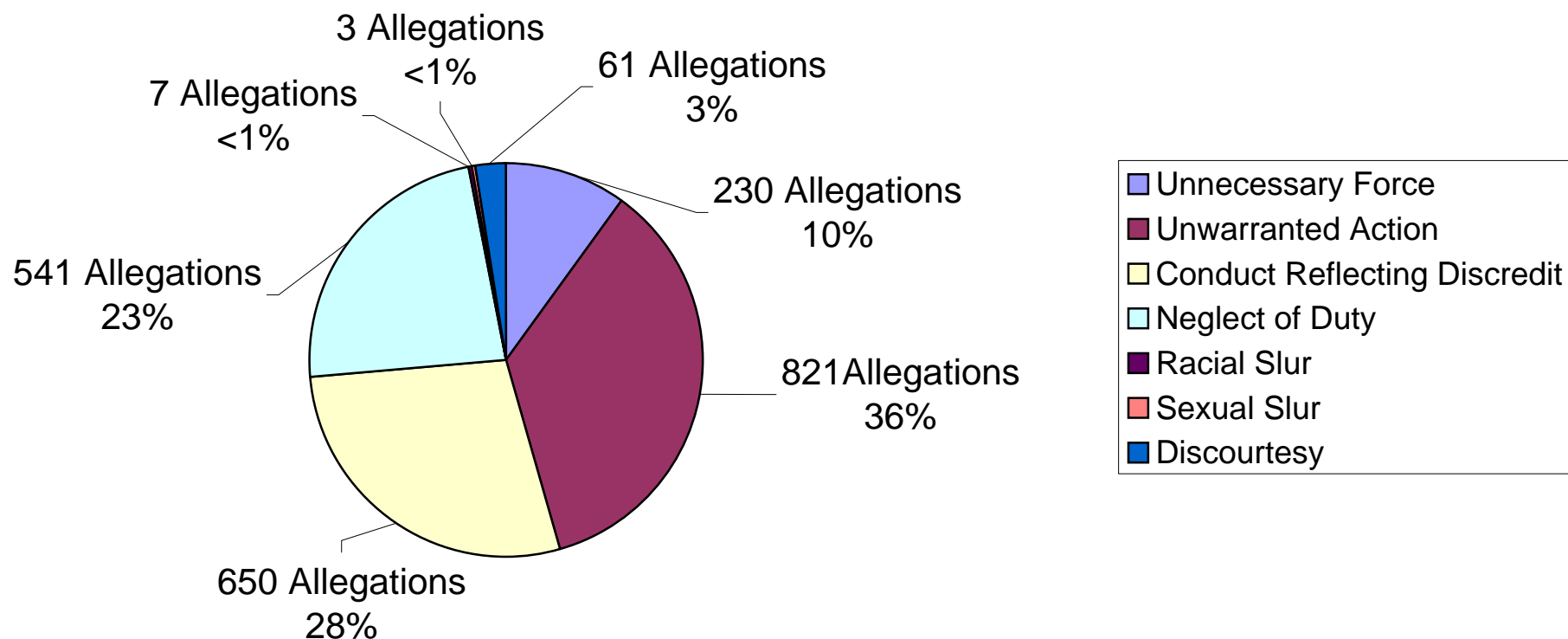
Officers Without/With Complaints - Cases Received 2011



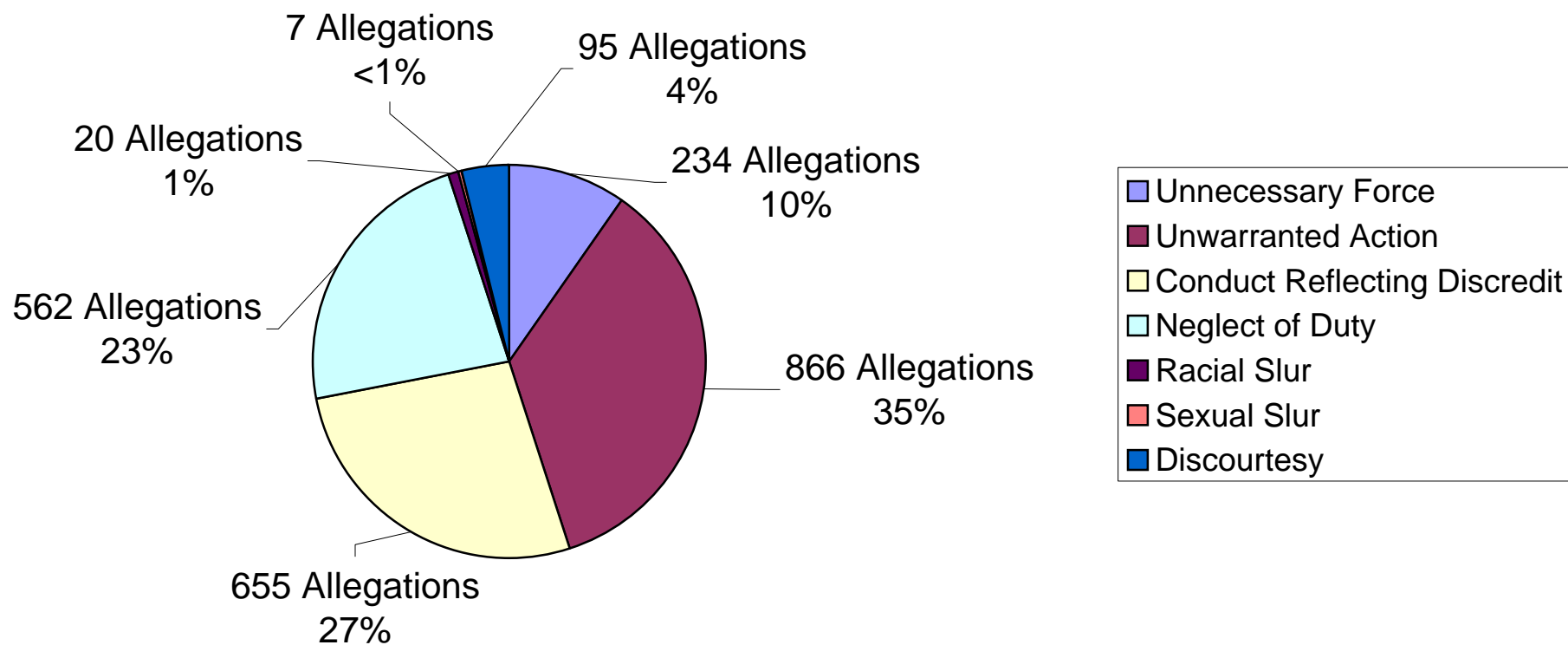
Interviews and Compliance - 2011



Allegations Received by Type - 2011



Allegations Received by Type - 20%



Sustained Allegations - First Quarter 2011

Case No.	Neglect of Duty	Unwarranted Action	Unnecessary Force	Conduct Reflecting Discredit	Discourtesy	Racial or Sexual Slur
0098-10			Officers used unnecessary force by kicking the complainant and fracturing his eye socket.	Officers misrepresented the truth in an incident report.		
0126-10	An officer failed to keep a loaded department issued ammunition magazine securely in the officer's position and inadvertently left it at the complainant's home.					
0113-10	An officer violated DGO 1.03 by failing to remain in constant radio contact.					
0206-10					An officer used profanity in violation of DGO 2.01, Rule 14.	
183-10		An officer pat searched the complainant without individualized suspicion that the complainant was armed and dangerous.				

Sustained Allegations - First Quarter 2011

Case No.	Neglect of Duty	Unwarranted Action	Unnecessary Force	Conduct Reflecting Discredit	Discourtesy	Racial or Sexual Slur
0246-10	An officer failed to collect traffic stop data.					
0243-10	An officer violated DGO 5.20 (protocols for communicating with limited English proficient individuals) by failing to document the complainant's primary language in the incident report and omitting from the incident report that an officer assisted as an interpreter at the scene to facilitate communication between the complainant and the officer.					
0274-10	An officer failed to collect traffic stop data.					

Sustained Allegations - First Quarter 2011

Case No.	Neglect of Duty	Unwarranted Action	Unnecessary Force	Conduct Reflecting Discredit	Discourtesy	Racial or Sexual Slur
0275-10		A sergeant violated DGO 5.07 by ordering onlookers to disperse or face arrest when they were lawfully observing an arrest and not interfering with police action.		A sergeant engaged inappropriate behavior by smashing a bottle in the street.		
0344-10	An officer failed to collect traffic stop data.					
0265-10	<ol style="list-style-type: none"> 1. Officers failed to prepare a traffic collision report in an incident involving injuries. 2. Officers failed to conduct a traffic collision investigation in an incident involving injuries. 					

Sustained Allegations - First Quarter 2011

Case No.	Neglect of Duty	Unwarranted Action	Unnecessary Force	Conduct Reflecting Discredit	Discourtesy	Racial or Sexual Slur
0175-10				<ol style="list-style-type: none"> 1. An officer engaged in threatening and inappropriate behavior and uttered profane, demeaning and discourteous remarks. 2. An officer misused Department property and abused access to Department records in violation of DGO 10.08 II D and the Penal section 5.02 		
0277-10		<ol style="list-style-type: none"> 1. A sergeant seized the complainant's driver's license without cause. 2. A sergeant cited the complainant without cause. 3. A sergeant instituted DMV action against the complainant without cause. 4. A sergeant failed to comply with DMV regulations and procedures 		A sergeant made inappropriate comments and engaged in inappropriate behavior.		

Sustained Allegations - First Quarter 2011

Case No.	Neglect of Duty	Unwarranted Action	Unnecessary Force	Conduct Reflecting Discredit	Discourtesy	Racial or Sexual Slur
0338-10	<p>1. Officers violated DGO 7.01 (Protocols for Interactions with Juveniles) prior to and during the interrogation of a juvenile by failing to:</p> <ul style="list-style-type: none"> a.) allow the juvenile to make two phone calls, b.) inform the juvenile that the juvenile could have a parent or guardian present during the interrogation and c.) tape record the interrogation. <p>2. A sergeant violated DGO 7.01 by failing to supervise subordinates and take corrective action to ensure compliance with DGO 7.01.</p>					
0603-10	An officer failed to collect traffic stop data.					
0831-10	A sergeant failed to collect traffic stop data.					

Sustained Allegations - Second Quarter 2011

Case No.	Neglect of Duty	Unwarranted Action	Unnecessary Force	Conduct Reflecting Discredit	Discourtesy	Racial or Sexual Slur
0653-10	<ol style="list-style-type: none"> Officer gave wrong copy of citation to complainant causing complainant delays in resolving the case Officer failed to collect traffic stop data 					
0419-10	Officer failed to collect traffic stop data.					
0670-10	Officer failed to collect traffic stop data.					
0553-10	Sergeant failed to document a use of force when complainant complained of pain in his neck and back which the complainant alleged resulted from being punched by officers. Another sergeant present said he saw no punches thrown.					
0445-10	Officer failed to timely return complainant's identification by leaving it in officer's uniform pocket.					

Sustained Allegations - Second Quarter 2011

Case No.	Neglect of Duty	Unwarranted Action	Unnecessary Force	Conduct Reflecting Discredit	Discourtesy	Racial or Sexual Slur
0416-10	Officer failed to comply with DGO 5.15 by contacting Immigration and Customs Enforcement (ICE) about complainant who was stopped for not completely stopping his vehicle at a stop sign. The complainant was the subject of an administrative immigration warrant.					
0415-10	Officer failed to accurately identify complainant's actions in a buy bust operation, leading to complainant's arrest and booking. Complainant's attorney obtained a videotape of the operation and another individual performed the actions that were attributed to complainant in the incident report. The videotape documented that complainant did not have possession of or handle the suspected drugs.					

Sustained Allegations - Second Quarter 2011

Case No.	Neglect of Duty	Unwarranted Action	Unnecessary Force	Conduct Reflecting Discredit	Discourtesy	Racial or Sexual Slur
0485-10	Officer did not collect traffic stop data.					
0568-10	Officer did not collect traffic stop data					
0605-10	Officer failed to prepare a traffic collision report and a hit and run record after the complainant, a bicyclist, reported the incident and his injuries to the officer.					
0422-10	Officer failed to properly safeguard and process complainant's laptop by returning it to an individual who was not the owner.					
0522-10	Officer failed to properly process complainant's camera by not listing it on the Property Inventory Arrest Record. Upon complainant's release from custody, his camera was missing.					

Sustained Allegations - Second Quarter 2011

Case No.	Neglect of Duty	Unwarranted Action	Unnecessary Force	Conduct Reflecting Discredit	Discourtesy	Racial or Sexual Slur
0433-10	Officer failed to take required action by not to accurately identifying the location which was the subject of a search warrant. This resulted in the wrongful entry into complainant's home which included kicking in the door, officers pointing M-16 assault weapons at his family and him and causing the family to be pinned to the ground and handcuffed.					
0562-10	Officer failed to issue a public intoxication report to the complainant.					
0630-10	Officer failed to issue a certificate of release after handcuffing the complainant in violation of DGO 5.03.					
0646-10	Officer failed to collect traffic stop data for a second time during the second quarter.					

Sustained Allegations - Second Quarter 2011

Case No.	Neglect of Duty	Unwarranted Action	Unnecessary Force	Conduct Reflecting Discredit	Discourtesy	Racial or Sexual Slur
0561-10	Sergeant failed to comply with Department protocols for interacting with transgender individuals when he failed to inform the transporting officer that the complainant was a transgender female and repeatedly referred to the complainant as a male arrestee in the report he wrote.					
0544-10	Officer violated DGO 5.03 by failing to issue a certificate of release after transporting the complainant in the officer's patrol car from one location to another.					

Sustained Allegations - Second Quarter 2011

Case No.	Neglect of Duty	Unwarranted Action	Unnecessary Force	Conduct Reflecting Discredit	Discourtesy	Racial or Sexual Slur
584-10	Officer failed to notify communications of an on-view traffic stop and officer failed to collect traffic stop data.					
0594-10	Officer violated DGO 7.01 by failing to notify juvenile's mother that her son, who had been arrested, was being transported by ambulance to the hospital.					

Sustained Allegations – Third Quarter 2011

Case No.	Neglect of Duty	Unwarranted Action	Unnecessary Force	Conduct Reflecting Discredit	Discourtesy	Racial or Sexual Slur
0581-10		<ol style="list-style-type: none"> 1. Officer detained complainant without justification. 2. Officer issued an invalid order. 3. Officer arrested complainant without justification. 4. Officer used unnecessary force. 		Officer made inappropriate comments and misused police authority.		
0659-10	Officer failed to collect traffic stop data.					
0589-10	Officer violated DGO 9.01 by failing to inform the complainant of the proper means to dispose of a traffic citation.					
0104-11	<ol style="list-style-type: none"> 1. Officer violated DGO 1.03 by failing to remain in constant radio contact with the Communications Division. 2. Officer prepared an inaccurate and incomplete incident report. 					

Sustained Allegations – Third Quarter 2011

Case No.	Neglect of Duty	Unwarranted Action	Unnecessary Force	Conduct Reflecting Discredit	Discourtesy	Racial or Sexual Slur
0823-10	Officer failed to collect traffic stop data.					
0619-10	Sergeant failed to issue a certificate of release after handcuffing complainant in violation of DGO 5.03.					
0585-10	<p>During a traffic stop officer failed to:</p> <ol style="list-style-type: none"> 1. Issue a certificate of release. 2. Consult a supervisor pursuant to DB 09—295 when an officer reasonably believes that marijuana is not for medical purposes or that the medical marijuana is not being used in a manner protected by Health and Safety Code sections 11362.15 and 11362.7. 3. Write an incident report. 					
0591-10		Officer detained complainant without justification. Officer searched complainant without justification.				

Sustained Allegations - Third Quarter 2011

Case No.	Neglect of Duty	Unwarranted Action	Unnecessary Force	Conduct Reflecting Discredit	Discourtesy	Racial or Sexual Slur
0627-10	Sergeant failed to safeguard complainant's identification and personal property during the detention such that it fell out of complainant's backpack onto the floorboard of the patrol car, including complainant's billfold.	In violation of DGO 5.03 Sergeant violated complaint's Fourth Amendment rights when: 1. Sergeant detained complainant without justification. 2. Sergeant handcuffed complainant without justification. Sergeant failed to prepare an accurate and truthful investigative detention report.		Sergeant misrepresented the truth in an incident report.		
0690-10					Sergeant directed the "F" word at a fan at ATT park and called the fan a "punk".	
0677-10	Officer failed to document traffic stop data.					

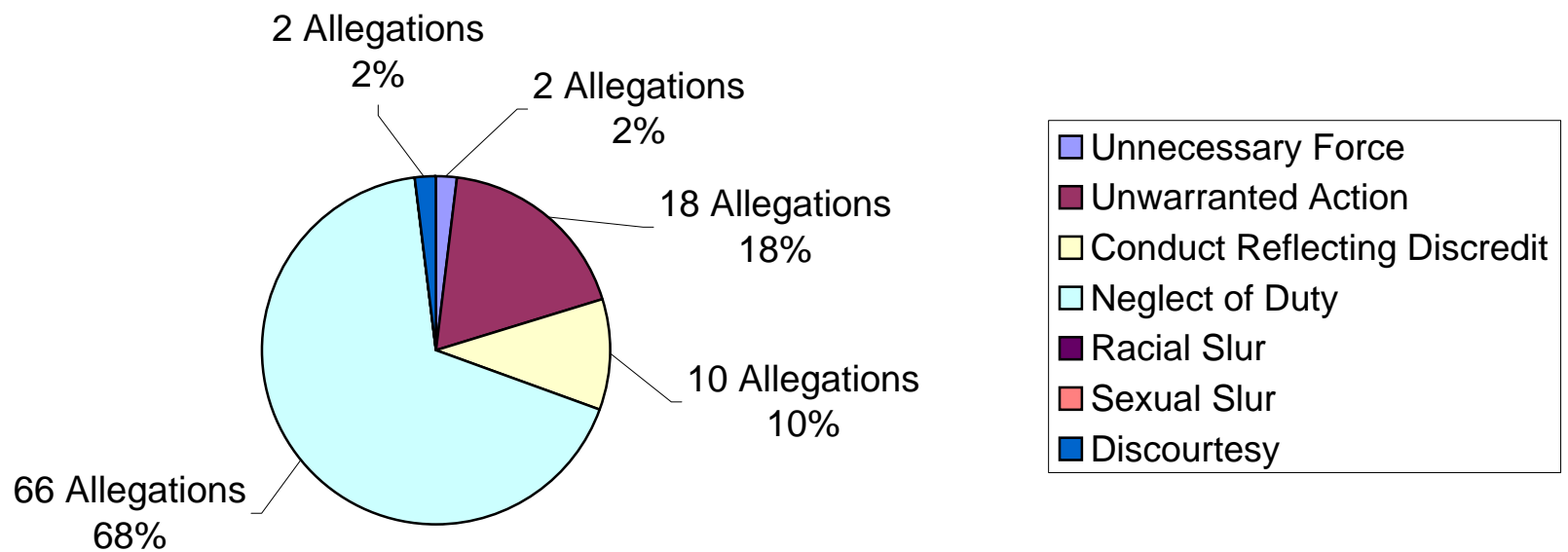
Sustained Allegations - Third Quarter 2011

Case No.	Neglect of Duty	Unwarranted Action	Unnecessary Force	Conduct Reflecting Discredit	Discourtesy	Racial or Sexual Slur
0727-10	Officer did not comply with DGO 5.20 by failing to provide the Limited English Proficient Complainant an interpreter and did not document in his traffic collision report that the complainant was a non native English speaker when he interviewed the complainant in English.					
0290-11	Officer failed to collect traffic stop data.					
0819-10	Officer failed to collect traffic stop data.			Officer made inappropriate and intimidating comments.		
373-11	Officer failed to collect traffic stop data.					
0706-10	Officer wrote an inaccurate and incomplete incident report. Sergeant failed to properly supervise by failing to revise and review the incident report.					

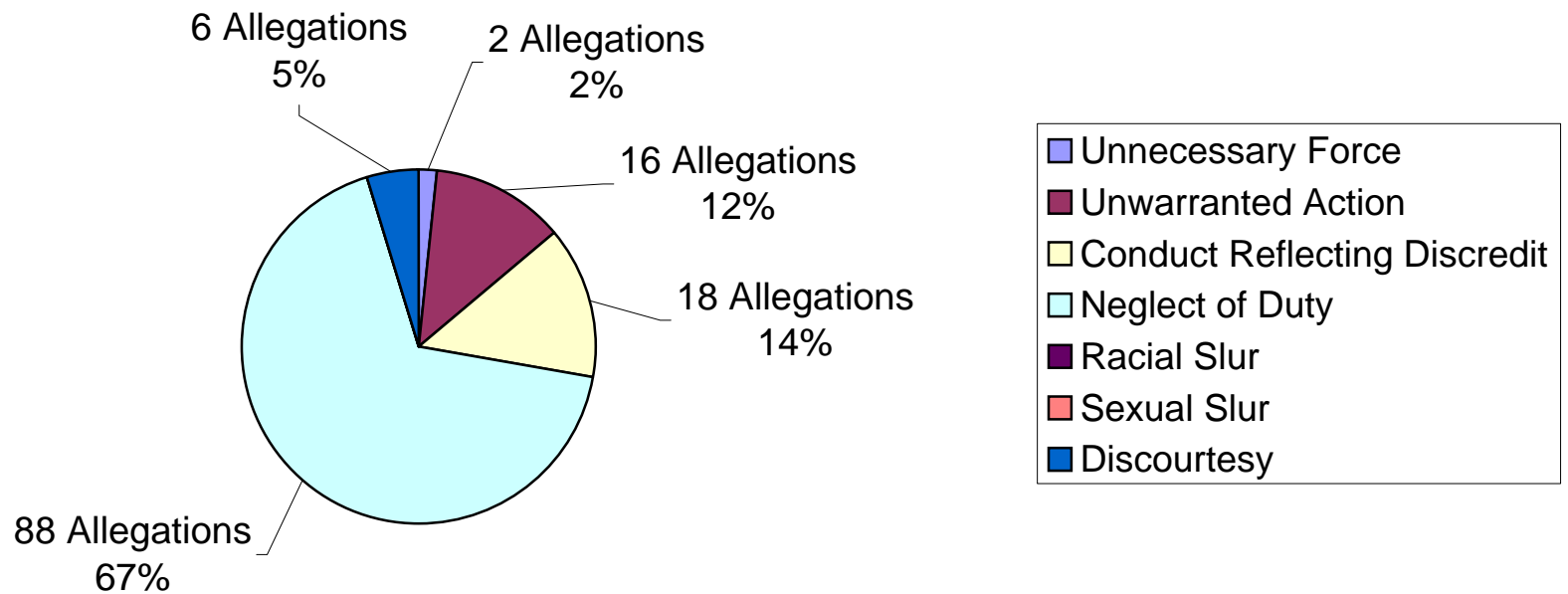
Sustained Allegations – Fourth Quarter 2011

Case No.	Neglect of Duty	Unwarranted Action	Unnecessary Force	Conduct Reflecting Discredit	Discourtesy	Racial or Sexual Slur
0097-11		Officer searched the complainant's vehicle without justification.				
0083-11		<ol style="list-style-type: none"> Officer detained the complainant without justification. Officer pat searched the complainant without justification. Officer wrote a citation without justification. 				
0145-11	Officer failed to enter incident report into Department server.					
0194-11	Officer failed to secure property by leaving service revolver and ammunition clip in hotel room safe after checking out.					
0196-11	<ol style="list-style-type: none"> Officer failed to properly log use of force. Sgt. failed to properly supervise. 					
0221-11	Officer failed to prepare an incident report when a person requested a private person's arrest.					
0325-11	Officer failed to log traffic stop data.					

Sustained Allegations by Type - 2011



Sustained Allegations by Type - 2010



COMPLAINTS AND ALLEGATIONS BY UNIT

January 1, 2011 - December 31, 2011

THE POLICE COMMISSION OFFICE OF CITIZEN COMPLAINTS CITY AND COUNTY OF SAN FRANCISCO



SFPD UNIT NAME	TOTAL COMP	ALLEGATION TYPES										TOTAL ALLEG	OFF. INVL
		UF	UA	CRD	ND	RS	SS	D	PRO	POL	TF		
1A CHIEF'S OFFICE	4	0	1	0	3	0	0	0	0	0	0	4	5
1C MEDICAL EXAMINER	1	0	0	0	1	0	0	0	0	0	0	1	1
2D PROPERTY CONTROL	4	1	0	1	3	0	0	0	0	0	0	5	4
2L LEGAL DIVISION	1	0	0	0	1	0	0	0	0	0	0	1	1
2P PERSONNEL	7	1	1	5	3	0	0	0	0	0	0	10	7
2X ADMINISTRATION BUREAU HEADQUARTERS	4	0	4	1	4	0	0	0	0	0	0	9	4
3A CENTRAL STATION	41	14	32	37	30	1	0	7	0	0	0	121	53
3B SOUTHERN STATION	73	26	74	51	42	0	0	8	0	0	0	201	95
3C BAYVIEW STATION	52	16	50	41	29	1	0	2	0	0	0	139	76
3D MISSION STATION	57	15	76	59	35	0	0	4	0	0	0	189	79
3E NORTHERN STATION	64	21	81	68	52	2	2	7	0	0	0	233	91
3F PARK STATION	38	5	74	31	23	0	0	5	0	0	0	138	54
3G RICHMOND STATION	27	2	17	28	13	0	0	0	0	0	0	60	33
3H INGLESIDE STATION	39	12	52	35	32	1	0	5	0	0	0	137	65
3I TARAVAL STATION	31	7	25	27	20	0	0	0	0	0	0	79	40
3J TENDERLOIN TASK FORCE	43	16	56	51	39	0	1	7	0	0	0	170	69
3M MUNI DIVISION	31	4	21	27	18	1	0	1	0	0	0	72	32
3X PATROL BUREAU HQ'S	6	1	4	1	6	0	0	1	0	0	0	13	7
4B ENFORCEMENT & INVESTIGATION (SOLOS)	4	0	4	3	3	0	0	0	0	0	0	10	4
4T CRIME PREVENTION COMPANY	18	3	17	17	7	0	0	1	0	0	0	45	21
4X SPECIAL OPERATIONS HQ'S	1	0	0	1	0	0	0	0	0	0	0	1	1
5A INVESTIGATIONS BUREAU	15	4	12	5	6	0	0	0	0	0	0	27	17
5F FRAUD SECTION	1	0	0	0	1	0	0	0	0	0	0	1	1
5G GENERAL WORK SECTION	1	0	0	1	0	0	0	0	0	0	0	1	1
5H HOMICIDE SECTION	2	0	3	2	2	0	0	1	0	0	0	8	2
5I SEXUAL ASSAULT SECTION	3	0	1	3	1	0	0	0	0	0	0	6	3
5L CRIME SCENE INVESTIGATIONS	3	0	2	1	1	0	0	0	0	0	0	4	3
5N NARCOTICS	3	0	1	2	4	0	0	0	0	0	0	7	3
5S SPECIAL INVESTIGATIONS(INCL. GANG TASK FORCE)	4	0	1	4	0	0	0	0	0	0	0	5	4
5T JUVENILE DIVISION	1	0	3	0	2	0	0	0	0	0	0	5	1
5W DOMESTIC VIOLENCE UNIT	4	0	1	3	3	0	0	0	0	0	0	7	5
AB AIRPORT BUREAU	14	4	14	10	1	0	0	0	0	0	0	29	19
UK UNKNOWN ASSIGNMENT	310	78	194	135	156	1	0	12	0	0	0	633	238
TOTALS	907	230	821	650	541	7	3	61	0	0	0	2371	1039

COMPLAINTS AND ALLEGATIONS BY UNIT

January 1, 2010 - December 31, 2010

THE POLICE COMMISSION OFFICE OF CITIZEN COMPLAINTS CITY AND COUNTY OF SAN FRANCISCO



SFPD UNIT NAME	TOTAL COMP	ALLEGATION TYPES										TOTAL ALLEG	OFF. INVL
		UF	UA	CRD	ND	RS	SS	D	PRO	POL	TF		
1A CHIEF'S OFFICE	15	0	4	3	8	0	0	2	0	0	0	19	15
2D PROPERTY CONTROL	1	0	1	0	0	0	0	0	0	0	0	1	1
2G PERMITS SECTION	1	0	0	2	0	0	0	0	0	0	0	2	1
2J MANAGEMENT CONTROL DIVISION	1	0	0	0	1	0	0	0	0	0	0	1	1
2L LEGAL DIVISION	3	0	2	1	3	0	0	0	0	0	0	6	3
2P PERSONNEL	7	0	2	4	4	0	0	0	0	0	0	10	7
2S STAFF SERVICES (PSYCH LIASON)	2	0	0	2	1	0	0	0	0	0	0	3	2
2T TRAINING & EDUCATION (ACADEMY)	3	0	2	3	1	0	0	0	0	0	0	6	3
2V PLANNING DIVISION	1	0	0	2	1	0	0	0	0	0	0	3	2
3A CENTRAL STATION	36	14	30	28	23	2	0	1	0	0	0	98	51
3B SOUTHERN STATION	61	18	56	50	37	0	0	5	0	0	0	166	84
3C BAYVIEW STATION	61	11	83	51	44	0	0	9	0	0	0	198	93
3D MISSION STATION	75	18	92	61	49	0	1	11	0	0	0	232	123
3E NORTHERN STATION	50	10	56	40	27	0	1	2	0	0	0	136	75
3F PARK STATION	42	13	51	30	20	0	0	3	0	0	0	117	64
3G RICHMOND STATION	25	1	26	18	20	0	0	3	0	0	0	68	33
3H INGLESIDE STATION	48	17	54	43	40	0	0	8	0	0	0	163	71
3I TARAVAL STATION	36	4	28	34	23	0	0	0	0	0	0	89	50
3J TENDERLOIN TASK FORCE	37	16	50	28	21	2	0	5	0	0	0	122	54
3M MUNI DIVISION	35	6	30	33	21	1	0	7	0	0	0	98	37
3X PATROL BUREAU HQ'S	8	3	5	4	3	0	0	1	0	0	0	16	9
4T CRIME PREVENTION COMPANY	21	4	28	16	13	0	0	0	0	0	0	61	26
5A INVESTIGATIONS BUREAU	6	1	6	1	2	0	0	0	0	0	0	10	6
5C AUTO SECTION	1	0	0	1	0	0	0	0	0	0	0	1	1
5D BURGLARY SECTION	1	0	0	1	0	0	0	0	0	0	0	1	1
5H HOMICIDE SECTION	5	1	1	3	8	0	0	1	0	0	0	14	10
5I SEXUAL ASSAULT SECTION	1	0	0	1	0	0	0	0	0	0	0	1	1
5N NARCOTICS	8	3	10	3	8	0	0	2	0	0	0	26	12
5S SPECIAL INVESTIGATIONS(INCL. GANG TASK FORCE)	2	1	4	0	1	0	0	0	0	0	0	6	2
5T JUVENILE DIVISION	1	0	1	1	0	0	0	0	0	0	0	2	1
5W DOMESTIC VIOLENCE UNIT	1	0	0	1	1	0	0	0	0	0	0	2	1
5X DEPUTY CHIEF, INVESTIGATIONS	1	0	2	0	0	0	0	0	0	0	0	2	1
AB AIRPORT BUREAU	11	3	8	12	3	0	0	2	0	0	0	28	14
UK UNKNOWN ASSIGNMENT	388	90	234	178	179	15	5	33	0	0	0	816	266
TOTALS	995	234	866	655	562	20	7	95	0	0	0	2524	1121

FINDINGS AND ALLEGATIONS CLOSED

January, 2011 - December, 2011

THE POLICE COMMISSION OFFICE OF CITIZEN COMPLAINTS CITY AND COUNTY OF SAN FRANCISCO



NO FINDING	ALLEGATION TYPES							SUBTL			TF	TOTAL
	UF	UA	CRD	ND	RS	SS	D		PRO	POL		
January	0	2	2	3	0	0	0	7	0	0	0	7
February	0	0	1	0	0	0	0	1	0	0	0	1
March	1	3	2	2	0	0	1	9	0	0	0	9
April	1	5	4	0	0	0	0	10	0	0	0	10
May	1	0	1	2	0	0	0	4	0	0	0	4
June	1	0	0	3	0	0	0	4	0	0	0	4
July	1	1	1	0	0	0	0	3	0	0	0	3
August	0	0	1	3	0	0	0	4	0	0	0	4
September	0	0	2	4	0	0	0	6	0	0	0	6
November	0	0	3	3	0	0	0	6	0	0	0	6
December	0	4	4	1	0	0	0	9	0	0	0	9
YTD TOTAL	5	15	21	21	0	0	1	63	0	0	0	63

NO FINDING/WITHDRAWN	ALLEGATION TYPES							SUBTL			TF	TOTAL
	UF	UA	CRD	ND	RS	SS	D		PRO	POL		
January	4	6	5	4	0	0	0	19	0	0	0	19
February	2	3	3	0	0	0	1	9	0	0	0	9
March	1	7	2	6	0	0	0	16	0	0	0	16
April	0	0	1	1	0	0	0	2	0	0	0	2
May	0	5	5	0	0	0	0	10	0	0	0	10
June	4	7	3	6	0	0	0	20	0	0	0	20
July	0	0	1	1	0	0	0	2	0	0	0	2
August	0	0	5	5	0	0	0	10	0	0	0	10
September	3	11	2	4	0	0	1	21	0	0	0	21
October	3	5	3	5	0	0	0	16	0	0	0	16
November	0	2	0	1	0	0	0	3	0	0	0	3
December	0	2	2	1	0	0	0	5	0	0	0	5
YTD TOTAL	17	48	32	34	0	0	2	133	0	0	0	133

FINDINGS AND ALLEGATIONS CLOSED

January, 2011 - December, 2011

THE POLICE COMMISSION OFFICE OF CITIZEN COMPLAINTS CITY AND COUNTY OF SAN FRANCISCO



NOT SUSTAINED	ALLEGATION TYPES							SUBTL				TOTAL
	UF	UA	CRD	ND	RS	SS	D		PRO	POL	TF	
January	19	28	34	41	4	0	4	130	0	0	0	130
February	24	29	32	16	0	1	12	114	0	0	0	114
March	31	32	55	60	3	1	8	190	0	0	0	190
April	25	34	48	27	1	1	10	146	0	0	0	146
May	28	43	74	45	5	1	8	204	0	0	0	204
June	12	18	32	15	1	0	7	85	0	0	0	85
July	13	54	56	23	4	1	12	163	0	0	0	163
August	20	28	40	33	0	1	9	131	0	0	0	131
September	11	34	45	37	2	2	4	135	0	0	0	135
October	9	20	45	29	2	0	8	113	0	0	0	113
November	36	40	49	26	2	1	9	163	0	0	0	163
December	22	31	59	38	1	0	3	154	0	0	0	154
YTD TOTAL	250	391	569	390	25	9	94	1728	0	0	0	1728

PROPER CONDUCT	ALLEGATION TYPES							SUBTL				TOTAL
	UF	UA	CRD	ND	RS	SS	D		PRO	POL	TF	
January	0	38	0	5	0	0	0	43	0	0	0	43
February	0	35	1	22	0	0	0	58	0	0	0	58
March	0	40	2	20	0	0	0	62	0	0	0	62
April	4	41	0	13	0	0	0	58	0	0	0	58
May	0	63	1	12	0	0	0	76	0	0	0	76
June	3	27	2	7	0	0	0	39	0	0	0	39
July	2	57	5	16	0	0	0	80	0	0	0	80
August	6	32	3	14	0	0	0	55	0	0	0	55
September	4	49	2	17	0	0	0	72	0	0	0	72
October	9	26	4	7	0	0	0	46	0	0	0	46
November	0	48	3	6	0	0	0	57	0	0	0	57
December	3	53	5	6	0	0	0	67	0	0	0	67
YTD TOTAL	31	509	28	145	0	0	0	713	0	0	0	713

FINDINGS AND ALLEGATIONS CLOSED

January, 2011 - December, 2011

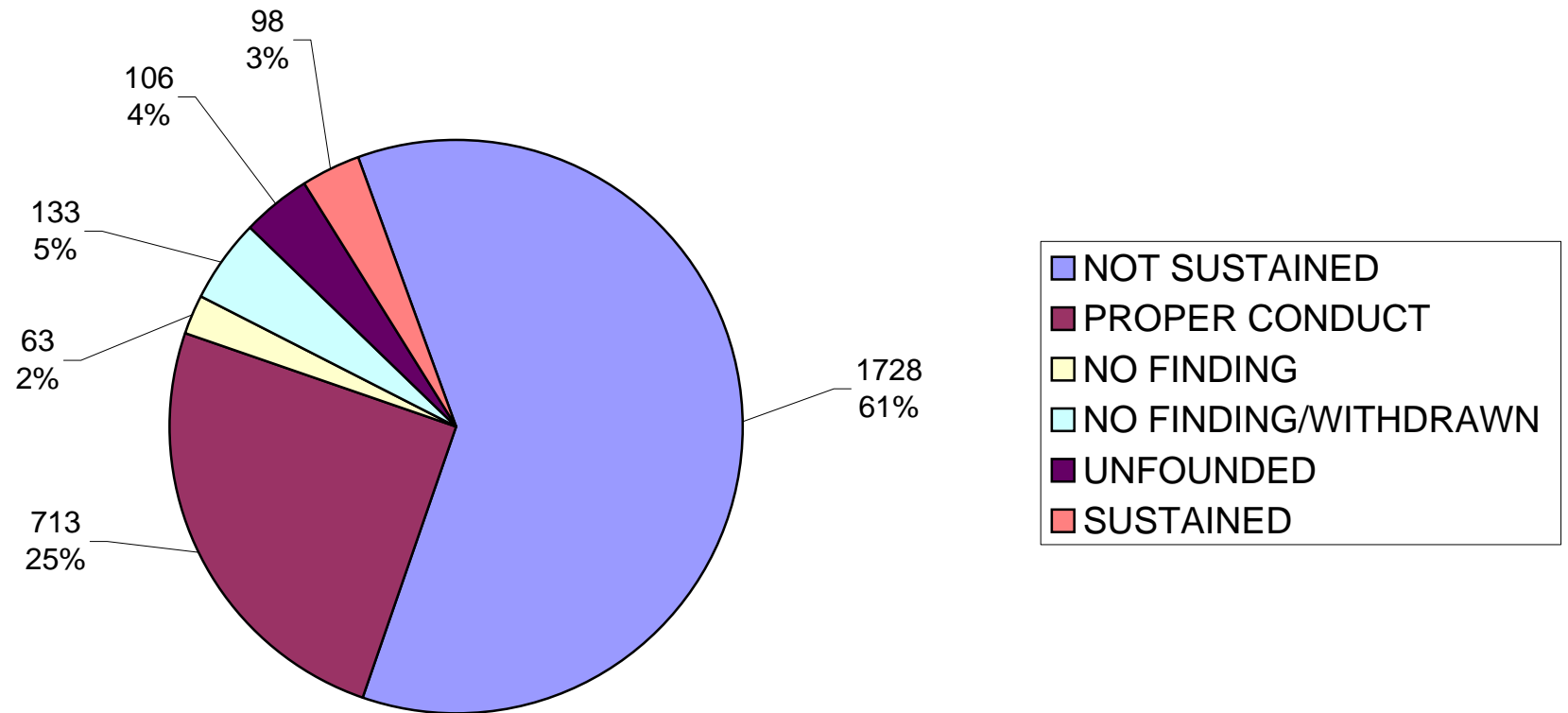
THE POLICE COMMISSION OFFICE OF CITIZEN COMPLAINTS CITY AND COUNTY OF SAN FRANCISCO



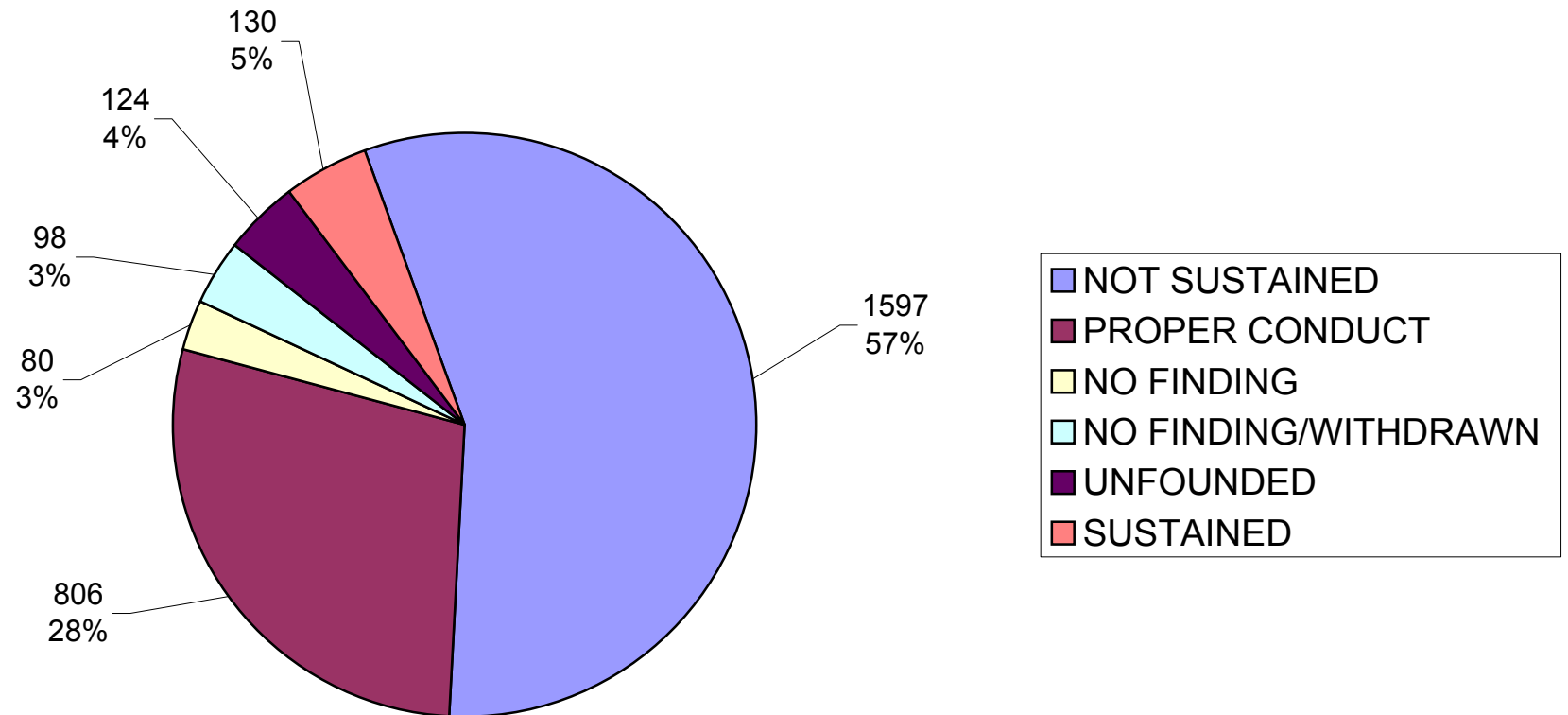
SUSTAINED	ALLEGATION TYPES							SUBTL			TF	TOTAL
	UF	UA	CRD	ND	RS	SS	D		PRO	POL		
January	1	0	2	3	0	0	1	7	0	0	0	7
February	0	2	1	4	0	0	0	7	0	0	0	7
March	0	3	3	10	0	0	0	16	0	0	0	16
April	0	0	0	6	0	0	0	6	0	0	0	6
May	0	0	1	10	0	0	0	11	0	0	0	11
June	0	0	0	8	0	0	0	8	0	0	0	8
July	1	3	1	10	0	0	0	15	0	0	0	15
August	0	5	1	5	0	0	1	12	0	0	0	12
September	0	0	1	4	0	0	0	5	0	0	0	5
October	0	1	0	0	0	0	0	1	0	0	0	1
November	0	4	0	0	0	0	0	4	0	0	0	4
December	0	0	0	6	0	0	0	6	0	0	0	6
YTD TOTAL	2	18	10	66	0	0	2	98	0	0	0	98

UNFOUNDED	ALLEGATION TYPES							SUBTL			TF	TOTAL
	UF	UA	CRD	ND	RS	SS	D		PRO	POL		
January	4	0	5	2	0	0	1	12	0	0	0	12
February	0	0	3	3	0	0	1	7	0	0	0	7
March	3	0	2	2	0	0	0	7	0	0	0	7
April	1	2	1	2	0	0	0	6	0	0	0	6
May	0	2	7	4	0	0	0	13	0	0	0	13
June	1	3	7	6	0	0	0	17	0	0	0	17
July	0	0	6	3	0	0	0	9	0	0	0	9
August	2	0	1	3	0	0	0	6	0	0	0	6
September	0	1	4	4	0	0	0	9	0	0	0	9
October	1	1	2	1	0	0	0	5	0	0	0	5
November	1	3	5	1	0	0	0	10	0	0	0	10
December	0	0	1	4	0	0	0	5	0	0	0	5
YTD TOTAL	13	12	44	35	0	0	2	106	0	0	0	106

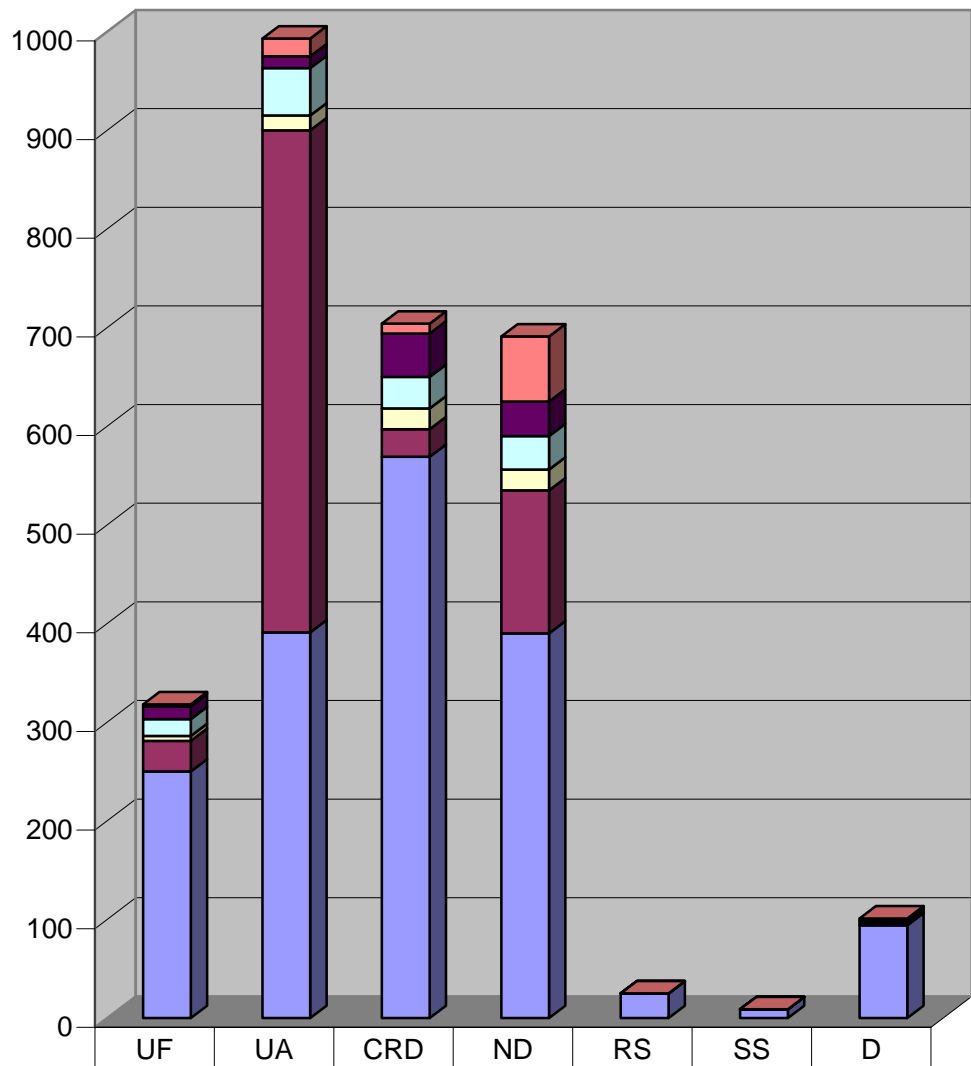
Findings Closed - 2011



Findings Closed - 2010

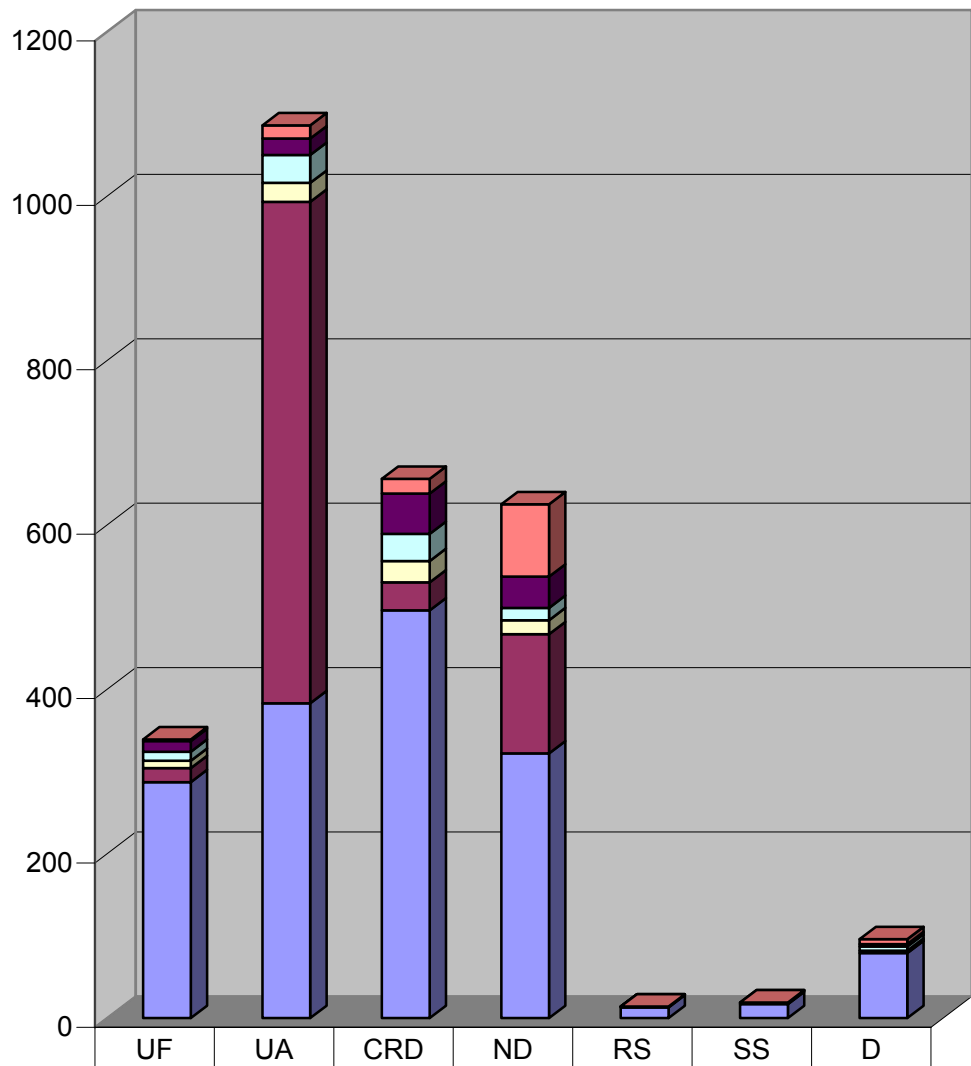


Findings and Allegations Closed - 2011



■ SUSTAINED	2	18	10	66	0	0	2
■ UNFOUNDED	13	12	44	35	0	0	2
■ NO FINDING/WITHDRAWN	17	48	32	34	0	0	2
■ NO FINDING	5	15	21	21	0	0	1
■ PROPER CONDUCT	31	509	28	145	0	0	0
■ NOT SUSTAINED	250	391	569	390	25	9	94

Findings and Allegations Closed - 2010



■ SUSTAINED	2	16	18	88	0	0	6
■ UNFOUNDED	13	20	49	38	0	1	3
■ NO FINDING/WITHDRAWN	11	34	33	15	0	0	5
■ NO FINDING	9	23	26	17	1	1	3
■ PROPER CONDUCT	17	610	34	145	0	0	0
■ NOT SUSTAINED	287	383	496	322	13	17	79

POLICY RECOMMENDATIONS – 2011

Case No.	Type of Allegation	Policy Recommendation
0277-10	An officer initiated a Department of Motor Vehicle's procedure that requires an individual be re-tested for competency to drive.	The Department could not locate the Department's copy of the DMV Notice of Priority Re-Examination the officer reportedly provided the driver and had no record of how and when the notice was delivered to the driver. The OCC recommends that the Department institute a record-keeping process when it issues a Notice of Priority Re-Examination of Driver to demonstrate compliance with SFPD's statutory notice requirements.
0243-10	Responding to the complainant's 911 call to report a crime, the officers stated that the complainant could and should speak English.	In this case, the dispatcher used a language line interpreter to take the reportee's call. SFPD does not have a protocol that informs assigned officers that the reportee speaks a language other than English. The OCC recommends that SFPD enhance its protocol with the Department of Emergency Management, so that the language of the 911 caller (other than English) is immediately conveyed to the responding officers. The OCC also recommends that SFPD's language access training include that an interpreter's assistance to a 911 call (or the dispatcher speaking to the caller in a language other than English) is an affirmative indication that the assigned officers need to plan for and provide language assistance at the scene.
0274-10	An officer arrested the complainant for possession of concentrated cannabis. The complainant had a valid medical marijuana card.	The OCC recommends that SFPD follow California Attorney General Opinion No.03-41 that concluded that concentrated cannabis or hashish is included within the meaning of "marijuana" as that term is used in the Compassionate Use of Act of 1996 (Medical Marijuana Act).
0172-10	An officer shot one of two dogs that were fighting.	The OCC recommends that SFPD implement the OCC's 2003 recommendations concerning assessing and controlling vicious and dangerous dogs. In 2003, in consultation with SFPD, the OCC obtained Animal Care and Control's (ACA) agreement to provide officer training on the detection and handling of dangerous canines, equip patrol cars with leashes and work with the Department to establish written procedures between ACA and SFPD. SFPD has never formally agreed or disagreed to OCC's recommendations.

POLICY RECOMMENDATIONS – 2011

Case No.	Type of Allegation	Policy Recommendation
0008-10 0009-10 0010-10 0081-10 0082-10	Complainants, parents of homicide victims, stated that they had not been kept apprised of the status of their child's case.	The OCC recommends that SFPD either ensure compliance with Homicide Unit Order 03-07 that requires homicide inspectors to communicate with homicide families once a month during the first year and twice yearly thereafter without exception or re-assign the responsibilities of Unit Order 03-07—including monthly contact with the homicide victim's family--to another division within the Department.
0922-09	With the supervisor's permission, the officer used his supervisor's patrol star because he had left his own patrol star at home.	The Department General Orders allow for the loaning of equipment. However, it does not impose any documentation requirement when this occurs. The OCC recommends that Department General Order 10.02 be amended to require officers to document their use of another officer's uniform and/or equipment.
1019-09	The officer did not issue a Notification of Tow Hearing to a complainant whose car was towed during a robbery investigation.	The OCC recommends that the Department clarify its obligations to provide notification of a tow hearing when a vehicle is towed for a criminal investigation.
0166-10	During an undercover buy-bust operation, the officer touched an intimate part of the complainant's body when she suggested that he do so to prove he was not an officer.	The OCC recommends that the Department develop written training materials (similar to those already developed for Vice) that instruct officers how to maintain their undercover status while enabling officers to avoid illegal conduct or intimate contact with a subject's body. The OCC also recommends that officers be required to document in an incident report any illegal or inappropriate conduct that an officer has to engage in to maintain the officer's undercover status.
0175-10	An officer, using another officer's identification number, improperly used the California Law Enforcement Telecommunications System (CLETS).	Currently, only one officer can be physically logged onto CLETS in a patrol vehicle's mobile video terminal (MVT). The Department allows multiple officers in the same vehicle to use the MVT without changing the identification number of the original officer who logged onto the MVT. Because this practice can allow CLETS system abuse as in this case, the OCC recommends the Department revise its policy to provide better security and accountability.

POLICY RECOMMENDATIONS – 2011

Case No.	Policy Issue	Policy Recommendation
0406-10	An officer did not write an incident report when an individual reported that an aggressive dog had bitten another dog.	<p>Department General Order 6.07 does not currently require an incident report when a dog bites a domestic animal (such as another dog, cat, horse, etc.). The OCC and SFPD have discussed revisions to DGO 6.07 that would require an incident report any time officers receive reports from the public of aggressive and/or a menacing behavior of dogs towards any human or domestic animal. This includes complaints of dog bites to humans, dog bites to domestic animals (dog, cat, horse, etc.), and dogs exhibiting menacing and/or aggressive behavior even though a bite has not occurred. The OCC recommends that the Department revise DGO 6.07 to include these revisions. Additionally, the OCC recommends that SFPD implement the OCC's 2003 recommendations concerning assessing and controlling vicious and dangerous dogs. In 2003, in consultation with SFPD, the OCC obtained Animal Care and Control's (ACA) agreement to provide officer training on the detection and handling of dangerous canines, equip patrol cars with leashes and work with the Department to establish written procedures between ACA and SFPD. SFPD has never formally responded to OCC's recommendations.</p>

POLICY RECOMMENDATIONS – 2011

Case No.	Type of Allegation	Policy Recommendation
253-09 179-07	Amend Department General Order 5.01 To Require Supervisor Notification, Investigation and a Report When An Officer's Physical Control of An Individual Results In a Complaint of Pain.	<p>The Office of Citizen Complaints recommends that the Department's Use of Force protocol (Department General Order 5.01) be amended to require supervisor notification, investigation and a report when an officer's physical control of an individual results in the individual's complaint of pain. In two different cases, the officer's use of force resulted in pain but not visible injury, thereby exempting the officer's conduct from the type of scrutiny normally provided to use of force incidents. Law enforcement agencies in major cities such as San Jose, Minneapolis, and Washington, D.C. require use of force investigations not only when an individual is injured or claims to be injured but also when an individual complains of pain.</p> <p>In one OCC investigation, while arresting the complainant, the officer grabbed the complainant with such force that her wrist broke. Although the complainant repeatedly complained of pain, the fracture was not visible to the naked eye. After being released from police custody, the complainant sought medical treatment that confirmed that the officer's actions had fractured the complainant's wrist. In a second case, several witnesses heard the complainant cry out in pain when officers grabbed the complainant by his upper body and forced him to the ground. A medical examination later determined that the complainant had suffered a shoulder injury from the officers' takedown.</p>

POLICY RECOMMENDATIONS – 2011

Case No.	Type of Allegation	Policy Recommendation
253-09 179-07	Amend Department General Order 5.01 To Require Supervisor Notification, Investigation and a Report When An Officer's Physical Control of An Individual Results In a Complaint of Pain.	<p>The Office of Citizen Complaints recommends that the Department's Use of Force protocol (Department General Order 5.01) be amended to require supervisor notification, investigation and a report when an officer's physical control of an individual results in the individual's complaint of pain. In two different cases, the officer's use of force resulted in pain but not visible injury, thereby exempting the officer's conduct from the type of scrutiny normally provided to use of force incidents. Law enforcement agencies in major cities such as San Jose, Minneapolis, and Washington, D.C. require use of force investigations not only when an individual is injured or claims to be injured but also when an individual complains of pain.</p> <p>In one OCC investigation, while arresting the complainant, the officer grabbed the complainant with such force that her wrist broke. Although the complainant repeatedly complained of pain, the fracture was not visible to the naked eye. After being released from police custody, the complainant sought medical treatment that confirmed that the officer's actions had fractured the complainant's wrist. In a second case, several witnesses heard the complainant cry out in pain when officers grabbed the complainant by his upper body and forced him to the ground. A medical examination later determined that the complainant had suffered a shoulder injury from the officers' takedown.</p>

POLICY RECOMMENDATIONS – 2011

Case No.	Type of Allegation	Policy Recommendation
		<p>Method of Implementation</p> <ul style="list-style-type: none"> • Amend Department General Order 5.01 (I)(N)(1) to state: <p>TYPES OF INCIDENTS REQUIRING REPORTING. Officers must report the use of the following types of force:</p> <ul style="list-style-type: none"> • Physical control, when the person is injured or claims to be injured or complains of pain. • Issue a Department Bulletin notifying members that the reportable use of force includes physical control, when the person is injured or claims to be injured or complains of pain. • Direct the Commanding Officer of the Training Division to prepare a roll call training video regarding the changes to DGO 5.01 <p>Direct the Commanding Officer of the Training Division to incorporate this training in all upcoming Continuing Professional Training sessions at the Academy.</p>

POLICY RECOMMENDATIONS – 2011

Case No.	Policy Issue	Policy Recommendation
0706-10	While investigating for use of force, a supervisory officer failed to maintain custody of photographic evidence relevant to the incident, causing the evidence to be lost, misplaced or stolen.	Although the Department has digital cameras and disks available for preserving photographic evidence, currently it does not have a system that requires the immediate and secure storage of such evidence. During an investigation for use of force, a supervisory officer ordered a station duty officer to photograph the complainant's injuries. The station duty officer preserved the photographs on a single computer disk. No other disks were made of the photographs and the photographs were not stored on SFPD's computer server. The computer disk containing the photographs and a paper copy of the photographs were attached to the supervisory officer's memorandum concerning the incident. These items were placed in an unsecured location in the station for the Captain's review. When the OCC requested a copy of the photographs during its investigation, neither the disk, nor a hard copy of the photographs, could be located. The OCC recommends that the Department institute a protocol for the immediate and secure storage of photographic evidence and provide officer training on this protocol.
0723-10	The officer failed to follow proper procedures as required by DGO 5.20.	Department General Order DGO 5.20 requires the Department to take reasonable steps to ensure timely and accurate communication with Limited English Proficient individuals. During an investigation in which a Spanish-speaking complainant requested assistance at SFPD's S.T.O.P. detail to obtain release of her vehicle, the OCC determined that none of the S.T.O.P. forms that explain drivers' obligations and procedures when their cars have been towed under the S.T.O.P. program had been translated into Spanish. The OCC recommends that these forms be translated into Spanish, Chinese, Tagalog, Russian and Vietnamese.

POLICY RECOMMENDATIONS – 2011

Case No.	Type of Allegation	Policy Recommendation
		<p>Method of Enactment</p> <ul style="list-style-type: none"> • Track within the Department's Property Evidence Tracking System all court orders, Department-issued property releases, and other information relevant to the preservation, destruction and/or release of property. • Update the Department's Property Control Division manual so that it reflects best practice procedures and delineates the Department's protocols and responsibilities for seizing, securing, releasing, and/or destroying property. • Provide information to the public about the Department's release of property procedures. This information should be included on the Department's website and posted visibly at district stations, the Property Division, Police Legal, and other relevant police facilities.

POLICY RECOMMENDATIONS – 2011

Case No.	Type of Allegation	Policy Recommendation
0067-11	Issue a Department Bulletin and Roll Call Training That Address Frequent Police Encounters That Require Language Assistance And Enhance SFPD-DEM Protocols Concerning LEP Calls.	<p>On December 7, 2011 the Police Commission heard testimony from the Police Department, community organizations and the Office of Citizen Complaints concerning the implementation of Department General Order 5.20, the Department's protocol for providing language access services to Limited English Proficient (LEP) individuals. During this public hearing, representatives from two community organizations discussed the continuing need for bilingual officers or interpreters when police respond to domestic violence calls. Their testimony emphasized situations in which the victim's account had not been accurately reported because of a language barrier and where the perpetrators' ability to speak English (while the victim spoke limited or no English) influenced the police response to the detriment of the victim.</p> <p>The OCC also reported upon language access complaints it had received and its policy recommendations to enhance the Department's language access services. During 2009 and 2010, the OCC received twenty-five complaints involving language access allegations. The OCC sustained four (4) complaints and found training and policy failures in five (5) other cases. In one of the sustained cases, the complainants were told to speak English and despite the complainants and witnesses ultimately being interviewed by a bilingual officer, nothing in the incident report reflected that all of the parties involved were Spanish-speakers. In another sustained case, several officers claimed that the complainants, accused of a crime did not need an interpreter during police questioning although medical staff used an interpreter when one of the complainants needed medical assistance. In a third sustained case, the complainant requested but did not receive an interpreter while being questioned as a suspect in a potential hit and run. In a fourth case in which a Spanish interpreter was used for the 911 caller, at the scene the officers insisted that the complainant could and should speak English.</p>

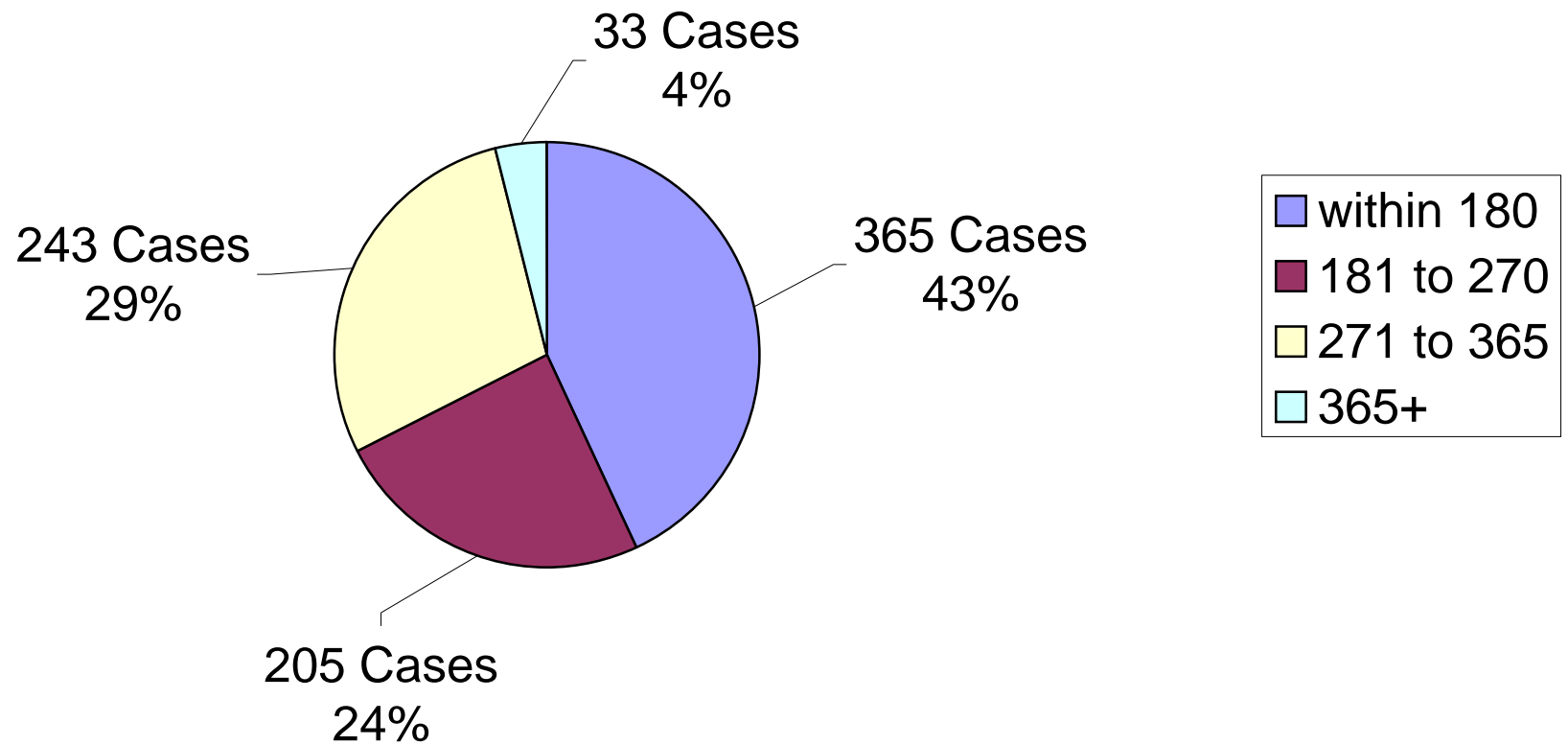
POLICY RECOMMENDATIONS – 2011

Case No.	Type of Allegation	Policy Recommendation
		<p>In a number of complaints that resulted in policy and training failure findings, the complainants had called 911 in their native language or indicated to the 911 operator they needed an interpreter. Although the 911 operator used a language-line interpreter to take the call, when police arrived on scene, complainants were told to speak English. In another case, where a Spanish-speaking complainant requested assistance at SFPD's S.T.O.P. detail to obtain release of her vehicle, the OCC determined that none of the S.T.O.P. forms had been provided in Spanish that explain drivers' obligations and procedures when their cars has been towed under the S.T.O.P. program. The Department had previously announced in a Department Bulletin that these forms would be translated and available. (See Department Bulletin 09-304)</p> <p>Method of Implementation</p> <ul style="list-style-type: none"> • Direct the Commanding Officer of the Training Division to prepare roll call training on DGO 5.20. The roll call training should address the areas of concern raised by OCC complaints and community organizations, including indicators, such as the 911 caller speaking to dispatch in a language other than English, that should alert the responding officers and their supervisors that they need to plan for and provide language assistance at the scene. • Issue a Department Bulletin immediately that highlights officers' responsibilities to provide language access services and addresses the areas of concerns raised by OCC complaints and community organizations. <p>Enhance SFPD's protocol with the Department of Emergency</p>

POLICY RECOMMENDATIONS – 2011

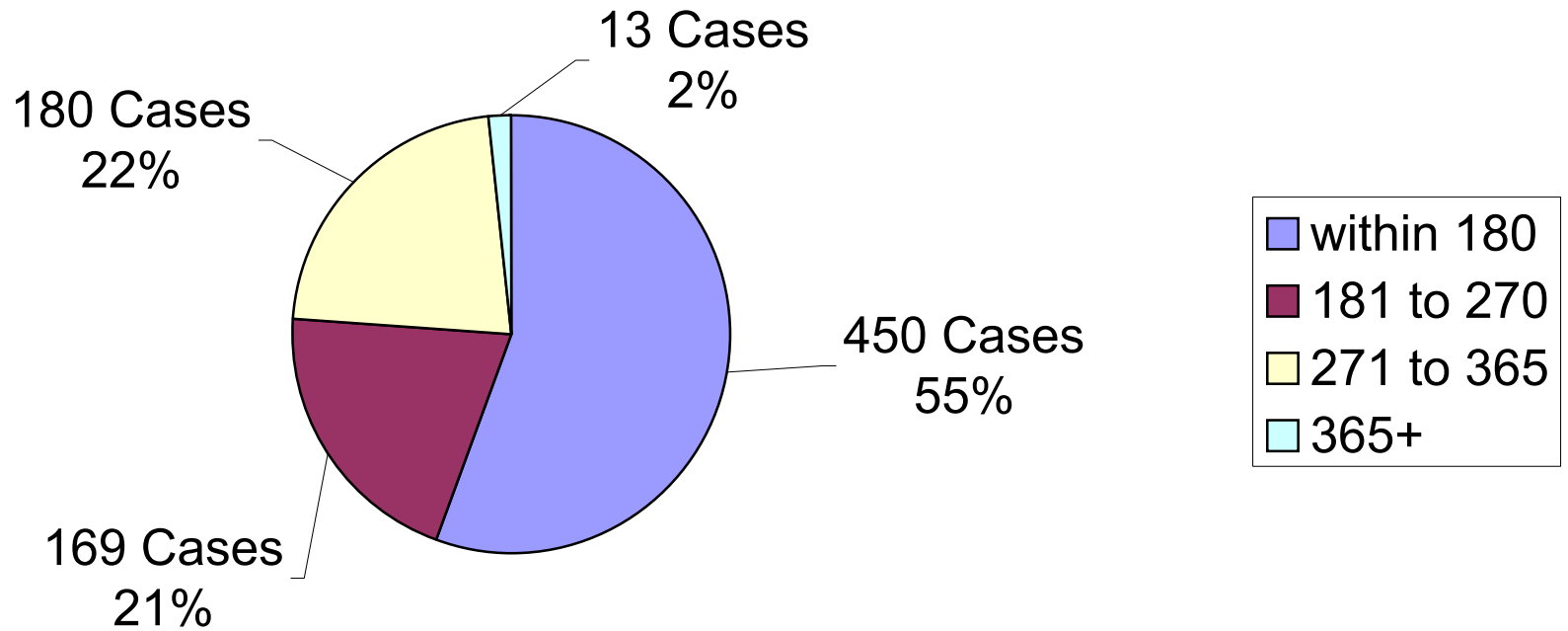
Case No.	Type of Allegation	Policy Recommendation
		<ul style="list-style-type: none"> • Management, so that the language of an LEP 911 caller is immediately conveyed to the responding officers. <p>Invite community organizations and the OCC to meet with the Department's Language Liaison officer and other Department designees (especially bilingual patrol officers and representatives from the Special Victims Unit) to discuss and resolve language access complaints (as required in DGO 5.20 III.O (1)(b)(6).)</p>

Days to Close - Cases Closed 2011



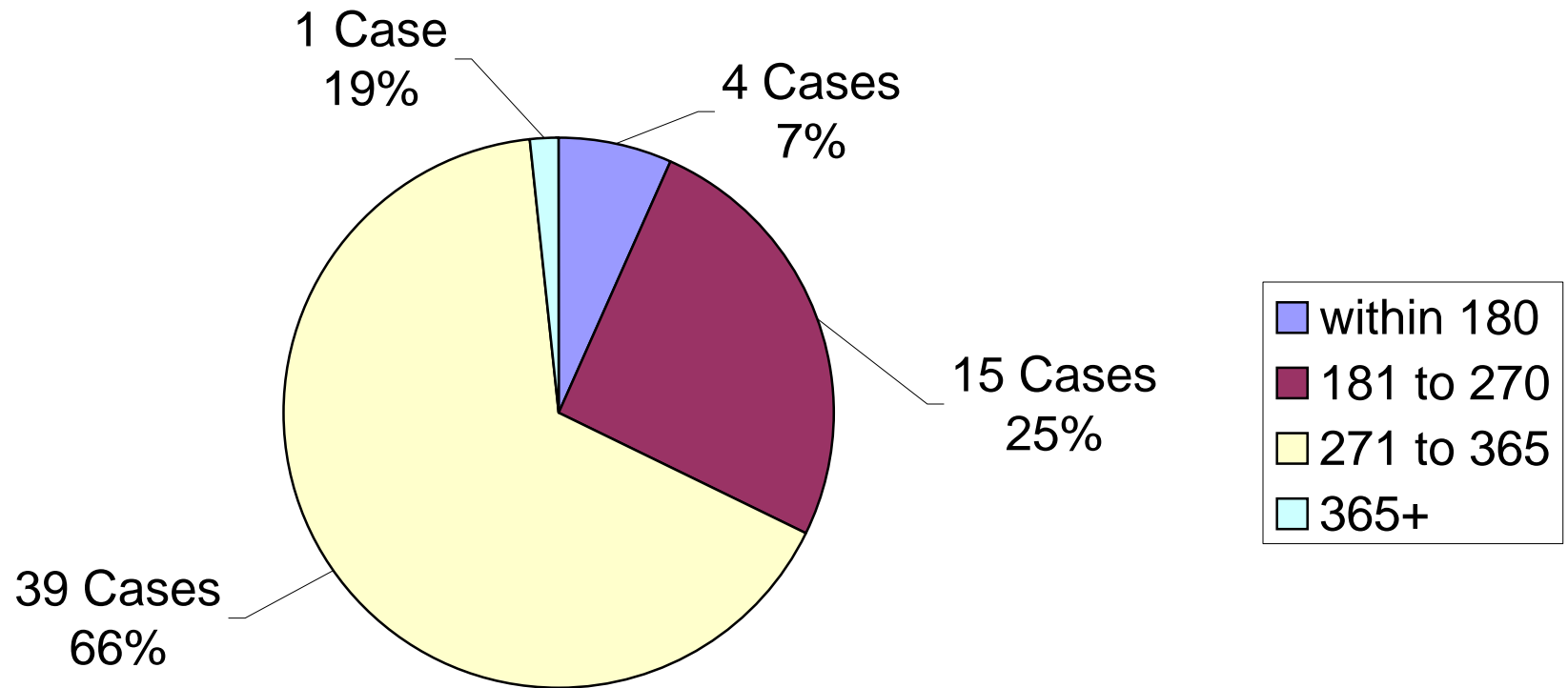
Average Days to Close: 195

Days to Close - Cases Closed 2010



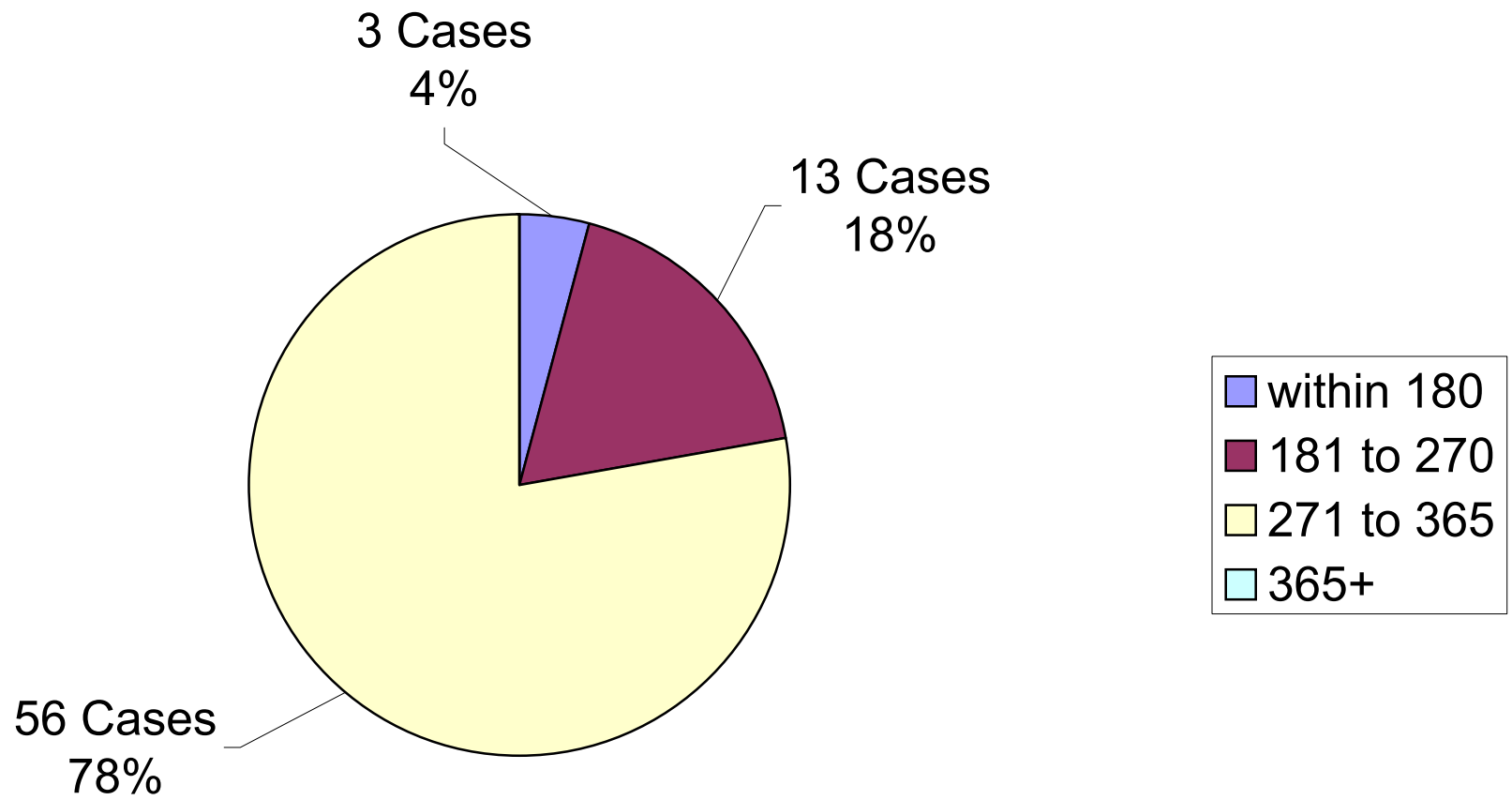
Average Days to Close: 166

Days to Close - Cases Sustained 2011



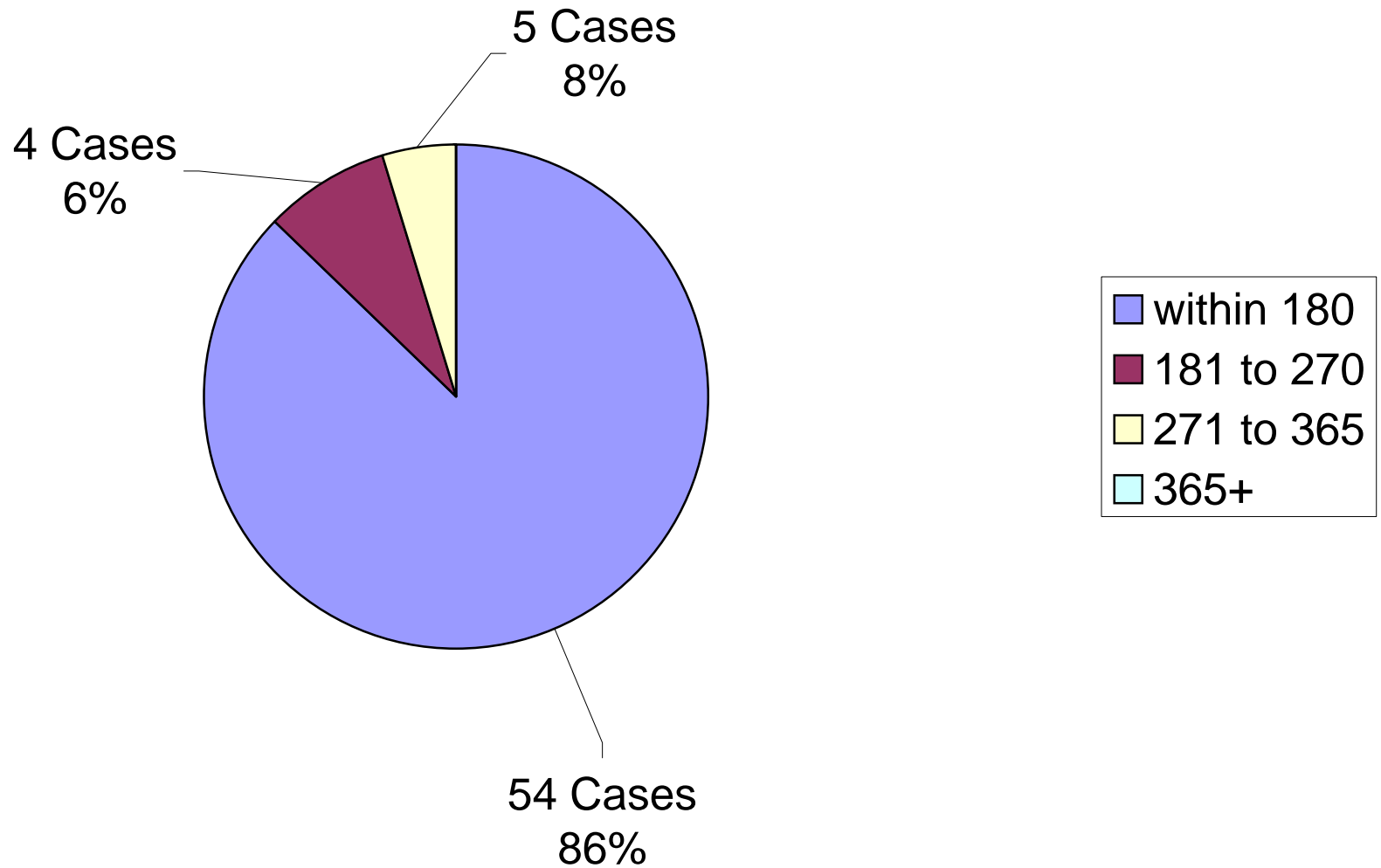
Average Days to Close: 289

Days to Close - Cases Sustained 2010



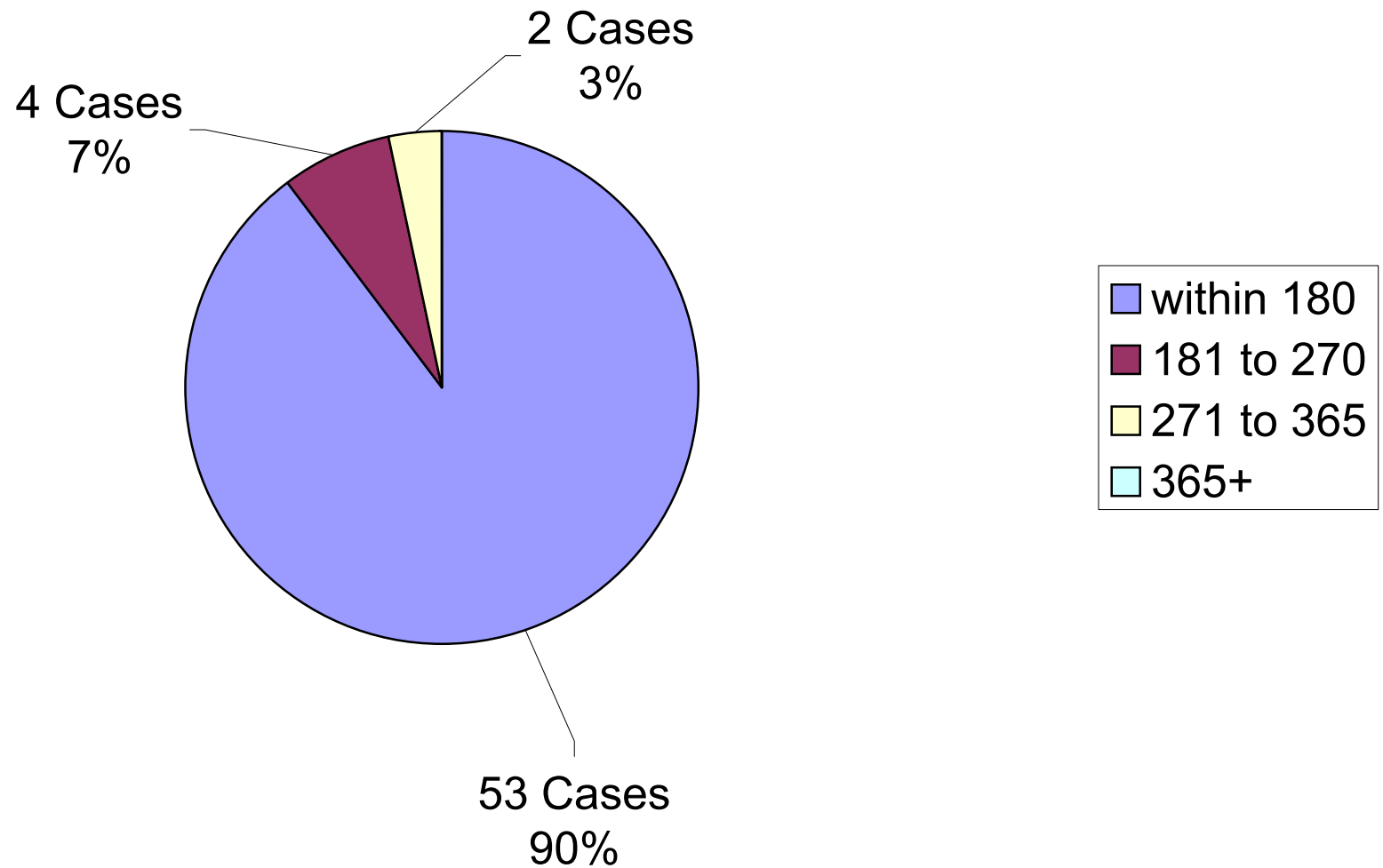
Average Days to Close: 304

Days to Close - Cases Mediated 2011



Average Days to Close: 106

Days to Close - Cases Mediated 2010



Average Days to Close: 99

INVESTIGATIVE HEARINGS AND MEDIATIONS

January 2011 - December 2011

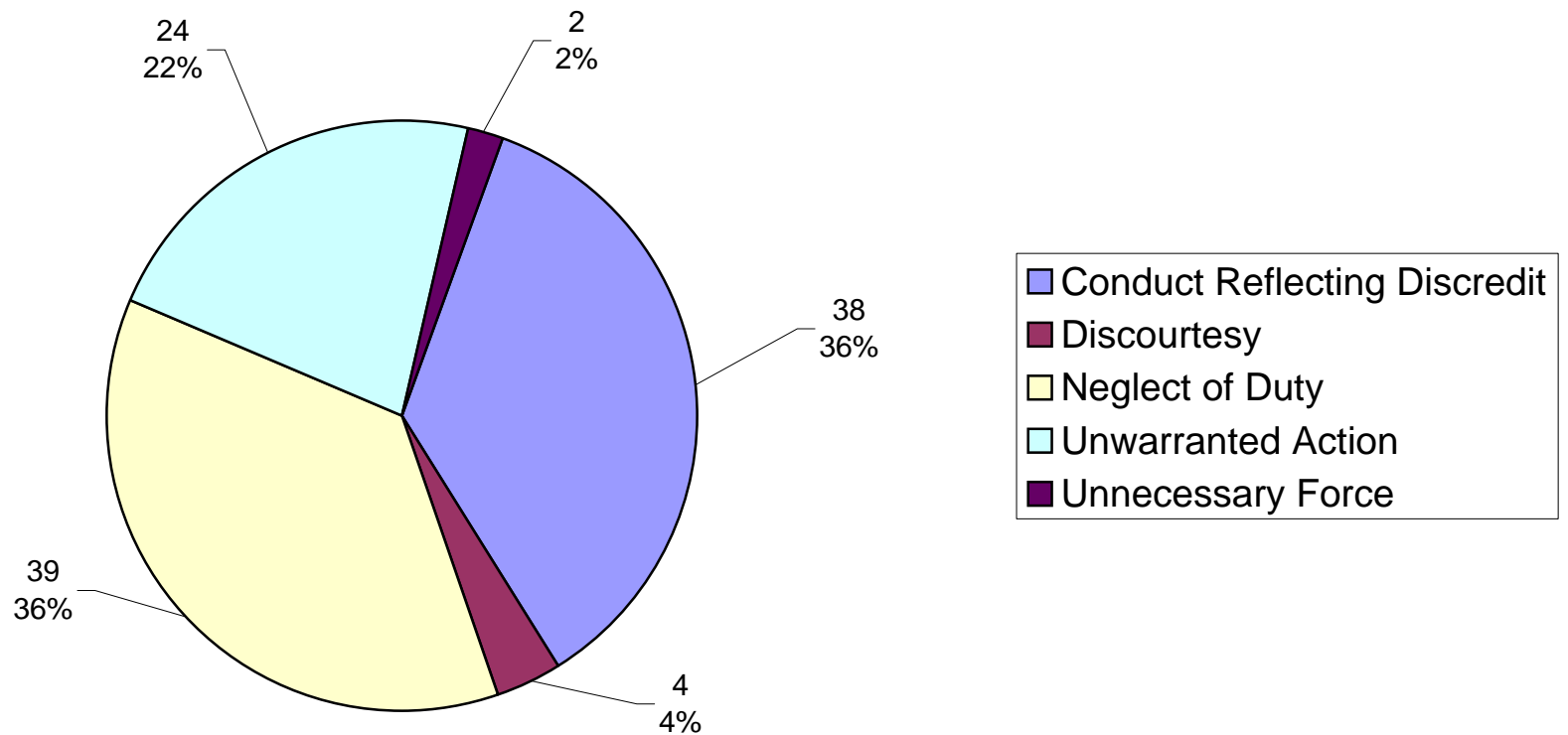
THE POLICE COMMISSION
OFFICE OF CITIZEN COMPLAINTS
CITY AND COUNTY OF SAN FRANCISCO



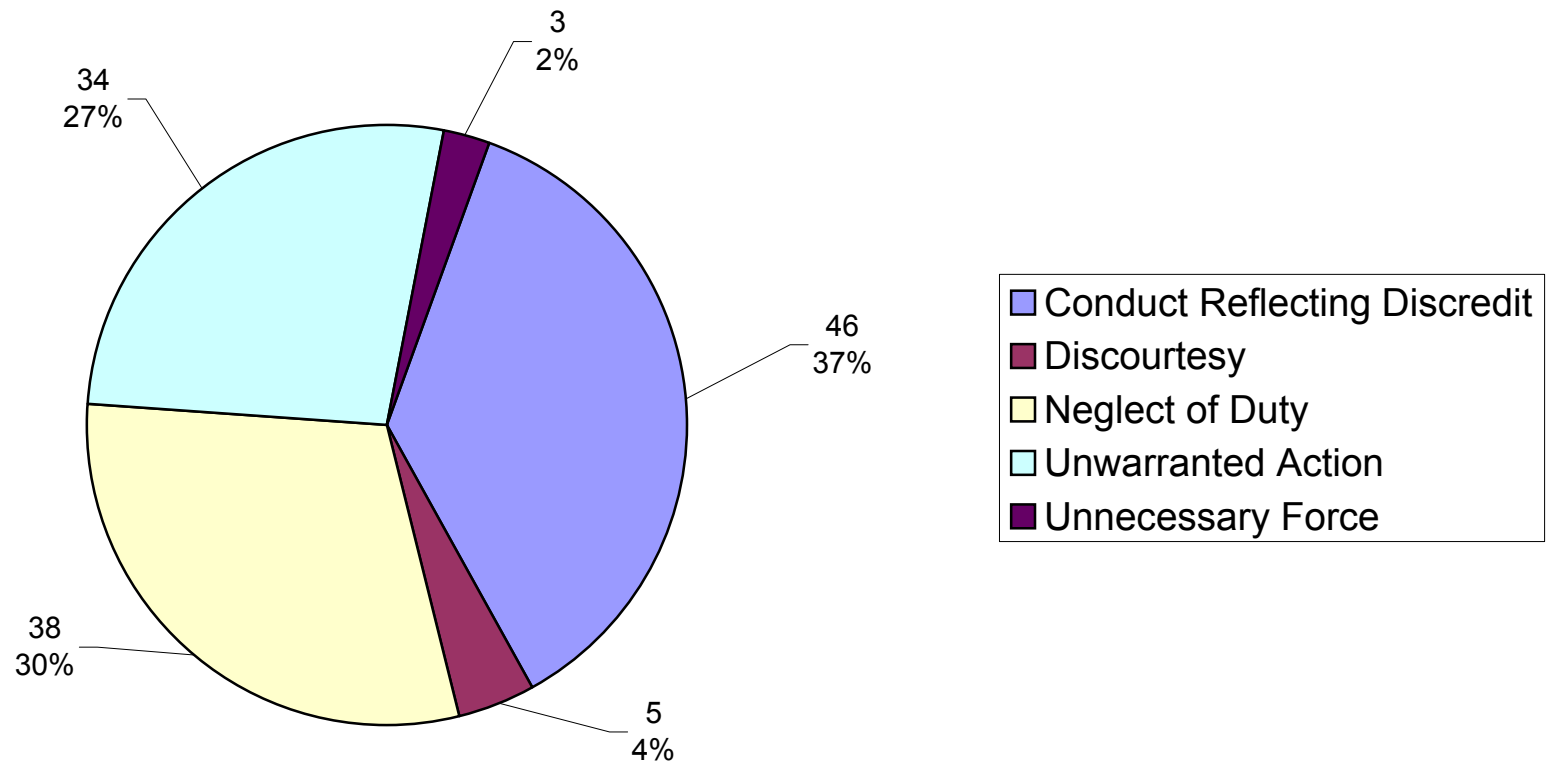
INVESTIGATIVE HEARINGS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
REQUESTS FOR HEARING	3	1	7	0	1	4	1	2	6	0	0	1	26
HEARINGS GRANTED	0	0	0	0	0	0	0	0	0	0	0	0	0
REQUESTS DENIED	3	1	7	0	1	4	0	0	6	0	0	6	28
HEARINGS PENDING	0	0	0	0	0	0	1	3	0	0	0	0	0
HEARINGS HELD	0	0	0	0	0	0	0	0	0	0	0	0	0
REOPENED	1	0	0	0	0	0	0	0	0	0	0	1	2

MEDIATIONS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
New Eligible Cases	13	9	18	8	10	10	14	8	20	7	6	16	139
Cases Mediated	4	7	7	8	4	3	5	1	6	5	4	7	61
Officers Ineligible	3	3	4	0	0	1	4	2	2	1	0	4	24
Officers Offered	11	7	16	11	11	8	11	9	18	11	6	8	127
Officers Declined *	1	0	2	0	1	1	0	1	1	1	2	0	10
Complainants Offered	8	6	14	9	8	7	11	9	14	7	6	9	108
Complainants Declined *	6	3	3	3	4	1	3	9	5	4	3	5	49
Cases Returned	9	6	8	3	6	4	7	11	6	6	4	11	81
Mediations Pending *	1	1	8	0	0	1	3	2	1	3	3	1	1

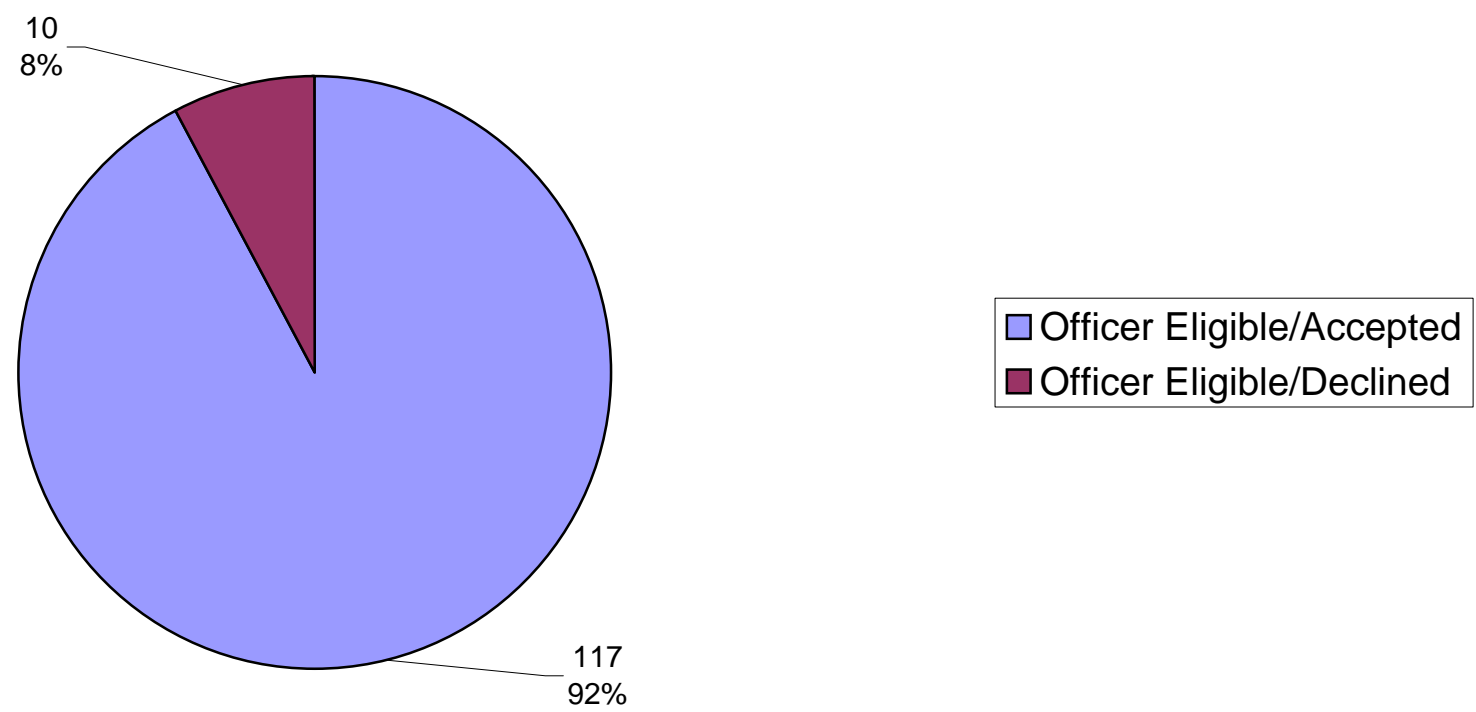
Allegations in Mediated Cases - 2011



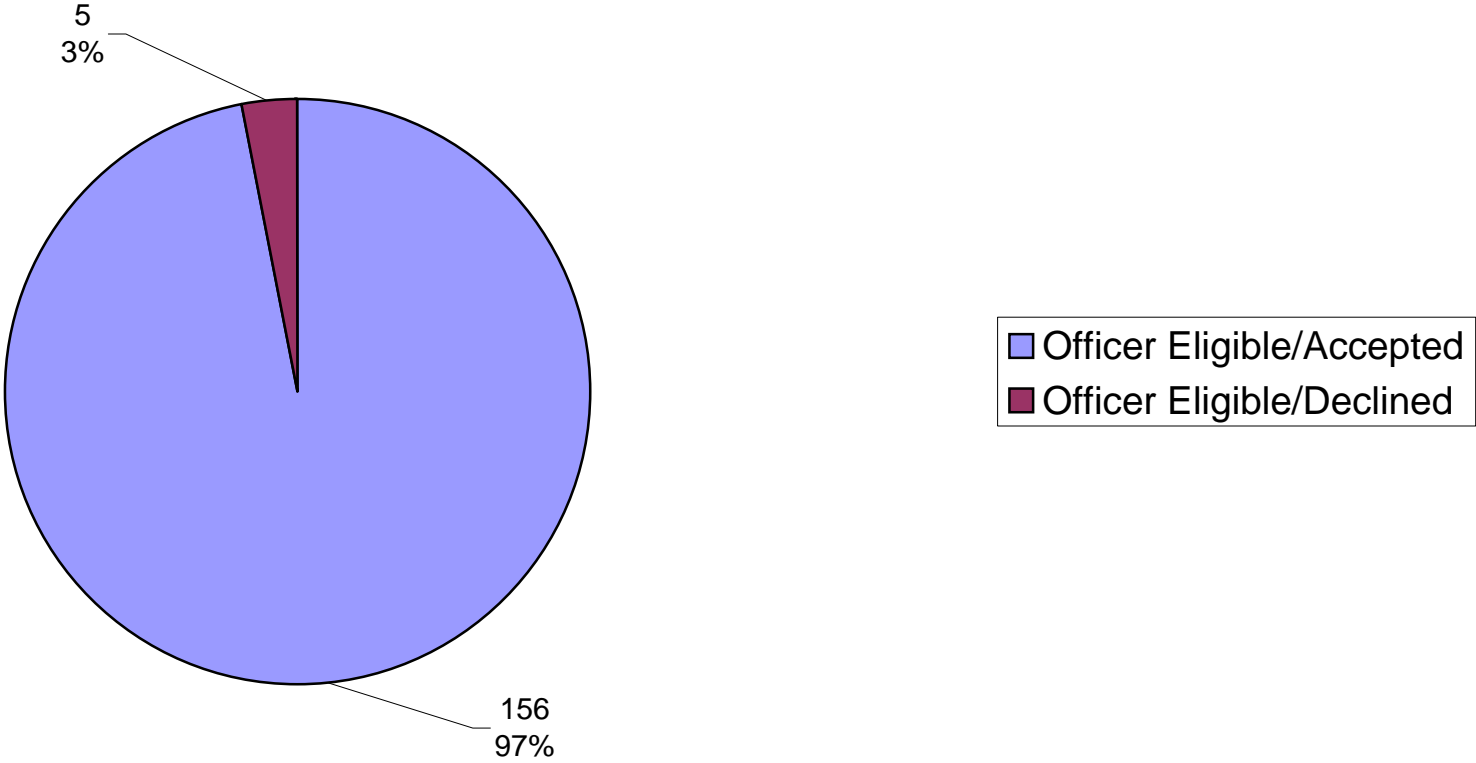
Allegations in Mediated Cases - 2010



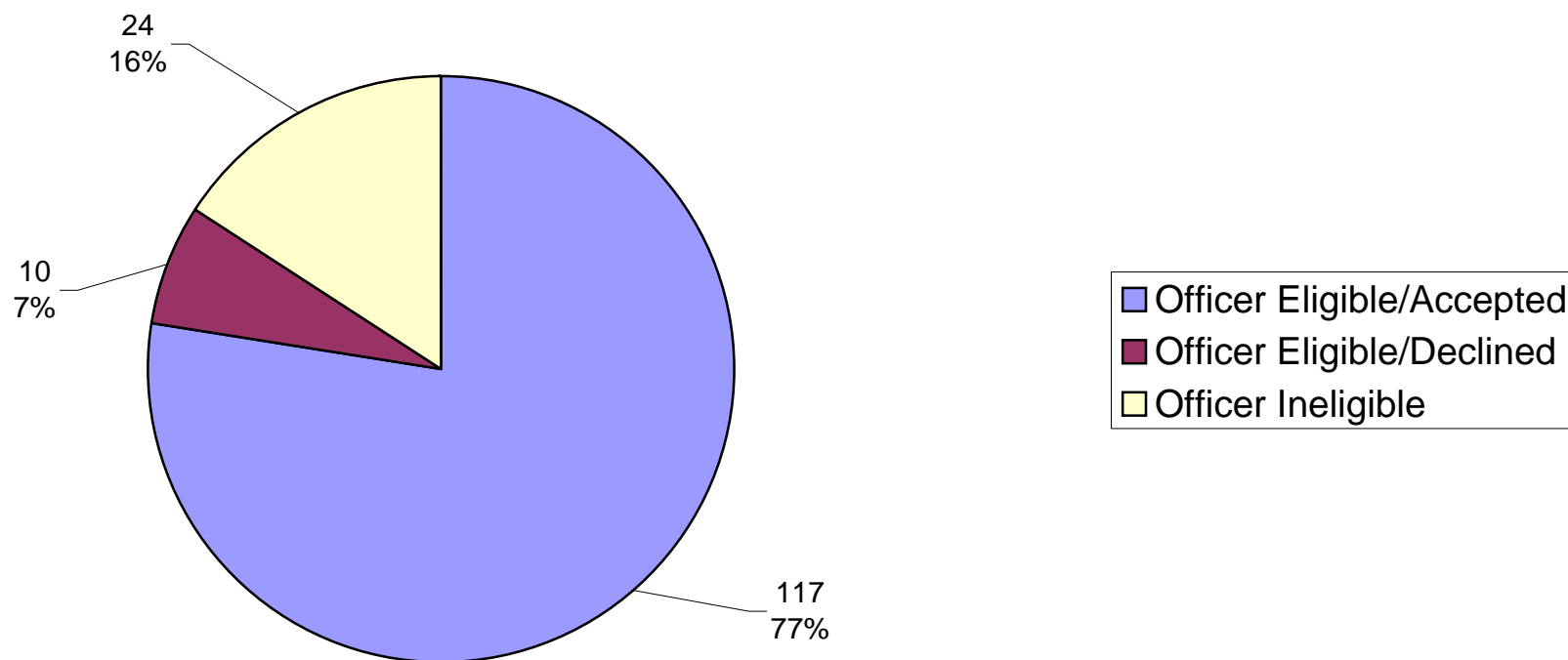
Eligible Officer Acceptance in Potential Mediations - 2011



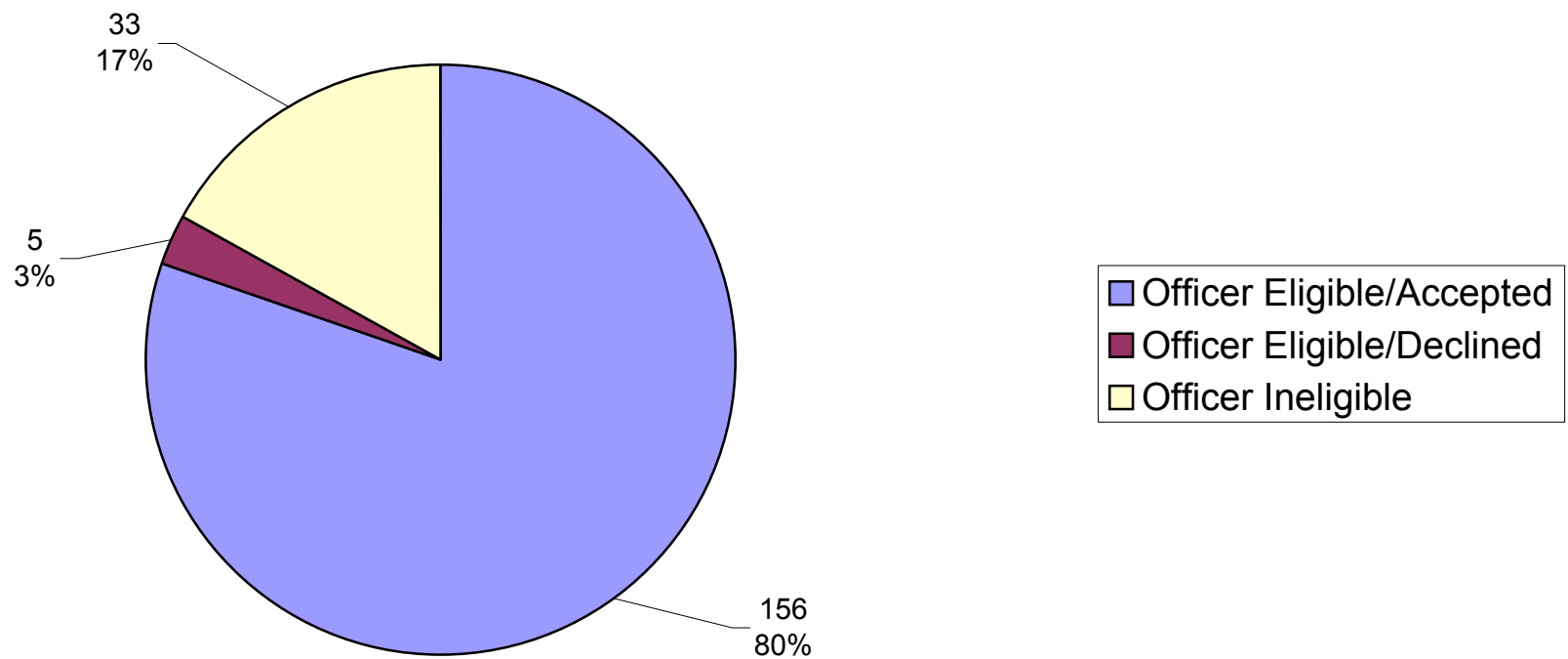
Eligible Officer Acceptance in Potential Mediations - 2010



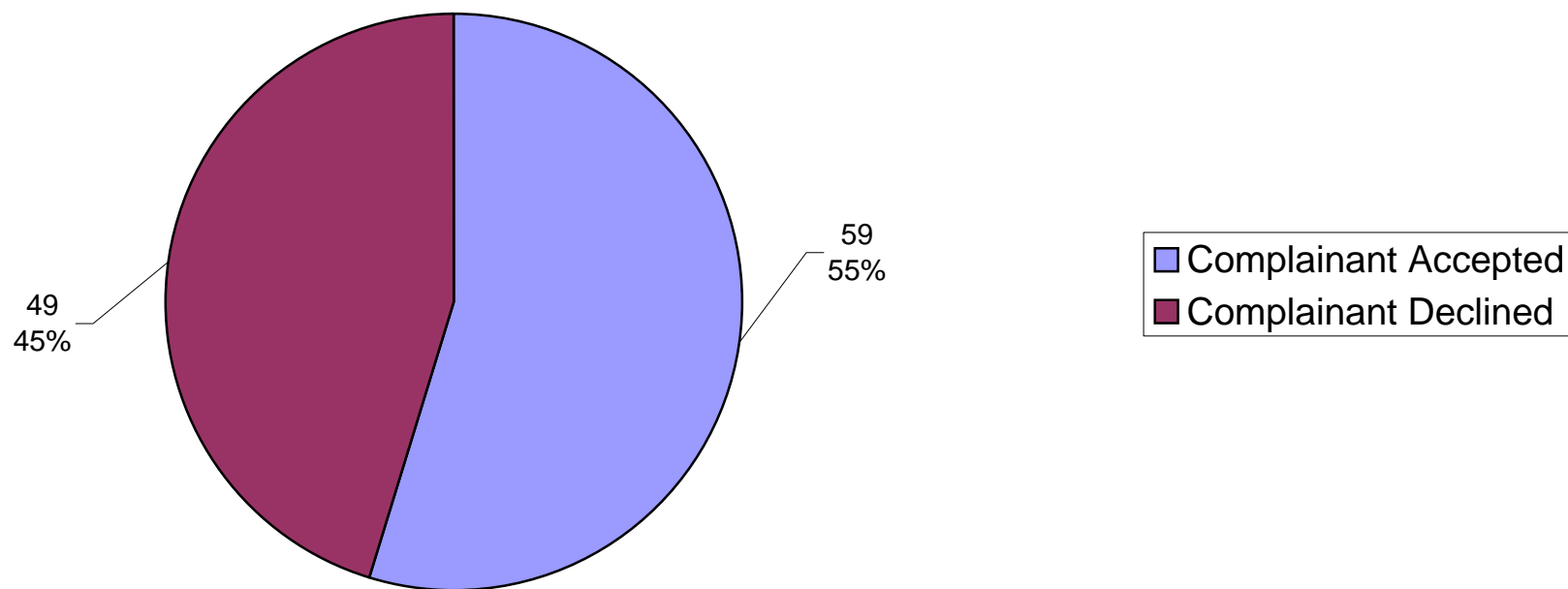
Officer Eligibility/Acceptance in Potential Mediations - 2011



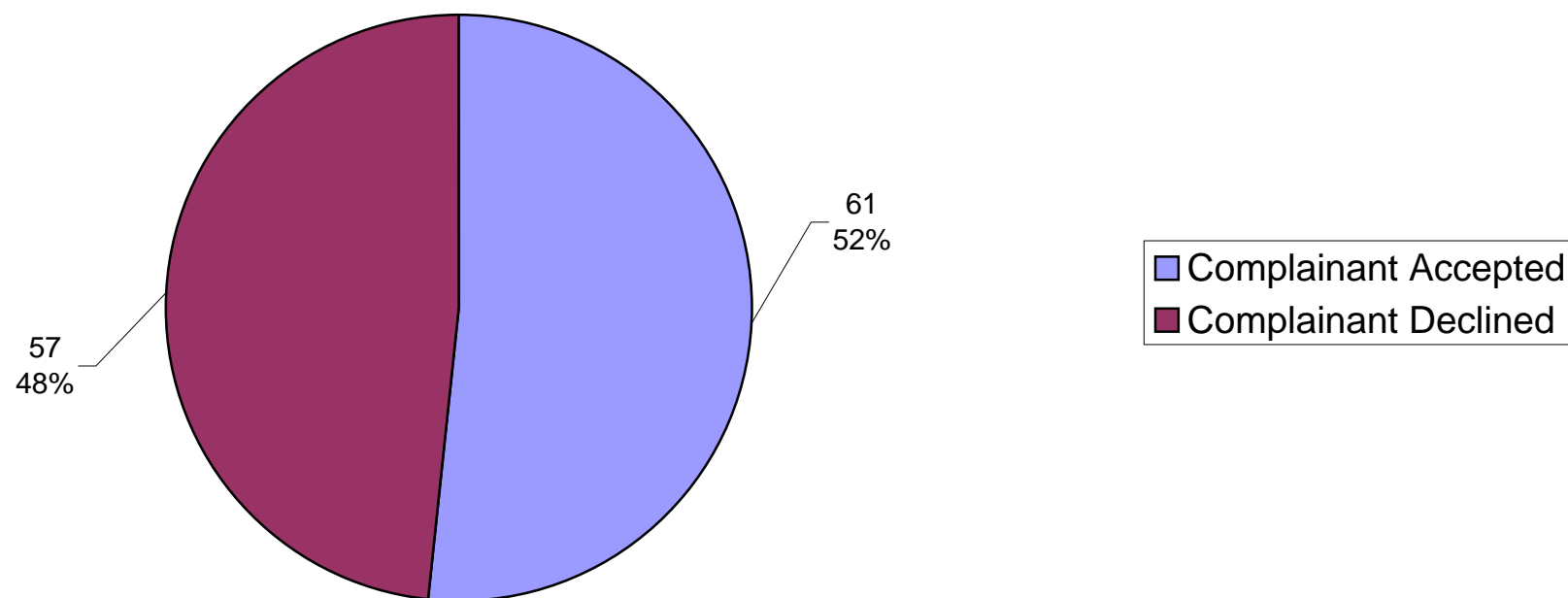
Officer Eligibility/Acceptance in Potential Mediations - 2010



Complainant Acceptance in Potential Mediations - 2011

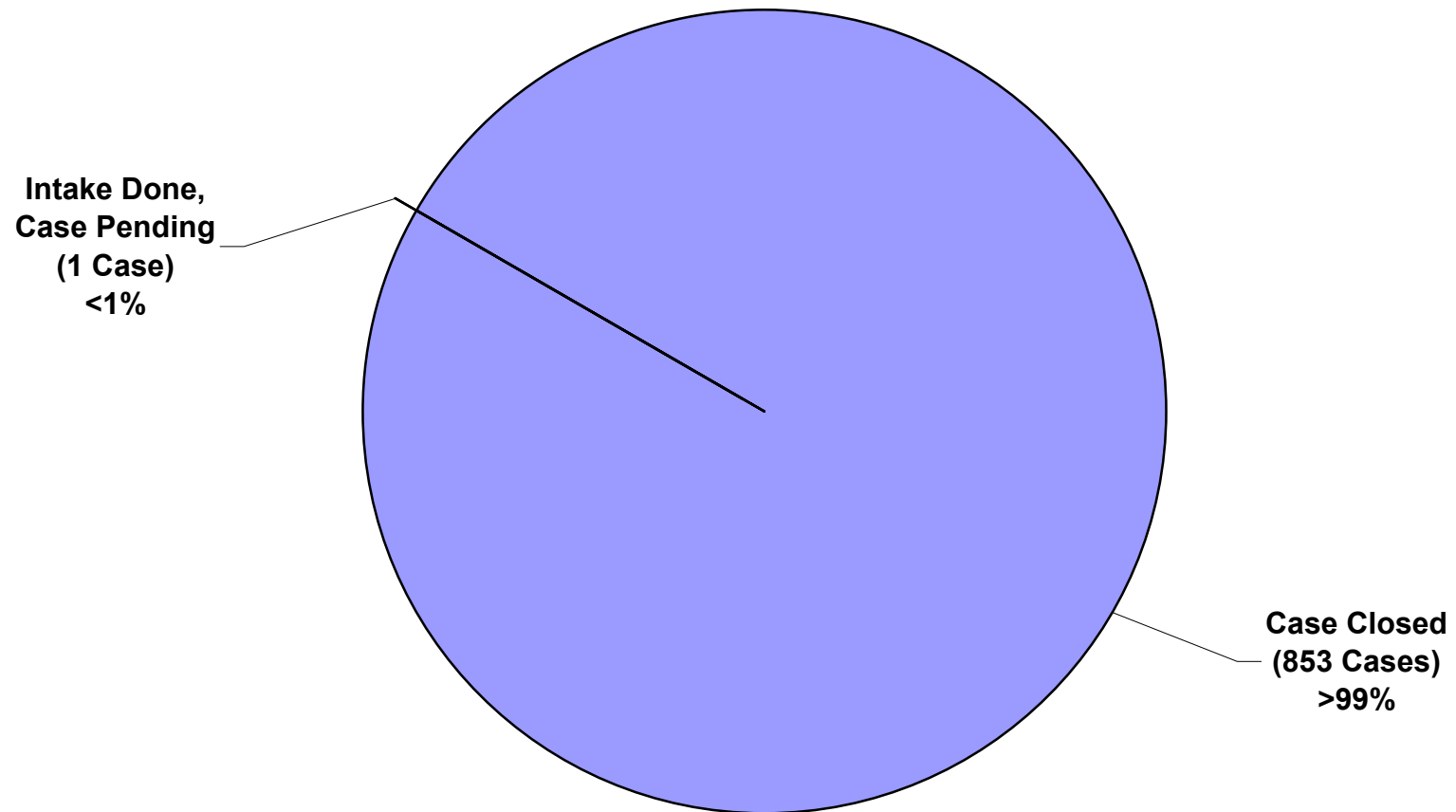


Complainant Acceptance in Potential Mediations - 2010



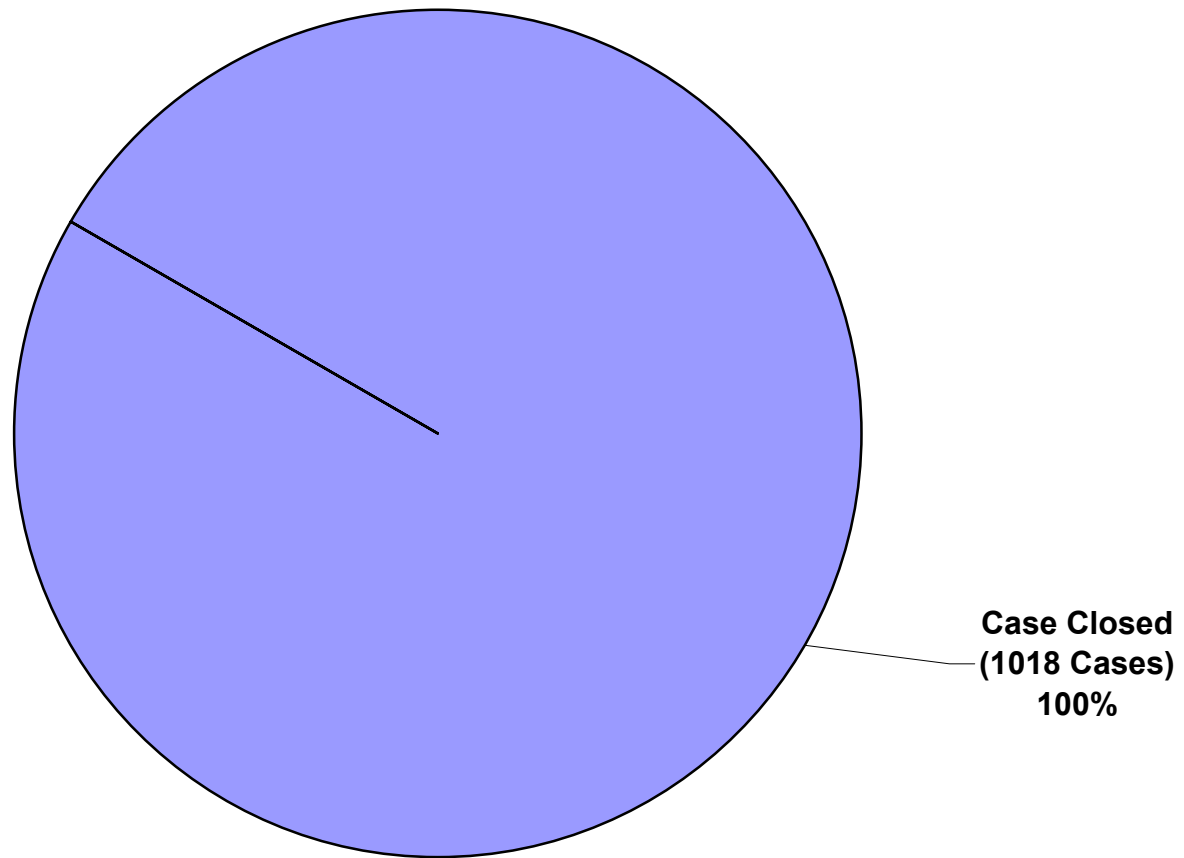
Status of OCC Cases - Year 2010

as of 12/31/2011



Status of OCC Cases - Year 2009

as of 12/31/2010



STATUS OF OCC COMPLAINTS - YEAR 2010
as of 12/31/2011

THE POLICE COMMISSION
OFFICE OF CITIZEN COMPLAINTS
CITY AND COUNTY OF SAN FRANCISCO



Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0001-10	01/05/2010	01/07/2010	2	11/23/2010	320	11/23/2010	0	322 - SUSTAINED	UF	11/10/2010
0002-10	01/05/2010	01/15/2010	10	01/15/2010	0	01/20/2010	5	15 - INFO ONLY	IO2	
0003-10	01/05/2010	01/05/2010	0	01/06/2010	1	01/06/2010	0	1 - CLOSED	FAILED TO PUT MONEY IN METER AT COFFEE	
0004-10	01/06/2010	01/19/2010	13	11/29/2010	314	11/29/2010	0	327 - CLOSED	PROPERTY PROCESS	
0005-10	01/06/2010	01/15/2010	9	09/01/2010	229	09/03/2010	2	240 - CLOSED	FAILED TO TAKE REPORT, CA	
0006-10	01/06/2010	01/22/2010	16	11/30/2010	312	11/30/2010	0	328 - SUSTAINED	PUNCHED, PEPPER SPRAY, RACIAL SLUR	12/02/2010
0007-10	01/07/2010	01/14/2010	7	05/21/2010	127	05/22/2010	1	135 - CLOSED	FAILED TO TAKE ACTION TO STOP NOISE	
0008-10	01/07/2010	01/07/2010	0	12/30/2010	357	02/04/2011	36	393 - CLOSED	WANTS MORE INFORMATON	
0009-10	01/07/2010	01/07/2010	0	01/27/2010	20	02/08/2011	377	397 - CLOSED	LACK OF COMMUNICATION, WANTS MORE INFORMATION	
0010-10	01/07/2010	01/08/2010	1	01/28/2010	20	02/04/2011	372	393 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0011-10	01/08/2010	02/02/2010	25	12/26/2010	327	12/27/2010	1	353 - CLOSED	UF	
0012-10	01/08/2010	02/02/2010	25	04/27/2010	84	04/27/2010	0	109 - CLOSED	FAILED TO RESPOND	
0013-10	01/04/2010	01/15/2010	11	06/23/2010	159	06/24/2010	1	171 - CLOSED	FAILED TO TAKE ACTION TO STOP NOISE	
0014-10	01/08/2010	01/12/2010	4	05/21/2010	129	05/22/2010	1	134 - INFO ONLY	TRAFFIC STOP, ARREST	
0015-10	01/08/2010	01/26/2010	18	12/07/2010	315	12/08/2010	1	334 - CLOSED	ARREST, TOOK GUN	
0016-10	01/08/2010	01/12/2010	4	05/10/2010	118	05/12/2010	2	124 - CLOSED	DETAINED	
0017-10	01/06/2010	02/02/2010	27	02/02/2010	0	02/03/2010	1	28 - WITHDRAWN	HARASSMENT, OUT OF DISTRICT	
0018-10	01/08/2010	01/21/2010	13	11/24/2010	307	11/29/2010	5	325 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0019-10	01/08/2010	01/21/2010	13	09/21/2010	243	09/21/2010	0	256 - CLOSED	ISSUING CITATION	
0020-10	01/08/2010	01/21/2010	13	06/23/2010	153	06/24/2010	1	167 - CLOSED	ISSUED CITATION	
0021-10	01/11/2010	01/19/2010	8	03/30/2010	70	03/30/2010	0	78 - CLOSED	INAPP BEHAVIOR, FAILED TO TAKE REQ'D ACTION	
0022-10	01/11/2010	01/20/2010	9	03/22/2010	61	03/24/2010	2	72 - INFO ONLY	FAILED TO TAKE REPORT	
0023-10	01/12/2010	02/03/2010	22	10/29/2010	268	10/29/2010	0	290 - CLOSED	ENTERING RESIDENCE	
0024-10	01/12/2010	01/14/2010	2	01/10/2011	361	01/13/2011	3	366 - CLOSED	ARREST, INACCURATE REPORT	
0025-10	01/12/2010	02/02/2010	21	02/26/2010	24	03/03/2010	5	50 - CLOSED	UF	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0026-10	01/11/2010	02/04/2010	24	08/11/2010	188	08/11/2010	0	212 - CLOSED	ARREST	
0027-10	01/12/2010	02/02/2010	21	12/15/2010	316	12/15/2010	0	337 - CLOSED	ARREST, UF	
0028-10	01/12/2010	02/03/2010	22	06/02/2010	119	06/05/2010	3	144 - CLOSED	DETENTION	
0029-10	01/12/2010	01/27/2010	15	07/07/2010	161	07/08/2010	1	177 - CLOSED	DISCOURTESY	
0030-10	01/13/2010	02/03/2010	21	11/24/2010	294	11/29/2010	5	320 - CLOSED	CITE, INAPP BEHAVIOR	
0031-10	01/13/2010	01/25/2010	12	01/25/2010	0	01/25/2010	0	12 - CLOSED	SEIZED PERSONAL PROPERTY	
0032-10	01/14/2010	01/14/2010	0	08/17/2010	215	08/20/2010	3	218 - CLOSED	DIDN'T GIVE BYSTANDER RIGHTS, PROFANITY, ILLEGAL CAR SEARCH	
0033-10	01/15/2010	01/20/2010	5	02/03/2010	14	02/04/2010	1	20 - CLOSED	SFPD SIREN NOISE AT PIER 80	
0034-10	01/15/2010	02/01/2010	17	03/30/2010	57	03/30/2010	0	74 - CLOSED	DRIVING IMPROPERLY	
0035-10	01/15/2010	01/21/2010	6	04/07/2010	76	04/08/2010	1	83 - INFO ONLY	LOS CELLPHONE DURING BOOKING	
0036-10	01/19/2010	01/28/2010	9	11/30/2010	306	12/02/2010	2	317 - CLOSED	DETENTION AT GUNPOINT	
0037-10	01/19/2010	01/28/2010	9	09/27/2010	242	09/27/2010	0	251 - CLOSED	UF	
0038-10	01/19/2010	01/19/2010	0	01/19/2010	0	01/20/2010	1	1 - INFO ONLY	IO2	
0039-10	01/19/2010	01/28/2010	9	10/01/2010	246	10/04/2010	3	258 - CLOSED	UF	
0040-10	01/19/2010	02/12/2010	24	10/26/2010	256	10/27/2010	1	281 - CLOSED	ARREST, STRIP SEARCH	
0041-10	01/19/2010	01/19/2010	0	01/19/2010	0	01/20/2010	1	1 - INFO ONLY	IO1 CAL STATE BAR	
0042-10	01/14/2010	02/02/2010	19	02/01/2011	364	02/04/2011	3	386 - CLOSED	ARREST	
0043-10	01/19/2010	01/29/2010	10	01/14/2011	350	01/19/2011	5	365 - CLOSED	FAILED TO PROVIDE TRANSLATOR	
0044-10	01/20/2010	02/01/2010	12	09/23/2010	234	09/29/2010	6	252 - CLOSED	RETALIATION	
0045-10	01/20/2010	01/22/2010	2	11/30/2010	312	12/02/2010	2	316 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0046-10	01/20/2010	01/28/2010	8	10/04/2010	249	10/04/2010	0	257 - CLOSED	DETENTION, UF	
0047-10	01/20/2010	01/29/2010	9	09/22/2010	236	09/22/2010	0	245 - CLOSED	CITE, TOW	
0048-10	01/21/2010	01/28/2010	7	07/29/2010	182	07/29/2010	0	189 - CLOSED	FAILED TO INVESTIGATE	
0049-10	01/21/2010	02/05/2010	15	09/23/2010	230	09/23/2010	0	245 - CLOSED	DETENTIONS, ARRESTS, SEARCHES, UF	
0050-10	01/22/2010	02/02/2010	11	06/23/2010	141	06/28/2010	5	157 - MERGED	CITE	
0051-10	01/22/2010	02/04/2010	13	02/26/2010	22	02/26/2010	0	35 - CLOSED	DETENTION, HANDCUFFING, SEARCH	
0052-10	01/22/2010	01/28/2010	6	01/12/2011	349	01/13/2011	1	356 - CLOSED	DID NOT PROVE COMPLAINANT BITE OFFICER	
0053-10	01/22/2010	02/08/2010	17	12/17/2010	312	12/17/2010	0	329 - CLOSED	SEIZED PROPERTY	
0054-10	01/22/2010	02/02/2010	11	05/24/2010	111	05/24/2010	0	122 - CLOSED	RUDE BEHAVIOR	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0055-10	01/22/2010	01/29/2010	7	06/24/2010	146	06/24/2010	0	153 - CLOSED	ARREST	
0056-10	01/25/2010	01/28/2010	3	03/30/2010	61	03/31/2010	1	65 - CLOSED	ARREST	
0057-10	01/25/2010	02/01/2010	7	03/30/2010	57	03/30/2010	0	64 - CLOSED	FAILED TO INVESTIGATE	
0058-10	01/27/2010	02/05/2010	9	04/26/2010	80	04/26/2010	0	89 - CLOSED	FAILED TO TAKE REPORT ON HIT & RUN	
0059-10	01/26/2010	02/03/2010	8	02/03/2010	0	02/04/2010	1	9 - INFO ONLY	IO1 SFSD	
0060-10	01/26/2010	02/12/2010	17	04/24/2010	71	04/24/2010	0	88 - CLOSED	CITE	
0061-10	01/26/2010	02/12/2010	17	11/30/2010	291	11/30/2010	0	308 - SUSTAINED	FAILED TO TAKE REPORT ON HIT & RUN	11/30/2010
0062-10	01/27/2010	02/02/2010	6	05/06/2010	93	05/09/2010	3	102 - CLOSED	UF	
0063-10	01/27/2010	01/28/2010	1	01/29/2010	1	02/01/2010	3	5 - CLOSED	IO2	
0064-10	01/27/2010	02/10/2010	14	04/30/2010	79	06/24/2010	55	148 - SUSTAINED	FAILED TO TAKE REPORT	06/25/2010
0065-10	01/28/2010	02/18/2010	21	08/02/2010	165	08/02/2010	0	186 - MEDIATED	RUDE BEHAVIOR	
0066-10	01/29/2010	02/05/2010	7	01/28/2011	357	01/28/2011	0	364 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0067-10	01/28/2010	02/08/2010	11	07/10/2010	152	07/10/2010	0	163 - CLOSED	DETENTION, INAPP BEHAVIOR	
0068-10	01/25/2010	02/16/2010	22	03/03/2010	15	03/03/2010	0	37 - INFO ONLY	IO2	
0069-10	02/01/2010	02/01/2010	0	01/14/2011	347	01/19/2011	5	352 - CLOSED	UNWARRANTED SEARCH	
0070-10	01/29/2010	02/10/2010	12			09/16/2010		230 - CLOSED	TRAFFIC STOP/RUDE BEHAVIOR	
0071-10	01/29/2010	02/18/2010	20	12/30/2010	315	12/30/2010	0	335 - SUSTAINED	TRAFFIC CITE, RUDE, UF	12/30/2010
0072-10	02/02/2010	02/03/2010	1	02/03/2010	0	02/03/2010	0	1 - INFO ONLY	DRIVING IMPROPERLY	
0073-10	01/29/2010	02/03/2010	5	03/16/2010	41	03/17/2010	1	47 - CLOSED	RUDENESS	
0074-10	02/02/2010	02/12/2010	10	04/30/2010	77	04/30/2010	0	87 - CLOSED	OFFICER TEXTING ON CELL, INATTENTIVE	
0075-10	02/02/2010	02/08/2010	6	02/18/2010	10	02/20/2010	2	18 - INFO ONLY	INAPP COMMENTS	
0076-10	02/02/2010	02/16/2010	14	03/22/2010	34	03/24/2010	2	50 - CLOSED	ATTENTION TO DUTY	
0077-10	02/02/2010	02/02/2010	0	07/26/2010	174	07/28/2010	2	176 - CLOSED	INAPP BEHAVIOR	
0078-10	02/03/2010	02/03/2010	0	02/03/2010	0	02/03/2010	0	0 - INFO ONLY	IO2	
0079-10	02/03/2010	02/03/2010	0	02/03/2010	0	02/03/2010	0	0 - INFO ONLY	IO2	
0080-10	02/03/2010	02/03/2010	0	02/03/2010	0	02/04/2010	1	1 - INFO ONLY	IO1 SFSD	
0081-10	02/03/2010	02/03/2010	0	02/03/2010	0	02/04/2011	366	366 - CLOSED	FAILURE TO INVESTIGATE SON'S DEATH	
0082-10	02/03/2010	02/03/2010	0	02/03/2010	0	02/04/2011	366	366 - CLOSED	FAILED TO INVESTIGATE	
0083-10	02/03/2010	02/04/2010	1	05/27/2010	112	05/28/2010	1	114 - CLOSED	THREATENING DEMEANOR	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0084-10	02/04/2010	02/05/2010	1	10/13/2010	250	10/13/2010	0	251 - INFO ONLY	ABUSE OF POLICE AUTHORITY	
0085-10	02/04/2010	02/04/2010	0	02/04/2010	0	02/04/2010	0	0 - INFO ONLY	UA	
0086-10	02/04/2010	02/22/2010	18	12/01/2010	282	12/02/2010	1	301 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0087-10	02/04/2010	02/08/2010	4	04/15/2010	66	04/19/2010	4	74 - CLOSED	DETENTION	
0088-10	02/05/2010	02/11/2010	6	08/12/2010	182	08/18/2010	6	194 - CLOSED	ARREST	
0089-10	02/05/2010	03/08/2010	31	11/22/2010	259	11/22/2010	0	290 - CLOSED	ARREST	
0090-10	02/05/2010	02/05/2010	0	04/26/2010	80	04/26/2010	0	80 - MEDIATED	HOMOPHOBIC	
0091-10	02/08/2010	02/26/2010	18	10/29/2010	245	10/29/2010	0	263 - SUSTAINED	UF	11/02/2010
0092-10	02/08/2010	03/01/2010	21	12/16/2010	290	12/16/2010	0	311 - CLOSED	HARASSMENT, CITE	
0093-10	02/08/2010	03/08/2010	28	01/20/2011	318	01/20/2011	0	346 - CLOSED	UF	
0094-10	02/08/2010	02/08/2010	0	02/08/2010	0	02/09/2010	1	1 - INFO ONLY	IO1 SFSD	
0095-10	02/08/2010	02/19/2010	11	08/20/2010	182	08/23/2010	3	196 - CLOSED	THREATS, HARASSMENT	
0096-10	02/08/2010	02/22/2010	14	07/01/2010	129	08/03/2010	33	176 - CLOSED	RUDE	
0097-10	02/08/2010	03/04/2010	24	03/24/2011	385	04/04/2011	11	420 - CLOSED	UF AT SCHOOL, BATON, OC	
0098-10	02/09/2010	02/22/2010	13	12/30/2010	311	01/11/2011	12	336 - SUSTAINED	UF	01/11/2011
0099-10	02/10/2010	02/12/2010	2	05/24/2010	101	05/26/2010	2	105 - CLOSED	STRUCK PEDESTRIAN WITH MC	
0100-10	02/11/2010	02/11/2010	0	03/31/2010	48	03/31/2010	0	48 - CLOSED	RUDE CONDUCT	
0101-10	02/11/2010	02/17/2010	6	03/08/2010	19	03/11/2010	3	28 - INFO ONLY	AREST	
0102-10	02/12/2010	02/12/2010	0	07/16/2010	154	07/16/2010	0	154 - CLOSED	CITE	
0103-10	02/12/2010	02/25/2010	13	09/22/2010	209	09/23/2010	1	223 - CLOSED	SEARCH RESIDENCE, INAPP BEHAVIOR	
0104-10	02/12/2010	03/12/2010	28	11/10/2010	243	11/15/2010	5	276 - CLOSED	INAPPROPRIATE BEHAVIOR OR COMMENTS	
0105-10	02/12/2010	02/19/2010	7	03/30/2010	39	03/30/2010	0	46 - CLOSED	DETENTION W/O JUSTIFICATION	
0106-10	02/16/2010	02/23/2010	7	02/23/2010	0	02/23/2010	0	7 - CLOSED	INAPPROPRIATE DEMEANOR	
0107-10	02/16/2010	02/16/2010	0	03/11/2010	23	03/11/2010	0	23 - INFO ONLY	FAILURE TO DISPLAY STAR NUMBER, REQUIRED HIM TO LEAVE BLDG.	
0108-10	02/16/2010	03/01/2010	13	02/03/2011	339	02/03/2011	0	352 - CLOSED	ENTRY W/O CAUSE	
0109-10	02/16/2010	02/18/2010	2	03/10/2010	20	03/11/2010	1	23 - CLOSED	FORCE USED TO HANDCUFF	
0110-10	02/16/2010	02/17/2010	1	09/23/2010	218	09/23/2010	0	219 - CLOSED	HARASSMENT, ENTERED RESIDENCE	
0111-10	02/16/2010	03/01/2010	13	08/25/2010	177	08/25/2010	0	190 - CLOSED	PROFANITY, INAPP COMMENTS, UF	
0112-10	02/17/2010	03/04/2010	15	10/08/2010	218	10/08/2010	0	233 - CLOSED	INAPP BEHAVIOR	

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0113-10	02/17/2010	02/22/2010	5	01/25/2011	337	01/25/2011	0	342 - SUSTAINED	CITE, INAPP BEHAVIOR, PROFANITY	01/26/2011
0114-10	02/17/2010	02/22/2010	5	08/18/2010	177	08/19/2010	1	183 - CLOSED	CITE, INAPP BEHAVIOR/COMMENTS	
0115-10	02/18/2010	03/08/2010	18	08/30/2010	175	08/30/2010	0	193 - CLOSED	ARREST	
0116-10	02/19/2010	03/11/2010	20	03/11/2010	0	03/16/2010	5	25 - CLOSED	HANDCUFFING, DETENTION	
0117-10	02/19/2010	03/11/2010	20	03/11/2010	0	03/16/2010	5	25 - CLOSED	ESCORTED FROM BUILDING	
0118-10	02/19/2010	03/11/2010	20	03/26/2010	15	03/26/2010	0	35 - CLOSED	INAPP BEHAVIOR	
0119-10	02/22/2010	03/08/2010	14	11/16/2010	253	12/20/2010	34	301 - SUSTAINED	FAILED TO TAKE APPROPRIATE ACTION	12/20/2010
0120-10	02/22/2010	03/10/2010	16	12/03/2010	268	12/06/2010	3	287 - CLOSED	UA	
0121-10	02/22/2010	03/16/2010	22	08/04/2010	141	08/04/2010	0	163 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0122-10	02/22/2010	03/16/2010	22	08/09/2010	146	08/17/2010	8	176 - CLOSED	CITE, UF	
0123-10	02/17/2010	02/17/2010	0	03/11/2010	22	03/11/2010	0	22 - INFO ONLY	IO2	
0124-10	02/22/2010	03/09/2010	15	05/25/2010	77	05/26/2010	1	93 - WITHDRAWN	ENTRY, DISCRIMINATION	
0125-10	02/22/2010	03/22/2010	28	12/14/2010	267	12/21/2010	7	302 - SUSTAINED	TOW, MONEY SEIZED	12/21/2010
0126-10	02/22/2010	03/23/2010	29	01/11/2011	294	01/11/2011	0	323 - SUSTAINED	SEARCH WARRANT	01/12/2011
0127-10	02/22/2010	03/01/2010	7	03/01/2010	0	03/03/2010	2	9 - INFO ONLY	UA	
0128-10	02/22/2010	02/23/2010	1	09/30/2010	219	10/04/2010	4	224 - CLOSED	UA	
0129-10	02/22/2010	03/05/2010	11	08/23/2010	171	08/25/2010	2	184 - CLOSED	UF, INAPP COMMENTS/BEHAVIOR	
0130-10	02/22/2010	03/23/2010	29	07/30/2010	129	08/03/2010	4	162 - CLOSED	ARREST	
0131-10	02/23/2010	03/23/2010	28	05/18/2010	56	05/18/2010	0	84 - MEDIATED	DISCOURTESY	
0132-10	02/23/2010	03/11/2010	16	09/27/2010	200	09/27/2010	0	216 - CLOSED	FILING FALSE CHARGES	
0133-10	02/23/2010	03/09/2010	14	04/28/2010	50	04/28/2010	0	64 - CLOSED	INAPPROPRIATE BEHAVIOR	
0134-10	02/23/2010	03/12/2010	17	01/24/2011	318	01/26/2011	2	337 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0135-10	02/23/2010	02/23/2010	0	11/16/2010	266	11/17/2010	1	267 - CLOSED	UF	
0136-10	02/23/2010	03/05/2010	10	07/30/2010	147	08/03/2010	4	161 - CLOSED	INAPP BEHAVIOR/COMMENTS, PROFANITY	
0137-10	02/24/2010	02/26/2010	2	09/30/2010	216	09/30/2010	0	218 - CLOSED	SEARCH/STRIP SEARCH	
0138-10	02/24/2010	03/09/2010	13	06/24/2010	107	06/24/2010	0	120 - CLOSED	CITE, SELECTIVE ENFORCEMENT	
0139-10	02/24/2010	03/09/2010	13	08/30/2010	174	08/30/2010	0	187 - CLOSED	ISSUED INVALID ORDER	
0140-10	02/24/2010	03/18/2010	22	03/30/2010	12	03/30/2010	0	34 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0141-10	02/24/2010	03/17/2010	21	06/23/2010	98	06/24/2010	1	120 - CLOSED	ISSUED INVALID ORDER	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0142-10	02/24/2010	03/19/2010	23	11/30/2010	256	12/02/2010	2	281 - CLOSED	ARREST	
0143-10	02/24/2010	03/11/2010	15	11/30/2010	264	12/02/2010	2	281 - CLOSED	INAPP BEHAVIOR	
0144-10	02/26/2010	02/26/2010	0	02/26/2010	0	02/26/2010	0	0 - INFO ONLY	IO1 SFSD	
0145-10	02/25/2010	02/26/2010	1	02/26/2010	0	02/26/2010	0	1 - INFO ONLY	IO1 SFSD	
0146-10	02/26/2010	02/26/2010	0	05/27/2010	90	05/27/2010	0	90 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0147-10	02/26/2010	03/23/2010	25	05/28/2010	66	06/02/2010	5	96 - CLOSED	INAPP BEHAVIOR/BIAS	
0148-10	02/26/2010	03/17/2010	19	11/30/2010	258	12/02/2010	2	279 - CLOSED	INAPP BEHAVIOR	
0149-10	02/26/2010	03/05/2010	7	01/10/2011	311	01/10/2011	0	318 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0150-10	03/01/2010	03/11/2010	10	04/21/2011	406	05/04/2011	13	429 - CLOSED	PAT SEARCH, VEHICLE SEARCH, HARASSMENT DUE TO BIAS	
0151-10	03/01/2010	04/21/2010	51	07/28/2010	98	07/29/2010	1	150 - CLOSED	ATTACKED	
0152-10	03/01/2010	03/19/2010	18	06/23/2010	96	06/24/2010	1	115 - CLOSED	DETENTION	
0153-10	03/01/2010	03/19/2010	18	05/18/2010	60	05/18/2010	0	78 - MEDIATED	FAILED TO RESPOND TO SCENE	
0154-10	03/01/2010	03/01/2010	0	03/26/2010	25	03/26/2010	0	25 - CLOSED	INAPP BEHAVIOR	
0155-10	03/01/2010	03/19/2010	18	01/10/2011	297	01/13/2011	3	318 - CLOSED	UNLAWFUL ENRY, SEARCH, UF	
0156-10	03/01/2010	03/15/2010	14	07/10/2010	117	07/10/2010	0	131 - CLOSED	CITATIONS	
0157-10	03/03/2010	03/18/2010	15	06/25/2010	99	06/28/2010	3	117 - CLOSED	INAPPROPRIATIE COMMENT	
0158-10	03/03/2010	03/04/2010	1	03/04/2010	0	03/04/2010	0	1 - INFO ONLY	IO1 SFSD	
0159-10	03/03/2010	03/10/2010	7	03/22/2010	12	03/27/2010	5	24 - CLOSED	UF, HARASSMENT	
0160-10	03/03/2010	03/08/2010	5	09/09/2010	185	09/13/2010	4	194 - CLOSED	CITE	
0161-10	03/05/2010	03/11/2010	6	03/12/2010	1	03/12/2010	0	7 - INFO ONLY	INAPP BEHAVIOR/COMMENTS	
0162-10	03/05/2010	03/10/2010	5	04/28/2010	49	04/28/2010	0	54 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0163-10	03/04/2010	03/09/2010	5	05/28/2010	80	06/03/2010	6	91 - MEDIATED	INAPP BEHAVIOR/COMMENTS	
0164-10	03/05/2010	03/09/2010	4	09/28/2010	203	10/06/2010	8	215 - MEDIATED	INAPP BEHAVIOR/COMMENTS, UF, CITE	
0165-10	03/05/2010	03/09/2010	4	05/18/2010	70	05/18/2010	0	74 - CLOSED	MISUSE OF POLICE AUTHORITY, INAPP BEHAVIOR	
0166-10	03/05/2010	03/16/2010	11	10/19/2010	217	02/28/2011	132	360 - CLOSED	INAPP BEHAVIOR	
0167-10	03/05/2010	03/09/2010	4	08/16/2010	160	08/18/2010	2	166 - WITHDRAWN	FAILED TO TAKE REQ'D ACTION, DISCOURTEOUS	
0168-10	03/08/2010	03/22/2010	14	04/28/2010	37	04/28/2010	0	51 - CLOSED	CITE, RUDE MANNER	
0169-10	03/08/2010	03/16/2010	8	08/30/2010	167	08/30/2010	0	175 - CLOSED	SEARCHED PROPERTY	
0170-10	03/08/2010	03/17/2010	9	05/22/2010	66	05/22/2010	0	75 - MEDIATED	BROKE GATE, DAMAGED LOCK, ENTERED RESIDENCE	

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0171-10	03/09/2010	03/26/2010	17	01/24/2011	304	01/26/2011	2	323 - CLOSED	ARREST, HANDCUFING, MISSING PROPERTY	
0172-10	03/09/2010	03/16/2010	7	01/31/2011	321	02/03/2011	3	331 - CLOSED	FATAL DOG SHOOTING, DETENTION	
0173-10	03/09/2010	03/12/2010	3	01/24/2011	318	01/27/2011	3	324 - CLOSED	UA	
0174-10	03/09/2010	03/09/2010	0	03/31/2010	22	04/03/2010	3	25 - CLOSED	UA	
0175-10	03/09/2010	03/15/2010	6	03/17/2010	2	03/17/2011	365	373 - SUSTAINED	INAPP BEHAVIOR	03/21/2011
0176-10	03/09/2010	03/22/2010	13	01/25/2011	309	01/26/2011	1	323 - CLOSED	ARREST, UF, THREATS	
0177-10	03/09/2010	03/22/2010	13	05/24/2010	63	05/28/2010	4	80 - CLOSED	DAMAGE DURING PAROLE SEARCH	
0178-10	03/09/2010	03/16/2010	7	12/03/2010	262	12/23/2010	20	289 - SUSTAINED	THREATENED, INTIMIDATED	
0179-10	03/10/2010	03/16/2010	6	07/26/2010	132	07/26/2010	0	138 - CLOSED	CITED, KEPT TAXI BADGE	
0180-10	03/10/2010	03/12/2010	2	12/30/2010	293	12/30/2010	0	295 - SUSTAINED	UF DURING DETENTION	
0181-10	03/12/2010	03/15/2010	3	04/01/2010	17	04/06/2010	5	25 - WITHDRAWN	SEARCHED RESIDENCE	
0182-10	03/12/2010	03/23/2010	11	04/30/2010	38	04/30/2010	0	49 - CLOSED	DID NOT RIDE MUNI THE REQ'D LENGTH	
0183-10	03/12/2010	03/12/2010	0	02/02/2011	327	02/02/2011	0	327 - SUSTAINED	INAPP DEMEANOR/COMMENTS	02/02/2011
0184-10	03/15/2010	03/25/2010	10	01/26/2011	307	01/28/2011	2	319 - CLOSED	INAPP BEHAVIOR, FAILED TO TAKE OCC COMPLAINT, LANGUAGE ACCESS	
0185-10	03/12/2010	03/16/2010	4	04/27/2010	42	04/28/2010	1	47 - CLOSED	RUDE ATTITUDE	
0186-10	03/15/2010	03/31/2010	16	09/16/2010	169	09/16/2010	0	185 - CLOSED	ENTERING RESIDENCE	
0187-10	03/15/2010	03/29/2010	14	10/13/2011	563	10/17/2011	4	581 - CLOSED	UF	
0188-10	03/15/2010	03/25/2010	10	01/28/2011	309	01/28/2011	0	319 - CLOSED	CITE, INAPP BEHAVIOR/COMMENTS	
0189-10	03/15/2010	04/26/2010	42	02/16/2011	296	02/22/2011	6	344 - CLOSED	DETENTION	
0190-10	03/16/2010	03/17/2010	1	05/25/2010	69	05/27/2010	2	72 - CLOSED	DETENTION, CITE	
0191-10	03/16/2010	04/05/2010	20	01/24/2011	294	01/24/2011	0	314 - CLOSED	FAILED TO PROPERLY INVESTIGATE	
0192-10	03/16/2010	04/05/2010	20	04/05/2010	0	04/06/2010	1	21 - CLOSED	FAILED TO PROPERLY INVESTIGATE	
0193-10	03/17/2010	03/31/2010	14	11/30/2010	244	11/30/2010	0	258 - MEDIATED	FAILURE TO TAKE REQUIRED ACTION	
0194-10	03/17/2010	04/01/2010	15	12/09/2010	252	12/09/2010	0	267 - CLOSED	FAILED TO COMPLY W/DGO 5.03	
0195-10	03/17/2010	04/01/2010	15	05/13/2010	42	05/18/2010	5	62 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0196-10	03/19/2010	03/25/2010	6	03/25/2010	0	03/25/2010	0	6 - INFO ONLY	ISSUING A CITATION W/O CAUSE	
0197-10	03/19/2010	04/01/2010	13	03/14/2011	347	03/17/2011	3	363 - CLOSED	FAILURE TO TAKE REQUIRED ACTION	
0198-10	03/19/2010	03/19/2010	0	03/02/2011	348	03/07/2011	5	353 - CLOSED	SEARCH RESIDENCE W/O CAUSE	
0199-10	03/22/2010	04/06/2010	15	12/06/2010	244	12/16/2010	10	269 - SUSTAINED	UNNECESSARY FORCE	

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0200-10	03/22/2010	04/06/2010	15	05/10/2010	34	05/12/2010	2	51 - CLOSED	INAPPROPRIATE BEH/COMMENTS	
0201-10	03/22/2010	03/22/2010	0	03/22/2010	0	03/24/2010	2	2 - INFO ONLY	DPT CITATION	
0202-10	03/23/2010	03/31/2010	8	05/21/2010	51	05/22/2010	1	60 - CLOSED	GAVE WRONG INFO DURING TRAFFIC STOP	
0203-10	03/23/2010	03/25/2010	2	01/19/2011	300	01/20/2011	1	303 - CLOSED	SEARCH, UF	
0204-10	03/23/2010	04/05/2010	13	01/03/2011	273	01/13/2011	10	296 - CLOSED	FAILED TO TAKE A REPORT	
0205-10	03/23/2010	03/25/2010	2	03/30/2010	5	03/30/2010	0	7 - WITHDRAWN	SEARCH WITHOUT CAUSE	
0206-10	03/23/2010	03/31/2010	8	01/31/2011	306	01/31/2011	0	314 - SUSTAINED	UF, PROFANITY	01/31/2011
0207-10	03/24/2010	03/25/2010	1	07/20/2010	117	07/20/2010	0	118 - WITHDRAWN	DETENTION, PROFILING	
0208-10	03/24/2010	03/25/2010	1	04/15/2010	21	04/15/2010	0	22 - CLOSED	UF CAUSING INJURY	
0209-10	03/24/2010	03/25/2010	1	08/17/2010	145	08/17/2010	0	146 - MEDIATED	GRABBING, DETENTION, EXTENDED DETENTION,, RUDE	
0210-10	03/24/2010	03/25/2010	1	05/20/2010	56	05/22/2010	2	59 - CLOSED	CITATION W/O CAUSE	
0211-10	03/24/2010	03/25/2010	1	07/29/2010	126	07/29/2010	0	127 - MEDIATED	CITE, DEMEANOR, REFUSED TO GIVE NAME	
0212-10	03/24/2010	04/05/2010	12	03/11/2011	340	05/03/2011	53	405 - CLOSED	SEARCH, UF, ARREST	
0213-10	03/25/2010	04/14/2010	20	01/28/2011	289	02/02/2011	5	314 - CLOSED	ARREST, UF	
0214-10	03/25/2010	04/14/2010	20	01/26/2011	287	01/26/2011	0	307 - CLOSED	RESIDENCE & VEHICLE SEARCHES	
0215-10	03/25/2010	03/27/2010	2	03/27/2010	0	04/13/2010	17	19 - MERGED	UF, INACCURATE REPORT	
0216-10	03/25/2010	04/02/2010	8	01/25/2011	298	01/27/2011	2	308 - CLOSED	ARREST, UF, THREATS, HARASSMENT	
0217-10	03/25/2010	04/14/2010	20	07/27/2010	104	07/27/2010	0	124 - CLOSED	ARREST, INAPP BEHAVIOR	
0218-10	03/25/2010	03/25/2010	0	03/25/2010	0	03/27/2010	2	2 - INFO ONLY	IO2	
0219-10	03/25/2010	03/25/2010	0	03/25/2010	0	03/27/2010	2	2 - INFO ONLY	IO1 SFSD	
0220-10	03/25/2010	03/25/2010	0	03/25/2010	0	03/27/2010	2	2 - INFO ONLY	IO2	
0221-10	03/25/2010	03/25/2010	0	07/07/2010	104	07/10/2010	3	107 - CLOSED	FAILED TO MAKE AN ARREST	
0222-10	03/25/2010	04/13/2010	19	05/06/2010	23	05/12/2010	6	48 - MEDIATED	INAPP BEHAVIOR/COMMENTS, CITE, FAILED TO MAKE AN ARREST	
0223-10	03/25/2010	04/16/2010	22	01/07/2011	266	01/07/2011	0	288 - CLOSED	UF, ARREST, FAILED TO ID AS POLICE	
0224-10	03/25/2010	04/06/2010	12	01/19/2011	288	01/20/2011	1	301 - CLOSED	FORCE, ARREST, PROFANITY	
0225-10	03/26/2010	04/02/2010	7	02/11/2011	315	04/11/2011	59	381 - CLOSED	UF	
0226-10	03/29/2010	04/06/2010	8	10/29/2010	206	11/03/2010	5	219 - CLOSED	ARREST	
0227-10	03/29/2010	04/13/2010	15	08/19/2010	128	08/20/2010	1	144 - CLOSED	PROLONGED DETENTION	
0228-10	03/29/2010	04/07/2010	9	05/18/2010	41	05/18/2010	0	50 - MEDIATED	LITTERING CITATION	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0229-10	03/29/2010	04/15/2010	17	07/14/2010	90	07/16/2010	2	109 - CLOSED	INVALID ORDER	
0230-10	03/29/2010	04/06/2010	8	09/17/2010	164	09/20/2010	3	175 - CLOSED	INVALID ORDER	
0231-10	03/29/2010	04/26/2010	28	05/12/2011	381	05/26/2011	14	423 - CLOSED	UF DURING DETENTION, RACIAL SLURS	
0232-10	03/30/2010	04/08/2010	9	04/27/2010	19	04/28/2010	1	29 - CLOSED	POINTED AT COMPLAINANT AND FRIEND	
0233-10	03/30/2010	04/08/2010	9	04/27/2010	19	04/28/2010	1	29 - CLOSED	TOWED VEHICLE	
0234-10	03/30/2010	04/16/2010	17	06/23/2010	68	06/24/2010	1	86 - CLOSED	ENTRY TO CITE	
0235-10	03/30/2010	04/13/2010	14	05/14/2010	31	05/18/2010	4	49 - CLOSED	FAILED TO INVESTIGATE	
0236-10	03/31/2010	03/31/2010	0	03/10/2011	344	03/24/2011	14	358 - CLOSED	UF	
0237-10	03/31/2010	04/14/2010	14	02/18/2011	310	03/01/2011	11	335 - CLOSED	UA	
0238-10	03/31/2010	04/14/2010	14	02/07/2011	299	02/11/2011	4	317 - CLOSED	UA	
0239-10	03/31/2010	04/14/2010	14	09/21/2010	160	09/21/2010	0	174 - CLOSED	UA	
0240-10	04/01/2010	04/07/2010	6	04/21/2011	379	05/09/2011	18	403 - CLOSED	INAPP BEHAVIOR/COMMENT	
0241-10	04/05/2010	04/05/2010	0	03/02/2011	331	03/07/2011	5	336 - CLOSED	THREATENED, SEXUAL SLUR	
0242-10	04/01/2010	04/14/2010	13	09/15/2010	154	09/15/2010	0	167 - MEDIATED	ENTERING RESIDENCE	
0243-10	04/01/2010	04/20/2010	19	01/06/2011	261	02/28/2011	53	333 - SUSTAINED	INAPP BEHAVIOR	02/28/2011
0244-10	04/01/2010	04/19/2010	18	09/27/2010	161	12/22/2010	86	265 - CLOSED	HARASSING SON	
0245-10	04/05/2010	04/06/2010	1	02/18/2011	318	03/28/2011	38	357 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0246-10	04/05/2010	04/05/2010	0	02/07/2011	308	02/07/2011	0	308 - SUSTAINED	UA	02/08/2011
0247-10	04/05/2010	04/20/2010	15	02/08/2011	294	02/11/2011	3	312 - CLOSED	UA	
0248-10	04/05/2010	04/12/2010	7	07/19/2010	98	07/19/2010	0	105 - CLOSED	TWISTED WRIST	
0249-10	04/05/2010	04/23/2010	18	06/30/2010	68	06/30/2010	0	86 - CLOSED	DETENTION W/O JUSTIFICATION	
0250-10	04/05/2010	04/20/2010	15	04/21/2010	1	04/21/2010	0	16 - INFO ONLY	FAILED TO TAKE REQ'D ACTION	
0251-10	04/05/2010	04/20/2010	15	06/23/2010	64	06/23/2010	0	79 - CLOSED	UNWARRANTED ACTION	
0252-10	04/06/2010	04/26/2010	20	01/26/2011	275	02/03/2011	8	303 - CLOSED	UF DURING DETENTION	
0253-10	04/07/2010	04/12/2010	5	05/24/2010	42	05/26/2010	2	49 - CLOSED	CITE	
0254-10	04/07/2010	04/27/2010	20	09/09/2010	135	09/13/2010	4	159 - CLOSED	CITE	
0255-10	04/07/2010	04/28/2010	21	01/10/2011	257	01/10/2011	0	278 - CLOSED	DETENTION, CITE	
0256-10	04/07/2010	04/11/2010	4	04/12/2010	1	04/15/2010	3	8 - CLOSED	HARASSMENT	
0257-10	04/07/2010	04/22/2010	15	12/13/2010	235	12/14/2010	1	251 - CLOSED	INAPP BEHAVIOR/COMMENTS	

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0258-10	04/07/2010	04/26/2010	19	06/04/2010	39	06/07/2010	3	61 - CLOSED	INAPP BEHAVIOR	
0259-10	04/08/2010	04/12/2010	4	06/04/2010	53	06/07/2010	3	60 - CLOSED	CITE	
0260-10	04/09/2010	04/29/2010	20	09/01/2010	125	09/03/2010	2	147 - CLOSED	INAPP BEHAVIOR, FAILED TO WRITE REPORT	
0261-10	04/09/2010	06/23/2010	75	07/05/2011	377	07/07/2011	2	454 - CLOSED	UNJUST CHARGES, UF	
0262-10	04/09/2010	04/29/2010	20	03/08/2011	313	03/18/2011	10	343 - CLOSED	UF	
0263-10	04/09/2010	04/29/2010	20	11/10/2010	195	11/15/2010	5	220 - CLOSED	RACIALLY BIASED POLICING	
0264-10	04/09/2010	04/09/2010	0	04/09/2010	0	04/12/2010	3	3 - INFO ONLY	101 PACIFICA PD	
0265-10	04/12/2010	04/23/2010	11	02/09/2011	292	03/23/2011	42	345 - SUSTAINED	BICYCLE ACCIDENT REAR ENDED BY MOTORIST.	03/23/2011
0266-10	04/12/2010	04/21/2010	9	03/02/2011	315	03/07/2011	5	329 - CLOSED	WARRANTLESS SEARCH	
0267-10	04/12/2010	04/27/2010	15	05/11/2010	14	07/10/2010	60	89 - CLOSED	INAPP BEHAVIOR	
0268-10	04/13/2010	04/30/2010	17	03/15/2011	319	03/17/2011	2	338 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0269-10	04/13/2010	04/21/2010	8	07/26/2010	96	07/29/2010	3	107 - CLOSED	RUDE DEMEANOR COMMENTS/FAILURE TO PROVIDE NAME AND STAR	
0270-10	04/13/2010	04/26/2010	13	02/17/2011	297	02/23/2011	6	316 - CLOSED	ARREST W/O CAUSE, EXCESSIVE FORCE	
0271-10	04/13/2010	04/16/2010	3	06/17/2010	62	06/17/2010	0	65 - MEDIATED	AGGRESSIVE BEHAVIOR, COMMENTS AND CITATION	
0272-10	04/13/2010	04/20/2010	7	09/29/2010	162	10/05/2010	6	175 - CLOSED	INAPPROPRIATE BEHAVIOR	
0273-10	04/13/2010	04/14/2010	1	11/30/2010	230	12/01/2010	1	232 - CLOSED	RACIAL BIASED POLICING	
0274-10	04/13/2010	04/16/2010	3	02/28/2011	318	02/28/2011	0	321 - SUSTAINED	ARREST W/O CAUSE	03/01/2011
0275-10	04/13/2010	04/29/2010	16	12/14/2010	229	02/28/2011	76	321 - SUSTAINED	FORCE, INTERFERING W/ONLOOKERS, INAPPROPRIATE BEHAVIOR	
0276-10	04/13/2010	04/30/2010	17	09/30/2011	518	10/07/2011	7	542 - CLOSED	FORCE, ARREST, INACCURATE REPORT	
0277-10	04/15/2010	04/20/2010	5	03/02/2011	316	03/22/2011	20	341 - SUSTAINED	SEIZED C'S DRIVER LIC W/O CAUSE	03/23/2011
0278-10	04/15/2010	04/20/2010	5	04/30/2010	10	04/30/2010	0	15 - CLOSED	THE OFFICER FAILED TO TAKE REQUIRED ACTION	
0279-10	04/15/2010	04/16/2010	1	08/26/2010	132	08/30/2010	4	137 - CLOSED	ENTRY AND PUSHED COMP	
0280-10	04/16/2010	04/27/2010	11	08/19/2010	114	08/20/2010	1	126 - CLOSED	THE OFFICER USED PROFANITY AND PUSHED HIM	
0281-10	04/16/2010	05/18/2010	32	05/18/2010	0	05/18/2010	0	32 - MEDIATED	CITE, SEARCH	
0282-10	04/16/2010	04/19/2010	3	01/26/2011	282	01/27/2011	1	286 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0283-10	04/19/2010	04/20/2010	1	01/12/2011	267	01/14/2011	2	270 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0284-10	04/19/2010	04/21/2010	2	01/13/2011	267	01/14/2011	1	270 - CLOSED	INAPP BEHAVIOR	
0285-10	04/19/2010	05/26/2010	37	06/02/2010	7	06/03/2010	1	45 - WITHDRAWN	UF W/INJURY	
0286-10	04/20/2010	04/21/2010	1	05/06/2010	15	05/09/2010	3	19 - CLOSED	IO2	
0287-10	04/20/2010	05/06/2010	16	10/27/2010	174	10/29/2010	2	192 - CLOSED	BRANDISHED WEAPON & CRD	

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0288-10	04/21/2010	05/07/2010	16	05/20/2010	13	05/22/2010	2	31 - CLOSED	RELUCTANT TO TAKE POLICE REPORT	
0289-10	04/21/2010	05/07/2010	16	06/10/2010	34	06/14/2010	4	54 - CLOSED	PROLONGED INVESTIGATION, OFFENSIVE REPORT	
0290-10	04/22/2010	04/29/2010	7	04/29/2010	0	04/29/2010	0	7 - INFO ONLY	IO1 SF/CCD	
0291-10	04/22/2010	05/04/2010	12	05/20/2010	16	05/22/2010	2	30 - WITHDRAWN	RUDE ATTITUDE	
0292-10	04/22/2010	05/05/2010	13	09/29/2010	147	09/29/2010	0	160 - CLOSED	RUDE ATTITUDE	
0293-10	04/22/2010	05/06/2010	14	03/11/2011	309	03/24/2011	13	336 - CLOSED	DETENTION, UF, INAPP BEHAVIOR/COMMENTS	
0294-10	04/22/2010	05/09/2010	17	10/21/2010	165	10/22/2010	1	183 - CLOSED	ARREST, PROPERTY	
0295-10	04/22/2010	05/09/2010	17	09/22/2010	136	09/22/2010	0	153 - CLOSED	UF W/INJURY	
0296-10	04/22/2010	05/07/2010	15	05/28/2010	21	05/28/2010	0	36 - WITHDRAWN	RUDENESS	
0297-10	04/22/2010	04/22/2010	0	05/05/2010	13	05/05/2010	0	13 - MERGED	UF AGAINST ANOTHER, INAPP BEHAVIOR	
0298-10	04/22/2010	04/30/2010	8	01/24/2011	269	01/26/2011	2	279 - CLOSED	UA	
0299-10	04/22/2010	05/07/2010	15	06/23/2010	47	06/24/2010	1	63 - CLOSED	DRIVING IMPROPERLY	
0300-10	04/23/2010	05/17/2010	24	02/24/2011	283	02/24/2011	0	307 - CLOSED	ARREST/INAPPROPRIATE COMMENTS	
0301-10	04/26/2010	04/28/2010	2	07/29/2010	92	07/29/2010	0	94 - MEDIATED	SEXUAL SLUR, CITE	
0302-10	04/26/2010	05/03/2010	7	05/03/2010	0	05/04/2010	1	8 - CLOSED	CITE	
0303-10	04/27/2010	04/27/2010	0	04/27/2010	0	04/28/2010	1	1 - WITHDRAWN	CITE	
0304-10	04/27/2010	05/07/2010	10	05/24/2010	17	05/24/2010	0	27 - MERGED	RACIAL BIASED POLICING	
0305-10	04/27/2010	05/12/2010	15	07/16/2010	65	07/16/2010	0	80 - MEDIATED	CITE	
0306-10	04/27/2010	05/17/2010	20	12/01/2010	198	12/02/2010	1	219 - CLOSED	UA	
0307-10	04/27/2010	05/07/2010	10	05/07/2010	0	05/10/2010	3	13 - INFO ONLY	IO2	
0308-10	04/27/2010	05/18/2010	21	06/25/2010	38	06/28/2010	3	62 - CLOSED	DRIVING IMPROPERLY	
0309-10	04/27/2010	05/14/2010	17	02/11/2011	273	02/11/2011	0	290 - CLOSED	DAMAGED PROPERTY	
0310-10	04/27/2010	05/07/2010	10	04/25/2011	353	04/25/2011	0	363 - CLOSED	FAILED TO PROPERLY INVESTIGATE	
0311-10	04/27/2010	04/29/2010	2	06/08/2010	40	06/10/2010	2	44 - WITHDRAWN	INAPP BEHAVIOR/COMMENTS	
0312-10	04/27/2010	05/04/2010	7	06/30/2010	57	06/30/2010	0	64 - CLOSED	CITE, INAPP BEHAVIOR	
0313-10	04/27/2010	04/27/2010	0	05/12/2010	15	05/12/2010	0	15 - INFO ONLY	INAPPROPRIATE BEHAVIOR	
0314-10	04/27/2010	04/30/2010	3	08/04/2010	96	08/04/2010	0	99 - CLOSED	FAILURE TO PROPERLY PROCESS PROPERTY	
0315-10	04/27/2010	05/03/2010	6	08/25/2010	114	08/25/2010	0	120 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0316-10	04/28/2010	05/17/2010	19	04/21/2011	339	04/21/2011	0	358 - CLOSED	INAPP BEHAVIOR	
0317-10	04/28/2010	05/06/2010	8	03/28/2011	326	03/30/2011	2	336 - CLOSED	ENTERING/SEARCHING RESIDENCE	

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0318-10	04/28/2010	05/07/2010	9	05/25/2010	18	06/14/2010	20	47 - CLOSED	ATTEMPTED TO DISSUADE PARTNER FROM TAKING A REPORT/USED RACIAL SLURS	
0319-10	04/29/2010	05/12/2010	13	08/17/2010	97	08/17/2010	0	110 - MEDIATED	TRAFFIC STOP, BIASED POLICING, INAPP BEHAVIOR	
0320-10	04/29/2010	05/12/2010	13	03/02/2011	294	03/07/2011	5	312 - CLOSED	CITE, FAILED TO INVESTIGATE	
0321-10	04/29/2010	05/20/2010	21	03/02/2011	286	03/07/2011	5	312 - CLOSED	RUDE ATTITUDE/DEMEANOR	
0322-10	04/29/2010	04/30/2010	1	04/30/2010	0	05/05/2010	5	6 - WITHDRAWN	UNPROFESSIONAL BEHAVIOR	
0323-10	04/30/2010	05/11/2010	11	07/19/2010	69	07/19/2010	0	80 - CLOSED	CITATION/HARASSING	
0324-10	04/30/2010	05/07/2010	7	05/07/2010	0	05/07/2010	0	7 - MERGED	MERGED	
0325-10	04/30/2010	05/07/2010	7	05/07/2010	0	05/10/2010	3	10 - CLOSED	UA	
0326-10	04/30/2010	05/07/2010	7	05/21/2010	14	05/22/2010	1	22 - CLOSED	FAILURE TO PURSUE CRM COMPLAINT WANTS TO FILE	
0327-10	04/30/2010	05/21/2010	21	03/23/2011	306	03/23/2011	0	327 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0328-10	05/03/2010	05/10/2010	7	08/04/2010	86	08/04/2010	0	93 - CLOSED	FAILURE TO TAKE REQUIRED ACTION	
0329-10	05/03/2010	05/10/2010	7	07/29/2010	80	07/29/2010	0	87 - MEDIATED	FAILED TO PREPARE REPORT TO F/U ON INV.	
0330-10	05/03/2010	05/07/2010	4	07/14/2010	68	07/14/2010	0	72 - MEDIATED	CITE, RUDE MANNER	
0331-10	05/03/2010	05/07/2010	4	08/30/2010	115	08/31/2010	1	120 - WITHDRAWN	RUDE & INAPP BEHAVIOR/COMMENTS	
0332-10	05/03/2010	05/03/2010	0	05/03/2010	0	05/04/2010	1	1 - INFO ONLY	IO1 SFSD	
0333-10	05/05/2010	05/19/2010	14	05/16/2011	362	05/18/2011	2	378 - CLOSED	CITE	
0334-10	05/05/2010	05/19/2010	14	07/29/2010	71	07/29/2010	0	85 - MEDIATED	UA	
0335-10	05/05/2010	05/09/2010	4	09/30/2010	144	10/04/2010	4	152 - CLOSED	CITED WRONGLY	
0336-10	05/05/2010	05/19/2010	14	11/30/2010	195	12/02/2010	2	211 - CLOSED	UA	
0337-10	05/05/2010	05/07/2010	2	12/02/2010	209	12/02/2010	0	211 - CLOSED	INVALID ORDER	
0338-10	05/06/2010	05/26/2010	20	03/11/2011	289	03/31/2011	20	329 - SUSTAINED	UF	04/01/2011
0339-10	05/06/2010	05/06/2010	0	05/06/2010	0	05/09/2010	3	3 - INFO ONLY	IO1 NO REFERRAL	
0340-10	04/28/2010	05/07/2010	9	06/03/2010	27	06/03/2010	0	36 - WITHDRAWN	CITE, INAPP COMMENT	
0341-10	05/06/2010	05/07/2010	1	06/03/2010	27	06/05/2010	2	30 - WITHDRAWN	CITE, INAPP COMMENT	
0342-10	05/06/2010	05/17/2010	11	05/20/2010	3	05/22/2010	2	16 - INFO ONLY	ARREST, DISCOURTESY	
0343-10	05/06/2010	05/21/2010	15	05/24/2010	3	05/28/2010	4	22 - CLOSED	FAILED TO TAKE AN INCIDENT REPORT	
0344-10	05/07/2010	05/07/2010	0	02/09/2011	278	02/28/2011	19	297 - SUSTAINED	YELLED, THREATENED	03/01/2011
0345-10	05/07/2010	06/02/2010	26	06/04/2010	2	06/07/2010	3	31 - CLOSED	THREATENED	
0346-10	05/07/2010	05/07/2010	0	05/07/2010	0	05/10/2010	3	3 - INFO ONLY	DISCOURTEOUS BEHAVIOR	
0347-10	05/11/2010	06/04/2010	24	11/05/2010	154	11/05/2010	0	178 - MERGED	UA	

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0348-10	05/11/2010	06/04/2010	24	07/09/2010	35	07/10/2010	1	60 - WITHDRAWN	FAILED TO TAKE ACTION	
0349-10	05/11/2010	05/19/2010	8	02/11/2011	268	02/11/2011	0	276 - CLOSED	FAILED TO TAKE ACTION	
0350-10	05/11/2010	05/20/2010	9	09/30/2010	133	09/30/2010	0	142 - CLOSED	UA	
0351-10	05/11/2010	05/14/2010	3	05/14/2010	0	05/19/2010	5	8 - WITHDRAWN	5150 DETENTION	
0352-10	05/11/2010	06/10/2010	30	08/16/2010	67	08/18/2010	2	99 - MEDIATED	ENTRY	
0353-10	05/12/2010	05/18/2010	6	12/14/2010	210	12/22/2010	8	224 - CLOSED	UF	
0354-10	05/12/2010	05/16/2010	4	01/24/2011	253	02/03/2011	10	267 - CLOSED	FAILED TO INVESTIGATE	
0355-10	05/13/2010	05/16/2010	3	06/30/2010	45	07/08/2010	8	56 - MEDIATED	UA	
0356-10	05/13/2010	05/13/2010	0	05/14/2010	1	05/18/2010	4	5 - INFO ONLY	IO1	
0357-10	05/13/2010	05/14/2010	1	05/21/2010	7	05/22/2010	1	9 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0358-10	05/13/2010	05/26/2010	13	12/03/2010	191	12/14/2010	11	215 - CLOSED	RUDENESS, BIAS	
0359-10	05/14/2010	05/17/2010	3	11/12/2010	179	11/15/2010	3	185 - CLOSED	FLIPPED OFF COMPLAINANT	
0360-10	05/14/2010	06/08/2010	25	07/14/2010	36	07/14/2010	0	61 - CLOSED	BIASED POLICING, UF, DETENTION, SEARCH	
0361-10	05/14/2010	06/18/2010	35	10/29/2010	133	11/03/2010	5	173 - CLOSED	CITE, INAPP BEHAVIOR	
0362-10	05/17/2010	05/17/2010	0	05/18/2010	1	05/18/2010	0	1 - INFO ONLY	INAPP COMMENTS	
0363-10	05/17/2010	06/11/2010	25	03/21/2011	283	03/25/2011	4	312 - CLOSED	DETENTION	
0364-10	05/18/2010	05/18/2010	0	05/20/2010	2	05/22/2010	2	4 - WITHDRAWN	INAPP BEHAVIOR	
0365-10	05/19/2010	06/04/2010	16	10/18/2010	136	10/21/2010	3	155 - CLOSED	ENTRY/BIASED POLICING	
0366-10	05/19/2010	05/19/2010	0	08/19/2010	92	08/20/2010	1	93 - CLOSED	TOW	
0367-10	05/19/2010	06/14/2010	26	05/12/2011	332	07/13/2011	62	420 - CLOSED	UF, FAILED TO TAKE REQ'D ACTION	
0368-10	05/19/2010	06/11/2010	23	11/24/2010	166	11/29/2010	5	194 - WITHDRAWN	DETENTION	
0369-10	05/19/2010	06/01/2010	13	01/24/2011	237	01/28/2011	4	254 - CLOSED	ARREST	
0370-10	05/19/2010	06/17/2010	29	09/27/2010	102	09/27/2010	0	131 - CLOSED	INACCURATE REPORT	
0371-10	05/20/2010	06/10/2010	21	03/25/2011	288	03/25/2011	0	309 - CLOSED	UA	
0372-10	05/20/2010	06/10/2010	21	02/24/2011	259	02/28/2011	4	284 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0373-10	05/20/2010	06/10/2010	21	02/28/2011	263	02/28/2011	0	284 - CLOSED	UA	
0374-10	05/19/2010	05/24/2010	5	07/28/2011	430	07/28/2011	0	435 - CLOSED	UF	
0375-10	05/20/2010	06/10/2010	21	04/27/2011	321	04/28/2011	1	343 - CLOSED	SEARCH, DISCOURTESY	
0376-10	05/21/2010	05/21/2010	0	10/08/2010	140	10/08/2010	0	140 - CLOSED	INACCURATE REPORT	
0377-10	05/21/2010	06/08/2010	18	06/06/2011	363	06/17/2011	11	392 - CLOSED	UF	

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0378-10	05/21/2010	06/21/2010	31	12/20/2010	182	12/23/2010	3	216 - CLOSED	ARREST, TIGHT HANDCUFFS	
0379-10	05/21/2010	05/21/2010	0	01/13/2011	237	01/14/2011	1	238 - CLOSED	UF	
0380-10	05/21/2010	05/25/2010	4	06/14/2010	20	06/14/2010	0	24 - CLOSED	INAPP BEHAVIOR	
0381-10	05/21/2010	05/25/2010	4	06/17/2010	23	06/17/2010	0	27 - WITHDRAWN	CHOKED WHILE IN CUSTODY	
0382-10	05/21/2010	06/04/2010	14	06/24/2010	20	06/28/2010	4	38 - WITHDRAWN	YELLED, INAPP COMMENTS	
0383-10	05/21/2010	06/10/2010	20	10/04/2010	116	10/04/2010	0	136 - CLOSED	DRIVING IMPROPERLY	
0384-10	05/21/2010	05/24/2010	3	05/24/2010	0	05/28/2010	4	7 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0385-10	05/24/2010	06/21/2010	28	12/16/2010	178	12/16/2010	0	206 - CLOSED	RACIAL PROFILING, CITE	
0386-10	05/24/2010	06/10/2010	17	06/23/2010	13	06/24/2010	1	31 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0387-10	05/24/2010	06/10/2010	17	10/25/2010	137	10/29/2010	4	158 - CLOSED	INAPP COMMENTS, DETENTION	
0388-10	05/24/2010	05/25/2010	1	05/25/2010	0	05/25/2010	0	1 - MERGED	UF, DETENTION, ARREST	
0389-10	05/24/2010	05/25/2010	1	05/25/2010	0	05/27/2010	2	3 - INFO ONLY	DETENTION	
0390-10	05/25/2010	06/23/2010	29	05/13/2011	324	05/16/2011	3	356 - CLOSED	ARREST, MISREPRESENTING TRUTH	
0391-10	05/24/2010	06/17/2010	24	01/24/2011	221	01/26/2011	2	247 - CLOSED	CITE, THREATS, BIASED POLICING	
0392-10	05/25/2010	06/11/2010	17	06/30/2010	19	06/30/2010	0	36 - WITHDRAWN	INAPP BEHAVIOR/COMMENTS	
0393-10	05/26/2010	06/08/2010	13	03/28/2011	293	03/31/2011	3	309 - CLOSED	ILLEGAL PROPERTY SEARCH	
0394-10	05/27/2010	06/01/2010	5	06/02/2010	1	06/03/2010	1	7 - CLOSED	UNWARRANTED INVESTIGATION	
0395-10	05/27/2010	06/02/2010	6	07/19/2010	47	07/20/2010	1	54 - CLOSED	WOULD NOT TAKE REPORT	
0396-10	05/27/2010	06/10/2010	14	10/28/2010	140	10/28/2010	0	154 - CLOSED	CITE, INAPP BEHAVIOR/COMMENTS	
0397-10	05/27/2010	06/08/2010	12	07/07/2010	29	07/20/2010	13	54 - CLOSED	RESIDENCE SEARCH	
0398-10	05/27/2010	06/02/2010	6	10/25/2010	145	10/25/2010	0	151 - CLOSED	UA	
0399-10	05/28/2010	06/10/2010	13	04/04/2011	298	04/04/2011	0	311 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0400-10	05/28/2010	06/02/2010	5	06/02/2010	0	06/03/2010	1	6 - INFO ONLY	UPSET W/SR MGMT	
0401-10	05/27/2010	06/17/2010	21	12/17/2010	183	12/17/2010	0	204 - CLOSED	RUDE	
0402-10	06/02/2010	06/09/2010	7	09/23/2010	106	09/29/2010	6	119 - CLOSED	DETENTION, SEARCH, ARREST, RUDE	
0403-10	06/02/2010	06/02/2010	0	02/09/2011	252	02/16/2011	7	259 - CLOSED	FAILED TO FILE APPROPRIATE CHARGES	
0404-10	06/02/2010	06/09/2010	7	03/02/2011	266	03/07/2011	5	278 - CLOSED	REFUSED TO TAKE REPORT	
0405-10	06/02/2010	06/28/2010	26	08/04/2010	37	08/04/2010	0	63 - MEDIATED	INAPP COMMENTS	
0406-10	06/04/2010	06/30/2010	26	05/12/2011	316	05/31/2011	19	361 - CLOSED	INAPP BEHAVIOR	
0407-10	06/04/2010	06/10/2010	6	03/07/2011	270	03/18/2011	11	287 - CLOSED	ARREST	
0408-10	06/07/2010	06/11/2010	4	03/15/2011	277	03/15/2011	0	281 - CLOSED	BROKEN ELBOW	

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0409-10	06/07/2010	06/18/2010	11	02/09/2011	236	02/11/2011	2	249 - CLOSED	FAILED TO FOLLOW UP ON THREATS	
0410-10	06/07/2010	06/24/2010	17	02/08/2011	229	02/11/2011	3	249 - CLOSED	RACIALLY BIASED POLICING	
0411-10	06/08/2010	06/25/2010	17	03/14/2011	262	03/18/2011	4	283 - CLOSED	UF	
0412-10	06/08/2010	06/15/2010	7	07/15/2010	30	07/16/2010	1	38 - MEDIATED	CITE	
0413-10	06/09/2010	06/28/2010	19	03/01/2011	246	03/01/2011	0	265 - CLOSED	HANDCUFFED	
0414-10	06/09/2010	06/29/2010	20	04/01/2011	276	04/11/2011	10	306 - CLOSED	UF DURING ARREST	
0415-10	06/09/2010	06/29/2010	20	11/15/2010	139	05/19/2011	185	344 - SUSTAINED	INACCURATE REPORT	05/20/2011
0416-10	06/09/2010	06/24/2010	15	05/11/2011	321	05/11/2011	0	336 - SUSTAINED	RACIALLY BIASED POLICING	05/11/2011
0417-10	06/09/2010	06/21/2010	12	04/05/2011	288	04/08/2011	3	303 - CLOSED	ARREST	
0418-10	06/09/2010	06/16/2010	7	03/02/2011	259	03/07/2011	5	271 - CLOSED	ARREST	
0419-10	06/10/2010	06/10/2010	0	03/01/2011	264	04/20/2011	50	314 - SUSTAINED	CITY HAS OFFICERS ISSUING EXCESSIVE CITATIONS	04/21/2011
0420-10	06/10/2010	06/14/2010	4	04/08/2011	298	04/11/2011	3	305 - CLOSED	UF DURING DETENTION, AT STATION	
0421-10	06/10/2010	06/11/2010	1	04/21/2011	314	04/21/2011	0	315 - MEDIATED	RUDE ATTITUDE/DEMEANOR	
0422-10	06/10/2010	06/28/2010	18	05/23/2011	329	05/23/2011	0	347 - SUSTAINED	RUDE COMMENTS, CONDUCTED SEARCH DAMAGED	05/24/2011
0423-10	06/10/2010	06/28/2010	18	09/08/2010	72	09/13/2010	5	95 - CLOSED	FAILED TO PROPERLY PROCESS PROPERTY	
0424-10	06/11/2010	06/14/2010	3	07/22/2010	38	07/23/2010	1	42 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0425-10	06/12/2010	06/12/2010	0	02/01/2011	234	02/04/2011	3	237 - CLOSED	SEARCH, INAPP BEHAVIOR	
0426-10	06/11/2010	06/24/2010	13	05/24/2011	334	05/25/2011	1	348 - CLOSED	HANDCUFFED	
0427-10	06/11/2010	06/25/2010	14	02/14/2011	234	02/16/2011	2	250 - CLOSED	PROFANITY, INAPP BEHAVIOR	
0428-10	06/11/2010	06/29/2010	18	03/04/2011	248	03/07/2011	3	269 - CLOSED	INAPP BEHAVIOR, BIASED POLICING DUE TO RACE, PAT SEARCH	
0429-10	06/14/2010	06/14/2010	0	01/18/2011	218	01/19/2011	1	219 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0430-10	06/14/2010	06/14/2010	0	04/01/2011	291	04/04/2011	3	294 - CLOSED	INAPPROPRIATE BEHAVIOR	
0431-10	06/14/2010	06/21/2010	7	11/30/2010	162	12/02/2010	2	171 - CLOSED	MISUSE OF POLICE AUTHORITY	
0432-10	06/14/2010	06/15/2010	1	08/04/2010	50	08/04/2010	0	51 - INFO ONLY	MISUSE OF POLICE AUTHORITY	
0433-10	06/15/2010	06/15/2010	0	05/05/2011	324	05/23/2011	18	342 - SUSTAINED	SEARCH	05/24/2011
0434-10	06/15/2010	07/07/2010	22	10/25/2010	110	10/25/2010	0	132 - CLOSED	INAPP BEHAVIOR	
0435-10	06/15/2010	06/29/2010	14	09/13/2010	76	09/16/2010	3	93 - CLOSED	INAPP BEHAVIOR	
0436-10	06/15/2010	06/16/2010	1	10/25/2010	131	10/25/2010	0	132 - CLOSED	ISSUING CITATION W/O CAUSE	
0437-10	06/16/2010	06/21/2010	5	08/17/2010	57	08/17/2010	0	62 - MEDIATED	FAILED TO RETAIN VANDALS	
0438-10	06/16/2010	06/25/2010	9	04/05/2011	284	04/11/2011	6	299 - CLOSED	DETAINED, UF, FALSE CHARGES, RACE BIAS	
0439-10	06/16/2010	06/18/2010	2	04/04/2011	290	04/04/2011	0	292 - CLOSED	FAILED TO TAKE REPORT	

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0440-10	06/16/2010	06/21/2010	5	03/03/2011	255	03/04/2011	1	261 - CLOSED	SCHEDULED FOR 1/28	
0441-10	06/17/2010	06/25/2010	8	05/17/2011	326	05/19/2011	2	336 - CLOSED	INAPP BEHAVIOR, UF, 5150	
0442-10	06/19/2010	07/06/2010	17	10/22/2010	108	10/28/2010	6	131 - MEDIATED	DID NOT RETURN KEYS	
0443-10	06/21/2010	07/11/2010	20	03/29/2011	261	04/04/2011	6	287 - CLOSED	FAILED TO INVESTIGATE	
0444-10	06/21/2010	07/11/2010	20	03/08/2011	240	03/15/2011	7	267 - WITHDRAWN	SEARCH, DETENTION	
0445-10	06/21/2010	07/12/2010	21	03/23/2011	254	04/29/2011	37	312 - SUSTAINED	UF, DISPLAY OF WEAPONS	05/02/2011
0446-10	06/22/2010	07/12/2010	20	07/12/2010	0	12/29/2010	170	190 - MEDIATED	FAILED TO INVESTIGATE	
0447-10	06/22/2010	07/08/2010	16	07/19/2011	376	07/21/2011	2	394 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0448-10	06/22/2010	08/10/2010	49	11/17/2010	99	12/13/2010	26	174 - CLOSED	UNLAWFUL ORDER, THREATS	
0449-10	06/22/2010	06/24/2010	2	06/24/2010	0	06/24/2010	0	2 - MERGED	ARREST	
0450-10	06/23/2010	07/13/2010	20	09/21/2010	70	09/21/2010	0	90 - CLOSED	INAPP BEHAVIOR	
0451-10	06/23/2010	06/25/2010	2	09/08/2010	75	09/09/2010	1	78 - CLOSED	CITE, RACIALLY BIASED POLICING	
0452-10	06/23/2010	07/13/2010	20	04/22/2011	283	04/22/2011	0	303 - CLOSED	DETENTION	
0453-10	06/24/2010	06/25/2010	1	09/21/2010	88	09/21/2010	0	89 - MEDIATED	FAILED TO TAKE REQ'D ACTION	
0454-10	06/24/2010	06/24/2010	0	07/12/2011	383	07/15/2011	3	386 - CLOSED	INAPP BEHAVIOR	
0455-10	06/24/2010	07/12/2010	18	02/23/2011	226	02/28/2011	5	249 - CLOSED	FAILED TO PROPERLY PROCESS PROPERTY	
0456-10	06/24/2010	07/13/2010	19	12/17/2010	157	12/17/2010	0	176 - WITHDRAWN	CITE, HARASSMENT	
0457-10	06/24/2010	07/12/2010	18	02/24/2011	227	02/28/2011	4	249 - CLOSED	ISSUED INVALID ORDER	
0458-10	06/25/2010	07/21/2010	26	05/24/2011	307	05/27/2011	3	336 - CLOSED	HARASSMENT	
0459-10	06/25/2010	07/20/2010	25	03/09/2011	232	03/09/2011	0	257 - CLOSED	HARASSMENT	
0460-10	06/25/2010	07/19/2010	24	07/18/2011	364	07/18/2011	0	388 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0461-10	06/28/2010	06/28/2010	0	09/22/2010	86	09/22/2010	0	86 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0462-10	06/28/2010	07/07/2010	9	05/27/2011	324	06/16/2011	20	353 - CLOSED	UA	
0463-10	06/28/2010	07/02/2010	4	05/11/2011	313	06/13/2011	33	350 - CLOSED	UA	
0464-10	06/28/2010	07/13/2010	15	07/08/2011	360	07/11/2011	3	378 - CLOSED	RESIDENCE SEARCH	
0465-10	06/28/2010	07/14/2010	16	03/23/2011	252	03/28/2011	5	273 - CLOSED	CITE	
0466-10	06/25/2010	07/07/2010	12	08/04/2011	393	08/12/2011	8	413 - CLOSED	ARREST, UF	
0467-10	06/28/2010	07/01/2010	3	07/01/2010	0	07/07/2010	6	9 - MERGED	UF	
0468-10	06/29/2010	07/08/2010	9	09/28/2010	82	10/04/2010	6	97 - CLOSED	INAPP BEHAVIOR	
0469-10	06/29/2010	07/06/2010	7	09/21/2010	77	09/21/2010	0	84 - CLOSED	CITE	
0470-10	06/29/2010	07/07/2010	8	02/07/2011	215	02/16/2011	9	232 - CLOSED	DETENTION	

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0471-10	06/30/2010	06/30/2010	0	06/22/2011	357	06/23/2011	1	358 - WITHDRAWN	ARREST, UF	
0472-10	06/30/2010	07/09/2010	9	08/31/2010	53	08/31/2010	0	62 - MEDIATED	INAPP BEHAVIOR	
0473-10	06/30/2010	07/06/2010	6	07/06/2010	0	07/08/2010	2	8 - CLOSED	VEHICLE SEARCH	
0474-10	06/30/2010	07/09/2010	9	07/09/2010	0	07/09/2010	0	9 - INFO ONLY	INAPP BEHAVIOR	
0475-10	07/01/2010	07/01/2010	0	07/02/2010	1	07/10/2010	8	9 - WITHDRAWN	FAILED TO PROPERLY PROCESS PROPERTY	
0476-10	07/01/2010	07/20/2010	19	05/16/2011	300	07/11/2011	56	375 - CLOSED	ENTERING RESIDENCE	
0477-10	07/01/2010	07/06/2010	5	09/02/2010	58	09/03/2010	1	64 - CLOSED	FAILED TO COMPLY W/DGO 2.01 (140)	
0478-10	07/02/2010	07/23/2010	21	09/29/2010	68	09/29/2010	0	89 - CLOSED	INAPP BEHAVIOR	
0479-10	07/02/2010	07/21/2010	19	03/28/2011	250	05/12/2011	45	314 - CLOSED	FAILED TO PROPERLY PROCESS PROPERTY	
0480-10	07/06/2010	07/12/2010	6	11/17/2010	128	11/17/2010	0	134 - CLOSED	DETENTION, ARREST	
0481-10	07/06/2010	07/06/2010	0	02/10/2011	219	02/16/2011	6	225 - CLOSED	THREATENED, INVALID ORDER, INAPP COMMENTS	
0482-10	07/06/2010	07/06/2010	0	07/06/2010	0	07/07/2010	1	1 - MERGED	INAPP COMMENTS	
0483-10	07/06/2010	07/06/2010	0	07/06/2010	0	07/07/2010	1	1 - MERGED	INAPP COMMENTS	
0484-10	07/07/2010	07/08/2010	1	01/24/2011	200	02/02/2011	9	210 - INFO ONLY	FAILED TO SHOW AT TRAFFIC ACCIDENT	
0485-10	07/07/2010	07/07/2010	0	01/24/2011	201	05/19/2011	115	316 - SUSTAINED	RUDE, INAPP COMMENTS/BEHAVIOR	05/20/2011
0486-10	07/07/2010	07/23/2010	16	08/09/2010	17	08/11/2010	2	35 - CLOSED	ARREST	
0487-10	07/07/2010	07/19/2010	12	05/03/2011	288	05/04/2011	1	301 - CLOSED	BELLIGERENT	
0488-10	07/07/2010	07/14/2010	7	07/14/2010	0	07/16/2010	2	9 - WITHDRAWN	HARASSMENT, DETENTION	
0489-10	07/08/2010	07/13/2010	5	04/19/2011	280	04/21/2011	2	287 - CLOSED	INAPPROPRIATE BEHAVIOR, COMMENTS	
0490-10	07/08/2010	07/08/2010	0	03/18/2011	253	03/18/2011	0	253 - CLOSED	INAPP BEHAVIOR	
0491-10	07/09/2010	07/23/2010	14	02/16/2011	208	02/16/2011	0	222 - CLOSED	DETENTION, STRIP SEARCH, PROFANITY	
0492-10	07/09/2010	07/13/2010	4	10/01/2010	80	10/06/2010	5	89 - MEDIATED	TURNED AND WALKED AWAY	
0493-10	07/09/2010	07/23/2010	14	04/22/2011	273	04/27/2011	5	292 - CLOSED	DETAINED, HEAD LOCK, PUSHED, PROFANITY	
0494-10	07/12/2010	07/12/2010	0	11/17/2010	128	11/17/2010	0	128 - CLOSED	HARASSING, MOVE ALONG, THREATS	
0495-10	07/12/2010	07/13/2010	1	07/14/2010	1	07/16/2010	2	4 - INFO ONLY	FAILED TO PAY	
0496-10	07/14/2010	07/28/2010	14	04/08/2011	254	04/11/2011	3	271 - CLOSED	DETENTION, PROFANITY, BIASED POLICING	
0497-10	07/14/2010	07/22/2010	8	12/21/2010	152	12/23/2010	2	162 - SUSTAINED	CITE, HAND ON GUN	12/30/2010
0498-10	07/02/2010	07/14/2010	12	11/16/2010	125	11/17/2010	1	138 - CLOSED	CITE, INAPP BEHAVIOR	
0499-10	07/14/2010	07/14/2010	0	07/15/2010	1	07/16/2010	1	2 - CLOSED	INAPP COMMENT	
0500-10	07/14/2010	07/14/2010	0	07/15/2010	1	07/16/2010	1	2 - INFO ONLY	OFF DUTY, CALLED SLPD TO DETAIN HIM	
0501-10	07/15/2010	08/10/2010	26	02/04/2011	178	02/04/2011	0	204 - CLOSED	FAILED TO TAKE REPORT	

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0502-10	07/15/2010	07/21/2010	6	05/23/2011	306	05/24/2011	1	313 - CLOSED	INAPP COMMENTS	
0503-10	07/15/2010	07/16/2010	1	08/04/2010	19	08/04/2010	0	20 - CLOSED	PROFANITY, INAPP BEHAVIOR	
0504-10	07/15/2010	07/21/2010	6	05/04/2011	287	05/06/2011	2	295 - CLOSED	UF DURING 5150 DETENTION	
0505-10	07/16/2010	07/19/2010	3	08/12/2010	24	08/17/2010	5	32 - MEDIATED	DID NOT TAKE IR, LAUGHED AT COMPLAINANT	
0506-10	07/16/2010	07/19/2010	3	02/24/2011	220	02/28/2011	4	227 - CLOSED	FAILED TO SUPERVISE	
0507-10	07/16/2010	07/28/2010	12	11/15/2010	110	11/30/2010	15	137 - MEDIATED	FAILED TO TAKE REQ'D ACTION	
0508-10	07/19/2010	07/22/2010	3	02/07/2011	200	02/11/2011	4	207 - INFO ONLY	CRIMINAL HISTORY ACCESSED & DIVULGED	
0509-10	07/19/2010	07/23/2010	4	08/31/2010	39	08/31/2010	0	43 - MEDIATED	ASKED TO SIGN INACCURATE CITE, HANDCUFFED	
0510-10	07/19/2010	07/28/2010	9	09/30/2010	64	10/01/2010	1	74 - CLOSED	RACIAL SLUR, PROFANITY, UNSAFE HWY DRIVING	
0511-10	07/19/2010	07/23/2010	4	09/29/2010	68	09/29/2010	0	72 - CLOSED	W/N TAKE ROAD RAGE REPORT, PROFANITY	
0512-10	07/19/2010	08/02/2010	14	05/12/2011	283	05/23/2011	11	308 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0513-10	07/20/2010	08/03/2010	14	08/13/2010	10	08/17/2010	4	28 - CLOSED	IO2	
0514-10	07/20/2010	08/04/2010	15	08/04/2010	0	08/04/2010	0	15 - INFO ONLY	IO2	
0515-10	07/20/2010	08/04/2010	15	10/14/2010	71	10/14/2010	0	86 - WITHDRAWN	INAPPROPRIATE BEHAVIOR	
0516-10	07/20/2010	08/05/2010	16	11/15/2010	102	11/15/2010	0	118 - CLOSED	UF, INAPP BEHAVIOR	
0517-10	07/21/2010	09/02/2010	43	03/11/2011	190	03/14/2011	3	236 - WITHDRAWN	UF	
0518-10	07/21/2010	08/12/2010	22	03/07/2011	207	03/07/2011	0	229 - CLOSED	CITE, INAPP BEHAVIOR	
0519-10	07/21/2010	07/29/2010	8	03/23/2011	237	03/23/2011	0	245 - CLOSED	ARREST, UF, TOOK WATCH	
0520-10	07/21/2010	07/21/2010	0	09/15/2010	56	09/15/2010	0	56 - MEDIATED	INAPP BEHAVIOR	
0521-10	07/21/2010	08/05/2010	15	01/24/2011	172	01/24/2011	0	187 - CLOSED	INAPP BEHAVIOR	
0522-10	07/21/2010	08/02/2010	12	03/31/2011	241	05/31/2011	61	314 - SUSTAINED	INAPP BEHAVIOR	05/31/2011
0523-10	07/21/2010	08/10/2010	20	03/24/2011	226	03/24/2011	0	246 - CLOSED	INAPP BEHAVIOR	
0524-10	07/21/2010	08/11/2010	21	01/13/2011	155	01/13/2011	0	176 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0525-10	07/22/2010	08/12/2010	21	08/30/2010	18	08/30/2010	0	39 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0526-10	07/22/2010	07/22/2010	0	07/22/2010	0	07/23/2010	1	1 - INFO ONLY	IO1 SFSD	
0527-10	07/22/2010	07/23/2010	1	06/17/2011	329	06/20/2011	3	333 - CLOSED	DETENTION	
0528-10	07/22/2010	08/06/2010	15	06/24/2011	322	06/28/2011	4	341 - CLOSED	UF	
0529-10	07/15/2010	08/09/2010	25	05/23/2011	287	05/25/2011	2	314 - CLOSED	UF	
0530-10	07/23/2010	07/23/2010	0	07/23/2010	0	07/29/2010	6	6 - INFO ONLY	IO1	
0531-10	07/23/2010	08/10/2010	18	05/04/2011	267	05/04/2011	0	285 - CLOSED	FAILED TO PROPERLY INVESTIGATE	
0532-10	07/23/2010	08/13/2010	21	05/09/2011	269	05/09/2011	0	290 - CLOSED	CITE	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0533-10	07/23/2010	08/09/2010	17	02/11/2011	186	02/16/2011	5	208 - CLOSED	UF	
0534-10	07/26/2010	07/26/2010	0	03/23/2011	240	03/23/2011	0	240 - CLOSED	CITE, INAPP BEHAVIOR	
0535-10	07/26/2010	07/27/2010	1	07/06/2011	344	07/08/2011	2	347 - CLOSED	TRASHED SHOES	
0536-10	07/26/2010	07/26/2010	0	07/27/2010	1	07/28/2010	1	2 - INFO ONLY	ARREST, UF	
0537-10	07/26/2010	07/26/2010	0	07/27/2010	1	07/27/2010	0	1 - INFO ONLY	FAILED TO TAKE REPORT	
0538-10	07/27/2010	08/03/2010	7	01/24/2011	174	01/27/2011	3	184 - CLOSED	DETENTION/BEHAVIOR	
0539-10	07/27/2010	08/12/2010	16	11/15/2010	95	11/15/2010	0	111 - CLOSED	CONDUCT REFLECTING DISCREDIT	
0540-10	07/28/2010	08/05/2010	8	12/07/2010	124	12/13/2010	6	138 - CLOSED	SEARCH	
0541-10	07/28/2010	08/05/2010	8	11/29/2010	116	11/30/2010	1	125 - MEDIATED	RUDE BEHAVIOR	
0542-10	07/29/2010	10/18/2010	81	10/18/2010	0	10/20/2010	2	83 - MEDIATED	HARASSMENT	
0543-10	07/29/2010	08/19/2010	21	08/19/2010	0	08/19/2010	0	21 - INFO ONLY	IO-1	
0544-10	07/29/2010	08/13/2010	15	05/20/2011	280	06/14/2011	25	320 - SUSTAINED	ARREST	06/15/2011
0545-10	07/29/2010	08/16/2010	18	02/23/2011	191	02/28/2011	5	214 - MEDIATED	FAILED TO ASSIST W/VICTIM ASSIST PROGRAM	
0546-10	07/30/2010	08/12/2010	13	11/30/2010	110	11/30/2010	0	123 - CLOSED	DRIVING IMPROPERLY	
0547-10	07/30/2010	08/06/2010	7	08/12/2010	6	08/13/2010	1	14 - CLOSED	ARREST	
0548-10	07/29/2010	08/19/2010	21	08/19/2010	0	08/19/2010	0	21 - INFO ONLY	IO-1	
0549-10	07/29/2010	08/13/2010	15	06/01/2011	292	06/02/2011	1	308 - CLOSED	FAILED TO WRITE ACCURATE REPORT	
0550-10	08/02/2010	08/03/2010	1	08/03/2010	0	08/04/2010	1	2 - CLOSED	ENTRY	
0551-10	08/03/2010	08/10/2010	7	05/06/2011	269	05/11/2011	5	281 - CLOSED	INAPP BEHAVIOR	
0552-10	08/03/2010	08/16/2010	13	07/29/2011	347	08/01/2011	3	363 - CLOSED	FAILED TO PROPERLY PROCESS PROPERTY	
0553-10	08/03/2010	08/17/2010	14	03/25/2011	220	04/27/2011	33	267 - SUSTAINED	UF DURING ARREST	04/28/2011
0554-10	08/04/2010	08/04/2010	0	08/09/2010	5	08/09/2010	0	5 - CLOSED	FAILED TO WRITE INCIDENT REPORTS	
0555-10	08/05/2010	08/11/2010	6	01/31/2011	173	02/03/2011	3	182 - CLOSED	PROFANITY, INAPP BEHAVIOR/COMMENTS, BIASED POLICING	
0556-10	08/06/2010	08/12/2010	6	04/01/2011	232	04/15/2011	14	252 - CLOSED	DAMAGE DURING SEARCH WARRANT SERVICE	
0557-10	08/06/2010	08/26/2010	20	03/31/2011	217	04/11/2011	11	248 - CLOSED	BIASED POLICINGC	
0558-10	08/06/2010	08/19/2010	13	09/30/2010	42	10/05/2010	5	60 - CLOSED	ARRESTED FIANCE	
0559-10	08/09/2010	08/18/2010	9	08/19/2010	1	08/19/2010	0	10 - INFO ONLY	IO2	
0560-10	08/09/2010	08/20/2010	11	03/10/2011	202	03/11/2011	1	214 - CLOSED	ARREST, UF	
0561-10	08/09/2010	08/09/2010	0	05/20/2011	284	06/10/2011	21	305 - SUSTAINED	UF, ARREST, SEARCH, INAPP BEHAVIOR/COMMENTS	05/10/2011
0562-10	08/09/2010	08/24/2010	15	05/20/2011	269	05/31/2011	11	295 - SUSTAINED	ARREST	06/01/2011
0563-10	08/09/2010	08/24/2010	15	06/27/2011	307	06/28/2011	1	323 - CLOSED	UF	

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0564-10	08/10/2010	08/26/2010	16	09/29/2010	34	09/29/2010	0	50 - INFO ONLY	FAILED TO MAKE AN ARREST	
0565-10	08/10/2010	09/02/2010	23	04/07/2011	217	04/08/2011	1	241 - CLOSED	ARREST, PROFANITY, INAPP BEHAVIOR/COMMENTS	
0566-10	08/10/2010	08/20/2010	10	06/22/2011	306	06/23/2011	1	317 - CLOSED	FAILED TO INVESTIGATE, RUDE	
0567-10	08/11/2010	08/26/2010	15	12/29/2010	125	12/29/2010	0	140 - MEDIATED	FAILED TO PROPERLY INVESTIGATE	
0568-10	08/09/2010	08/30/2010	21	04/06/2011	219	05/19/2011	43	283 - SUSTAINED	CITE, INAPP BEHAVIOR	05/19/2011
0569-10	08/12/2010	08/31/2010	19	07/07/2011	310	07/15/2011	8	337 - CLOSED	ENTRY, SEARCH	
0570-10	08/13/2010	09/08/2010	26	04/19/2011	223	04/20/2011	1	250 - CLOSED	CITE, INAPP BEHAVIOR/COMMENTS	
0571-10	08/16/2010	08/26/2010	10	12/13/2010	109	12/13/2010	0	119 - INFO ONLY	UA	
0572-10	08/16/2010	08/24/2010	8	02/18/2011	178	02/18/2011	0	186 - CLOSED	INAPP COMMENTS	
0573-10	08/16/2010	08/25/2010	9	10/01/2010	37	10/06/2010	5	51 - MEDIATED	FAILED TO TAKE REQ'D ACTION	
0574-10	08/16/2010	08/30/2010	14	09/01/2010	2	09/03/2010	2	18 - INFO ONLY	IO1	
0575-10	08/16/2010	08/20/2010	4	09/20/2010	31	01/18/2011	120	155 - MERGED	FAILED TO INVESTIGATE	
0576-10	08/17/2010	08/24/2010	7	06/24/2011	304	06/29/2011	5	316 - CLOSED	FAILED TO: INVESTIGATE, TAKE REQ'D ACTION	
0577-10	08/17/2010	08/25/2010	8	10/01/2010	37	10/06/2010	5	50 - MEDIATED	FAILED TO TAKE REQ'D ACTION	
0578-10	08/18/2010	08/28/2010	10	05/18/2011	263	05/18/2011	0	273 - CLOSED	RACIALLY BIASED POLICING, INAPP BEHAVIOR/COMMENTS	
0579-10	08/18/2010	09/09/2010	22	09/28/2011	384	09/29/2011	1	407 - WITHDRAWN	UF	
0580-10	08/19/2010	08/27/2010	8	05/27/2011	273	06/01/2011	5	286 - CLOSED	UF, PROFANITY	
0581-10	08/19/2010	08/26/2010	7	07/07/2011	315	07/07/2011	0	322 - SUSTAINED	UF, ARREST, PROFANITY	07/08/2011
0582-10	08/20/2010	09/02/2010	13	06/28/2011	299	06/28/2011	0	312 - CLOSED	FAILED TO RECEIVE CITIZEN'S ARREST	
0583-10	08/20/2010	09/10/2010	21	05/05/2011	237	05/05/2011	0	258 - CLOSED	THREATENING, RETALIATORY BEHAVIOR	
0584-10	08/23/2010	09/17/2010	25	05/31/2011	256	06/21/2011	21	302 - SUSTAINED	THREATENING BEHAVIOR	06/22/2011
0585-10	08/23/2010	10/05/2010	43	07/29/2011	297	07/29/2011	0	340 - SUSTAINED	UA	08/01/2011
0586-10	08/23/2010	08/24/2010	1	11/05/2010	73	11/08/2010	3	77 - CLOSED	CITE	
0587-10	08/23/2010	10/05/2010	43	12/01/2010	57	12/02/2010	1	101 - CLOSED	FAILED TO CALL AMBULANCE	
0588-10	08/23/2010	08/28/2010	5	04/29/2011	244	05/06/2011	7	256 - CLOSED	THREATENING COMMENTS, PROFANITY	
0589-10	08/23/2010	08/23/2010	0	07/15/2011	326	07/15/2011	0	326 - SUSTAINED	FAILED TO TAKE REQ'D ACTION	07/15/2011
0590-10	08/23/2010	10/05/2010	43	01/03/2011	90	01/03/2011	0	133 - CLOSED	DETENTION, SEARCH, FAILED TO ID AS SFPD	
0591-10	08/24/2010	08/30/2010	6	06/24/2011	298	08/09/2011	46	350 - SUSTAINED	DETENTION, SEARCH, RACIAL PROFILING	08/10/2011
0592-10	08/24/2010	09/07/2010	14	07/20/2011	316	07/22/2011	2	332 - CLOSED	INV DETENTION FOR PSYCHIATRIC EVALUATION	
0593-10	08/24/2010	08/24/2010	0	08/25/2010	1	08/27/2010	2	3 - INFO ONLY	IO1 SFSD	
0594-10	08/25/2010	09/08/2010	14	06/23/2011	288	06/23/2011	0	302 - SUSTAINED	FAILED TO INFORM PARENT MINOR WAS BEING TAKEN TO HOSPITAL	06/23/2011

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0595-10	08/25/2010	08/26/2010	1	08/26/2010	0	08/26/2010	0	1 - WITHDRAWN	CITE	
0596-10	08/25/2010	08/31/2010	6	03/08/2011	189	03/15/2011	7	202 - CLOSED	UF DURING ARREST	
0597-10	08/25/2010	08/27/2010	2	01/12/2011	138	01/13/2011	1	141 - CLOSED	TALKING ON CELL PHONE WHILE DRIVING	
0598-10	08/25/2010	08/27/2010	2	11/05/2010	70	11/08/2010	3	75 - CLOSED	MISREPRESENTING THE TRUTH	
0599-10	08/25/2010	08/26/2010	1	08/26/2010	0	08/27/2010	1	2 - INFO ONLY	IMAGINARY ACTIONS	
0600-10	08/25/2010	08/26/2010	1	08/26/2010	0	08/27/2010	1	2 - INFO ONLY	IO1 SFSD	
0601-10	08/25/2010	08/26/2010	1	08/30/2010	4	08/30/2010	0	5 - CLOSED	PSYCH DETENTION	
0602-10	08/26/2010	08/31/2010	5	03/10/2011	191	03/11/2011	1	197 - CLOSED	UF, RACIAL SLURS, PROFANITY, INAPP COMMENTS	
0603-10	08/27/2010	08/27/2010	0	02/13/2011	170	03/31/2011	46	216 - SUSTAINED	INAPP C/BEHAVIOR	04/01/2011
0604-10	08/27/2010	09/09/2010	13	02/22/2011	166	03/09/2011	15	194 - CLOSED	FAILURE TO TAKE REQUIRED ACTION/ARREST	
0605-10	08/25/2010	10/06/2010	42	04/11/2011	187	05/20/2011	39	268 - SUSTAINED	FAILURE TO PROVIDE COPY OF ACCIDENT REPORT	05/23/2011
0606-10	08/27/2010	09/02/2010	6	06/15/2011	286	06/16/2011	1	293 - CLOSED	HANDCUFFING/BEHAVIOR/FAILED TO INVESTIGATE	
0607-10	08/27/2010	08/30/2010	3	08/30/2010	0	08/30/2010	0	3 - INFO ONLY	IO-1 TO SFSO	
0608-10	08/27/2010	08/31/2010	4	04/05/2011	217	04/11/2011	6	227 - CLOSED	FAILED TO FOLLOW DEPT PROCEDURES, INAPP BEHAVIOR	
0609-10	08/30/2010	09/02/2010	3	07/07/2011	308	07/08/2011	1	312 - CLOSED	PROFANITY, SEARCH, DETENTION	
0610-10	08/30/2010	09/13/2010	14	04/05/2011	204	04/08/2011	3	221 - CLOSED	AGGRESSIVE, RUDE, INAPPROPRIATE COMMENTS	
0611-10	08/30/2010	09/14/2010	15	07/12/2011	301	07/15/2011	3	319 - CLOSED	DETENTION	
0612-10	09/01/2010	09/10/2010	9	05/16/2011	248	05/18/2011	2	259 - CLOSED	ARREST, BEHAVIOR & MISSING CASH	
0613-10	09/01/2010	09/01/2010	0	07/27/2011	329	07/28/2011	1	330 - CLOSED	FORCE & FAILURE TO MIRANDIZE	
0614-10	09/01/2010	09/03/2010	2	02/16/2011	166	02/16/2011	0	168 - CLOSED	RUDE DEMEANOR & BEHAVIOR	
0615-10	09/01/2010	09/08/2010	7	10/21/2010	43	10/22/2010	1	51 - CLOSED	ARREST/SEARCH/SEIZURE	
0616-10	09/01/2010	09/03/2010	2	06/15/2011	285	06/17/2011	2	289 - CLOSED	CITATION W/O CAUSE & INAPPROP. BEHAV.	
0617-10	09/01/2010	09/07/2010	6	10/04/2010	27	10/06/2010	2	35 - MEDIATED	OFF. WROTE INACCURATE CITATION AN DAMAGED POSTED SIGNS	
0618-10	09/02/2010	09/03/2010	1	02/08/2011	158	02/11/2011	3	162 - CLOSED	INAPPROPRIATE COMMENTS/BEHAVIOR	
0619-10	09/02/2010	09/27/2010	25	07/14/2011	290	07/29/2011	15	330 - SUSTAINED	DETENTION, HANDCUFFED, UF, PROPERTY SEIZURE, INAPP COMMENTS	07/29/2011
0620-10	09/03/2010	10/08/2010	35	07/20/2011	285	07/21/2011	1	321 - CLOSED	DETENTION, THREATS	
0621-10	09/07/2010	09/08/2010	1	06/13/2011	278	06/13/2011	0	279 - CLOSED	CITE	
0622-10	09/07/2010	09/08/2010	1	10/18/2010	40	10/20/2010	2	43 - MEDIATED	RUDE BEHAVIOR	
0623-10	09/08/2010	09/08/2010	0	10/06/2010	28	10/06/2010	0	28 - MEDIATED	FAILURE TO ADDRESS QUALITY OF LIFE CRIMES ON COMPLAINANT'S STREET	
0624-10	09/08/2010	09/23/2010	15	04/19/2011	208	04/20/2011	1	224 - CLOSED	SEARCHED INSIDE POCKETS, PUSHED C TO GROUND	
0625-10	09/08/2010	09/15/2010	7	10/21/2010	36	10/28/2010	7	50 - MEDIATED	FAILURE TO TAKE REQUIRED ACTION	

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0626-10	09/08/2010	10/08/2010	30	08/29/2011	325	08/29/2011	0	355 - CLOSED	UF DURING DETENTION	
0627-10	09/09/2010	09/21/2010	12	07/24/2011	306	08/12/2011	19	337 - SUSTAINED	UA	08/17/2011
0628-10	09/09/2010	09/22/2010	13	09/22/2010	0	09/23/2010	1	14 - CLOSED	BIASED POLICING, CITE	
0629-10	09/10/2010	09/10/2010	0	01/13/2011	125	02/17/2011	35	160 - CLOSED	DETENTION	
0630-10	09/13/2010	09/24/2010	11	04/07/2011	195	06/10/2011	64	270 - SUSTAINED	DETENTION, SEARCH, PROFILING	06/13/2011
0631-10	09/13/2010	10/01/2010	18	03/15/2011	165	03/15/2011	0	183 - MEDIATED	UA, CRD	
0632-10	09/12/2010	09/24/2010	12	03/18/2011	175	03/18/2011	0	187 - CLOSED	ARREST, UF, INAPP BEHAVIOR	
0633-10	09/15/2010	09/20/2010	5	10/29/2010	39	10/29/2010	0	44 - CLOSED	FAILED TO STOP LOUD PATRONS	
0634-10	09/15/2010	10/19/2010	34	07/12/2011	266	07/12/2011	0	300 - MERGED	INAPP BEHAVIOR	
0635-10	09/16/2010	10/28/2010	42	05/18/2011	202	06/06/2011	19	263 - MEDIATED	SEARCHED RESIDENCE	
0636-10	09/16/2010	10/20/2010	34	07/20/2011	273	07/20/2011	0	307 - CLOSED	HARASSMENT	
0637-10	09/16/2010	10/29/2010	43	07/12/2011	256	07/15/2011	3	302 - CLOSED	ARREST/RACIAL SLUR	
0638-10	09/16/2010	09/16/2010	0	07/14/2011	301	07/14/2011	0	301 - INFO ONLY	IO1	
0639-10	09/17/2010	10/04/2010	17	09/08/2011	339	09/15/2011	7	363 - CLOSED	DETENTION W/O JUSTIFICATION	
0640-10	09/20/2010	10/08/2010	18	07/12/2011	277	07/12/2011	0	295 - MEDIATED	UNJUSTIFIED CITATION/INAPPROPRIATE BEHAVIOR	
0641-10	09/20/2010	11/01/2010	42	01/24/2011	84	01/24/2011	0	126 - CLOSED	FAILED TO INVESTIGTE	
0642-10	09/21/2010	10/08/2010	17	12/03/2010	56	12/29/2010	26	99 - MEDIATED	FAILED TO INVESTIGATE	
0643-10	09/20/2010	10/08/2010	18	01/03/2011	87	01/21/2011	18	123 - MEDIATED	ENTRY, SEARCH	
0644-10	09/21/2010	10/08/2010	17	07/20/2011	285	07/22/2011	2	304 - CLOSED	ENTRY, SEARCH	
0645-10	09/21/2010	10/04/2010	13	07/20/2011	289	07/21/2011	1	303 - CLOSED	ARREST, PROPERTY	
0646-10	09/21/2010	10/08/2010	17	05/31/2011	235	06/16/2011	16	268 - SUSTAINED	CITE, INAPP BEHAVIOR	06/17/2011
0647-10	09/21/2010	10/04/2010	13	11/04/2010	31	11/18/2010	14	58 - CLOSED	ARREST, UF	
0648-10	09/20/2010	10/12/2010	22	09/28/2011	351	09/29/2011	1	374 - CLOSED	FAILED TO ACT, RUDE	
0649-10	09/22/2010	09/30/2010	8	09/30/2010	0	09/30/2010	0	8 - INFO ONLY	CITE	
0650-10	09/23/2010	09/28/2010	5	11/30/2010	63	11/30/2010	0	68 - MEDIATED	RUDE, INAPP BEHAVIOR	
0651-10	09/23/2010	09/27/2010	4	09/27/2010	0	09/27/2010	0	4 - INFO ONLY	UA	
0652-10	09/27/2010	09/27/2010	0					460 - PENDING	SHOOTING	
0653-10	09/27/2010	10/20/2010	23	12/14/2010	55	04/06/2011	113	191 - SUSTAINED	CITE	04/07/2011
0654-10	09/27/2010	10/26/2010	29	06/06/2011	223	07/07/2011	31	283 - CLOSED	PROFANITY, FAILED TO RELEASE PROPERTY	
0655-10	09/27/2010	10/27/2010	30	04/29/2011	184	05/06/2011	7	221 - CLOSED	FAILED TO INVESTIGATE	
0656-10	09/27/2010	12/02/2010	66	12/06/2010	4	12/08/2010	2	72 - CLOSED	ARREST	

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0657-10	09/28/2010	01/14/2011	108	06/28/2011	165	06/28/2011	0	273 - CLOSED	INACCURATE REPORT, PROFANITY, UF	
0658-10	09/29/2010	01/14/2011	107	06/14/2011	151	06/14/2011	0	258 - CLOSED	UF, DETENTION, HARASSMENT	
0659-10	09/29/2010	10/29/2010	30	07/01/2011	245	07/08/2011	7	282 - SUSTAINED	INAPP BEHAVIOR	07/11/2011
0660-10	09/29/2010	10/20/2010	21	05/02/2011	194	05/03/2011	1	216 - CLOSED	UF, CITE, PROFANITY, THREATS	
0661-10	09/30/2010	10/08/2010	8	08/17/2011	313	08/25/2011	8	329 - CLOSED	DAMAGED DOOR, NAME & STAR NO.	
0662-10	09/30/2010	10/07/2010	7	08/16/2011	313	08/22/2011	6	326 - CLOSED	HARASSMENT	
0663-10	09/30/2010	10/01/2010	1	10/01/2010	0	10/04/2010	3	4 - INFO ONLY	IO1 - SFGH	
0664-10	09/30/2010	10/13/2010	13	05/03/2011	202	05/04/2011	1	216 - WITHDRAWN	DETAINED, SEARCHED	
0665-10	10/01/2010	10/14/2010	13	06/28/2011	257	06/28/2011	0	270 - CLOSED	USING CITY RESOURCES TO ENGAGE IN POLITICAL ACTIVITY	
0666-10	10/01/2010	10/04/2010	3	01/24/2011	112	01/24/2011	0	115 - CLOSED	MAKING VIDEO IN DEPT UNIFORM, USING POSITION TO INFLUENCE VOTERS	
0667-10	10/01/2010	10/21/2010	20	10/21/2010	0	10/22/2010	1	21 - WITHDRAWN	THREATS, CITE, FAILED TO ACCEPT PERSON'S ARREST	
0668-10	10/01/2010	10/28/2010	27	12/29/2010	62	12/29/2010	0	89 - MEDIATED	INACCURATE CITE, ISSUING A CITE, INAPP COMMENTS, BIASED POLICING	
0669-10	10/02/2010	10/13/2010	11	04/25/2011	194	04/28/2011	3	208 - CLOSED	FORCE, FAILURE TO TAKE A REPORT AND ARREST	
0670-10	10/01/2010	10/15/2010	14	03/01/2011	137	04/28/2011	58	209 - SUSTAINED	CITE AND THREATENING COMMENT	04/29/2011
0671-10	09/30/2010	11/16/2010	47	06/16/2011	212	06/23/2011	7	266 - CLOSED	CITE AND COMMENTS	
0672-10	10/01/2010	11/01/2010	31	06/28/2011	239	06/28/2011	0	270 - CLOSED	COMMENTS	
0673-10	10/01/2010	11/01/2010	31	02/28/2011	119	03/31/2011	31	181 - CLOSED	UA	
0674-10	10/01/2010	10/21/2010	20	10/21/2010	0	10/22/2010	1	21 - CLOSED	FAILURE TO TAKE REPORT	
0675-10	10/04/2010	11/02/2010	29	08/08/2011	279	08/09/2011	1	309 - CLOSED	FAILED TO TAKE A REPORT	
0676-10	10/04/2010	10/29/2010	25	08/01/2011	276	08/01/2011	0	301 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0677-10	10/04/2010	12/16/2010	73	08/29/2011	256	08/29/2011	0	329 - SUSTAINED	FAILED TO PROVIDE COPY OF CITE	08/29/2011
0678-10	10/04/2010	10/19/2010	15	05/23/2011	216	05/24/2011	1	232 - CLOSED	INVALID ORDER, THREATENING BEHAVIOR	
0679-10	10/04/2010	10/27/2010	23	06/30/2011	246	07/01/2011	1	270 - CLOSED	CITE, FAILED TO ISSUE CITE OR PROVIDE CORRECT INFORMATION REGARDING CITE	
0680-10	10/04/2010	10/25/2010	21	03/31/2011	157	08/29/2011	151	329 - CLOSED	UF	
0681-10	10/05/2010	10/27/2010	22	12/27/2010	61	12/27/2010	0	83 - CLOSED	NO REPORT, INAPP BEHAVIOR	
0682-10	10/05/2010	10/05/2010	0	08/12/2011	311	08/12/2011	0	311 - CLOSED	ARREST, UF, CITE	
0683-10	10/05/2010	10/27/2010	22	10/29/2010	2	10/29/2010	0	24 - CLOSED	FAILED TO INVESTIGATE	
0684-10	10/06/2010	10/18/2010	12	06/22/2011	247	06/23/2011	1	260 - CLOSED	UF, STRUCK W/OBJECT	
0685-10	10/06/2010	10/15/2010	9	04/08/2011	175	04/11/2011	3	187 - CLOSED	INAPP BEHAVIOR	
0686-10	10/07/2010	10/08/2010	1	09/01/2011	328	09/07/2011	6	335 - CLOSED	ARREST, UF, SEARCH	
0687-10	10/07/2010	10/25/2010	18	09/13/2011	323	09/13/2011	0	341 - CLOSED	MISREPRESENTING THE TRUTH	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0688-10	10/08/2010	10/27/2010	19	09/29/2011	337	09/29/2011	0	356 - CLOSED	UNLAWFUL ARREST	
0689-10	10/08/2010	10/22/2010	14	10/22/2010	0	10/25/2010	3	17 - CLOSED	HARASSMENT	
0690-10	10/12/2010	12/05/2010	54	08/25/2011	263	08/25/2011	0	317 - SUSTAINED	PROFANITY/BEHAVIOR	08/26/2011
0691-10	10/12/2010	10/29/2010	17	08/05/2011	280	08/08/2011	3	300 - CLOSED	SCHEDULED FOR 1/31	
0692-10	10/12/2010	10/12/2010	0	12/29/2010	78	12/29/2010	0	78 - MEDIATED	INAPPROPRIATE BEHAVIOR	
0693-10	10/12/2010	10/25/2010	13	10/25/2010	0	10/25/2010	0	13 - CLOSED	FAILURE TO TAKE REQUIRED ACTION	
0694-10	10/12/2010	10/14/2010	2	02/27/2011	136	02/27/2011	0	138 - MEDIATED	FAILURE TO TAKE REQUIRED ACTION	
0695-10	10/13/2010	10/29/2010	16	07/21/2011	265	07/22/2011	1	282 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0696-10	10/13/2010	10/29/2010	16	02/25/2011	119	02/28/2011	3	138 - CLOSED	ARREST	
0697-10	10/14/2010	10/28/2010	14	03/23/2011	146	03/24/2011	1	161 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0698-10	10/18/2010	10/18/2010	0	07/13/2011	268	07/15/2011	2	270 - CLOSED	DETENTION	
0699-10	10/15/2010	11/15/2010	31	03/07/2011	112	03/11/2011	4	147 - CLOSED	OBSCENITY/HOSTILITY	
0700-10	10/15/2010	11/09/2010	25	02/16/2011	99	02/16/2011	0	124 - MEDIATED	FAILED TO INVESTIGATE	
0701-10	10/15/2010	11/05/2010	21	11/01/2011	361	11/02/2011	1	383 - CLOSED	DETENTION AT GUNPOINT, RUDE	
0702-10	10/15/2010	10/27/2010	12	08/05/2011	282	08/08/2011	3	297 - CLOSED	STOP, SEARCH	
0703-10	10/15/2010	11/08/2010	24	06/22/2011	226	06/23/2011	1	251 - CLOSED	STOP, BAD LANGUAGE	
0704-10	10/15/2010	10/29/2010	14	04/19/2011	172	04/21/2011	2	188 - CLOSED	FAILED TO ACT	
0705-10	10/15/2010	11/15/2010	31	07/12/2011	239	07/13/2011	1	271 - CLOSED	RUDE MANNER	
0706-10	10/15/2010	11/09/2010	25	08/24/2011	288	09/26/2011	33	346 - SUSTAINED	UF, SEXUAL SLUR, PROFANITY, REFUSED MEDICAL CARE	
0707-10	10/15/2010	10/19/2010	4	12/03/2010	45	12/29/2010	26	75 - MEDIATED	INAPP BEHAVIOR/COMMENTS	
0708-10	10/18/2010	10/29/2010	11	10/29/2010	0	10/29/2010	0	11 - WITHDRAWN	UF, ARREST	
0709-10	10/18/2010	01/04/2011	78	04/26/2011	112	04/28/2011	2	192 - CLOSED	UF, DETENTION, CITE	
0710-10	10/19/2010	10/28/2010	9	10/03/2011	340	10/03/2011	0	349 - CLOSED	FAILED TO ARRANGE CARETAKING FOR CHILD AFTER PARENT ARREST	
0711-10	10/19/2010	10/28/2010	9	07/11/2011	256	08/01/2011	21	286 - CLOSED	ARREST, UF, THREATS	
0712-10	10/19/2010	11/05/2010	17	07/21/2011	258	07/22/2011	1	276 - CLOSED	CITE, COMMENTS, DETENTION, HANDCUFFING	
0713-10	10/19/2010	11/23/2010	35	05/09/2011	167	05/09/2011	0	202 - CLOSED	TOW	
0714-10	10/19/2010	10/20/2010	1	10/21/2010	1	10/21/2010	0	2 - CLOSED	INACCURATE REPORT	
0715-10	10/21/2010	10/27/2010	6	01/06/2011	71	01/07/2011	1	78 - INFO ONLY	FAILED TO GIVE DIRECTIONS	
0716-10	10/20/2010	10/27/2010	7	04/01/2011	156	04/12/2011	11	174 - CLOSED	DETENTION, UF	
0717-10	10/21/2010	10/24/2010	3	10/24/2010	0	10/25/2010	1	4 - INFO ONLY	IO2	
0718-10	10/21/2010	10/24/2010	3	10/24/2010	0	10/25/2010	1	4 - INFO ONLY	IO2	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0719-10	10/21/2010	11/01/2010	11	05/12/2011	192	05/17/2011	5	208 - CLOSED	FAILED TO PROVIDE TIMELY MEDICAL ASSISTANCE	
0720-10	10/21/2010	10/27/2010	6	03/08/2011	132	03/15/2011	7	145 - CLOSED	FAILED TO TAKE AN INCIDENT REPORT	
0721-10	10/22/2010	10/22/2010	0	04/01/2011	161	04/11/2011	10	171 - CLOSED	INAPP COMMENTS	
0722-10	10/22/2010	11/05/2010	14	07/01/2011	238	07/11/2011	10	262 - CLOSED	INAPP COMMENTS	
0723-10	10/22/2010	10/27/2010	5	07/20/2011	266	07/21/2011	1	272 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0724-10	10/22/2010	11/02/2010	11	05/20/2011	199	05/23/2011	3	213 - CLOSED	FAILED TO INVESTIGATE	
0725-10	10/25/2010	10/25/2010	0	03/03/2011	129	03/04/2011	1	130 - CLOSED	ARREST, SEARCH	
0726-10	10/25/2010	10/29/2010	4	09/09/2011	315	09/27/2011	18	337 - CLOSED	UA	
0727-10	10/25/2010	11/09/2010	15	08/29/2011	293	08/29/2011	0	308 - SUSTAINED	FAILED TO PROVIDE TRANSLATION, INAPPROPRIATE BEHAVIOR	08/29/2011
0728-10	10/25/2010	10/25/2010	0	02/15/2011	113	02/16/2011	1	114 - CLOSED	CITE, INAPP BEHAVIOR/	
0729-10	10/25/2010	10/25/2010	0	06/01/2011	219	06/01/2011	0	219 - WITHDRAWN	UNLAWFUL SEIZURE OF MONEY	
0730-10	10/25/2010	10/28/2010	3	03/17/2011	140	03/17/2011	0	143 - CLOSED	FAILED TO CONTROL HEARING	
0731-10	10/25/2010	10/25/2010	0	08/30/2011	309	08/30/2011	0	309 - CLOSED	CITE, TOW	
0732-10	10/25/2010	10/25/2010	0	12/29/2010	65	12/29/2010	0	65 - MEDIATED	INTIMIDATING BEHAVIOR	
0733-10	10/25/2010	10/25/2010	0	12/29/2010	65	12/29/2010	0	65 - MEDIATED	CITE, RUDE	
0734-10	10/25/2010	10/25/2010	0	07/21/2011	269	07/22/2011	1	270 - CLOSED	ARREST	
0735-10	10/25/2010	10/28/2010	3	03/28/2011	151	03/30/2011	2	156 - CLOSED	RUDE, INTIMIDATING	
0736-10	10/27/2010	11/08/2010	12	05/24/2011	197	05/24/2011	0	209 - CLOSED	PROVIDED BAD INFORMATION	
0737-10	10/27/2010	11/08/2010	12	08/02/2011	267	08/02/2011	0	279 - CLOSED	RUDE BEHAVIOR	
0738-10	10/28/2010	11/15/2010	18	11/15/2010	0	11/17/2010	2	20 - CLOSED	INAPP BEHAVIOR	
0739-10	10/28/2010	10/28/2010	0	11/15/2010	18	11/17/2010	2	20 - INFO ONLY	RUDE BEHAVIOR	
0740-10	10/28/2010	11/15/2010	18	07/21/2011	248	07/22/2011	1	267 - CLOSED	UF	
0741-10	11/01/2010	11/02/2010	1	07/21/2011	261	07/22/2011	1	263 - CLOSED	CITE, RUDE	
0742-10	11/01/2010	11/08/2010	7	11/30/2010	22	12/08/2010	8	37 - INFO ONLY	UF	
0743-10	11/01/2010	11/15/2010	14	01/24/2011	70	01/28/2011	4	88 - CLOSED	ARREST	
0744-10	11/01/2010	11/02/2010	1	11/05/2010	3	11/05/2010	0	4 - MERGED	IO1 DPT	
0745-10	11/01/2010	11/01/2010	0	01/21/2011	81	01/21/2011	0	81 - MEDIATED	FAILED TO ACT	
0746-10	11/01/2010	12/01/2010	30	09/19/2011	292	10/03/2011	14	336 - MEDIATED	PROPERTY PROCESS	
0747-10	11/02/2010	11/03/2010	1	01/18/2011	76	01/20/2011	2	79 - CLOSED	PUSHED OFF BIKE	
0748-10	11/02/2010	11/18/2010	16	04/04/2011	137	04/05/2011	1	154 - CLOSED	UA	
0749-10	11/02/2010	11/02/2010	0	11/02/2010	0	11/03/2010	1	1 - INFO ONLY	TOW	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0750-10	11/02/2010	11/12/2010	10	02/17/2011	97	02/23/2011	6	113 - CLOSED	FAILED TO PROPERLY INVESTIGATE	
0751-10	11/05/2010	11/08/2010	3	11/08/2010	0	11/08/2010	0	3 - INFO ONLY	ELDER ABUSE	
0752-10	11/05/2010	11/08/2010	3	04/26/2011	169	04/28/2011	2	174 - CLOSED	RUDE	
0753-10	11/05/2010	11/17/2010	12	07/11/2011	236	08/01/2011	21	269 - CLOSED	UF, RACIAL SLUR, PROPERTY DESTRUCTION	
0754-10	11/05/2010	11/08/2010	3	11/08/2010	0	11/15/2010	7	10 - INFO ONLY	HIDDEN CAMERA IN MISSION HOTEL ROOMS	
0755-10	11/05/2010	11/08/2010	3	05/31/2011	204	06/01/2011	1	208 - CLOSED	ARREST, COMMENTS, PROFANITY, FAILED TO PROPERLY PROCESS PROPERTY	
0756-10	11/05/2010	11/19/2010	14	08/26/2011	280	08/29/2011	3	297 - CLOSED	UF, BROKEN KNEE	
0757-10	11/05/2010	11/17/2010	12	08/16/2011	272	08/18/2011	2	286 - CLOSED	WITNESSED UNWARRANTED DETENTION, FORCE	
0758-10	11/09/2010	11/09/2010	0	01/24/2011	76	01/28/2011	4	80 - INFO ONLY	IO2	
0759-10	11/09/2010	11/09/2010	0	10/21/2011	346	10/21/2011	0	346 - CLOSED	INAPP BEHAVIOR	
0760-10	11/09/2010	11/15/2010	6	11/17/2010	2	11/17/2010	0	8 - INFO ONLY	IO1	
0761-10	11/09/2010	01/14/2011	66	09/09/2011	238	09/15/2011	6	310 - CLOSED	SEARCH	
0762-10	11/09/2010	12/08/2010	29	08/22/2011	257	08/22/2011	0	286 - CLOSED	PULLED OVER, RUDE	
0763-10	11/09/2010	11/12/2010	3	06/28/2011	228	06/28/2011	0	231 - CLOSED	ABUSIVE BEHAVIOR	
0764-10	11/09/2010	01/14/2011	66	09/29/2011	258	10/03/2011	4	328 - CLOSED	ARREST, SEARCH, HUMILIATION, RACIAL SLUR, SEXUAL SLUR	
0765-10	11/09/2010	11/09/2010	0	07/21/2011	254	07/22/2011	1	255 - CLOSED	FAILED TO PROPERLY PROCESS PROPERTY	
0766-10	11/12/2010	11/16/2010	4	08/09/2011	266	08/09/2011	0	270 - CLOSED	UF	
0767-10	11/15/2010	11/30/2010	15	07/06/2011	218	07/11/2011	5	238 - CLOSED	ARREST, COMMENTS, BEHAVIOR, DISCOURTESY	
0768-10	11/15/2010	11/17/2010	2	11/18/2010	1	11/18/2010	0	3 - INFO ONLY	IO-2	
0769-10	11/15/2010	11/18/2010	3	04/04/2011	137	05/24/2011	50	190 - CLOSED	DETENTION, RUDE	
0770-10	11/16/2010	12/02/2010	16	12/02/2010	0	12/03/2010	1	17 - CLOSED	FAILED TO TAKE REPORT	
0771-10	11/16/2010	12/08/2010	22	10/13/2011	309	10/17/2011	4	335 - CLOSED	ARREST, SEARCH, UF	
0772-10	11/09/2010	11/16/2010	7	08/24/2011	281	08/24/2011	0	288 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0773-10	11/16/2010	11/23/2010	7	03/31/2011	128	04/11/2011	11	146 - CLOSED	UA	
0774-10	11/17/2010	11/17/2010	0	08/22/2011	278	08/22/2011	0	278 - CLOSED	INAPP BEHAVIOR	
0775-10	11/17/2010	11/17/2010	0	05/20/2011	184	05/23/2011	3	187 - CLOSED	UF	
0776-10	11/18/2010	12/02/2010	14	09/22/2011	294	09/26/2011	4	312 - CLOSED	INAPPROPRIATE BEHAVIOR AND COMMENTS	
0777-10	11/19/2010	12/06/2010	17	01/27/2011	52	02/04/2011	8	77 - MEDIATED	SCHEDULED FOR 1/26	
0778-10	11/17/2010	12/10/2010	23	11/14/2011	339	11/18/2011	4	366 - CLOSED	UNNECESSARY FORCE	
0779-10	11/22/2010	11/23/2010	1	06/15/2011	204	06/16/2011	1	206 - CLOSED	INAPPROPRIATE BEHAVIOR	
0780-10	11/18/2010	12/14/2010	26	06/15/2011	183	06/16/2011	1	210 - CLOSED	FAILED TO TAKE REQUIRED ACTION	

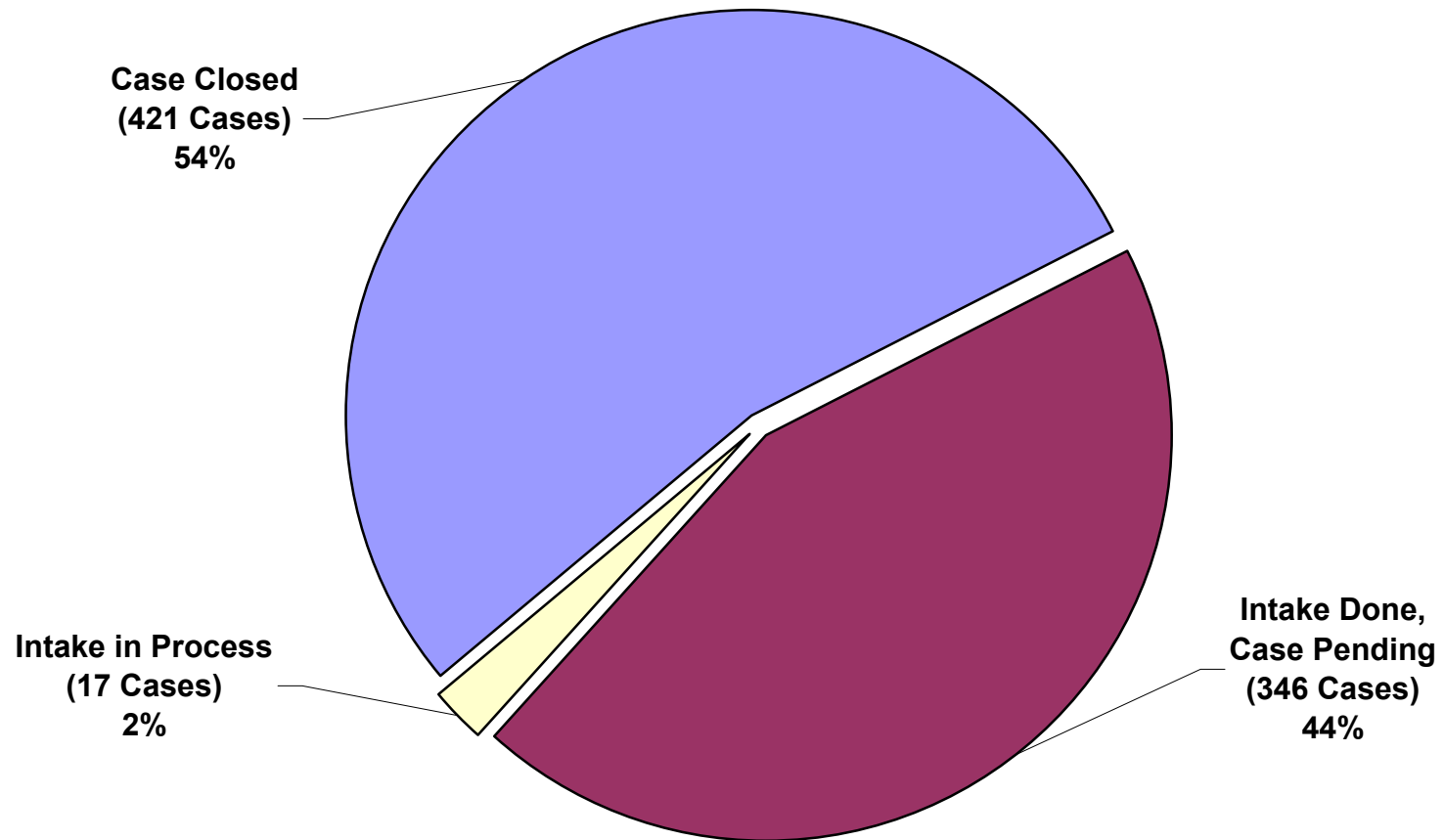
Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0781-10	11/22/2010	01/14/2011	53	02/15/2011	32	02/16/2011	1	86 - INFO ONLY	PEPPER SPRAY AND MESH OVER HEAD	
0782-10	11/22/2010	11/23/2010	1	03/08/2011	105	03/10/2011	2	108 - CLOSED	DETENTION/HANDCUFFING	
0783-10	11/23/2010	11/23/2010	0	12/02/2010	9	12/02/2010	0	9 - INFO ONLY	INAPP BEHAVIOR	
0784-10	11/23/2010	11/23/2010	0	11/23/2010	0	11/29/2010	6	6 - INFO ONLY	IO1 MTA, DPT	
0785-10	11/23/2010	12/03/2010	10	08/22/2011	262	08/22/2011	0	272 - CLOSED	TRAFFIC STOP	
0786-10	11/23/2010	12/10/2010	17	03/15/2011	95	03/15/2011	0	112 - MEDIATED	THREATENING & INAPP COMMENTS/BEHAVIOR	
0787-10	11/24/2010	12/03/2010	9	05/16/2011	164	05/18/2011	2	175 - CLOSED	ACCUSED OF UNNECESSARY 911 CALLS	
0788-10	11/24/2010	12/07/2010	13	10/20/2011	317	10/21/2011	1	331 - CLOSED	UNWARRANTED PRESENCE AT PRIVATE BUSINESS, ACCEPTING GOODS	
0789-10	11/24/2010	12/07/2010	13	04/21/2011	135	05/06/2011	15	163 - CLOSED	GRABBED & TAKEN OFF BUS	
0790-10	11/29/2010	11/29/2010	0	11/29/2010	0	11/30/2010	1	1 - INFO ONLY	THREATENING TO CITE FOR PARKING AT THE AIRPORT	
0791-10	11/29/2010	12/03/2010	4	01/28/2011	56	02/04/2011	7	67 - MEDIATED	EXCESSIVE OFFICERS	
0792-10	11/29/2010	12/08/2010	9	08/31/2011	266	09/02/2011	2	277 - CLOSED	FAILED TO COMMUNICATE W/VICIM'S MOTHER, FAILURE TO SOLVE HOMICIDE	
0793-10	11/29/2010	12/01/2010	2	12/01/2010	0	12/02/2010	1	3 - INFO ONLY	IO1 SFSD	
0794-10	11/29/2010	11/29/2010	0	02/24/2011	87	02/24/2011	0	87 - MEDIATED	FAILED TO INVESTIGATE	
0795-10	11/29/2010	11/29/2010	0	02/04/2011	67	02/04/2011	0	67 - MEDIATED	FAILURE TO PREPARE ACCURATE REPORTDM	
0796-10	11/29/2010	12/22/2010	23	08/31/2011	252	09/02/2011	2	277 - CLOSED	DETENTION, STRIP SEARCH, PROPERTY	
0797-10	12/01/2010	12/01/2010	0	05/02/2011	152	05/03/2011	1	153 - CLOSED	CITE, FAILED TO ID	
0798-10	12/01/2010	12/09/2010	8	03/16/2011	97	03/16/2011	0	105 - MEDIATED	INAPP COMMENTS	
0799-10	12/01/2010	12/22/2010	21	05/25/2011	154	07/28/2011	64	239 - CLOSED	ENTRY, HARASSMENT	
0800-10	12/01/2010	01/12/2011	42	03/31/2011	78	03/31/2011	0	120 - CLOSED	FAILED TO ACT	
0801-10	12/01/2010	01/12/2011	42	09/22/2011	253	09/26/2011	4	299 - CLOSED	DETENTION AT GUNPOINT, PROFILING	
0802-10	12/03/2010	12/30/2010	27	08/29/2011	242	08/29/2011	0	269 - CLOSED	SELECTIVE ENFORCEMENT	
0803-10	12/03/2010	12/29/2010	26	08/29/2011	243	08/30/2011	1	270 - CLOSED	FAILED TO TAKE INCIDENT REPORT	
0804-10	12/06/2010	12/09/2010	3	09/26/2011	291	09/27/2011	1	295 - CLOSED	UF DURING ARREST	
0805-10	12/06/2010	12/08/2010	2	11/18/2011	345	11/18/2011	0	347 - CLOSED	UA	
0806-10	12/07/2010	12/07/2010	0	03/21/2011	104	04/14/2011	24	128 - MEDIATED	INAPP BEHAVIOR	
0807-10	12/07/2010	12/07/2010	0	08/09/2011	245	08/09/2011	0	245 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0808-10	12/07/2010	12/14/2010	7	03/15/2011	91	03/15/2011	0	98 - MEDIATED	CITE	
0809-10	12/07/2010	12/13/2010	6	03/15/2011	92	03/15/2011	0	98 - CLOSED	TRESPASS WHILE IN BATHROOM	
0810-10	12/07/2010	12/10/2010	3	06/30/2011	202	06/30/2011	0	205 - CLOSED	CITE	
0811-10	12/07/2010	12/08/2010	1	06/01/2011	175	06/01/2011	0	176 - CLOSED	UA	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0812-10	12/07/2010	01/14/2011	38	09/08/2011	237	09/09/2011	1	276 - CLOSED	UA	
0813-10	12/07/2010	01/14/2011	38	08/10/2011	208	08/12/2011	2	248 - CLOSED	DETENTION	
0814-10	12/07/2010	12/29/2010	22	05/03/2011	125	05/03/2011	0	147 - MEDIATED	INAPP BEHAVIOR/COMMENTS	
0815-10	12/08/2010	01/14/2011	37	02/15/2011	32	02/28/2011	13	82 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0816-10	12/08/2010	12/08/2010	0	02/16/2011	70	02/28/2011	12	82 - CLOSED	ISSUED INVALID ORDER	
0817-10	12/08/2010	12/30/2010	22	08/19/2011	232	08/22/2011	3	257 - CLOSED	CITE	
0818-10	12/09/2010	01/14/2011	36	03/08/2011	53	03/11/2011	3	92 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0819-10	12/09/2010	01/14/2011	36	08/24/2011	222	09/02/2011	9	267 - SUSTAINED	CITE	09/06/2011
0820-10	12/09/2010	01/06/2011	28	10/27/2011	294	10/27/2011	0	322 - CLOSED	UA	
0821-10	12/09/2010	12/16/2010	7	09/26/2011	284	09/27/2011	1	292 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0822-10	12/09/2010	12/09/2010	0	04/25/2011	137	04/27/2011	2	139 - CLOSED	CITE	
0823-10	12/10/2010	12/29/2010	19	07/25/2011	208	07/29/2011	4	231 - SUSTAINED	4B ENFORCEMENT/INVESTIGATION	08/01/2011
0824-10	12/13/2010	12/23/2010	10	11/08/2011	320	11/10/2011	2	332 - CLOSED	UF	
0825-10	12/13/2010	12/20/2010	7	09/30/2011	284	10/07/2011	7	298 - CLOSED	INACCURATE REPORT, FAILED TO INVESTIGATE	
0826-10	12/13/2010	12/17/2010	4	12/17/2010	0	12/17/2010	0	4 - MERGED	ENTERED RESIDENCE	
0827-10	12/13/2010	01/11/2011	29	02/10/2011	30	02/10/2011	0	59 - CLOSED	TRAILING, HARASSMENT	
0828-10	12/13/2010	01/14/2011	32	01/14/2011	0	01/14/2011	0	32 - MERGED	DETENTION, UF	
0829-10	12/13/2010	01/14/2011	32	04/14/2011	90	04/14/2011	0	122 - MEDIATED	FAILED TO INVESTIGATE	
0830-10	12/13/2010	12/13/2010	0	11/10/2011	332	11/18/2011	8	340 - CLOSED	UF, DETENTION	
0831-10	12/14/2010	12/14/2010	0	01/28/2011	45	03/30/2011	61	106 - SUSTAINED	ARREST/FORCE/COMMENTS/BEHAVIOR/HARASSMENT	03/31/2011
0832-10	12/15/2010	12/17/2010	2	05/18/2011	152	06/17/2011	30	184 - CLOSED	DOMESTIC VIOLENCE	
0833-10	12/15/2010	12/15/2010	0	06/13/2011	180	06/13/2011	0	180 - CLOSED	MISREPRESENTING THE TRUTH	
0834-10	12/15/2010	01/14/2011	30	07/14/2011	181	09/15/2011	63	274 - CLOSED	FAILED TO INVESTIGATE	
0835-10	12/16/2010	01/11/2011	26	05/27/2011	136	05/27/2011	0	162 - INFO ONLY	DRUGGED & RAPED	
0836-10	12/16/2010	01/10/2011	25	01/20/2011	10	01/20/2011	0	35 - INFO ONLY	TAKING DRUGS, WORKING W/OTHERS	
0837-10	12/16/2010	01/07/2011	22	01/07/2011	0	01/07/2011	0	22 - INFO ONLY	FAILED TO TAKE REQ'D ACTION, PROPERLY BOOK	
0838-10	12/16/2010	12/16/2010	0	03/11/2011	85	03/21/2011	10	95 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0839-10	12/21/2010	01/05/2011	15	03/28/2011	82	03/31/2011	3	100 - CLOSED	CITE, RUDE	
0840-10	12/22/2010	01/14/2011	23	04/21/2011	97	04/21/2011	0	120 - WITHDRAWN	FAILED TO TAKE REQ'D ACTION	
0841-10	12/21/2010	12/29/2010	8	08/08/2011	222	08/09/2011	1	231 - CLOSED	ARREST, ENTRY, SEARCH, DAMAGE	
0842-10	12/23/2010	12/28/2010	5	10/20/2011	296	10/26/2011	6	307 - CLOSED	SEARCH, CERTIFICATE OF RELEASE	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0843-10	12/27/2010	01/06/2011	10	09/23/2011	260	09/26/2011	3	273 - CLOSED	ARREST, UF	
0844-10	12/27/2010	01/06/2011	10	09/28/2011	265	09/29/2011	1	276 - CLOSED	DRIVING IMPROPERLY	
0845-10	12/24/2010	12/28/2010	4	01/13/2011	16	01/14/2011	1	21 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0846-10	12/28/2010	01/04/2011	7	05/16/2011	132	05/23/2011	7	146 - CLOSED	RUDE, INAPPROPRIATE BEHAVIOR	
0847-10	12/28/2010	01/14/2011	17	03/18/2011	63	03/21/2011	3	83 - WITHDRAWN	FAILED TO TAKE REQ'D ACTION	
0848-10	12/28/2010	12/30/2010	2	08/29/2011	242	08/29/2011	0	244 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0849-10	12/28/2010	12/29/2010	1	08/12/2011	226	08/12/2011	0	227 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0850-10	12/29/2010	12/29/2010	0	09/07/2011	252	09/07/2011	0	252 - CLOSED	ARREST	
0851-10	12/29/2010	01/06/2011	8	09/28/2011	265	09/29/2011	1	274 - CLOSED	ARREST	
0852-10	12/30/2010	01/14/2011	15	10/17/2011	276	10/21/2011	4	295 - CLOSED	INAPP COMMENTS, ARREST, THREAT	
0853-10	12/30/2010	01/06/2011	7	10/13/2011	280	10/13/2011	0	287 - CLOSED	ARREST, INAPP BEHAVIOR/COMMENTS	
0854-10	12/30/2010	01/04/2011	5	08/15/2011	223	08/22/2011	7	235 - CLOSED	FORCE DURING DETENTION	

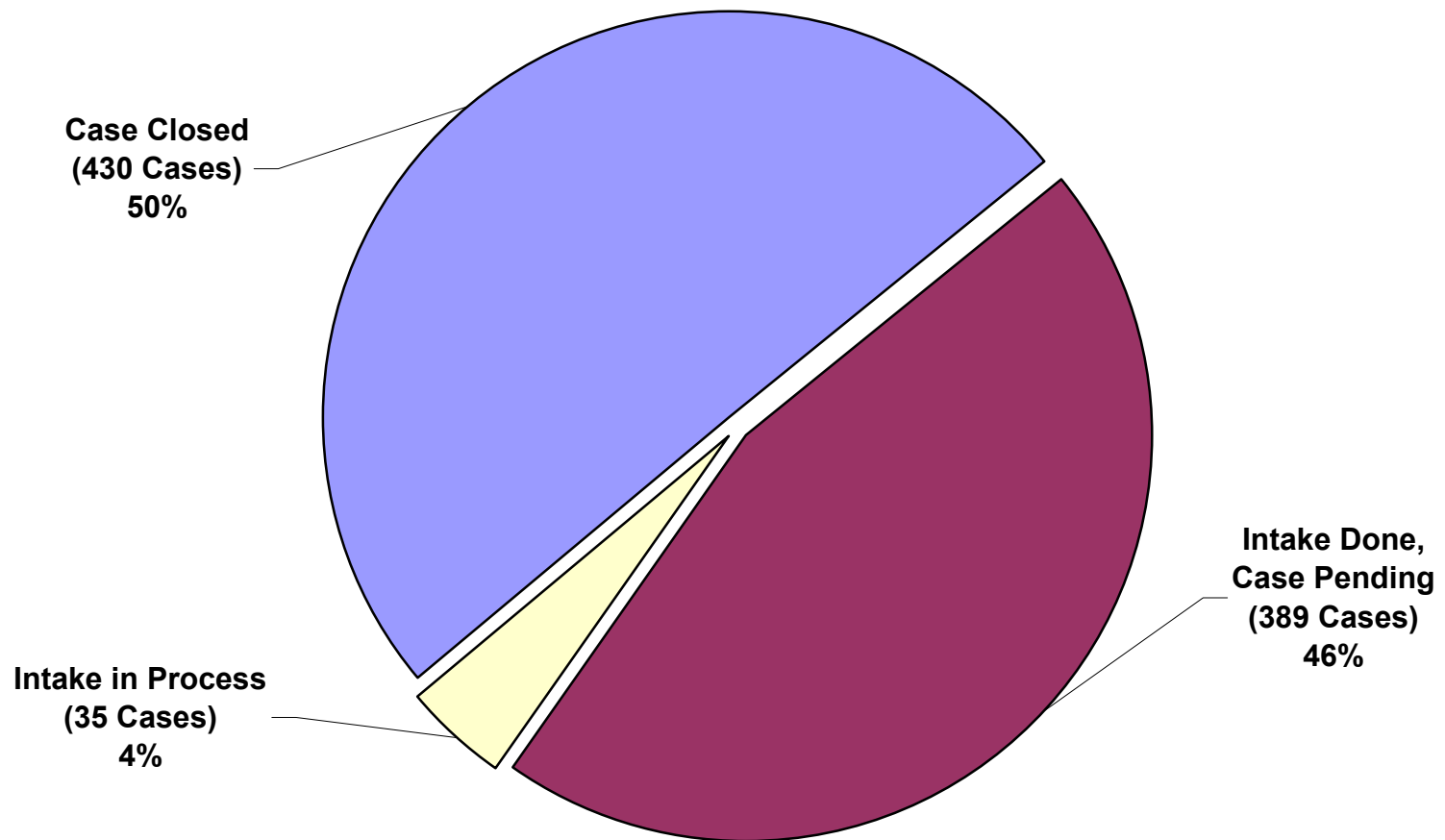
Status of OCC Cases - Year 2011

as of 12/31/2011



Status of OCC Cases - Year 2010

as of 12/31/2010



STATUS OF OCC COMPLAINTS - YEAR 2011
as of 12/31/2011

THE POLICE COMMISSION
OFFICE OF CITIZEN COMPLAINTS
CITY AND COUNTY OF SAN FRANCISCO



Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0001-11	01/03/2011	01/20/2011	17	04/21/2011	91	05/09/2011	18	126 - CLOSED	CITATION, BEHAVIOR, COMMENTS	
0002-11	01/03/2011	01/18/2011	15	05/31/2011	133	06/01/2011	1	149 - CLOSED	THREATS, INAPP COMMENTS, CITE	
0003-11	01/03/2011	01/14/2011	11	09/23/2011	252	09/27/2011	4	267 - CLOSED	FAILED TO ARREST, INAPP BEHAVIOR/COMMENTS	
0004-11	01/03/2011	01/14/2011	11	10/26/2011	285	10/26/2011	0	296 - CLOSED	UF	
0005-11	01/05/2011	01/05/2011	0					360 - PENDING	UF	
0006-11	01/10/2011	01/10/2011	0	10/04/2011	267	10/07/2011	3	270 - CLOSED	HARASSMENT	
0007-11	01/05/2011	01/20/2011	15	09/19/2011	242	10/07/2011	18	275 - CLOSED	CITE, FAILED TO TAKE REQ'D ACTION	
0008-11	01/06/2011	01/12/2011	6	04/26/2011	104	04/26/2011	0	110 - MEDIATED	BIASED POLICING DUE TO RACE, CITE	
0009-11	01/06/2011	01/26/2011	20	03/10/2011	43	04/14/2011	35	98 - CLOSED	HARASS, CITE	
0010-11	01/06/2011	01/13/2011	7	03/01/2011	47	03/15/2011	14	68 - MEDIATED	CITE, NO REASON	
0011-11	01/06/2011	01/14/2011	8	03/31/2011	76	04/19/2011	19	103 - CLOSED	CAR STOP, HARASSMENT	
0012-11	01/07/2011	01/13/2011	6	03/15/2011	61	03/15/2011	0	67 - CLOSED	INAPP BEHAVIOR, NO INCIDENT REPORT, FAILED TO PROVIDE STAR NO.	
0013-11	01/10/2011	01/12/2011	2	02/22/2011	41	02/28/2011	6	49 - CLOSED	TRAFFIC STOP, COMMENTS, PROFANITY	
0014-11	01/07/2011	01/07/2011	0	04/19/2011	102	04/20/2011	1	103 - CLOSED	FAILED TO ARREST, DID NOT PROVIDE NAMES	
0015-11	01/10/2011	01/31/2011	21	03/09/2011	37	06/28/2011	111	169 - CLOSED	FAILED TO RETURN PROPERTY	
0016-11	01/10/2011	01/31/2011	21	06/29/2011	149	06/29/2011	0	170 - WITHDRAWN	INAPP & THREATENING BEHAVIOR/COMMENTS	
0017-11	01/11/2011	01/12/2011	1	04/07/2011	85	04/11/2011	4	90 - CLOSED	CLAIMS POLICE STOLE \$700 FROM HIS APARTMENT	
0018-11	01/11/2011	01/24/2011	13	10/04/2011	253	10/07/2011	3	269 - CLOSED	UF	
0019-11	01/12/2011	01/12/2011	0	05/17/2011	125	05/18/2011	1	126 - CLOSED	REFUSED TO RELEASE CAR	
0020-11	01/13/2011	02/01/2011	19	03/25/2011	52	03/30/2011	5	76 - CLOSED	UNJUSTIFIED DETENTION	
0021-11	01/13/2011	01/13/2011	0	11/18/2011	309			352 - PENDING	JUVENILE ARREST	
0022-11	01/13/2011	02/03/2011	21	03/22/2011	47	03/22/2011	0	68 - MEDIATED	FAILED TO KEEP APPT	
0023-11	01/13/2011	02/08/2011	26	11/18/2011	283	11/21/2011	3	312 - CLOSED	CITATION	
0024-11	01/13/2011	02/09/2011	27	11/28/2011	292	12/23/2011	25	344 - CLOSED	ARREST W/O CAUSE	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0025-11	01/14/2011	05/12/2011	118	10/31/2011	172	11/01/2011	1	291 - CLOSED	UA	
0026-11	01/14/2011	01/14/2011	0	04/04/2011	80	04/05/2011	1	81 - CLOSED	FAILED TO ID	
0027-11	01/14/2011	01/14/2011	0	02/04/2011	21	02/04/2011	0	21 - CLOSED	RUDE DEMEANOR	
0028-11	01/18/2011	01/18/2011	0	04/08/2011	80	04/11/2011	3	83 - CLOSED	RUDE COMMENTS/DEMEANOR	
0029-11	01/18/2011	01/27/2011	9	12/08/2011	315	12/14/2011	6	330 - CLOSED	DETENTION, UF	
0030-11	01/18/2011	01/28/2011	10	05/17/2011	109	05/18/2011	1	120 - CLOSED	UA	
0031-11	01/18/2011	01/31/2011	13	04/21/2011	80	04/21/2011	0	93 - CLOSED	INAPPROPRIATE BEHAVIOR	
0032-11	01/18/2011	01/31/2011	13	09/26/2011	238	09/27/2011	1	252 - CLOSED	INAPPROPRIATE BEHAVIOR	
0033-11	01/19/2011	02/03/2011	15	05/17/2011	103	05/18/2011	1	119 - CLOSED	INAPP BEHAVIOR/COMMENTS, FAILED TO TAKE REQ'D ACTION	
0034-11	01/19/2011	01/31/2011	12	09/23/2011	235	09/26/2011	3	250 - CLOSED	ARREST, CRD, DRIVING IMPROPERLY	
0035-11	01/19/2011	02/15/2011	27	04/26/2011	70	04/26/2011	0	97 - MEDIATED	FAILED TO PROPERLY OPERATE A VESSEL	
0036-11	01/21/2011	02/02/2011	12			12/14/2011		327 - CLOSED	ENTRY	
0037-11	01/21/2011	03/31/2011	69	10/31/2011	214	10/31/2011	0	283 - CLOSED	MISREPRESENTING THE TRUTH	
0038-11	01/21/2011	01/21/2011	0	01/24/2011	3	01/24/2011	0	3 - INFO ONLY	IO1	
0039-11	01/21/2011	01/26/2011	5	05/20/2011	114	05/23/2011	3	122 - CLOSED	INAPPROPRIATE BEHAVIOR	
0040-11	01/21/2011	01/28/2011	7	01/28/2011	0	01/28/2011	0	7 - CLOSED	INAPPROPRIATE BEHAVIOR	
0041-11	01/21/2011	02/09/2011	19	02/09/2011	0	02/10/2011	1	20 - CLOSED	INAPP BEHAVIOR/COMMENTS, FAILED TO TAKE ACTION	
0042-11	01/24/2011	02/08/2011	15	11/04/2011	269	11/18/2011	14	298 - CLOSED	ND, UF, CRD, D	
0043-11	01/24/2011	01/24/2011	0	02/28/2011	35	04/15/2011	46	81 - CLOSED	DETENTION AT GUNPOINT, HARASSMENT, THREATS	
0044-11	01/24/2011	02/04/2011	11	08/04/2011	181	08/08/2011	4	196 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0045-11	01/24/2011	02/04/2011	11	04/26/2011	81	05/03/2011	7	99 - CLOSED	CITATIONS, THREATS	
0046-11	01/24/2011	01/31/2011	7	02/04/2011	4	02/04/2011	0	11 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0047-11	01/25/2011	01/28/2011	3	11/07/2011	283	11/07/2011	0	286 - CLOSED	ARREST, INAPP BEHAVIOR/COMMENTS, UF	
0048-11	01/25/2011	03/31/2011	65	05/26/2011	56	05/26/2011	0	121 - INFO ONLY	ARREST, INAPP BEHAVIOR/COMMENTS	
0049-11	01/25/2011	01/31/2011	6	05/24/2011	113	05/26/2011	2	121 - CLOSED	DETENTION, UF	
0050-11	01/26/2011	02/11/2011	16	10/21/2011	252	10/21/2011	0	268 - CLOSED	UNWARRANTED ARREST, HARASSMENT	
0051-11	01/26/2011	02/01/2011	6	05/24/2011	112	05/24/2011	0	118 - CLOSED	RUDE DURING COLLISION INVESTIGATION	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0052-11	01/26/2011	02/01/2011	6	10/13/2011	254	10/14/2011	1	261 - CLOSED	TRAFFIC STOP, SEARCH, STOLE PROPERTY	
0053-11	01/27/2011	02/09/2011	13	11/22/2011	286	11/23/2011	1	300 - CLOSED	UF DURING ARREST	
0054-11	01/27/2011	02/03/2011	7	10/14/2011	253	10/18/2011	4	264 - CLOSED	SEIZURE OF PROPERTY	
0055-11	01/27/2011	02/16/2011	20	09/07/2011	203	09/07/2011	0	223 - CLOSED	INAPPRORRIATE COMMENTS	
0056-11	01/27/2011	03/15/2011	47	03/15/2011	0	03/15/2011	0	47 - MERGED	INAPPROPRIATE COMMENTS	
0057-11	01/28/2011	02/03/2011	6	03/03/2011	28	03/07/2011	4	38 - CLOSED	INAPPROPRIATE COMMENTS	
0058-11	01/28/2011	02/08/2011	11	09/14/2011	218	09/15/2011	1	230 - CLOSED	UA	
0059-11	01/28/2011	02/04/2011	7	02/07/2011	3	02/11/2011	4	14 - CLOSED	ARREST	
0060-11	01/28/2011	01/28/2011	0					337 - PENDING	SEARCH, DETENTION AT GUNPOINT, PROPERTY	
0061-11	01/28/2011	02/03/2011	6	07/28/2011	175	08/22/2011	25	206 - MEDIATED	RUDE	
0062-11	01/28/2011	01/28/2011	0	01/28/2011	0	01/31/2011	3	3 - MERGED	RUDE	
0063-11	02/01/2011	02/01/2011	0	03/03/2011	30	03/07/2011	4	34 - CLOSED	RUDE	
0064-11	01/28/2011	02/04/2011	7	02/18/2011	14	02/18/2011	0	21 - CLOSED	INAPPROPRIATE BEHAVIOR	
0065-11	01/28/2011	02/25/2011	28	10/13/2011	230	11/02/2011	20	278 - CLOSED	ENTRY, UF	
0066-11	01/28/2011	01/31/2011	3	09/23/2011	235	09/26/2011	3	241 - CLOSED	FAILED TO INVESTIGATE	
0067-11	01/31/2011	02/09/2011	9	10/17/2011	250	10/31/2011	14	273 - CLOSED	FAILURE TO PROPERLY INVESTIGATE	
0068-11	01/31/2011	02/10/2011	10	11/22/2011	285	11/22/2011	0	295 - CLOSED	FAILURE TO INVESTIGATE	
0069-11	01/31/2011	02/08/2011	8	11/04/2011	269	11/07/2011	3	280 - CLOSED	UF	
0070-11	02/02/2011	02/02/2011	0	08/03/2011	182	08/03/2011	0	182 - CLOSED	UA	
0071-11	02/01/2011	02/03/2011	2	09/08/2011	217	09/08/2011	0	219 - CLOSED	DETENTION, UF	
0072-11	02/02/2011	02/18/2011	16		320		5	332 - PENDING	UF	
0073-11	02/02/2011	02/22/2011	20	03/01/2011	7	03/01/2011	0	27 - CLOSED	CITE	
0074-11	02/03/2011	02/15/2011	12	08/08/2011	174	08/08/2011	0	186 - CLOSED	ARREST	
0075-11	02/03/2011	02/03/2011	0	02/03/2011	0	02/16/2011	13	13 - INFO ONLY	INAPP COMMENTS	
0076-11	02/04/2011	02/04/2011	0	11/28/2011	297	11/30/2011	2	299 - CLOSED	ARREST, UF	
0077-11	02/04/2011	02/14/2011	10	04/25/2011	70	04/25/2011	0	80 - MEDIATED	FAILED TO PROTECT	
0078-11	02/04/2011	03/03/2011	27	09/30/2011	211	09/30/2011	0	238 - CLOSED	ARREST, SEARCH, RACIAL SLUR, SEXUAL SLURS, CRD	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0079-11	02/04/2011	02/14/2011	10	06/30/2011	136	06/30/2011	0	146 - CLOSED	FAILED TO ACT	
0080-11	02/04/2011	02/04/2011	0	07/13/2011	159	07/13/2011	0	159 - CLOSED	CITE, PROFILING	
0081-11	02/07/2011	02/18/2011	11	03/28/2011	38	03/31/2011	3	52 - CLOSED	INAPP COMMENTS, REFUSED STAR NO.	
0082-11	02/07/2011	02/16/2011	9	04/20/2011	63	04/21/2011	1	73 - CLOSED	DETENTION, UF	
0083-11	02/08/2011	02/10/2011	2	10/13/2011	245	11/04/2011	22	269 - SUSTAINED	DETENTION, SEARCH, CITE	
0084-11	02/08/2011	02/15/2011	7	02/15/2011	0	02/23/2011	8	15 - CLOSED	PARKING CITE	
0085-11	02/08/2011	02/08/2011	0	03/31/2011	51	04/14/2011	14	65 - MEDIATED	INAPP BEHAVIOR	
0086-11	02/08/2011	03/10/2011	30	03/10/2011	0	03/11/2011	1	31 - WITHDRAWN	FAILED TO PROPERLY INVESTIGATE	
0087-11	02/09/2011	02/16/2011	7	05/10/2011	83	05/20/2011	10	100 - CLOSED	UF DURING DETENTION	
0088-11	02/09/2011	02/16/2011	7	11/02/2011	259	11/07/2011	5	271 - CLOSED	TIGHT HANDCUFFS	
0089-11	02/09/2011	02/14/2011	5	11/15/2011	274	11/21/2011	6	285 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0090-11	02/09/2011	03/04/2011	23	07/07/2011	125	07/11/2011	4	152 - CLOSED	SEARCH VEHICLE	
0091-11	02/10/2011	02/17/2011	7	10/18/2011	243	10/31/2011	13	263 - CLOSED	PLANTED EVIDENCE	
0092-11	02/10/2011	02/10/2011	0	02/10/2011	0	02/16/2011	6	6 - INFO ONLY	IO1	
0093-11	02/10/2011	02/25/2011	15		321			324 - PENDING	ENTRY, SEARCH	
0094-11	02/11/2011	02/15/2011	4	03/10/2011	23	03/10/2011	0	27 - MERGED	DETENTION	
0095-11	02/11/2011	02/14/2011	3	04/14/2011	59	04/14/2011	0	62 - MEDIATED	INAPP BEHAVIOR/COMMENTS	
0096-11	02/11/2011	03/28/2011	45	12/08/2011	255	12/22/2011	14	314 - CLOSED	ARREST	
0097-11	02/16/2011	04/28/2011	71	10/14/2011	169	10/24/2011	10	250 - SUSTAINED	DETENTION, PAT SEARCH, VEHICLE SEARCH	10/26/2011
0098-11	02/15/2011	02/16/2011	1	04/05/2011	48	05/06/2011	31	80 - CLOSED	PUNCHED IN FACE	
0099-11	02/15/2011	02/15/2011	0	02/15/2011	0	02/16/2011	1	1 - INFO ONLY	INAPP BEHAVIOR	
0100-11	02/15/2011	02/15/2011	0	03/04/2011	17	03/04/2011	0	17 - MERGED	DETENTION AT GUNPOINT, UF, MISSING & DAMAGED PROPERTY	
0101-11	02/16/2011	03/04/2011	16	06/06/2011	94	06/06/2011	0	110 - MEDIATED	INAPP BEHAVIOR/COMMENTS	
0102-11	02/16/2011	02/16/2011	0	02/16/2011	0	02/16/2011	0	0 - INFO ONLY	101 SANTA ROSA PD	
0103-11	02/16/2011	03/04/2011	16	12/21/2011	292		22	318 - PENDING	INAPP BEHAVIOR/COMMENTS, SEARCHES, UF	
0104-11	02/17/2011	02/18/2011	1	06/20/2011	122	07/21/2011	31	154 - SUSTAINED	MISUSE OF POLICE AUTHORITY	07/22/2011
0105-11	02/17/2011	02/22/2011	5	08/19/2011	178	08/22/2011	3	186 - CLOSED	GRABBED FROM BIKE	

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0106-11	02/18/2011	03/11/2011	21	03/14/2011	3	03/15/2011	1	25 - CLOSED	HORSE MANURE LEFT	
0107-11	02/18/2011	02/18/2011	0	04/14/2011	55	04/14/2011	0	55 - MEDIATED	RUDE REMARK	
0108-11	02/18/2011	02/22/2011	4	09/09/2011	199	09/09/2011	0	203 - CLOSED	DRIVING IMPROPERLY	
0109-11	02/18/2011	03/09/2011	19	12/05/2011	271			316 - PENDING	FALSE ARREST	
0110-11	02/23/2011	02/24/2011	1	06/17/2011	113	06/28/2011	11	125 - CLOSED	THREATENING & INAPP BEHAVIOR/COMMENTS	
0111-11	02/24/2011	02/25/2011	1	10/26/2011	243	10/27/2011	1	245 - CLOSED	CITE	
0112-11	02/24/2011	02/28/2011	4	05/23/2011	84	05/24/2011	1	89 - CLOSED	FAILED TO RETURN ID	
0113-11	02/25/2011	03/01/2011	4	04/14/2011	44	04/14/2011	0	48 - MEDIATED	TRAFFIC STOP, RUDENESS	
0114-11	02/28/2011	03/03/2011	3	03/03/2011	0	03/07/2011	4	7 - INFO ONLY	FAILED TO TAKE REQ'D ACTION	
0115-11	02/28/2011	03/30/2011	30	04/01/2011	2	04/08/2011	7	39 - CLOSED	CAR TOWED	
0116-11	02/28/2011	02/28/2011	0	12/12/2011	287	12/19/2011	7	294 - CLOSED	CITE, HARASSMENT	
0117-11	02/28/2011	03/30/2011	30	12/06/2011	251	12/08/2011	2	283 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0118-11	02/28/2011	02/28/2011	0	02/28/2011	0	04/14/2011	45	45 - MEDIATED	INAPP BEHAVIOR	
0119-11	02/28/2011	02/28/2011	0	04/14/2011	45	04/14/2011	0	45 - MEDIATED	INAPP BEHAVIOR	
0120-11	03/01/2011	03/14/2011	13	03/15/2011	1	03/15/2011	0	14 - WITHDRAWN	INAPP BEHAVIOR	
0121-11	03/01/2011	04/01/2011	31	07/26/2011	116	07/28/2011	2	149 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0122-11	03/02/2011	04/01/2011	30		291		2	304 - PENDING	UF, INAPP BEHAVIOR/COMMENTS, PROFANITY, DETENTION	
0123-11	03/02/2011	03/14/2011	12	12/05/2011	266		38	304 - PENDING	ARREST	
0124-11	03/03/2011	03/25/2011	22	10/25/2011	214	10/26/2011	1	237 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0125-11	03/03/2011	03/22/2011	19	11/28/2011	251	12/23/2011	25	295 - CLOSED	ARREST	
0126-11	03/03/2011	03/03/2011	0	03/14/2011	11	03/15/2011	1	12 - INFO ONLY	IO1	
0127-11	03/04/2011	04/05/2011	32	12/16/2011	255	12/22/2011	6	293 - CLOSED	ARREST	
0128-11	03/04/2011	03/07/2011	3	04/05/2011	29	04/08/2011	3	35 - CLOSED	OFFICER INELIGIBLE	
0129-11	03/04/2011	03/07/2011	3	03/11/2011	4	03/11/2011	0	7 - INFO ONLY	DETENTION	
0130-11	03/07/2011	03/14/2011	7	12/16/2011	277	12/20/2011	4	288 - CLOSED	UA	
0131-11	03/07/2011	03/07/2011	0	03/07/2011	0	03/11/2011	4	4 - INFO ONLY	IO1	
0132-11	03/08/2011	03/10/2011	2	03/11/2011	1	03/11/2011	0	3 - INFO ONLY	UF	

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0133-11	03/08/2011	03/11/2011	3	10/26/2011	229	11/02/2011	7	239 - CLOSED	HARASSMENT	
0134-11	03/09/2011	03/10/2011	1	05/03/2011	54	05/03/2011	0	55 - MEDIATED	HARASSING COMPLAINANT	
0135-11	03/09/2011	03/22/2011	13	11/30/2011	253	12/21/2011	21	287 - CLOSED	TRAFFIC STOP/RUDE	
0136-11	03/09/2011	03/10/2011	1	12/15/2011	280	12/15/2011	0	281 - CLOSED	ARREST W/O CAUSE	
0137-11	03/09/2011	03/30/2011	21	08/26/2011	149	08/29/2011	3	173 - CLOSED	DETENTION/PROCESS PROPERTY/CITE	
0138-11	03/10/2011	04/06/2011	27	12/01/2011	239	12/22/2011	21	287 - CLOSED	MISUSE OF AUTHORITY	
0139-11	03/10/2011	03/16/2011	6	12/08/2011	267	12/15/2011	7	280 - CLOSED	RACIAL/PROFANITY/INAPPROPRIATE COMMENTS & BEHAVIOR	
0140-11	03/10/2011	03/10/2011	0	03/14/2011	4	03/15/2011	1	5 - INFO ONLY	IO-1 TO CO. J	
0141-11	03/10/2011	03/15/2011	5	11/22/2011	252	11/23/2011	1	258 - CLOSED	UNLAWFULLY DETAINED & SEARCHED	
0142-11	03/11/2011	03/14/2011	3	03/14/2011	0	03/15/2011	1	4 - INFO ONLY	TRAFFIC STOP/INAPP BEHAVIOR	
0143-11	03/11/2011	03/14/2011	3	08/11/2011	150	08/12/2011	1	154 - CLOSED	INAPPROPRIATE COMMENTS	
0144-11	03/11/2011	03/14/2011	3		305			295 - PENDING	STRUCK AFTER SURRENDER	
0145-11	03/14/2011	03/16/2011	2			12/14/2011		275 - SUSTAINED	NO INCIDENT REPORT	12/14/2011
0146-11	03/15/2011	03/21/2011	6	05/20/2011	60	05/24/2011	4	70 - CLOSED	THREATENING & INAPP BEHAVIOR	
0147-11	03/16/2011	05/20/2011	65	11/23/2011	187	11/23/2011	0	252 - CLOSED	TIGHT HANDCUFFS	
0148-11	03/15/2011	03/23/2011	8	06/23/2011	92	06/28/2011	5	105 - CLOSED	TRAFFIC CITE	
0149-11	03/15/2011	03/23/2011	8	06/17/2011	86	06/20/2011	3	97 - CLOSED	BEHAVIOR, TRAFFIC STOP, CITE	
0150-11	03/15/2011	03/30/2011	15		288			291 - PENDING	FAILED TO PROPERLY INVESTIGATE	
0151-11	03/16/2011	04/04/2011	19	09/27/2011	176	09/30/2011	3	198 - CLOSED	ARREST, INAPP BEHAVIOR	
0152-11	03/16/2011	03/31/2011	15					290 - PENDING	UF, ARREST, LYING, FALSE REPORT	
0153-11	03/16/2011	03/16/2011	0	11/21/2011	250	11/23/2011	2	252 - CLOSED	CITE, INACCURATE CITE	
0154-11	03/16/2011	04/19/2011	34	06/06/2011	48	06/06/2011	0	82 - MEDIATED	FAILED TO ENFORCE RO	
0155-11	03/16/2011	04/01/2011	16	05/24/2011	53	05/25/2011	1	70 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0156-11	03/18/2011	04/19/2011	32					288 - PENDING	FALSE ARREST	
0157-11	03/21/2011	03/28/2011	7					285 - PENDING	5150 VEHICLE TOW	
0158-11	03/21/2011	04/01/2011	11	11/23/2011	236	12/21/2011	28	275 - CLOSED	INACCURATE REPORT	
0159-11	03/21/2011	04/01/2011	11	11/09/2011	222	11/16/2011	7	240 - CLOSED	FAILED TO SECURE PROPERTY	

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0160-11	03/21/2011	03/25/2011	4	03/25/2011	0	03/28/2011	3	7 - CLOSED	ENTRY	
0161-11	03/21/2011	04/01/2011	11	05/12/2011	41	05/16/2011	4	56 - INFO ONLY	UF, DENIED MEDICINE, ICE	
0162-11	03/22/2011	03/22/2011	0					284 - PENDING	INAPP BEHAVIOR/COMMENTS	
0163-11	03/22/2011	03/23/2011	1	04/04/2011	12	04/05/2011	1	14 - WITHDRAWN	INACCURATE COURT STATEMENT/REPORT	
0164-11	03/22/2011	04/25/2011	34	11/08/2011	197	11/08/2011	0	231 - CLOSED	CITE	
0165-11	03/23/2011	04/19/2011	27	12/08/2011	233	12/08/2011	0	260 - CLOSED	ARREST	
0166-11	03/24/2011	03/24/2011	0	07/01/2011	99	07/01/2011	0	99 - MEDIATED	SWORE & PUSHED	
0167-11	03/24/2011	05/09/2011	46					282 - PENDING	ENTRY, SEARCH	
0168-11	03/24/2011	03/30/2011	6	08/30/2011	153	08/31/2011	1	160 - CLOSED	HANDCUFFED BOTH DURING TRAFFIC STOP	
0169-11	03/24/2011	03/31/2011	7	07/22/2011	113	07/22/2011	0	120 - MEDIATED	HANDCUFFED, ASSAULT BY NEIGHBOR	
0170-11	03/25/2011	04/11/2011	17					281 - PENDING	FAILED TO TAKE REQ'D ACTION	
0171-11	03/25/2011	03/25/2011	0	10/03/2011	192	10/07/2011	4	196 - CLOSED	THREAT	
0172-11	03/25/2011	04/12/2011	18	11/03/2011	205	11/07/2011	4	227 - CLOSED	CITE	
0173-11	03/25/2011	03/25/2011	0	03/30/2011	5	03/30/2011	0	5 - INFO ONLY	IO1 SFSD	
0174-11	03/25/2011	04/13/2011	19	11/30/2011	231	12/05/2011	5	255 - CLOSED	ARREST	
0175-11	03/25/2011	04/19/2011	25	11/29/2011	224	11/30/2011	1	250 - CLOSED	CITE	
0176-11	03/28/2011	03/29/2011	1	09/22/2011	177	09/29/2011	7	185 - CLOSED	UF	
0177-11	03/28/2011	04/19/2011	22	10/17/2011	181	10/17/2011	0	203 - CLOSED	DETENTION, VEHICLE & PERSON SEARCH	
0178-11	03/28/2011	04/20/2011	23	10/31/2011	194	10/31/2011	0	217 - CLOSED	FAILED TO PROCESS PROPERTY	
0179-11	03/29/2011	03/30/2011	1	08/03/2011	126	08/03/2011	0	127 - WITHDRAWN	FAILED TO TAKE REQ'D ACTION	
0180-11	03/29/2011	04/01/2011	3	12/13/2011	256	12/14/2011	1	260 - CLOSED	CITE	
0181-11	03/29/2011	04/11/2011	13	11/28/2011	231	12/23/2011	25	269 - CLOSED	UF	
0182-11	03/30/2011	03/31/2011	1	03/31/2011	0	04/14/2011	14	15 - INFO ONLY	IO1 SFPD	
0183-11	03/30/2011	03/31/2011	1	05/09/2011	39	05/19/2011	10	50 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0184-11	03/30/2011	03/31/2011	1	03/31/2011	0	04/14/2011	14	15 - INFO ONLY	IO1	
0185-11	03/31/2011	04/01/2011	1	09/30/2011	182	10/21/2011	21	204 - INFO ONLY	FAILED TO TAKE REQ'D ACTION	
0186-11	03/31/2011	05/23/2011	53	09/08/2011	108	09/09/2011	1	162 - CLOSED	MISREPRESENTING TRUTH	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0187-11	03/31/2011	04/21/2011	21		259			275 - PENDING	FORCE, ENTRY, SEARCH, INACCURATE REPORT, FAILURE TO SUPERVISE	
0188-11	03/31/2011	05/23/2011	53			12/23/2011		267 - CLOSED	UF DURING ARREST	
0189-11	04/01/2011	04/05/2011	4	05/25/2011	50	05/26/2011	1	55 - CLOSED	USED AIR HORN	
0190-11	04/01/2011	04/19/2011	18	11/09/2011	204	11/18/2011	9	231 - CLOSED	CITE	
0191-11	04/01/2011	04/15/2011	14	05/26/2011	41	05/27/2011	1	56 - CLOSED	ARREST, SEARCH	
0192-11	04/01/2011	04/18/2011	17	11/04/2011	200	11/21/2011	17	234 - CLOSED	ARREST	
0193-11	04/04/2011	04/13/2011	9	10/31/2011	201	10/31/2011	0	210 - CLOSED	UA	
0194-11	04/04/2011	04/12/2011	8	12/05/2011	237	12/28/2011	23	268 - SUSTAINED	FAILED TO SECURE FIREARM	12/28/2011
0195-11	04/04/2011	04/22/2011	18	12/23/2011	245	12/23/2011	0	263 - CLOSED	INVALID ORDER	
0196-11	04/05/2011	04/11/2011	6			12/13/2011		252 - SUSTAINED	DETENTION, UF, THREAT	12/13/2011
0197-11	04/06/2011	04/12/2011	6	11/28/2011	230	12/23/2011	25	261 - CLOSED	COERCED ENTRY & SEARCH, THREATENED	
0198-11	04/06/2011	04/15/2011	9	11/30/2011	229	12/23/2011	23	261 - CLOSED	FAILURE TO MAKE AN ARREST, TO INVESTIGATE	
0199-11	04/06/2011	05/05/2011	29		245			269 - PENDING	ENTER/SEARCH RESIDENCE	
0200-11	04/06/2011	04/20/2011	14	12/07/2011	231	12/07/2011	0	245 - CLOSED	ARREST/FORCE	
0201-11	04/07/2011	04/07/2011	0	06/06/2011	60	06/06/2011	0	60 - MEDIATED	FAILUER TO PREPARE ACCURATE REPORT	
0202-11	04/07/2011	04/13/2011	6	06/30/2011	78	06/30/2011	0	84 - WITHDRAWN	CITE W/O CAUSE	
0203-11	04/08/2011	04/13/2011	5	10/13/2011	183	10/14/2011	1	189 - CLOSED	FAILING TO DIRECT TRAFFIC WHERE POLICE BLOCKING STREET	
0204-11	04/08/2011	04/08/2011	0	09/30/2011	175	11/02/2011	33	208 - CLOSED	ENTRY/DETAIN (DV)	
0205-11	04/08/2011	05/06/2011	28	08/12/2011	98	08/12/2011	0	126 - CLOSED	CITE/TOW	
0206-11	04/08/2011	04/14/2011	6		273			267 - PENDING	FAILED TO INVESTIGATE	
0207-11	04/08/2011	05/05/2011	27	12/01/2011	210	12/22/2011	21	258 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0208-11	04/08/2011	06/20/2011	73	12/15/2011	178	12/20/2011	5	256 - CLOSED	INTIMIDATION	
0209-11	04/08/2011	04/12/2011	4	10/06/2011	177	10/07/2011	1	182 - CLOSED	INAPP BEHAVIOR	
0210-11	04/12/2011	04/14/2011	2	09/19/2011	158	09/19/2011	0	160 - CLOSED	FAILED TO INVESTIGATE	
0211-11	04/12/2011	04/12/2011	0	11/15/2011	217	11/16/2011	1	218 - CLOSED	UF	
0212-11	04/12/2011	04/18/2011	6		261		5	263 - PENDING	HARASSMENT	
0213-11	04/13/2011	04/14/2011	1	08/12/2011	120	08/12/2011	0	121 - CLOSED	INAPP BEHAVIOR	

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0214-11	04/13/2011	04/21/2011	8	06/17/2011	57	07/01/2011	14	79 - MEDIATED	CITE	
0215-11	04/13/2011	05/02/2011	19	12/07/2011	219	12/07/2011	0	238 - CLOSED	ENTERING & SEARCHING	
0216-11	04/14/2011	05/24/2011	40					261 - PENDING	ARREST, FAILED TO PROPERTY PROCESS PROPERTY	
0217-11	04/14/2011	05/24/2011	40					261 - PENDING	BIASED POLICING DUE TO PERSONAL RELATIONSHIP	
0218-11	04/15/2011	05/11/2011	26					260 - PENDING	INAPP BEHAVIOR	
0219-11	04/08/2011	04/21/2011	13	11/01/2011	194	11/07/2011	6	213 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0220-11	04/15/2011	04/21/2011	6	07/22/2011	92	07/22/2011	0	98 - MEDIATED	INAPP BEHAVIOR/COMMENTS	
0221-11	04/15/2011	05/02/2011	17	12/28/2011	240	12/28/2011	0	257 - SUSTAINED	FAILED TO TAKE REQ'D ACTION	12/29/2011
0222-11	04/15/2011	04/15/2011	0	11/23/2011	222	11/23/2011	0	222 - CLOSED	CITE	
0223-11	04/18/2011	04/28/2011	10		258			257 - PENDING	INVALID ORDER	
0224-11	04/18/2011	04/19/2011	1		274			257 - PENDING	CITE	
0225-11	04/18/2011	04/18/2011	0					257 - PENDING	ARREST, INAPP COMMENTS	
0226-11	04/18/2011	06/20/2011	63	09/09/2011	81	09/12/2011	3	147 - INFO ONLY	IO1	
0227-11	04/18/2011	06/20/2011	63	12/20/2011	183	12/20/2011	0	246 - CLOSED	DETENTION, BIASED POLICING	
0228-11	04/18/2011	06/20/2011	63		205		1	257 - PENDING	DETENTION, BIASED POLICING	
0229-11	04/18/2011	04/29/2011	11	11/15/2011	200	11/21/2011	6	217 - CLOSED	DETENTION, BIASED POLICING	
0230-11	04/18/2011	04/21/2011	3	06/28/2011	68	06/28/2011	0	71 - WITHDRAWN	UF DURING DETENTION	
0231-11	04/18/2011	05/06/2011	18	09/27/2011	144	09/30/2011	3	165 - CLOSED	BIASED POLICING DUE TO RACE & GENDER	
0232-11	04/18/2011	05/06/2011	18	09/27/2011	144	09/30/2011	3	165 - CLOSED	FAILED TO COMPLY W/DGO 5.15 SELECTIVE ENFORCEMENT	
0233-11	04/19/2011	05/06/2011	17	10/24/2011	171	10/28/2011	4	192 - CLOSED	BIASED POLICING DUE TO SEXUAL ORIENTATION, THREATENED	
0234-11	04/19/2011	05/06/2011	17	09/27/2011	144	09/28/2011	1	162 - CLOSED	DETENTION, THREAT	
0235-11	04/19/2011	05/01/2011	12	10/11/2011	163	10/18/2011	7	182 - CLOSED	DETENTION, INAPP BEHAVIOR/COMMENTS	
0236-11	04/19/2011	05/01/2011	12					256 - PENDING	DETENTION, HANDCUFFED	
0237-11	04/19/2011	04/19/2011	0	05/05/2011	16	05/06/2011	1	17 - WITHDRAWN	DETENTION	
0238-11	04/20/2011	05/06/2011	16	08/12/2011	98	08/12/2011	0	114 - CLOSED	HOLD ON TOWED VEHICLE	
0239-11	04/20/2011	05/06/2011	16	09/27/2011	144	09/29/2011	2	162 - CLOSED	BIASED POLICING	
0240-11	04/21/2011	06/09/2011	49					254 - PENDING	CRD	
0241-11	04/21/2011	06/13/2011	53					254 - PENDING	DETENTION	

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0242-11	04/21/2011	06/09/2011	49	06/09/2011	0	06/13/2011	4	53 - INFO ONLY	WRONGFULLY ISSUED PARKING CITATION	
0243-11	04/22/2011	04/25/2011	3					253 - PENDING	UF	
0244-11	04/22/2011	04/28/2011	6	04/28/2011	0	04/28/2011	0	6 - INFO ONLY	DETENTION	
0245-11	04/22/2011	05/03/2011	11	09/30/2011	150	11/17/2011	48	209 - CLOSED	ENTRY, PROFANITY, UF, TOW	
0246-11	04/25/2011	05/10/2011	15	10/13/2011	156	10/27/2011	14	185 - CLOSED	DROVE IMPROPERLY	
0247-11	04/25/2011	04/29/2011	4					250 - PENDING	HARASSMENT	
0248-11	04/26/2011	05/04/2011	8	12/14/2011	224	12/15/2011	1	233 - CLOSED	ILLEGAL ENTRY, UF	
0249-11	04/26/2011	05/08/2011	12	12/06/2011	212	12/08/2011	2	226 - CLOSED	FAILED TO ARREST	
0250-11	04/26/2011	05/12/2011	16					249 - PENDING	DETENTION, BIASED POLICING	
0251-11	04/27/2011	05/03/2011	6	09/27/2011	147	09/30/2011	3	156 - CLOSED	HOSTILE BEHAVIOR	
0252-11	04/27/2011	05/17/2011	20	10/31/2011	167	11/02/2011	2	189 - INFO ONLY	UA	
0253-11	04/27/2011	05/06/2011	9	10/13/2011	160	10/18/2011	5	174 - CLOSED	UA	
0254-11	04/27/2011	05/05/2011	8	11/10/2011	189	11/16/2011	6	203 - CLOSED	TALKING ON CELL PHONE WHILE DRIVING	
0255-11	04/27/2011	05/13/2011	16			12/23/2011		240 - CLOSED	CITE	
0256-11	04/28/2011	05/06/2011	8	10/25/2011	172	11/07/2011	13	193 - CLOSED	CITE	
0257-11	04/28/2011	05/18/2011	20					247 - PENDING	HARASSMENT, FALSIFYING DOCUMENTS	
0258-11	04/28/2011	05/17/2011	19	11/29/2011	196			247 - PENDING	INAPP COMMENT, PROFANITY	
0259-11	04/29/2011	05/31/2011	32	05/31/2011	0	05/31/2011	0	32 - WITHDRAWN	INAPP BEHAVIOR	
0260-11	04/22/2011	05/04/2011	12	10/27/2011	176	11/28/2011	32	220 - CLOSED	ENTRY, INAPP CONDUCT	
0261-11	05/02/2011	05/06/2011	4	08/26/2011	112	08/29/2011	3	119 - CLOSED	FAILED TO TAKE REPORT, PROVIDE NAME AND BADGE NUMBER, RUDE	
0262-11	05/02/2011	05/06/2011	4	06/28/2011	53	06/28/2011	0	57 - CLOSED	INAPP BEHAVIOR	
0263-11	05/02/2011	05/09/2011	7					243 - PENDING	UF, ENTRY, NO MEDICAL ATTENTION	
0264-11	05/02/2011	06/16/2011	45					243 - PENDING	DETENTION, SEARCH, RACIAL BIAS	
0265-11	05/02/2011	05/24/2011	22	05/24/2011	0	05/25/2011	1	23 - CLOSED	DETENTION, HANDCUFFING, CRD	
0266-11	05/02/2011	05/04/2011	2	12/15/2011	225	12/22/2011	7	234 - MEDIATED	DETENTION, INAPP BEHAVIOR, IMPROPER DRIVING	
0267-11	05/02/2011	05/25/2011	23	12/23/2011	212	12/27/2011	4	239 - CLOSED	DETENTION, UF, INAPP BEHAVIOR/COMMENTS, PROFANITY	
0268-11	05/02/2011	05/19/2011	17					243 - PENDING	UA	
0269-11	05/02/2011	05/05/2011	3	09/01/2011	119	10/31/2011	60	182 - CLOSED	UA	

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0270-11	05/03/2011	06/15/2011	43					242 - PENDING	UF	
0271-11	05/03/2011	06/15/2011	43	11/15/2011	153	11/18/2011	3	199 - CLOSED	RESIDENCE SEARCH	
0272-11	05/03/2011	05/04/2011	1	06/04/2011	31	06/06/2011	2	34 - MEDIATED	FAILED TO TAKE REQ'D ACTION	
0273-11	05/03/2011	06/15/2011	43	07/29/2011	44	08/22/2011	24	111 - MEDIATED	FAILED TO TAKE REQ'D ACTION	
0274-11	05/03/2011	05/13/2011	10					242 - PENDING	UA	
0275-11	05/05/2011	05/09/2011	4	12/27/2011	232	12/27/2011	0	236 - CLOSED	CITE, INAPP BEHAVIOR/COMMENTS	
0276-11	05/06/2011	05/13/2011	7	08/29/2011	108	08/29/2011	0	115 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0277-11	05/06/2011	06/16/2011	41	06/16/2011	0	06/17/2011	1	42 - WITHDRAWN	FAILED TO TAKE REQ'D ACTION, INAPP BEHAVIOR/COMMENTS	
0278-11	05/09/2011	05/19/2011	10					236 - PENDING	CITE, INAPP BEHAVIOR	
0279-11	05/09/2011	05/11/2011	2					236 - PENDING	UF DURING DETENTION	
0280-11	05/10/2011	05/18/2011	8	10/13/2011	148	10/14/2011	1	157 - CLOSED	INACCURATE INCIDENT REPORT	
0281-11	05/10/2011	05/19/2011	9	05/24/2011	5	05/24/2011	0	14 - CLOSED	CITE, INAPP PROCEDURE	
0282-11	05/10/2011	05/17/2011	7	12/13/2011	210	12/14/2011	1	218 - CLOSED	DETENTION	
0283-11	05/10/2011	05/13/2011	3	05/23/2011	10	05/23/2011	0	13 - WITHDRAWN	INAPP BEHAVIOR	
0284-11	05/09/2011	06/02/2011	24	10/13/2011	133	10/18/2011	5	162 - CLOSED	FAILED TO TAKE REPORT, THREATS	
0285-11	05/11/2011	06/13/2011	33		218			234 - PENDING	INVALID ORDER, THREATS	
0286-11	05/11/2011	06/13/2011	33	12/20/2011	190	12/20/2011	0	223 - CLOSED	DETENTION, CITE, THREAT	
0287-11	05/11/2011	06/29/2011	49					234 - PENDING	INAPP COMMENTS, FAILED TO PROVIDE NAME/ID	
0288-11	05/11/2011	06/29/2011	49					234 - PENDING	UF	
0289-11	05/11/2011	05/18/2011	7	12/07/2011	203	12/07/2011	0	210 - CLOSED	UF	
0290-11	05/11/2011	05/12/2011	1	07/27/2011	76	08/29/2011	33	110 - SUSTAINED	CITE	08/29/2011
0291-11	05/13/2011	05/23/2011	10					232 - PENDING	CITE	
0292-11	05/13/2011	05/17/2011	4	07/13/2011	57	07/14/2011	1	62 - CLOSED	HARASSING BEHAVIOR	
0293-11	05/13/2011	06/13/2011	31					232 - PENDING	DETENTION	
0294-11	05/13/2011	06/20/2011	38					232 - PENDING	UA	
0295-11	05/16/2011	05/18/2011	2	12/14/2011	210	12/15/2011	1	213 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0296-11	05/16/2011	05/26/2011	10	07/13/2011	48	07/26/2011	13	71 - CLOSED	INAPP BEHAVIOR	
0297-11	05/16/2011	05/19/2011	3					229 - PENDING	MISUSE OF POLICE AUTHORITY	
0298-11	05/17/2011	06/20/2011	34	11/30/2011	163	12/07/2011	7	204 - CLOSED	FORCE USED IN ARREST	

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0299-11	05/17/2011	05/17/2011	0	05/25/2011	8	05/25/2011	0	8 - INFO ONLY	IO-1	
0300-11	05/17/2011	06/20/2011	34					228 - PENDING	FORCE USED IN ARREST	
0301-11	05/18/2011	05/20/2011	2		228		0	227 - PENDING	SELECTIVE ENFORCEMENT, CITE	
0302-11	05/18/2011	06/07/2011	20					227 - PENDING	ENTRY, SEARCH	
0303-11	05/19/2011	05/31/2011	12					226 - PENDING	FAILED TO PROVIDE NAME/STAR NO.	
0304-11	05/19/2011	06/10/2011	22	10/13/2011	125	10/18/2011	5	152 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0305-11	05/19/2011	05/27/2011	8	11/01/2011	158	11/07/2011	6	172 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0306-11	05/19/2011	05/24/2011	5	10/13/2011	142	10/18/2011	5	152 - CLOSED	DETENTION	
0307-11	05/20/2011	05/26/2011	6	08/26/2011	92	08/29/2011	3	101 - WITHDRAWN	R/O DID NOT ARREST, BAD ATTITUDE	
0308-11	05/20/2011	05/31/2011	11		233			225 - PENDING	ARREST	
0309-11	05/20/2011	06/06/2011	17	09/07/2011	93	12/15/2011	99	209 - CLOSED	ISSUING INVALID ORDER	
0310-11	05/20/2011	06/23/2011	34	11/01/2011	131	11/02/2011	1	166 - CLOSED	CITE	
0311-11	05/24/2011	05/24/2011	0	05/31/2011	7	05/31/2011	0	7 - INFO ONLY	IO2	
0312-11	05/24/2011	05/29/2011	5					221 - PENDING	UF	
0313-11	05/24/2011	06/24/2011	31		202		5	221 - PENDING	ARREST	
0314-11	05/24/2011	05/27/2011	3	11/21/2011	178	11/23/2011	2	183 - INFO ONLY	INAPP BEHAVIOR, BLOCKING A DRIVEWAY	
0315-11	05/24/2011	05/25/2011	1					221 - PENDING	SEARCH, INAPP SEARCH	
0316-11	05/24/2011	06/01/2011	8	06/16/2011	15	11/16/2011	153	176 - CLOSED	FAILED TO ACCEPT A PRIVATE PERSON'S ARREST	
0317-11	05/25/2011	05/26/2011	1	05/26/2011	0	05/26/2011	0	1 - INFO ONLY	IO1	
0318-11	05/25/2011	05/26/2011	1	11/28/2011	186	11/28/2011	0	187 - CLOSED	INAPP BEHAVIOR	
0319-11	05/25/2011	05/31/2011	6					220 - PENDING	DETENTION, HARASSMENT	
0320-11	05/25/2011	06/16/2011	22					220 - PENDING	CITE	
0321-11	05/25/2011	05/25/2011	0	09/19/2011	117	09/19/2011	0	117 - WITHDRAWN	5150 DETENTION, HARASSMENT	
0322-11	05/26/2011	06/01/2011	6		217		5	219 - PENDING	UF	
0323-11	05/26/2011	06/17/2011	22	06/17/2011	0	06/17/2011	0	22 - INFO ONLY	INTIMIDATING MANNER	
0324-11	05/27/2011	06/14/2011	18	11/18/2011	157	11/21/2011	3	178 - CLOSED	FALSE REPORT	
0325-11	05/31/2011	06/01/2011	1			12/23/2011		206 - SUSTAINED	DETENTION W/O CAUSE, RACIAL PROFILING	12/28/2011
0326-11	05/31/2011	06/10/2011	10	11/28/2011	171	11/29/2011	1	182 - CLOSED	DETENTION/HARASSMENT	
0327-11	06/01/2011	06/03/2011	2					213 - PENDING	HARASSMENT	

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0328-11	06/01/2011	06/13/2011	12	11/01/2011	141	11/07/2011	6	159 - CLOSED	BIASED POLICING DUE TO RACE	
0329-11	06/01/2011	06/08/2011	7	11/02/2011	147	11/07/2011	5	159 - CLOSED	UA	
0330-11	06/01/2011	06/15/2011	14					213 - PENDING	ARREST	
0331-11	06/02/2011	07/05/2011	33					212 - PENDING	DETENTION	
0332-11	06/01/2011	06/06/2011	5			12/22/2011		204 - CLOSED	FAILED TO TAKE A REPORT	
0333-11	06/01/2011	06/06/2011	5					213 - PENDING	FAILED TO TAKE REQ'D ACTION	
0334-11	06/02/2011	06/03/2011	1					212 - PENDING	CITE	
0335-11	06/02/2011	06/07/2011	5	08/22/2011	76	08/22/2011	0	81 - MEDIATED	FAILED TO TAKE REPORT, INVESTIGATE	
0336-11	06/02/2011	06/10/2011	8					212 - PENDING	WARRANTLESS SEARCH, HOME DAMAGED, TOW	
0337-11	06/02/2011	06/07/2011	5	06/15/2011	8	06/17/2011	2	15 - WITHDRAWN	UF W/INJURY	
0338-11	06/03/2011	06/07/2011	4	08/19/2011	73	08/22/2011	3	80 - CLOSED	ARREST, TOW, INAPP BEHAVIOR	
0339-11	06/06/2011	06/13/2011	7	06/14/2011	1	06/22/2011	8	16 - INFO ONLY	PARKS BLOCKING DRIVEWAY	
0340-11	06/06/2011	06/14/2011	8	07/11/2011	27	07/11/2011	0	35 - INFO ONLY	FAILED TO TAKE REQ'D ACTION	
0341-11	06/06/2011	06/21/2011	15					208 - PENDING	DETENTION, THREAT, PROFILING	
0342-11	06/06/2011	06/22/2011	16	10/31/2011	131	10/31/2011	0	147 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0343-11	06/07/2011	06/10/2011	3					207 - PENDING	FAILED TO RETURN PROPERTY	
0344-11	06/07/2011	06/07/2011	0	07/14/2011	37	07/14/2011	0	37 - INFO ONLY	IO1	
0345-11	06/07/2011	06/13/2011	6					207 - PENDING	JUVENILE OCD	
0346-11	06/08/2011	06/13/2011	5		210		0	206 - PENDING	TOW, PROPERTY LISTING	
0347-11	06/07/2011	06/09/2011	2	06/09/2011	0	06/13/2011	4	6 - INFO ONLY	IO2	
0348-11	06/09/2011	06/23/2011	14					205 - PENDING	CITE	
0349-11	06/09/2011	06/17/2011	8	08/24/2011	68	08/24/2011	0	76 - CLOSED	INAPP BEHAVIOR	
0350-11	06/09/2011	06/24/2011	15					205 - PENDING	FAILED TO TAKE REQ'D ACTION	
0351-09	12/03/2008	05/12/2009	160	08/06/2009	86	08/11/2009	5	251 - CLOSED	CONFLICT OF INTEREST	
0351-11	06/09/2011	06/24/2011	15	09/27/2011	95	09/28/2011	1	111 - CLOSED	CITE, RUDE	
0352-09	12/03/2008	05/12/2009	160	08/06/2009	86	08/11/2009	5	251 - CLOSED	CONDUCT REFLECTS CONFLICT OF INTEREST	
0352-11	06/09/2011	06/22/2011	13					205 - PENDING	ARREST, UF, THREATENING BEHAVIOR	
0353-11	06/09/2011	07/05/2011	26	11/28/2011	146	11/30/2011	2	174 - CLOSED	UF DURING ARREST	
0354-11	06/09/2011	07/15/2011	36					205 - PENDING	UF DURING ARREST	

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0355-11	06/09/2011	06/15/2011	6					205 - PENDING	ENTRY, SEARCH	
0356-11	06/09/2011	06/17/2011	8					205 - PENDING	THREATENING ATTITUDE/COMMENTS	
0357-11	06/09/2011	06/17/2011	8	09/09/2011	84	09/09/2011	0	92 - CLOSED	INVALID ORDER	
0358-11	06/09/2011	06/22/2011	13	12/29/2011	190	12/30/2011	1	204 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0359-11	06/10/2011	06/16/2011	6	08/11/2011	56	08/12/2011	1	63 - CLOSED	ARREST, SEARCH	
0360-11	06/10/2011	06/14/2011	4	08/04/2011	51	08/09/2011	5	60 - CLOSED	PROVIDED MISINFORMATION	
0361-11	06/13/2011	06/22/2011	9	10/27/2011	127	10/31/2011	4	140 - CLOSED	CITE, RACIAL PROFILING	
0362-11	06/13/2011	06/22/2011	9	11/22/2011	153	11/23/2011	1	163 - CLOSED	SEARCH	
0363-11	06/13/2011	06/24/2011	11	09/20/2011	88	09/26/2011	6	105 - WITHDRAWN	INAPP BEHAVIOR, TOW	
0364-11	06/14/2011	07/15/2011	31					200 - PENDING	ARREST	
0365-11	06/14/2011	06/29/2011	15	06/30/2011	1	06/30/2011	0	16 - WITHDRAWN	FAILED TO INVESTIGATE/ARREST	
0366-11	06/14/2011	06/30/2011	16	11/22/2011	145	11/23/2011	1	162 - CLOSED	FAILED TO TAKE REQ'D ACTION, FAILED TO INVESTIGATE	
0367-11	06/14/2011	06/17/2011	3	11/29/2011	165		41	200 - PENDING	UF	
0368-11	06/15/2011	06/15/2011	0	11/23/2011	161	11/23/2011	0	161 - CLOSED	UA	
0369-11	06/15/2011	06/15/2011	0					199 - PENDING	UF, SEARCH, DETENTION	
0370-11	06/16/2011	07/01/2011	15					198 - PENDING	CITE, CONFISCATED MONEY	
0371-11	06/16/2011	07/13/2011	27	08/22/2011	40	08/22/2011	0	67 - CLOSED	FAILED TO TAKE REQ'D ACTION	
0372-11	06/16/2011	06/20/2011	4	12/29/2011	192		11	198 - PENDING	CITE	
0373-11	06/16/2011	06/27/2011	11	09/20/2011	85	09/20/2011	0	96 - SUSTAINED	MISREPRESENTING THE TRUTH	09/21/2011
0374-11	06/17/2011	06/20/2011	3					197 - PENDING	DETENTION, UF, PROCESS PROPERTY	
0375-11	06/17/2011	06/17/2011	0					197 - PENDING	ENTRY, SEARCH, UF	
0376-11	06/17/2011	06/30/2011	13					197 - PENDING	THREATENING COMMENTS, INACCURATE IR	
0377-11	06/16/2011	06/27/2011	11	11/28/2011	154	12/01/2011	3	168 - CLOSED	DETENTION, HOSPITALIZATION	
0378-11	06/17/2011	06/30/2011	13	12/22/2011	175		21	197 - PENDING	INAPP COMMENTS, FAILED TO INVESTIGATE	
0379-11	06/17/2011	06/20/2011	3	11/03/2011	136	11/16/2011	13	152 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0380-11	06/16/2011	06/20/2011	4					198 - PENDING	FAILED TO TAKE ACTION	
0381-11	06/20/2011	06/30/2011	10					194 - PENDING	UF, CRD	
0382-11	06/20/2011	06/30/2011	10					194 - PENDING	UF, ARREST	
0383-11	06/20/2011	06/30/2011	10					194 - PENDING	PROCESS PROPERTY	

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0384-11	06/20/2011	07/06/2011	16	10/21/2011	107	10/21/2011	0	123 - WITHDRAWN	UF	
0385-11	06/20/2011	06/30/2011	10					194 - PENDING	UF, THREATS	
0386-11	06/22/2011	07/14/2011	22					192 - PENDING	DETENTION, PROFANITY	
0387-11	06/22/2011	07/13/2011	21					192 - PENDING	DETENTION	
0388-11	06/22/2011	06/23/2011	1	06/23/2011	0	06/27/2011	4	5 - INFO ONLY	FAILED TO TAKE REQ'D ACTION	
0389-11	06/20/2011	07/01/2011	11					194 - PENDING	UF	
0390-11	06/23/2011	07/05/2011	12					191 - PENDING	BIASED POLICING DUE TO RACE	
0391-11	06/23/2011	06/24/2011	1	07/15/2011	21	07/18/2011	3	25 - CLOSED	INAPP BEHAVIOR	
0392-11	06/23/2011	06/30/2011	7					191 - PENDING	SEARCH, DETENTION, INAPP BEHAVIOR	
0393-11	06/23/2011	06/28/2011	5					191 - PENDING	5150 DETENTION	
0394-11	06/23/2011	07/08/2011	15					191 - PENDING	SEARCH, DETENTION, INAPP BEHAVIOR	
0395-11	06/24/2011	07/08/2011	14		180		9	190 - PENDING	UF, 5150	
0396-11	06/24/2011	06/27/2011	3	07/12/2011	15	07/15/2011	3	21 - CLOSED	THREATENING & INAPP BEHAVIOR/COMMENTS	
0397-11	06/24/2011	07/08/2011	14	08/19/2011	42	08/22/2011	3	59 - CLOSED	TOW, SEARCH	
0398-11	06/24/2011	07/11/2011	17					190 - PENDING	CITE, INAPP BEHAVIOR	
0399-11	06/24/2011	07/13/2011	19		181			190 - PENDING	ARREST	
0400-11	06/27/2011	06/30/2011	3					187 - PENDING	ARREST	
0401-11	06/27/2011	06/27/2011	0	06/30/2011	3	07/01/2011	1	4 - INFO ONLY	MISUSE OF POLICE AUTHORITY	
0402-11	06/28/2011	06/29/2011	1		189			186 - PENDING	5150 DETENTION, FAILED TO MAKE ARREST/INVESTIGATE	
0403-11	06/28/2011	06/29/2011	1					186 - PENDING	INAPP BEHAVIOR/COMMENTS	
0404-11	06/28/2011	07/27/2011	29					186 - PENDING	MISREPRESENTING THE TRUTH	
0405-11	06/29/2011	07/12/2011	13					185 - PENDING	DETENTION, NO MEDICAL ATTN	
0406-11	06/29/2011	07/05/2011	6	08/02/2011	28	08/03/2011	1	35 - CLOSED	ARREST, STRIP SEACH	
0407-11	06/29/2011	07/06/2011	7					185 - PENDING	DID NOT MAKE CITIZEN'S ARREST AND BEHAVED INAPPROPRIATELY	
0408-11	06/29/2011	07/15/2011	16	12/05/2011	143	12/07/2011	2	161 - CLOSED	SEARCH/THREATS	
0409-11	06/29/2011	07/08/2011	9			12/14/2011		168 - CLOSED	FAILURE TO PROCESS PROPERTY	
0410-11	06/29/2011	07/21/2011	22					185 - PENDING	INAPPROPRIATE BEHAVIOR	
0411-11	06/28/2011	07/06/2011	8					186 - PENDING	DETAIN/FORCE/INAPPROPRIATE BEHAVIOR	
0412-11	06/29/2011	07/25/2011	26	07/25/2011	0	07/26/2011	1	27 - WITHDRAWN	FAILUER TO ACT/RUDE	
0413-11	06/30/2011	08/22/2011	53	08/22/2011	0	08/22/2011	0	53 - MEDIATED	FAILE TO ACT/INAPPROPRIATE COMMENTS	

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0414-11	06/30/2011	07/05/2011	5	07/06/2011	1	07/08/2011	2	8 - CLOSED	FAILED TO ENSURE SAFETY	
0415-11	06/28/2011	07/22/2011	24	12/20/2011	151	12/21/2011	1	176 - CLOSED	FAILED TO TAKE REQUIRED ACTION	
0416-11	07/01/2011	07/13/2011	12	07/14/2011	1	07/20/2011	6	19 - CLOSED	FIX-IT TICKET NEEDS EXPLANATION	
0417-11	07/01/2011	07/05/2011	4					183 - PENDING	THREATENED	
0418-11	07/05/2011	07/06/2011	1	09/08/2011	64	09/08/2011	0	65 - CLOSED	THREATENED, NO EMPATHY, INAPP BEHAVIOR/COMMENTS	
0419-11	06/30/2011	07/15/2011	15					184 - PENDING	ARREST	
0420-11	06/30/2011	07/13/2011	13	11/21/2011	131	11/23/2011	2	146 - CLOSED	UF	
0421-11	07/05/2011	07/13/2011	8					179 - PENDING	DETENTION, UF	
0422-11	07/06/2011	07/07/2011	1	08/08/2011	32	08/09/2011	1	34 - CLOSED	CALLED A DRUNK BITCH	
0423-11	07/06/2011	07/11/2011	5					178 - PENDING	UF	
0424-11	06/27/2011	07/06/2011	9	11/10/2011	127	12/01/2011	21	157 - MEDIATED	BIASED POLICING, UF, ARREST, FAILED TO PROVIDE STAR NO.	
0425-11	07/07/2011	07/07/2011	0					177 - PENDING	ENTRY, SEARCH, NO SEARCH WARRANT	
0426-11	07/07/2011	07/07/2011	0	07/07/2011	0	07/08/2011	1	1 - INFO ONLY	IO2	
0427-11	07/07/2011	07/28/2011	21					177 - PENDING	HARASSMENT	
0428-11	07/05/2011	07/22/2011	17					179 - PENDING	UF	
0429-11	07/07/2011	07/08/2011	1	07/08/2011	0	07/08/2011	0	1 - INFO ONLY	IO1	
0430-11	07/07/2011	07/08/2011	1	07/08/2011	0	07/11/2011	3	4 - INFO ONLY	IO1 SFSD	
0431-11	07/08/2011	07/28/2011	20					176 - PENDING	NEGLECT OF DUTY	
0432-11	07/08/2011	08/10/2011	33					176 - PENDING	INAPP BEHAVIOR/COMMENTS	
0433-11	07/11/2011	07/14/2011	3	11/28/2011	137	12/23/2011	25	165 - CLOSED	DETENTION, SEARCH, BEHAVIOR	
0434-11	07/11/2011	07/13/2011	2	10/28/2011	107	10/28/2011	0	109 - CLOSED	INAPP BEHAVIOR	
0435-11	07/11/2011	07/13/2011	2					173 - PENDING	FAILED TO INVESTIGATE, RUDE BEHAVIOR	
0436-11	07/11/2011	08/04/2011	24	11/29/2011	117	12/15/2011	16	157 - CLOSED	CITED, HANDCUFFED, INAPP BEHAVIOR	
0437-11	07/11/2011	07/26/2011	15	11/14/2011	111	11/21/2011	7	133 - CLOSED	MISREPRESENTING THE TRUTH	
0438-11	07/13/2011	07/13/2011	0		176			171 - PENDING	CITE, RUDE	
0439-11	07/13/2011	08/01/2011	19					171 - PENDING	CITE, PROFILING	
0440-11	07/14/2011	07/14/2011	0		187			170 - PENDING	FAILED TO TAKE REQ'D ACTION	
0441-11	07/14/2011	09/08/2011	56					170 - PENDING	CITE, ARREST, PAT SEARCH, INAPP BEHAVIOR, UF, BIASED POLICING	
0442-11	07/15/2011	07/27/2011	12					169 - PENDING	FAILED TO TAKE REQ'D ACTION	
0443-11	07/15/2011	07/18/2011	3	12/13/2011	148	12/14/2011	1	152 - CLOSED	DETENTION AT GUNPOINT	

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0444-11	07/15/2011	07/28/2011	13					169 - PENDING	REFUSED CLAIM, FAILED TO REFER TO OCC	
0445-11	07/18/2011	07/19/2011	1	11/15/2011	119	11/16/2011	1	121 - CLOSED	UA	
0446-11	07/18/2011	07/20/2011	2					166 - PENDING	INAPP BEHAVIOR	
0447-11	07/19/2011	07/21/2011	2	08/01/2011	11	08/03/2011	2	15 - INFO ONLY	FAILED TO TAKE CITIZEN'S ARREST	
0448-11	07/19/2011	08/01/2011	13					165 - PENDING	FALSE STATEMENT ON DMV FORM	
0449-11	07/19/2011	07/29/2011	10	09/19/2011	52	09/27/2011	8	70 - WITHDRAWN	UNWARRANTED ARREST	
0450-11	07/19/2011	08/03/2011	15					165 - PENDING	HARASSMENT	
0451-11	07/19/2011	07/28/2011	9	08/08/2011	11	08/09/2011	1	21 - INFO ONLY	REFUSED TO TAKE DV REPORT	
0452-11	07/20/2011	07/21/2011	1					164 - PENDING	INAPP BEHAVIOR, HANDCUFFING	
0453-11	07/20/2011	08/10/2011	21					164 - PENDING	UNWARRANTED SEARCH	
0454-11	07/21/2011	07/22/2011	1					163 - PENDING	UNWARRANTED DETENTION	
0455-11	07/21/2011	08/15/2011	25					163 - PENDING	FALSE ARREST	
0456-11	07/21/2011	07/25/2011	4					163 - PENDING	UF	
0457-11	07/22/2011	08/08/2011	17					162 - PENDING	ENTRY, SEARCH, FAILED TO PROVIDE SEARCH WARRANT, UF, BEHAVIOR	
0458-11	07/22/2011	08/17/2011	26					162 - PENDING	ARREST, INAPP BEHAVIOR	
0459-11	07/22/2011	07/22/2011	0	08/08/2011	17	08/08/2011	0	17 - INFO ONLY	IO1 - CHP	
0460-11	07/25/2011	07/27/2011	2					159 - PENDING	BIASED POLICING	
0461-11	07/25/2011	07/27/2011	2					159 - PENDING	AGGRESSIVE BEHAVIOR, CITE, BIASED POLICING	
0462-11	07/25/2011	08/09/2011	15	10/03/2011	55	10/03/2011	0	70 - MEDIATED	INACCURATE REPORT, FAILED TO TAKE REQ'D ACTION	
0463-11	07/25/2011	07/28/2011	3	08/11/2011	14	08/12/2011	1	18 - CLOSED	PROPOSITIONED, SEXTED WHILE ON DUTY	
0464-11	07/25/2011	08/03/2011	9					159 - PENDING	GRABBED AND DRAGGED, INAPP BEHAVIOR/COMMENTS	
0465-11	07/25/2011	08/02/2011	8					159 - PENDING	DID NOT ACCEPT REPORT, INVALID ORDER, DID NOT PROVIDE STAR NO.	
0466-11	07/25/2011	08/09/2011	15	11/02/2011	85	11/02/2011	0	100 - MEDIATED	CITE, YELLED, MISREPRESENTED THE TRUTH	
0467-11	07/25/2011	09/19/2011	56					159 - PENDING	UF, VEHICLE SEARCH, PROPERTY DESTRUCTION, MISSING PROPERTY	
0468-11	07/26/2011	07/27/2011	1	07/27/2011	0	07/28/2011	1	2 - CLOSED	CITE	
0469-11	07/27/2011	09/08/2011	43	10/13/2011	35	10/13/2011	0	78 - MEDIATED	INAPP BEHAVIOR	
0470-11	07/27/2011	09/08/2011	43	10/12/2011	34	10/12/2011	0	77 - MEDIATED	5150 DETENTION	
0471-11	07/27/2011	08/02/2011	6					157 - PENDING	DETENTION, TIGHT HANDCUFFS	
0472-11	07/27/2011	08/09/2011	13					157 - PENDING	FAILED TO PROVIDE INTERPRETER	
0473-11	07/27/2011	08/02/2011	6	11/07/2011	97	11/08/2011	1	104 - CLOSED	INAPP BEHAVIOR	

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0474-11	07/27/2011	07/27/2011	0	08/18/2011	22	08/18/2011	0	22 - CLOSED	DETENTION, PROPERTY PROCESS, INVALID ORDER	
0475-11	07/27/2011	08/04/2011	8					157 - PENDING	US, US, CRED, UF, D, ND	
0476-11	07/27/2011	08/03/2011	7	10/03/2011	61	10/03/2011	0	68 - MEDIATED	INACCURATE CITE	
0477-11	07/18/2011	07/28/2011	10	08/02/2011	5	08/03/2011	1	16 - CLOSED	ND, CRD	
0478-11	07/28/2011	08/10/2011	13					156 - PENDING	ARREST, BIASED POLICING	
0479-11	07/28/2011	08/02/2011	5	10/31/2011	90	10/31/2011	0	95 - WITHDRAWN	ARREST, FAILED TO RETURN MONEY	
0480-11	07/28/2011	08/10/2011	13					156 - PENDING	ARREST, BIASED POLICING	
0481-11	07/28/2011	08/18/2011	21					156 - PENDING	UF DURING ARREST	
0482-11	07/29/2011	08/04/2011	6					155 - PENDING	HARASSMENT	
0483-11	07/29/2011	08/03/2011	5	08/03/2011	0	08/08/2011	5	10 - INFO ONLY	CITE, UNPROFESSIONAL BEHAVIOR	
0484-11	08/02/2011	08/11/2011	9					151 - PENDING	HARASSMENT, THREATS	
0485-11	08/02/2011	08/03/2011	1					151 - PENDING	D/N SUMMON 408 FOLLOWING COLLISION, INAPP COMMENT, PROFANITY	
0486-11	08/02/2011	08/09/2011	7	09/15/2011	37	09/15/2011	0	44 - MEDIATED	INACCURATE REPORT	
0487-11	08/03/2011	08/03/2011	0					150 - PENDING	MISREPRESENTATION BY NUMEROUS OFFICERS	
0488-11	08/04/2011	08/14/2011	10	12/16/2011	124	12/19/2011	3	137 - CLOSED	MISUSE OF DEPARTMENT RESOURCES	
0489-11	08/05/2011	08/12/2011	7	09/26/2011	45	09/26/2011	0	52 - WITHDRAWN	EJECTED, DETAINED, LOST MONEY	
0490-11	08/08/2011	08/08/2011	0	11/28/2011	112	11/28/2011	0	112 - WITHDRAWN	CONSENT ENTRY	
0491-11	08/08/2011	08/19/2011	11	08/26/2011	7	08/29/2011	3	21 - INFO ONLY	INAPPROPRIATE BEHAVIOR	
0492-11	08/08/2011	08/24/2011	16	11/10/2011	78	11/15/2011	5	99 - MEDIATED	CITE	
0493-11	08/08/2011	08/15/2011	7	11/29/2011	106	11/30/2011	1	114 - CLOSED	INAPP BEHAVIOR	
0494-11	08/08/2011	08/10/2011	2					145 - PENDING	ISSUED INVALID ORDER	
0495-11	08/08/2011	09/12/2011	35					145 - PENDING	UF	
0496-11	08/08/2011	08/08/2011	0		163			145 - PENDING	ARREST	
0497-11	08/08/2011	08/12/2011	4					145 - PENDING	INAPP BEHAVIOR	
0498-11	08/09/2011	08/09/2011	0	08/17/2011	8	08/18/2011	1	9 - INFO ONLY	IO1 - UCSF	
0499-11	08/08/2011	08/16/2011	8					145 - PENDING	UF	
0500-11	08/15/2011	08/15/2011	0					138 - PENDING	INAPP BEHAVIOR/COMMENTS	
0501-11	08/10/2011	08/12/2011	2					143 - PENDING	FAILED TO INVESTIGATE, UNWARRANTED 5150 DETENTION	
0502-11	08/10/2011	08/12/2011	2					143 - PENDING	MAN IN DIABETIC REACTION TACKLED BY OFFICERS	
0503-11	08/11/2011	08/15/2011	4	08/18/2011	3	08/18/2011	0	7 - WITHDRAWN	INTIMIDATION	

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0504-11	08/11/2011	08/15/2011	4	11/30/2011	107	12/05/2011	5	116 - CLOSED	PEPPER SPRAYED WHILE PROTESTING	
0505-11	08/11/2011	08/15/2011	4	09/28/2011	44	09/28/2011	0	48 - CLOSED	FAILURE TO ARREST BROTHER	
0506-11	08/18/2011	09/12/2011	25	11/03/2011	52	11/15/2011	12	89 - CLOSED	INAPP COMMENTS	
0507-11	08/11/2011	09/06/2011	26					142 - PENDING	FAILED TO TAKE REQ'D ACTION	
0508-11	08/15/2011	08/23/2011	8					138 - PENDING	INAPPROPRIATE COMMENTS	
0509-11	08/09/2011	08/19/2011	10					144 - PENDING	INAPPROPRIATE BEHAVIOR	
0510-11	08/11/2011	09/12/2011	32	09/16/2011	4	09/16/2011	0	36 - WITHDRAWN	DETENTION	
0511-11	08/09/2011	09/11/2011	33					144 - PENDING		
0512-11	08/16/2011	08/28/2011	12					137 - PENDING	CITE, INAPP BEHAVIOR/COMMENTS	
0513-11	08/16/2011	08/18/2011	2	11/15/2011	89	11/15/2011	0	91 - MEDIATED	FAILED TO PROVIDE NAME/STAR & INVESTIGATE, INAPP COMMENTS	
0514-11	08/15/2011	08/17/2011	2	09/22/2011	36	09/26/2011	4	42 - CLOSED	RUDE PHONE DEMEANOR	
0515-11	08/15/2011	08/17/2011	2	11/07/2011	82	11/07/2011	0	84 - WITHDRAWN	UA	
0516-11	08/16/2011	09/08/2011	23					137 - PENDING	PROCESS PROPERTY, INAPP BEHAVIOR/COMMENTS, BIASED POLICING, SEXUAL ORIENTATION	
0517-11	08/16/2011	08/25/2011	9	08/26/2011	1	08/29/2011	3	13 - WITHDRAWN	INCOMPLETE REPORT	
0518-11	08/17/2011	09/07/2011	21					136 - PENDING	IMPROPERLY PROCESSED PROPERTY	
0519-11	08/17/2011	08/26/2011	9	12/01/2011	97	12/07/2011	6	112 - CLOSED	CITE	
0520-11	08/17/2011	09/01/2011	15		133			136 - PENDING	DETENTION	
0521-11	08/17/2011	09/01/2011	15					136 - PENDING	ARREST	
0522-11	08/18/2011	08/25/2011	7					135 - PENDING	IMPROPER SEARCH, DAMAGED VEHICLE	
0523-11	08/18/2011	09/09/2011	22					135 - PENDING	HARASSMENT, NO MIRANDA	
0524-11	08/18/2011	08/25/2011	7	10/03/2011	39	10/03/2011	0	46 - MEDIATED	CITE, RUDE ATTITUDE	
0525-11	08/22/2011	08/25/2011	3					131 - PENDING	UF, COMMENTS, MISSING MONEY	
0526-11	08/19/2011	10/18/2011	60					134 - PENDING	FAILED TO INVESTIGATE, INAPP BEHAVIOR/COMMENTS	
0527-11	08/22/2011	09/02/2011	11					131 - PENDING	FAILED TO FOLLOW TRAFFIC LAWS	
0528-11	08/22/2011	08/25/2011	3					131 - PENDING	UF, INAPP BEHAVIOR, RACIAL SLURS, FAILED TO PRESERVE EVIDENCE	
0529-11	08/23/2011	09/06/2011	14					130 - PENDING	THREATENED TO ARREST COMP AND INAPPROPRIATE COMMENTS AND SCREAMING	
0530-11	08/22/2011	08/22/2011	0					131 - PENDING	IO1 TO IAD	
0531-11	08/23/2011	08/23/2011	0					130 - PENDING	DETENTION, FAILED TO ARREST, INACCURATE INCIDENT REPORT	
0532-11	08/23/2011	08/23/2011	0					130 - PENDING	DETENTION, HANDCUFFING, NO MEDICAL ATTN	
0533-11	08/23/2011	08/23/2011	0					130 - PENDING	DETENTION, HANDCUFFING, THROWN TO GROUND, INAPP BEHAVIOR/COMMENTS	

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0534-11	08/23/2011	08/23/2011	0					130 - PENDING	DETENTION, HANDCUFFING, THROWN TO GROUND, INAPP BEHAVIOR/COMMENTS	
0535-11	08/23/2011	08/30/2011	7					130 - PENDING	CITE, RUDE	
0536-11	08/23/2011	09/08/2011	16					130 - PENDING	ARREST	
0537-11	08/24/2011	08/29/2011	5	12/07/2011	100	12/07/2011	0	105 - CLOSED	BIASED POLICING, UF DURING ARREST	
0538-11	08/25/2011	09/15/2011	21					128 - PENDING	INAPP BEHAVIOR/COMMENTS	
0539-11	08/25/2011	09/12/2011	18					128 - PENDING	INAPP BEHAVIOR/COMMENTS	
0540-11	08/24/2011	09/13/2011	20					129 - PENDING	ARREST, FAILED TO SECURE	
0541-11	08/24/2011	09/13/2011	20	09/23/2011	10	09/26/2011	3	33 - CLOSED	DID NOT IDENTIFY	
0542-11	08/25/2011	09/16/2011	22	12/02/2011	77	12/15/2011	13	112 - MEDIATED	INAPP COMMENTS	
0543-11	08/26/2011	08/26/2011	0					127 - PENDING	IO1 SFSD	
0544-11	08/26/2011	09/21/2011	26	10/07/2011	16	10/07/2011	0	42 - CLOSED	FAILED TO PROPERLY PROCESS PROPERTY	
0545-11	08/29/2011	09/26/2011	28	11/04/2011	39	11/18/2011	14	81 - CLOSED	INAPPROPRIATE BEHAVIOR AND COMMENTS	
0546-11	08/29/2011	10/24/2011	56	11/01/2011	8	11/02/2011	1	65 - CLOSED	CITATION W/O JUSTIFICATION	
0547-11	08/29/2011	10/25/2011	57					124 - PENDING	HARASSING	
0548-11	08/29/2011	10/24/2011	56					124 - PENDING		
0549-11	08/30/2011	08/30/2011	0	11/01/2011	63	11/15/2011	14	77 - INFO ONLY	FAILED TO RETURN ALL PROPERTY	
0550-11	09/05/2011	09/05/2011	0					117 - PENDING	FAILURE TO ID, FORCE	
0551-11	08/26/2011	09/21/2011	26					127 - PENDING	FAILED TO TAKE A REPORT	
0552-11	08/29/2011	09/07/2011	9					124 - PENDING	ARREST/FORCE PROPERTY PROCESS/THREATENING BEHAVIOR	
0553-11	08/31/2011	09/08/2011	8	10/03/2011	25	10/03/2011	0	33 - MEDIATED	COMMENTS	
0554-11	09/01/2011	09/01/2011	0	09/01/2011	0	09/02/2011	1	1 - CLOSED	IO2	
0555-11	09/01/2011	09/07/2011	6					121 - PENDING	DETENTION	
0556-11	09/02/2011	09/07/2011	5					120 - PENDING	DETENTION, SEARCH, HANDCUFFING, THREAT	
0557-11	09/02/2011	09/13/2011	11	12/20/2011	98	12/20/2011	0	109 - CLOSED	RUDE, UNPROFESSIONAL	
0558-11	09/02/2011	09/12/2011	10	12/02/2011	81	12/15/2011	13	104 - MEDIATED	FAILED TO PROPERLY PROCESS PROPERLY	
0559-11	09/06/2011	09/16/2011	10					116 - PENDING	UF, ARREST	
0560-11	09/06/2011	09/09/2011	3					116 - PENDING	DETENTION	
0561-11	09/07/2011	09/21/2011	14					115 - PENDING	INAPPROPRIATE BEHAVIOR/COMMENTS	
0562-11	09/07/2011	09/11/2011	4	09/23/2011	12	09/26/2011	3	19 - CLOSED	UF, INAPP BEHAVIOR	
0563-11	09/07/2011	09/26/2011	19					115 - PENDING	CITE, INAPP COMMENTS	

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0564-11	09/07/2011	09/11/2011	4					115 - PENDING	INAPP BEHAVIOR	
0565-11	09/07/2011	09/09/2011	2	09/12/2011	3	09/12/2011	0	5 - INFO ONLY	INAPP BEHAVIOR	
0566-11	09/07/2011	09/16/2011	9	10/28/2011	42	11/02/2011	5	56 - CLOSED	FAILED TO PROCESS PROPERTY	
0567-11	09/08/2011	09/20/2011	12					114 - PENDING	DETENTION, BIASED POLICING	
0568-11	09/08/2011	09/20/2011	12					114 - PENDING	DETENTION, GUNPOINT, TIGHT HANDCUFFS	
0569-11	09/08/2011	10/11/2011	33					114 - PENDING	ENTRY, SEARCH	
0570-11	09/08/2011	09/09/2011	1	09/09/2011	0	09/09/2011	0	1 - INFO ONLY	IO1 TAXI COMMISSION	
0571-11	09/09/2011	09/15/2011	6	11/14/2011	60	11/15/2011	1	67 - CLOSED	INAPP BEHAVIOR	
0572-11	09/12/2011	09/13/2011	1					110 - PENDING	FAILED TO TAKE ACTION	
0573-11	09/12/2011	09/12/2011	0					110 - PENDING	THREATENED TO ISSUE CITE	
0574-11	09/12/2011	09/15/2011	3					110 - PENDING	HARASSING OWNER TO EVICT	
0575-11	09/12/2011	09/14/2011	2					110 - PENDING	HARASS, INTIMIDATE ONLOOKER	
0576-11	09/14/2011	10/14/2011	30					108 - PENDING	FAILED TO PROPERLY PROCESS PROPERTY	
0577-11	09/14/2011	09/15/2011	1		111			108 - PENDING	ARREST	
0578-11	09/14/2011	09/15/2011	1	09/15/2011	0	09/16/2011	1	2 - INFO ONLY	UF DURING DETENTION	
0579-11	09/15/2011	10/11/2011	26					107 - PENDING	CITE, RUDE	
0580-11	09/15/2011	09/20/2011	5	11/30/2011	71	11/30/2011	0	76 - CLOSED	INACCURATE REPORT	
0581-11	09/13/2011	09/21/2011	8					109 - PENDING	ARREST	
0582-11	09/15/2011	09/19/2011	4	11/28/2011	70	11/28/2011	0	74 - CLOSED	UF	
0583-11	09/16/2011	09/19/2011	3	09/20/2011	1	09/27/2011	7	11 - WITHDRAWN	FAILED TO PROPERLY PROCESS PROPERTY	
0584-11	09/15/2011	09/16/2011	1					107 - PENDING	DETENTION, SEARCH	
0585-11	09/15/2011	09/30/2011	15	12/07/2011	68	12/07/2011	0	83 - CLOSED	CITE	
0586-11	09/16/2011	09/22/2011	6					106 - PENDING	INAPP COMMENTS, THREATENING BEHAVIOR	
0587-11	09/19/2011	09/19/2011	0					103 - PENDING	CITE, TOW	
0588-11	09/14/2011	09/19/2011	5	12/22/2011	94	12/22/2011	0	99 - MEDIATED	RUDE BEHAVIOR	
0589-11	09/19/2011	09/23/2011	4					103 - PENDING	INVALID ORDER	
0590-11	09/19/2011	09/22/2011	3	09/22/2011	0	09/26/2011	4	7 - WITHDRAWN	DETENTION, UF	
0591-11	09/15/2011	10/12/2011	27					107 - PENDING	ARREST	
0592-11	09/19/2011	09/30/2011	11					103 - PENDING	CITE	
0593-11	09/19/2011	09/22/2011	3	12/09/2011	78	12/12/2011	3	84 - CLOSED	CITE	

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0594-11	09/20/2011	09/20/2011	0					102 - PENDING	INAPP BEHAVIOR/COMMENTS	
0595-11	09/13/2011	09/26/2011	13	12/08/2011	73	12/08/2011	0	86 - CLOSED	INAPP BEHAVIOR/COMMENTS	
0596-11	09/20/2011	09/23/2011	3	11/04/2011	42	11/08/2011	4	49 - CLOSED	FAILED TO PROPERLY PROCESS PROPERTY	
0597-11	08/29/2011	09/22/2011	24	12/01/2011	70	12/30/2011	29	123 - WITHDRAWN	DETENTION	
0598-11	09/21/2011	09/28/2011	7					101 - PENDING	CITE	
0599-11	09/22/2011	09/23/2011	1					100 - PENDING	UF, TOW, MISIDENTIFIED	
0600-11	09/22/2011	10/13/2011	21					100 - PENDING	ISSUED INVALID ORDER	
0601-11	09/22/2011	09/23/2011	1	12/30/2011	98		10	100 - PENDING	FAILED TO PREPARE REPORT	
0602-11	09/23/2011	09/23/2011	0	09/23/2011	0	09/27/2011	4	4 - INFO ONLY	INFORMATION ONLY-REFERRAL	
0603-11	09/23/2011	10/06/2011	13					99 - PENDING	UNJUSTIFIED ARREST	
0604-11	09/23/2011	10/05/2011	12					99 - PENDING	UNJUSTIFIED DETENTION	
0605-11	09/21/2011	09/26/2011	5	09/29/2011	3	09/29/2011	0	8 - INFO ONLY	FAILED TO TAKE REQUIRED ACTION	
0606-11	09/26/2011	10/11/2011	15					96 - PENDING	RUDE COMMENTS & CITATION	
0607-11	09/22/2011	09/26/2011	4					100 - PENDING	ARREST W/O CAUSE	
0608-11	09/26/2011	10/14/2011	18					96 - PENDING	DETENTION, SEARCH WARRANT, SEARCH	
0609-11	09/27/2011	10/04/2011	7	12/09/2011	66	12/14/2011	5	78 - MEDIATED	FAILURE TO TAKE REQUIRED ACTION	
0610-11	09/27/2011	10/17/2011	20					95 - PENDING	HARASSMENT/DETENTION	
0611-11	09/27/2011	09/29/2011	2	11/29/2011	61	11/30/2011	1	64 - CLOSED	FAILURE TO TAKE REQUIRED ACTION/PROFANITY	
0612-11	09/27/2011	09/30/2011	3					95 - PENDING	UF, THREAT	
0613-11	09/26/2011	10/26/2011	30					96 - PENDING	CITE/FORCE/PROFANITY/RUDE	
0614-11	09/28/2011	09/29/2011	1					94 - PENDING	RUDE, RACIAL PROFILING	
0615-11	09/28/2011	10/12/2011	14					94 - PENDING	OIS/FORCE	
0616-11	09/28/2011	09/29/2011	1					94 - PENDING	DETENTION, PROFANITY	
0617-11	09/29/2011	09/29/2011	0	11/01/2011	33	11/02/2011	1	34 - INFO ONLY	IO-1 SHERIFF'S DEPT	
0618-11	09/28/2011	10/02/2011	4	12/16/2011	75	12/20/2011	4	83 - CLOSED	FORCE/HANDCUFF	
0619-11	09/28/2011	10/02/2011	4					94 - PENDING	SEARCH AND DID NOT ALLOW THEM TO GET DRESSED	
0620-11	09/28/2011	10/17/2011	19					94 - PENDING	CITATION	
0621-11	09/28/2011	09/30/2011	2					94 - PENDING	DETENTION AT GUNPOINT/FORCE/SEARCH/BIASED POLICING	
0622-11	09/29/2011	09/29/2011	0	09/30/2011	1	09/30/2011	0	1 - INFO ONLY	IO-2	
0623-11	10/03/2011	10/17/2011	14	12/23/2011	67	12/23/2011	0	81 - CLOSED	UNNECESSARY USE OF POLICE VEHICLE LOUDSPEAKER	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0624-11	10/04/2011	10/06/2011	2					88 - PENDING	FAILED TO TAKE REQ'D ACTION	
0625-11	10/05/2011	10/18/2011	13	11/02/2011	15	11/07/2011	5	33 - INFO ONLY	IO2	
0626-11	10/05/2011	10/18/2011	13					87 - PENDING	INAPP BEHAVIOR	
0627-11	10/05/2011	10/24/2011	19					87 - PENDING	DETENTION, UF, BIAS	
0628-11	10/06/2011	10/08/2011	2					86 - PENDING	SEIZURE OF PROPERTY	
0629-11	10/06/2011	11/03/2011	28					86 - PENDING	INAPP BEHAVIOR/COMMENTS	
0630-11	10/06/2011	11/04/2011	29	11/04/2011	0	11/18/2011	14	43 - INFO ONLY	IO2	
0631-11	10/06/2011	10/06/2011	0					86 - PENDING	SUGGESTIVE BEHAVIOR	
0632-11	10/06/2011	10/11/2011	5					86 - PENDING	UF, BIASED POLICING, SLURS	
0633-11	10/06/2011	10/11/2011	5	10/14/2011	3	10/18/2011	4	12 - INFO ONLY	FAILED TO INVESTIGATE	
0634-11	10/07/2011	10/18/2011	11	11/09/2011	22	11/10/2011	1	34 - CLOSED	FAILURE TO TAKE REQUIRED ACTION	
0635-11	10/07/2011	10/17/2011	10	11/10/2011	24	11/21/2011	11	45 - CLOSED	INAPPROPRIATE COMMENTS	
0636-11	10/07/2011	11/02/2011	26					85 - PENDING	EXCESSIVE FORCE DURING A PROTEST	
0637-11	10/11/2011	10/27/2011	16	10/27/2011	0	10/28/2011	1	17 - WITHDRAWN	EXCESSIVE FORCE	
0638-11	10/11/2011	10/14/2011	3					81 - PENDING	THREAT, INAPP BEHAVIOR/COMMENTS	
0639-11	10/11/2011	10/11/2011	0	12/30/2011	80	12/30/2011	0	80 - CLOSED	INAPPROPRIATE BEHAVIOR & COMMENTS	
0640-11	10/12/2011	10/12/2011	0					80 - PENDING	FAILURE TO TAKE REQUIRED ACTION	
0641-11	10/12/2011	11/02/2011	21					80 - PENDING	DETENTION W/O JUSTIFICATION	
0642-11	10/14/2011	10/19/2011	5		78			78 - PENDING	UNWARRANTED ARREST	
0643-11	10/14/2011	10/19/2011	5					78 - PENDING	PROFANITY/INAPP COMMENTS	
0644-11	10/14/2011	10/14/2011	0	12/07/2011	54	12/07/2011	0	54 - CLOSED	UNWARRANTED CITE	
0645-11	10/14/2011	10/19/2011	5		85		0	78 - PENDING	PUSHED INTO COUNTER	
0646-11	10/17/2011	11/03/2011	17					75 - PENDING	UNWARRANTED ACTION	
0647-11	10/17/2011	10/28/2011	11					75 - PENDING	DETAIN/SEARCH/RUDE	
0648-11	10/17/2011	11/02/2011	16					75 - PENDING	SEARCH/ARREST/FORCE	
0649-11	10/17/2011	11/01/2011	15		69		8	75 - PENDING	FAILED TO INVESTIGATE	
0650-11	10/19/2011	10/26/2011	7					73 - PENDING	INAPP BEHAVIOR/COMMENTS	
0651-11	10/19/2011	10/24/2011	5					73 - PENDING	THREATS, CITE, INAPP BEHAVIOR/COMMENTS	
0652-11	10/20/2011	11/01/2011	12					72 - PENDING	HARASSMENT, INACCURATE CITE, CITE	
0653-11	10/21/2011	10/27/2011	6	12/19/2011	53	12/20/2011	1	60 - CLOSED	HARASSMENT	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0654-11	10/21/2011	10/24/2011	3					71 - PENDING	INACCURATE REPORT, FAILED TO INVESTIGATE	
0655-11	10/21/2011	10/27/2011	6					71 - PENDING	INAPP BEHAVIOR/COMMENTS, TIGHT HANDCUFFS	
0656-11	10/24/2011	11/14/2011	21					68 - PENDING	UF, 5150 DETENTION, INAPP BEHAVIOR/COMMENTS	
0657-11	10/24/2011	11/09/2011	16					68 - PENDING	PERJURY, RETALIATION	
0658-11	10/24/2011							68 - PENDING	FAILED TO TAKE REQUIRED ACTION	
0659-11	10/26/2011	10/27/2011	1					66 - PENDING	THREATENING & INAPPROPRIATE BEHAVIOR/COMMENTS	
0660-11	10/27/2011	11/02/2011	6	12/20/2011	48	12/22/2011	2	56 - CLOSED	DETENTION, IMPROPER PROPERTY PROCESSING	
0661-11	10/27/2011	11/03/2011	7	11/29/2011	26	11/30/2011	1	34 - INFO ONLY	UF	
0662-11	10/27/2011	11/08/2011	12					65 - PENDING	FAILED TO TAKE REQ'D ACTION	
0663-11	10/28/2011	11/01/2011	4	11/01/2011	0	11/09/2011	8	12 - INFO ONLY	DETENTION	
0664-11	10/27/2011	10/28/2011	1		81		0	65 - PENDING	FAILED TO ACT	
0665-11	10/27/2011	10/28/2011	1					65 - PENDING	INAPPROPRIATE BEHAVIOR	
0666-11	10/31/2011	10/31/2011	0	12/16/2011	46			61 - PENDING	ENTERED SRO RE LOUD MUSIC	
0667-11	10/28/2011	10/28/2011	0					64 - PENDING	DETENTION	
0668-11	10/28/2011	10/31/2011	3					64 - PENDING	ARREST	
0669-11	11/01/2011	11/01/2011	0					60 - PENDING	CITE	
0670-11	11/01/2011	11/03/2011	2	11/04/2011	1	11/07/2011	3	6 - INFO ONLY	HARASSMENT	
0671-11	11/01/2011	11/03/2011	2					60 - PENDING	UA	
0672-11	11/01/2011	11/03/2011	2	12/23/2011	50	12/23/2011	0	52 - MEDIATED	UA	
0673-11	10/27/2011	11/09/2011	13	11/14/2011	5	11/15/2011	1	19 - INFO ONLY	MISUSE OF POLICE AUTHORITY	
0674-11	11/03/2011	11/16/2011	13					58 - PENDING	ENTRY, SEARCH	
0675-11	11/03/2011	11/16/2011	13					58 - PENDING	ENTRY, SEARCH	
0676-11	11/03/2011	11/14/2011	11					58 - PENDING	UF	
0677-11	11/03/2011	11/16/2011	13					58 - PENDING	ENTRY, SEARCH	
0678-11	11/01/2011	11/03/2011	2	12/20/2011	47	12/21/2011	1	50 - CLOSED	INAPPROPRIATE BEHAVIOR	
0679-11	11/02/2011	11/03/2011	1					59 - PENDING	INAPPROPRIATE BEHAVIOR	
0680-11	11/02/2011	11/29/2011	27					59 - PENDING	UF	
0681-11	11/01/2011	11/29/2011	28					60 - PENDING	CITE	
0682-11	11/03/2011	11/04/2011	1					58 - PENDING	CITE	
0683-11	11/02/2011	11/14/2011	12					59 - PENDING	UF	

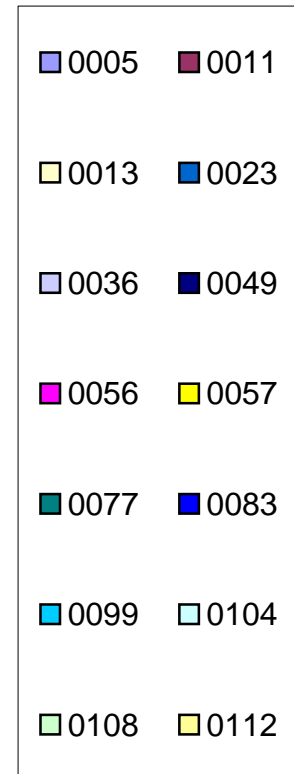
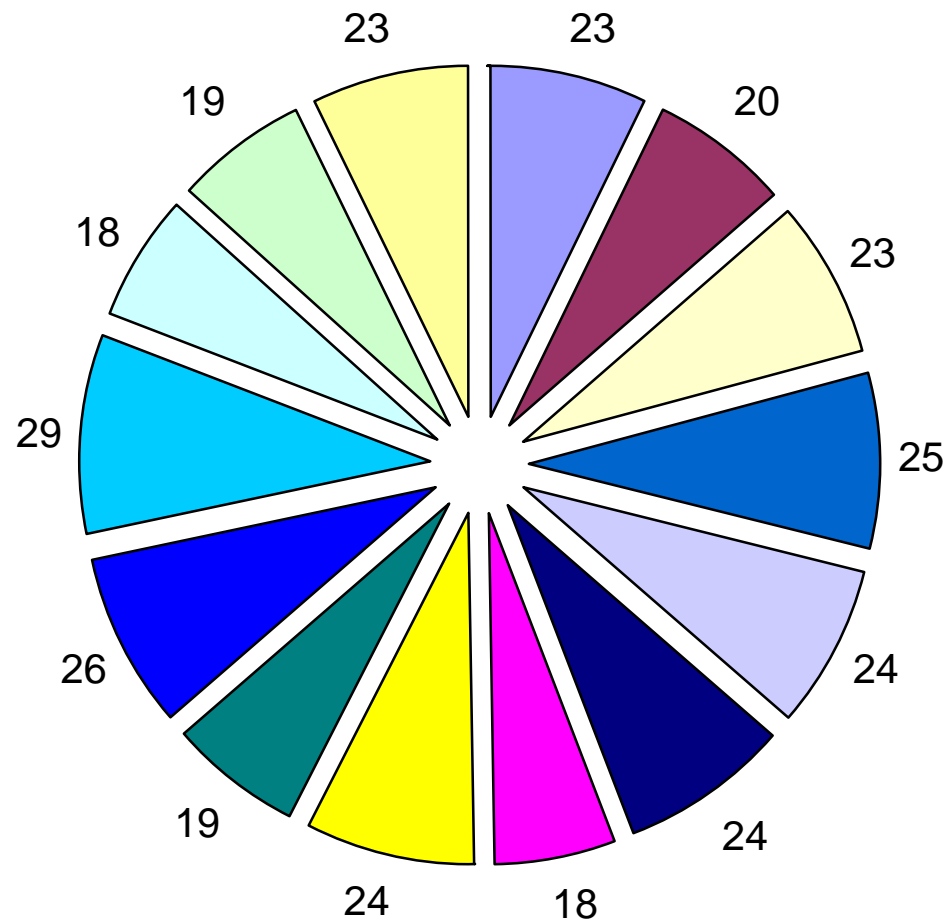
Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0684-11	11/04/2011	11/16/2011	12					57 - PENDING	ENTRY, SEARCH	
0685-11	11/04/2011	11/07/2011	3					57 - PENDING	INAPP BEHAVIOR, HANDCUFFING	
0686-11	11/07/2011	11/09/2011	2	12/09/2011	30	12/14/2011	5	37 - MEDIATED	DID NOT RETURN CALLS	
0687-11	11/08/2011	11/18/2011	10					53 - PENDING	WRONGFUL ARREST, D/N PROPERLY INVESTIGATE	
0688-11	11/09/2011	11/14/2011	5	11/29/2011	15	11/30/2011	1	21 - CLOSED	INAPPROPRIATE COMMENT	
0689-11	11/08/2011	11/14/2011	6	11/14/2011	0	11/18/2011	4	10 - CLOSED	MISREP THE TRUTH	
0690-11	11/10/2011	11/16/2011	6		54		0	51 - PENDING	THREATENING INAPPROPRIATE COMMENTS & BEHAVIOR	
0691-11	11/14/2011	11/22/2011	8					47 - PENDING	TRAFFIC STOP W/O CAUSE	
0692-11	11/14/2011	11/22/2011	8					47 - PENDING	INAPPROPRIATE BEHAVIOR/COMMENTS	
0693-11	11/14/2011	11/14/2011	0	12/13/2011	29	12/19/2011	6	35 - WITHDRAWN	CITE, RUDE	
0694-11	11/14/2011	11/15/2011	1					47 - PENDING	FAILED TO ACT	
0695-11	11/14/2011	11/15/2011	1					47 - PENDING	DRIVING IMPROPERLY	
0696-11	11/16/2011	11/16/2011	0	11/28/2011	12	11/28/2011	0	12 - INFO ONLY	HARASSMENT	
0697-11	11/15/2011	11/15/2011	0					46 - PENDING	DETENTION, RUDE	
0698-11	11/15/2011	11/15/2011	0					46 - PENDING	FAILED TO ACT, RUDE	
0699-11	11/17/2011	11/21/2011	4	11/21/2011	0	11/23/2011	2	6 - INFO ONLY	INAPPROPRIATE BEHAVIOR	
0700-11	11/17/2011	11/28/2011	11					44 - PENDING	FAILED TO ACT, INAPPROPRIATE COMMENTS	
0701-11	11/17/2011	11/19/2011	2					44 - PENDING	FAILED TO INVESTIGATE	
0702-11	11/17/2011	11/19/2011	2					44 - PENDING	INAPPROPRIATE COMMENTS	
0703-11	11/17/2011	11/17/2011	0					44 - PENDING	FAILED TO ACT	
0704-11	11/17/2011	11/18/2011	1	12/16/2011	28	12/20/2011	4	33 - CLOSED	STOPPING CARS	
0705-11	11/21/2011	11/21/2011	0					40 - PENDING	STOPPING CARS	
0706-11	11/21/2011	11/21/2011	0					40 - PENDING	INAPPROPRIATE COMMENTS	09/26/2011
0707-11	11/23/2011	11/29/2011	6					38 - PENDING	USE OF PROFANITY	
0708-11	11/23/2011	11/29/2011	6					38 - PENDING	INAPPROPRIATE BEHAVIOR/COMMENTS, UF	
0709-11	11/23/2011	12/01/2011	8					38 - PENDING	INAPPROPRIATE BEHAVIOR/COMMENTS	
0710-11	11/28/2011	11/30/2011	2	12/06/2011	6	12/07/2011	1	9 - WITHDRAWN	INAPP BEHAVIOR/COMMENTS	
0711-11	11/28/2011	11/30/2011	2					33 - PENDING	02/05/1914	
0712-11	11/28/2011	11/28/2011	0					33 - PENDING	UF	
0713-11	11/28/2011	11/28/2011	0					33 - PENDING	INAPPROPRIATE COMMENTS	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0714-11	11/28/2011	11/28/2011	0					33 - PENDING	UF	
0715-11	11/29/2011	11/29/2011	0	11/29/2011	0	11/30/2011	1	1 - INFO ONLY	IO2	
0716-11	11/30/2011	12/12/2011	12		25			31 - PENDING	UF, HANDCUFFING	
0717-11	11/30/2011	12/05/2011	5					31 - PENDING	TRAFFIC STOP, BIASED POLICING	
0718-11	11/30/2011	12/22/2011	22					31 - PENDING	INAPPROPRIATE COMMENT	
0719-11	12/01/2011	12/02/2011	1					30 - PENDING	CITE, RUDE	
0720-11	11/30/2011	12/02/2011	2					31 - PENDING	FAILED TO TAKE REQ'D ACTION/INVESTIGATE, RETURN CALLS	
0721-11	12/01/2011	12/16/2011	15					30 - PENDING	FAILED TO INVESTIGATE, INVALID ORDER, BIASED POLICING	
0722-11	12/01/2011	12/02/2011	1					30 - PENDING	ONLOOKER INTERFERENCE	
0723-11	12/02/2011	12/16/2011	14					29 - PENDING	FAILED TO TAKE REQ'D ACTION	
0724-11	12/05/2011	12/07/2011	2					26 - PENDING	FAILED TO INVESTIGATE	
0725-11	12/05/2011	12/06/2011	1	12/06/2011	0	12/08/2011	2	3 - CLOSED	DETENTION	
0726-11	12/06/2011	12/22/2011	16					25 - PENDING	UF DURING DETENTION	
0727-11	12/06/2011	12/08/2011	2		36		5	25 - PENDING	CITE, INAPPROPRIATE BEHAVIOR/COMMENTS	
0728-11	12/07/2011	12/19/2011	12					24 - PENDING	DISCHARGE OF FIREARM	
0729-11	12/07/2011	12/19/2011	12					24 - PENDING	THREAT	
0730-11	12/07/2011							24 - PENDING	INAPPROPRIATE COMMENTS	
0731-11	12/07/2011	12/08/2011	1	12/08/2011	0	12/08/2011	0	1 - INFO ONLY	IO1	
0732-11	12/06/2011	12/21/2011	15					25 - PENDING	INAPPROPRIATE COMMENTS, 5150'D	
0733-11	12/08/2011	12/22/2011	14					23 - PENDING	CITE	
0734-11	12/08/2011							23 - PENDING	IO1 SFSD	
0735-11	12/08/2011	12/19/2011	11					23 - PENDING	CITE	
0736-11	12/12/2011	12/16/2011	4					19 - PENDING	INACCURATE REPORT, MISSING PROPERTY	
0737-11	12/07/2011							24 - PENDING	ARREST, UF DURING ARREST	
0738-11	12/08/2011	12/21/2011	13					23 - PENDING	ARREST	
0739-11	12/09/2011	12/16/2011	7					22 - PENDING	INAPPROPRIATE BEHAVIOR	
0740-11	12/09/2011	12/12/2011	3					22 - PENDING	DETAIN, SEARCH	
0741-11	12/09/2011	12/21/2011	12					22 - PENDING	UF	
0742-11	12/09/2011	12/21/2011	12					22 - PENDING	OCCUPY INCIDENT	
0743-11	12/09/2011	12/12/2011	3					22 - PENDING	OCCUPY INCIDENT	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0744-11	12/09/2011	12/28/2011	19					22 - PENDING	SEXUAL HARASSMENT	
0745-11	12/12/2011		31					19 - PENDING	FAILED TO TAKE REQ'D ACTION	
0746-11	12/12/2011	12/23/2011	11					19 - PENDING	ARREST	
0747-11	12/13/2011	12/20/2011	7					18 - PENDING	UF	
0748-11	12/13/2011	12/19/2011	6					18 - PENDING	BIASED POLICING	
0749-11	12/14/2011	12/19/2011	5		22			17 - PENDING	SALE AND USE OF DRUGS	
0750-11	12/12/2011		23					19 - PENDING	INAPPROPRIATE BEHAVIOR/COMMENTS	
0751-11	12/14/2011	12/16/2011	2					17 - PENDING	UA, CRD	
0752-11	12/16/2011	12/16/2011	0	12/29/2011	13	12/30/2011	1	14 - CLOSED	INAPPROPRIATE BEHAVIOR/COMMENTS	
0753-11	12/16/2011	12/28/2011	12					15 - PENDING	UF, THREATS, INAPPROPRIATE COMMENTS	
0754-11	12/16/2011	12/28/2011	12					15 - PENDING	INAPPROPRIATE BEHAVIOR/COMMENTS	
0755-11	12/16/2011	12/21/2011	5					15 - PENDING	BIASED POLICING, CITE	
0756-11	12/16/2011	12/21/2011	5					15 - PENDING	BIASED POLICING, CITE	
0757-11	12/16/2011							15 - PENDING	HARASSMENT	
0758-11	12/15/2011		25					16 - PENDING	UF	
0759-11	12/19/2011	12/19/2011	0	12/22/2011	3	12/22/2011	0	3 - INFO ONLY	IO1	
0760-11	12/20/2011	12/20/2011	0	12/22/2011	2	12/23/2011	1	3 - CLOSED	IO2	
0761-11	12/20/2011	12/20/2011	0					11 - PENDING	FAILED TO TAKE REQ'D ACTION	
0762-11	12/20/2011	12/22/2011	2					11 - PENDING	UA	
0763-11	12/19/2011	12/30/2011	11					12 - PENDING	EJECTED FROM STADIUM, NO ID FROM Q2	
0764-11	12/20/2011	12/21/2011	1		22			11 - PENDING	UF IN CUSTODY	
0765-11	12/21/2011	12/28/2011	7					10 - PENDING	TAKE REQUIRED ACTION/BIASED POLICING/INAPPROPRIATE COMMENTS	
0766-11	12/21/2011		14					10 - PENDING	FAILED TO PROPERLY INVESTIGATE	
0767-11	12/21/2011	12/28/2011	7					10 - PENDING	UF	
0768-11	12/22/2011	12/28/2011	6					9 - PENDING	FAILURE TO INVESTIGATE	
0769-11	12/22/2011	12/28/2011	6					9 - PENDING	FORCE/ARREST/DETENTION/FAILURE TO PROCESS PROPERTY	
0770-11	12/22/2011	12/27/2011	5	12/27/2011	0	12/27/2011	0	5 - CLOSED	INAPPROPRIATE BEHAVIOR	
0771-11	12/23/2011		13					8 - PENDING	INAPPROPRIATE BEHAVIOR	
0772-11	12/23/2011	12/28/2011	5					8 - PENDING	ARREST	
0773-11	12/27/2011	12/30/2011	3		10		0	4 - PENDING	INAPPROPRIATE BEHAVIOR	

Case	Received	Intake Done	Days Elapsed	Review Done	Days Elapsed	Closed	Days Elapsed	Total Days/Status	Synopsis of Case	Sent to MCD
0774-11	12/27/2011	12/28/2011	1					4 - PENDING	IO1 SFSD	
0775-11	12/27/2011		23					4 - PENDING	UF, RUDE	
0776-11	12/27/2011	12/27/2011	0					4 - PENDING	FAILED TO INVESTIGATE	
0777-11	12/27/2011	12/27/2011	0					4 - PENDING	FAILED TO RETURN KEYS	
0778-11	12/28/2011							3 - PENDING	BIASED POLICING DUE TO PERSONAL RELATIONSHIP	
0779-11	12/27/2011							4 - PENDING	IO1 PUBLIC DEFENDER/DA	
0780-11	12/28/2011		9					3 - PENDING	BIASED POLICINGS DUE TO FACE & GENDER	
0781-11	12/28/2011							3 - PENDING	IO1	
0782-11	12/28/2011							3 - PENDING	IO1	
0783-11	12/29/2011							2 - PENDING	INACCURATE REPORT	
0784-11	12/29/2011		5					2 - PENDING	DETAINED, RUDE	

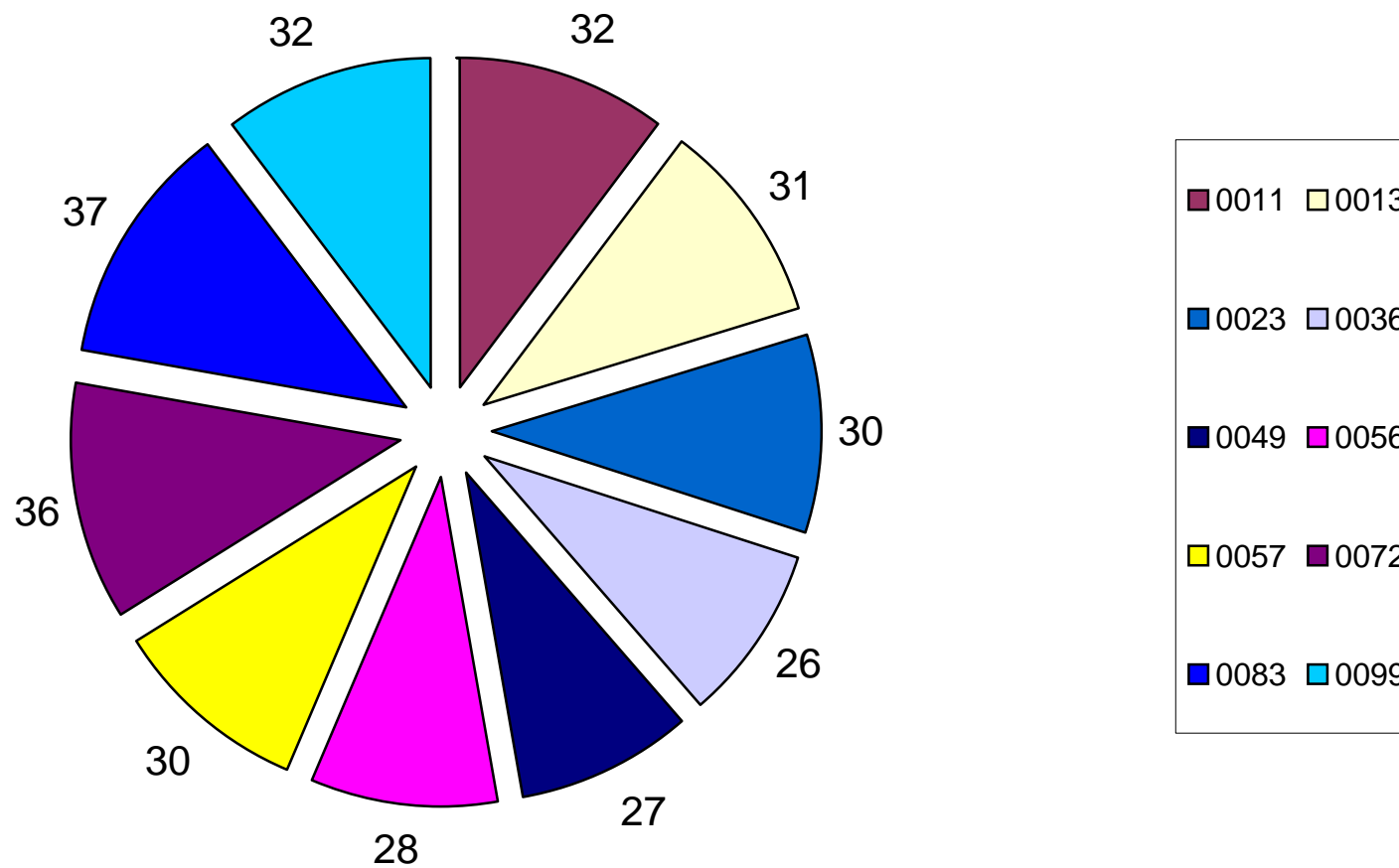
OCC Caseloads by Investigator as of 12/31/2011



Average Caseload: 23

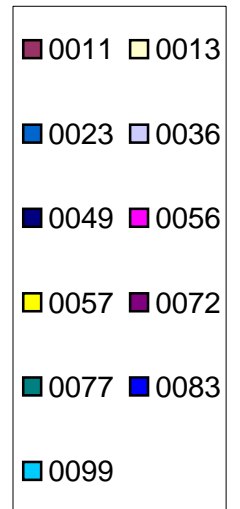
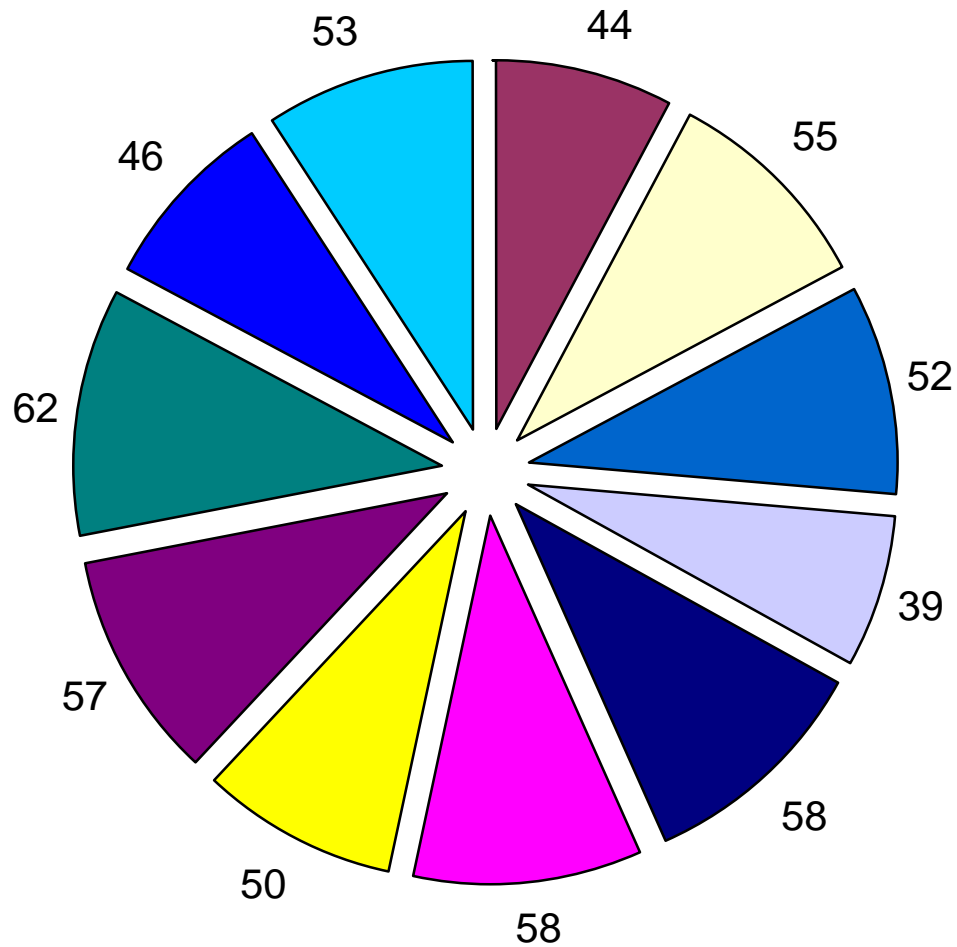
OCC Caseloads by Investigator

as of 12/31/2010



Average Caseload: 31

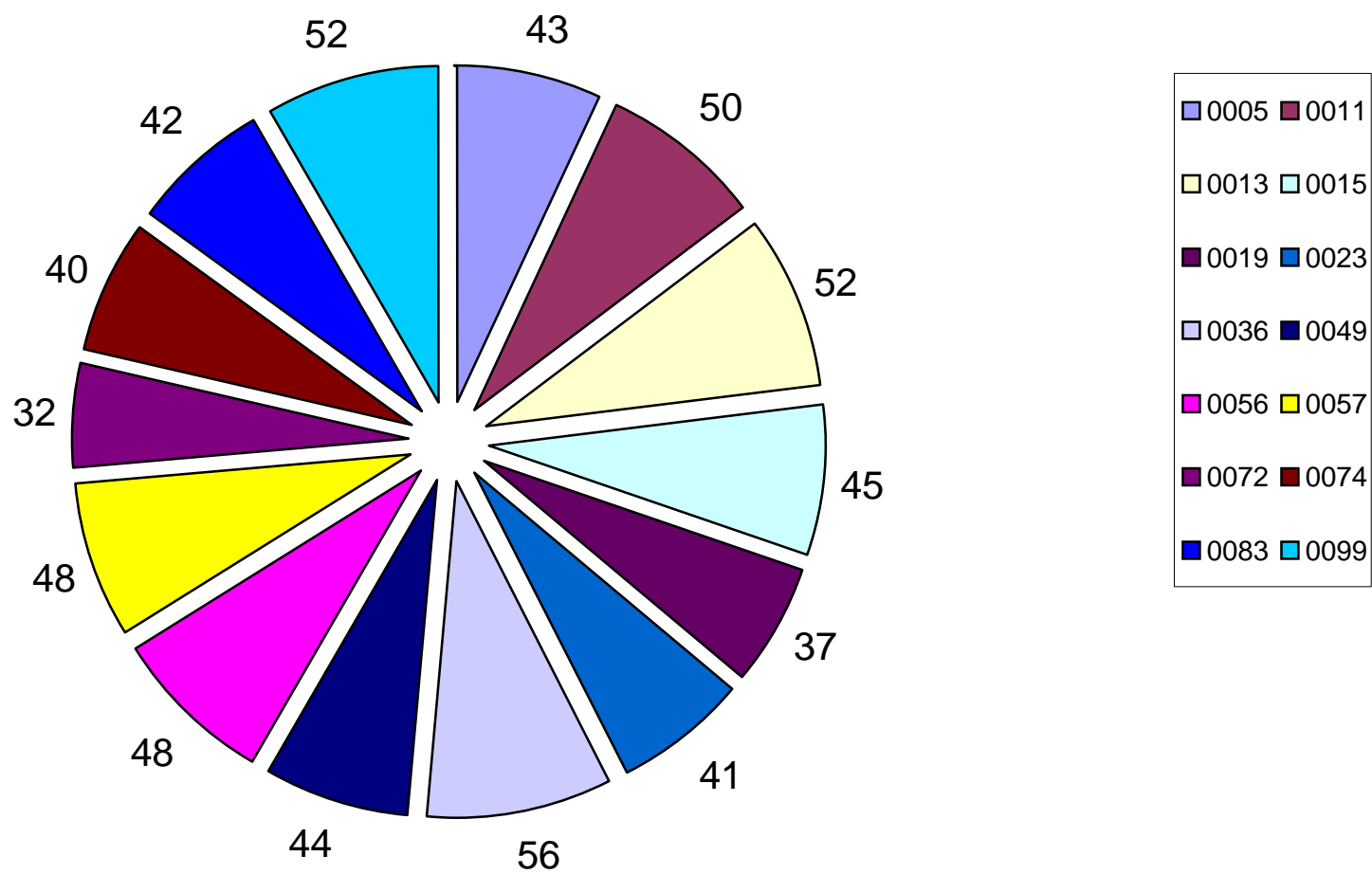
OCC Case Closures - 2011 by Investigator



Average Case Closures by Number: 52 or 4 cases per month per investigator

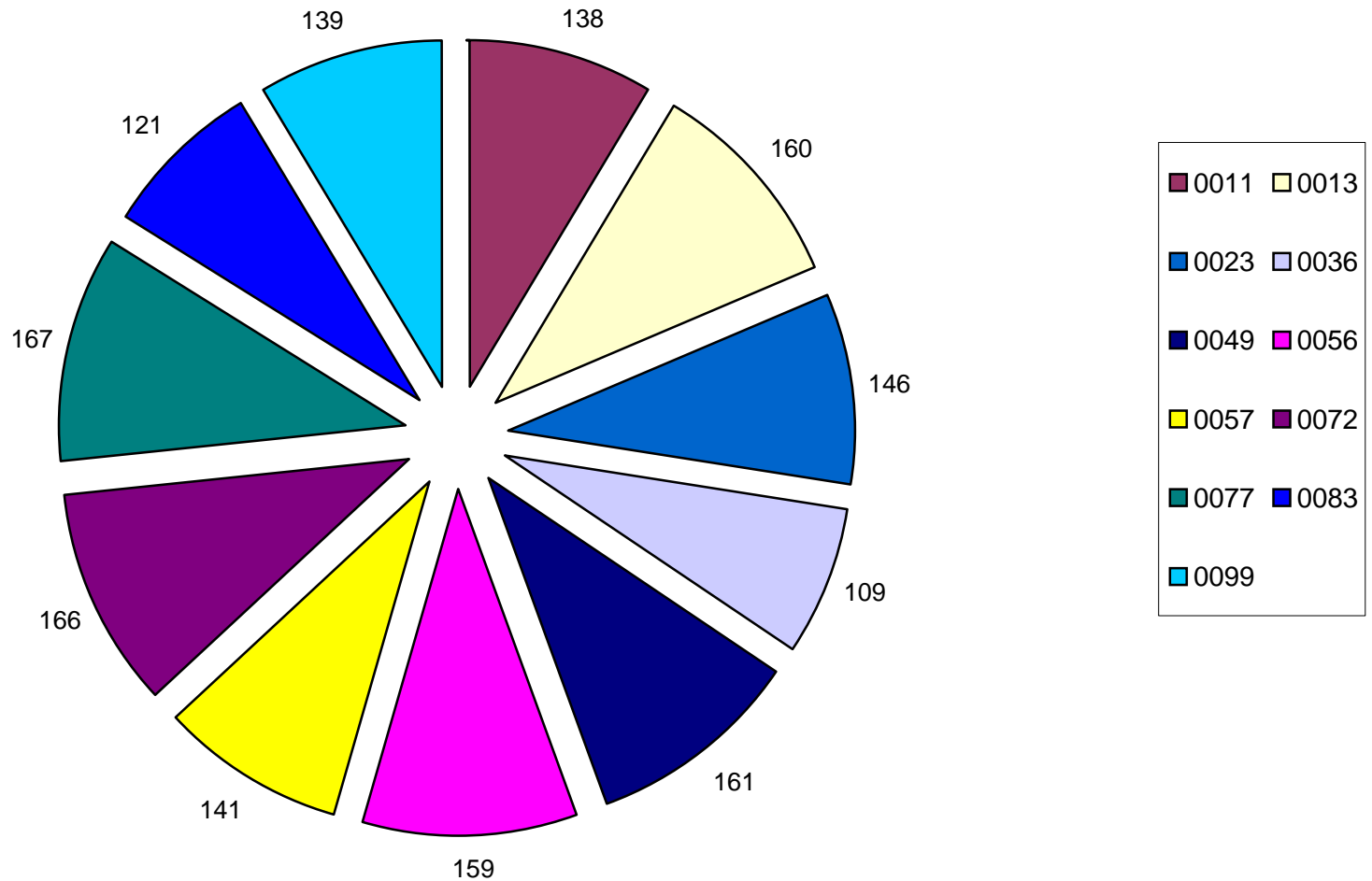
OCC Case Closures - 2010

by Investigator



Average Case Closures by Number: 45 or 4 cases per month per investigator

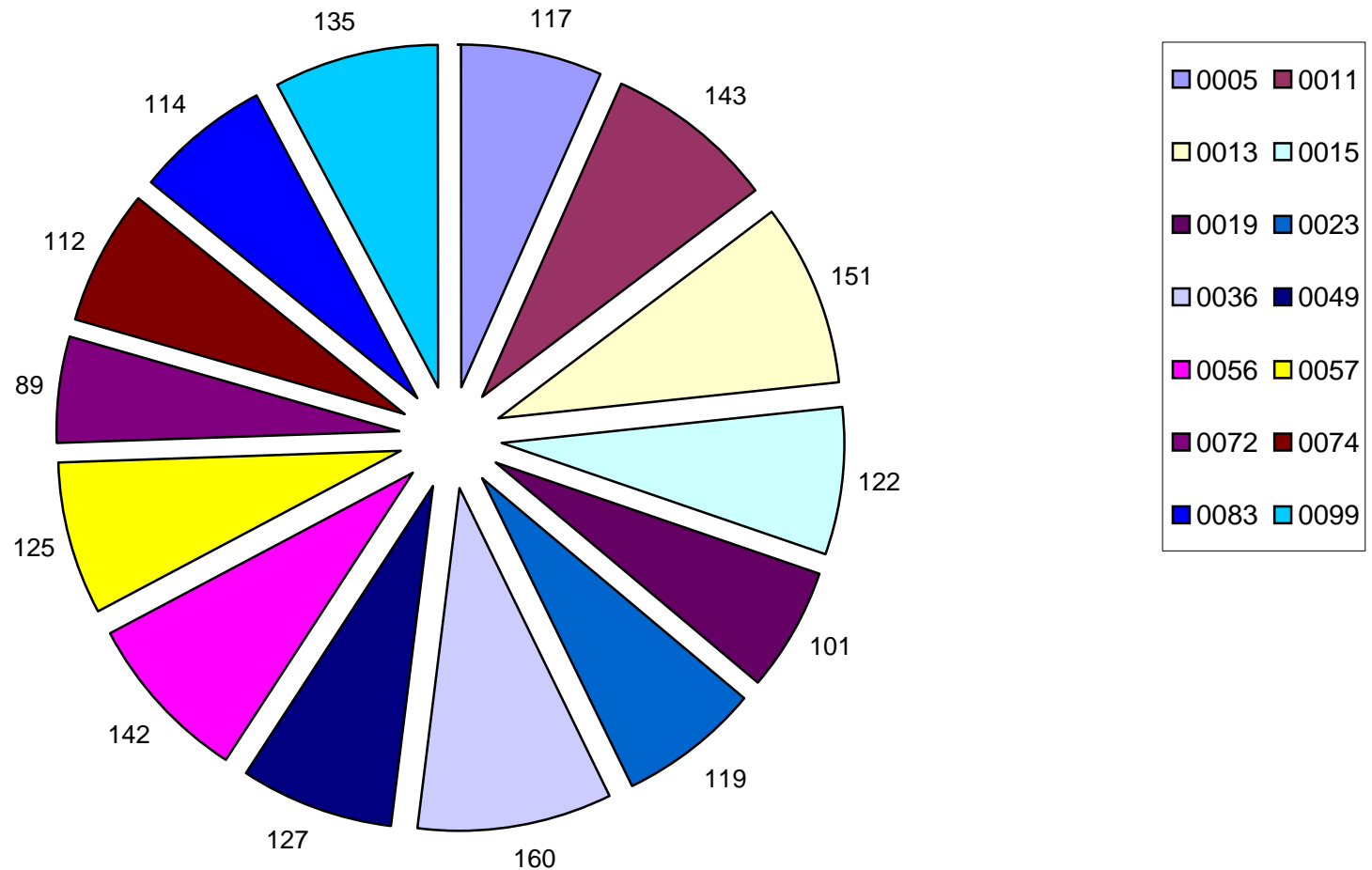
OCC Weighted Closures - 2011 by Investigator



Average Case Closure by Weight: 146

CASE COMPLEXITY WEIGHTED ON A 1 TO 5 SCALE

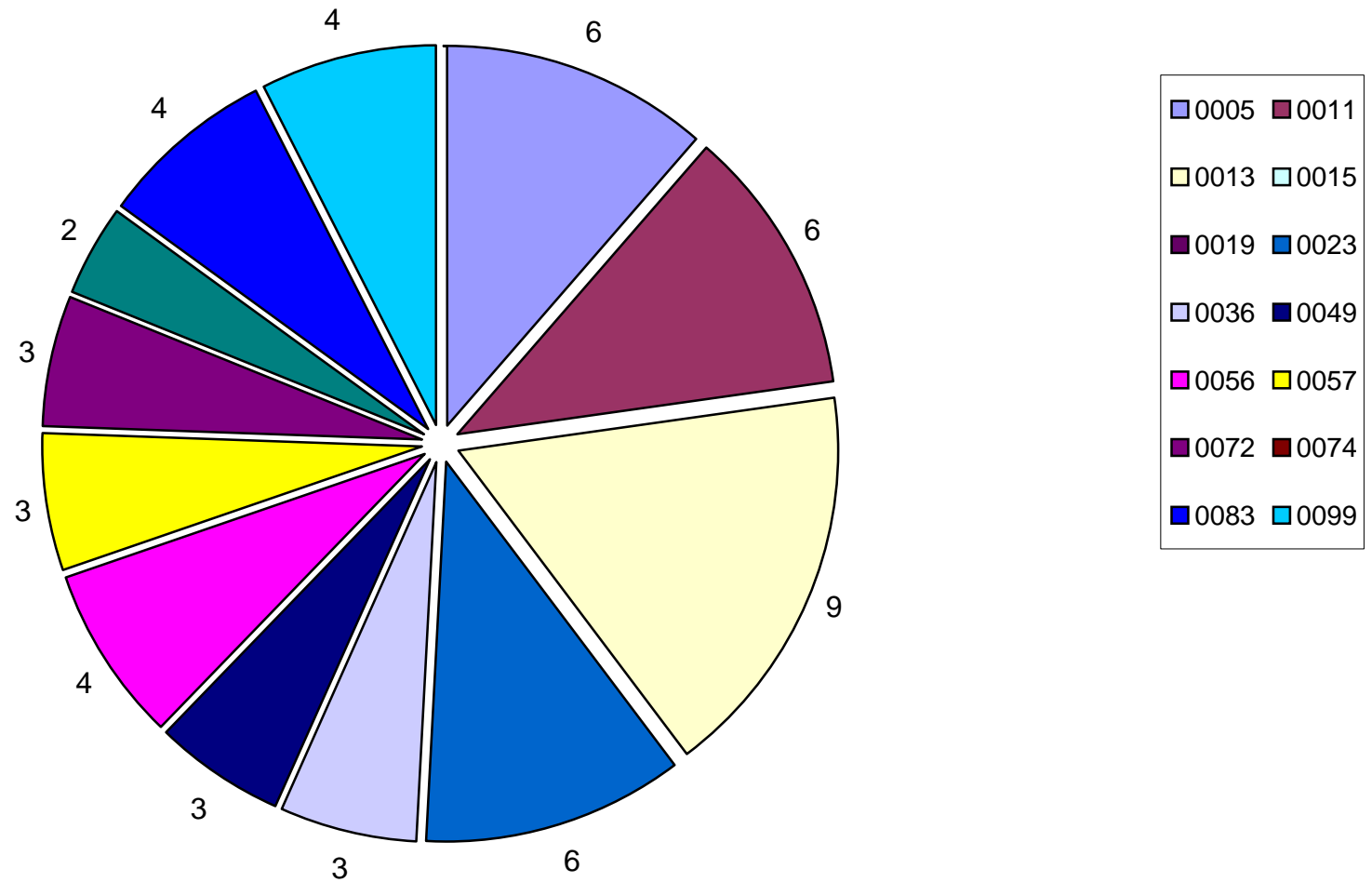
OCC Weighted Closures - 2010 by Investigator



Average Case Closure by Weight: 126

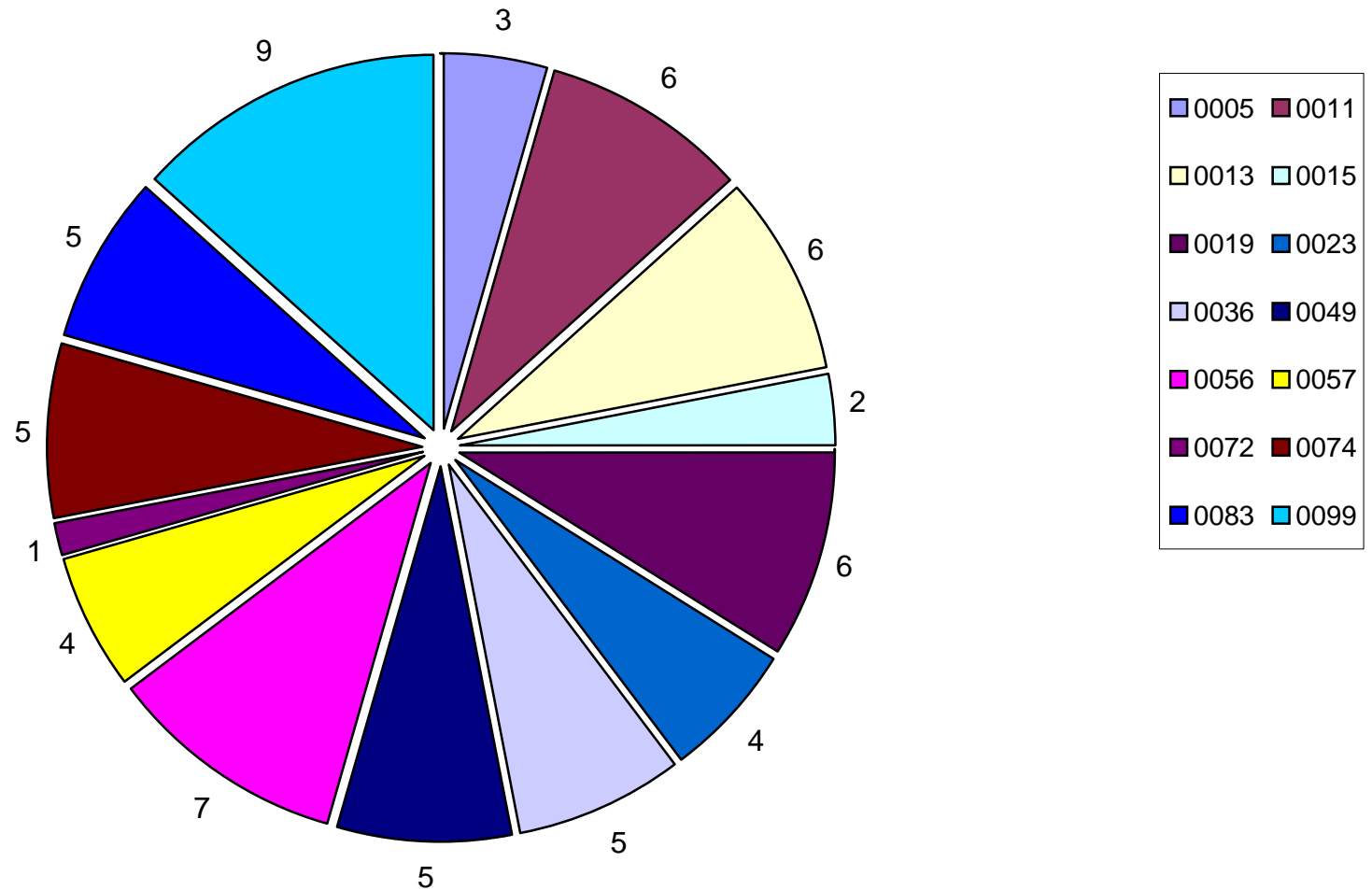
CASE COMPLEXITY WEIGHTED ON A 1 TO 5 SCALE

OCC Sustained Cases by Investigator as of 12/31/2011



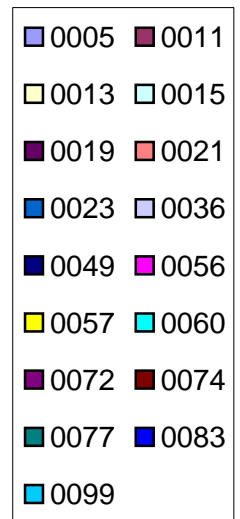
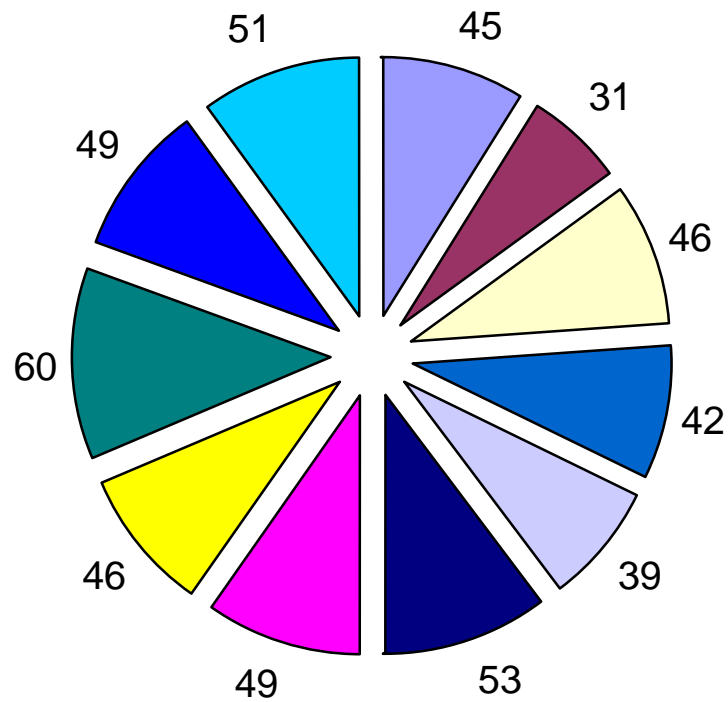
Average Sustained Cases: 4

OCC Sustained Cases by Investigator as of 12/31/2010



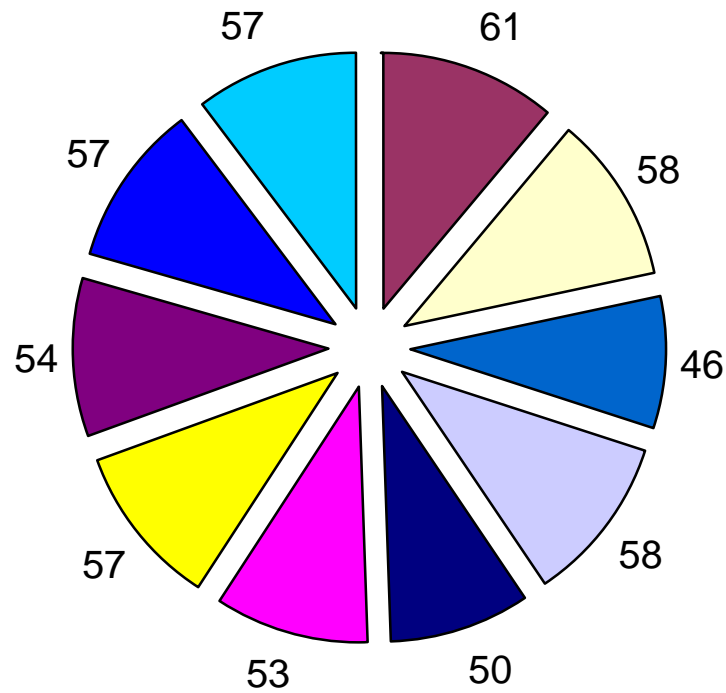
Average Sustained Cases: 5

OCC Case Distribution - 2011 by Number



Average Case Distribution by Number: 46

OCC Case Distribution - 2010 by Number



Average Case Distribution by Number: 55

**Controller's City Services Audit Division
Recommendations to OCC
and
Office of Citizen Complaints'
Original Responses
1-24-2007**

Recommendation	Responsible Agency	Response
<p>1. The SFPD should not return or disregard sustained cases even if the OCC submits a case too late for review and consideration of discipline before the expiration of the one-year statute of limitations. Instead, the SFPD should use the information for management purposes as evidence indicating the need for nondisciplinary actions such as counseling or monitoring.</p>	SFPD	<p>Concur. Even where the OCC does not submit the case to the SFPD within the nine- or ten-month period (although see response to Recommendation Nos. 2, and 8 below), there are often tolling provisions that extend the statutory period for discipline. Secondly, in many cases, the Chief of Police or her designees have already had the opportunity to review case files and evidence prior to the OCC's completion of its entire investigation. (See response to Recommendation No. 8.) In all cases involving officer-involved shootings and in-custody deaths, the SFPD has an obligation to conduct its own internal investigations, which should minimize the time the Chief requires to coordinate a disciplinary response with the OCC.</p> <p>The OCC also recommends instituting a formal meet and confer process on all cases in which the Chief disagrees that discipline may be taken for whatever reason, including lack of timeliness. Furthermore, the OCC recommends that the Chief of Police and the OCC director report to the Commission regarding the reasons for any disagreement.</p>
<p>2. To avoid potential legal challenges, the OCC and SFPD should complete the investigation and discipline notification process within the one-year statute of limitations. The OCC should aim to complete its investigations within nine months, and no later than ten months.</p>	OCC	<p>Concur. The OCC has a supervisor case tracking application that, among other things, allows the Chief and Senior Investigators to track and record progress throughout the span of the case. Two reports in this system flag cases at the six-month and eight-month marker. The interim director will use these reports to monitor all cases over six months old, and make a quarterly presentation to the Commission as to those cases.</p> <p>In addition, when cases approach the nine-month mark, the OCC will provide the Chief of Police a status report of all outstanding, sustainable investigations, the estimated date of closure, and the existence of any tolling provisions. The Chief will receive evidence to enable her or her designees to begin reviewing the case. (See Recommendation 8, below.)</p>

Recommendation	Responsible Agency	Response
<p>3. To better assist investigators in managing their caseloads, the OCC should create consistent standards for case reviews and train senior investigators on them, including:</p> <p>46. Establishing an investigation plan with timelines at the beginning of each investigation.</p> <p>47. When to perform case reviews, including overall timelines to ensure the nine-month guideline is met.</p> <p>48. How often to perform case reviews.</p> <p>49. What items to check for in reviews and how to document them.</p> <p>50. What to document if investigators are not complying with senior investigator requests.</p>	OCC	<p>Concur. The interim director will institute immediate training to review current procedures regarding case reviews, as well as implement recommended standards and practices for case supervision. The Chief Investigator will do a best practices review of other agencies' case review standards, and report on them to the interim director.</p>

Recommendation	Responsible Agency	Response
<p>4. With the Police Commission (and Board of Supervisors, if appropriate), the OCC should discuss and document the decision on whether the OCC needs additional investigator resources above the minimum level mandated in the Charter to provide the desired level of service (e.g., increasing overall staffing to align it with historical caseload rather than SFPD staffing).</p>	OCC	<p>Concur. As quantified in the controller's audit, OCC investigators shoulder case loads double the size of investigators in other jurisdictions. In addition to discussing the need for more investigators to meet complaint demands, the OCC recommends a discussion on adding support, technical and policy staff to better respond to and monitor the agency's compliance with its external and internal reporting requirements. Those staff members could be charged with developing more efficient methods for investigators to document case activity, and developing and maintaining better internal case tracking methodology to aid supervisors in their monitoring of individual cases.</p>
<p>5. To maintain staffing levels, the OCC should begin recruiting new investigators as soon as it becomes aware of an employee leaving or retiring.</p>	OCC	<p>Concur.</p>

Recommendation	Responsible Agency	Response
<p>6. The OCC should require investigators to fill out time reports showing how many hours were spent on individual cases, noninvestigation tasks like language services, and administrative tasks each day to establish a baseline of how long it takes investigators to:</p> <ol style="list-style-type: none"> 1. Complete cases of different types and weights. 2. Provide noninvestigation services such as mediation or translation duties. 3. Perform administrative duties such as transcription, photocopying, etc. <p>This can be done on a trial basis (e.g., for two to three months) to establish case management procedures, or on a longer or permanent basis to track investigator performance. If noninvestigators provide bilingual services, those individuals should also track the number of hours spent on such services.</p>	OCC	<p>Concur. The OCC will implement this recommendation on a trial basis and after three months will analyze data to determine the effectiveness of case management procedures and investigator performance.</p>

Recommendation	Responsible Agency	Response
<p>7. The OCC should use the year-to-date report to analyze whether or not the number and weight of cases are equitable across investigators (taking into account high priority cases and investigators' noninvestigation duties) and redistribute cases if needed to balance caseloads and ensure that cases are closed in nine months or less.</p>	OCC	<p>Concur. This process is already in place, and recent reports indicate that supervisors are effectively implementing it. The management team will continue to monitor the process and solicit investigators' input on the equities of case distribution.</p>
<p>8. To meet the notification requirements of Charter § 4.127, the OCC should:</p> <ul style="list-style-type: none"> a. Develop a standard notification letter to send the SFPD when cases will take longer than nine months. If the investigation will close soon and it would be less efficient to send files in advance of the case, the letter should specify when information will be sent to the SFPD. b. Develop a centralized system (using the case tracking system if practicable) to keep a record that the SFPD was notified at the nine-month point for sustained cases taking more than nine months to close. 	OCC	<p>Concur. See response to Recommendation No. 2.</p>

Recommendation	Responsible Agency	Response
<p>9. The OCC should integrate its case work summaries into its case tracking system or other centrally-accessible database. Until that is achieved, the OCC should create a common format and template for the monthly case lists investigators submit to senior investigators, including individual columns that:</p> <ul style="list-style-type: none"> a. Calculate how long it has been from the last date the case was worked to present. b. List work done on the case that month (which should make it clearer when adequate progress is being made). c. List the last action taken on the case. d. List the next steps or any obstacles to completing the case. 	OCC	<p>Partially concur. There are some systems obstacles to integrating case-work summaries into the existing case tracking system. The interim director, in consultation with the administrative and systems staff, will conduct further research into the best means of enabling supervisors to monitor progress on individual cases, and to highlight cases in which there is a gap in investigative activity.</p> <p>In the near term, the senior investigators will be immediately re-trained in the monthly case review processes, including the use of uniform monthly case lists, to ensure that supervisors are effectively monitoring day-to-day work on individual cases. Cases that show a 30-day delay, for whatever reason (including lack of complainant or witness response), will be flagged for supervisory review and setting of investigative goals. The Chief Investigator will be informed of such reviews and monitor case progress.</p>

Recommendation	Responsible Agency	Response
<p>10. The OCC should create standard case management tools and training for investigators and implement them, including:</p> <ul style="list-style-type: none"> a. Automated reminders for follow-up and due dates. b. How to triage and prioritize cases. c. How to organize files and documents. 	OCC	Concur.
<p>11. The OCC should create a full aging report using its case tracking system that can show the number of cases within certain age ranges for each investigator, investigative team, and the OCC as a whole. Senior investigators should review this report on a monthly basis to help prioritize which cases to work within each investigator's caseload and for each team as a whole to ensure the nine-month guideline is met (except when tolling provisions apply). In addition, the OCC chief investigator should track the progress of cases being investigated or reviewed by senior investigators to ensure that cases are not sitting without action being taken on them for extended periods of time.</p>	OCC	Concur. The OCC currently has an aging report within its case tracking system. The interim director, in conjunction with the chief investigator, will institute standards by which senior investigators ensure that cases are being effectively prioritized and completed in a timely way. See also response to Recommendation No. 9.

Recommendation	Responsible Agency	Response
12. The Police Commission should pass an amendment to its Resolution 97-04 on OCC and SFPD reporting that requires the OCC to add information on the amount of time each case has been open to the “Keane Report.” This report should be organized from the oldest to the newest case.	Police Commission; OCC	<p>Concur. The interim director will ensure that the Keane report is made to the Police Commission.</p> <p>The OCC also proposes that the Keane report add a requirement that the Police Chief report on the number of cases awaiting final discipline or Chief’s hearing, and the reason for that delay.</p>
13. The OCC should create, document, and implement a system for reassigning the cases of investigators leaving or with prolonged absences from the OCC to other investigators.	OCC	Concur. See also response to Recommendation Nos. 9 and 11.

Recommendation	Responsible Agency	Response
<p>14. The OCC should create and implement a plan for closing cases that, even if they were completed today, would be submitted to the SFPD too late for its review and consideration of discipline for the case. This plan should include:</p> <ul style="list-style-type: none"> a. The decision of whether to close cases that are more than 10 months old (i.e., those that would not have sufficient time for SFPD review) with no further action, or b. Integrate the remaining investigation or mediation tasks for these cases with investigators' current work plans in a way that does not jeopardize cases that are still viable. 	OCC	<p>Partially concur. The City and County Charter mandates that the OCC investigate all civilian complaints of police misconduct, except those that are proper on their face. The OCC is committed to fully and fairly investigating all such complaints. As made clear by the Controller's own analysis in Recommendation No. 1, above, the Chief of Police should have access to these investigations for management purposes, as evidence indicating the need for nondisciplinary actions such as counseling or monitoring. In addition, the SFPD may well have its own investigations pending into the same cases, minimizing the need for a lengthy review period. Furthermore, closing cases with no further action acts as a disincentive to timely completion of larger, more complex cases for which tolling provisions may apply. Therefore, closing old cases with no further action is not an appropriate or principled response to the problem of caseload management.</p> <p>Instead, the OCC recommends evaluating such cases and setting clear guidelines for closure, including the delineation of necessary investigative steps, in such a way that closing these cases does not jeopardize cases that are still viable.</p>

Recommendation	Responsible Agency	Response
<p>15. The OCC should create and implement policies and procedures for the effort to put into contacting complainants and witnesses who do not respond to telephone calls or contact letters and for closing cases due to uncooperative complainants, including: the method of communication to be used (phone, letter, etc.); the number of contact attempts that must be made by each method; the period of time over which the investigator must make the contact attempts; and the types of cases in which to use different levels of contact.</p>	<p>OCC</p>	<p>Concur. The OCC concurs that more uniform, detailed and written procedures and training are needed in all areas of the investigative process. In the case of witness and complainant contact, more situational and actual-case trainings would be appropriate, given the necessity of providing services to all complainants, regardless of residence-status and language needs, and the need to fully and fairly gather evidence that may either substantiate or disprove the complaint.</p> <p>In addition, see response to No. 9, regarding avoiding complainant or witness-related delays.</p>
<p>16. The SFPD should comply with the document protocol for responding to OCC requests for information and Administrative Code Chapter 96, "Coordination Between the Police Department and Office of Citizen Complaints (see Appendix A, page A-6, for description).</p>	<p>SFPD</p>	<p>Concur. Please note that the timelines of Administrative Code Section 96.3, as set forth in Appendix A-6, are not controlling. The SFPD and the OCC mutually agreed to a written Document Protocol. However, the overall issue remains unchanged. The SFPD engages in a deliberate practice of withholding key documents, especially in sensitive or high-profile cases. The OCC has recently implemented an electronic system to better track and quantify those instances of non-compliance in order to report them more promptly to the Police Commission. (See response to no. 17, below.)</p>

Recommendation	Responsible Agency	Response
<p>17. The OCC should present a cumulative list of outstanding OCC document requests on a regular basis (e.g., weekly, biweekly, monthly) to the Police Commission, including:</p> <ul style="list-style-type: none"> a. The number of open requests. b. The date each request was made. c. The reasons for the delays/nature of the SFPD's failure to produce the requested documents. 	OCC	<p>Concur. The OCC has recently implemented procedures to allow electronic tracking of all document requests and instances in which the SFPD has not complied with the timelines set forth in its Document Protocol. That tracking system can be used to present this list on a monthly basis.</p>

Recommendation	Responsible Agency	Response
<p>18. The OCC should establish standard training and document protocols for City departments from which it regularly requests documents, similar to the document protocol that exists between the OCC and SFPD. Items to include in the protocol:</p> <ul style="list-style-type: none"> a. A list of routine items that can be requested and where to direct the requests. b. Procedures for requesting nonroutine items. c. Required timelines for the department to produce the requested items to the OCC. d. The OCC's options for recourse if documents are not produced according to the established timelines. 	OCC	Concur.
<p>19. The OCC should extend its existing system for tracking document requests from the SFPD to include requests made from other city departments and produce a regular report of outstanding requests for required follow-up.</p>	OCC	Concur. The interim director will consult with the systems manager about expanding its current tracking system.

Recommendation	Responsible Agency	Response
<p>20. The OCC should create and document procedures for completing mediation cases, ensuring that no more than the minimum necessary steps are put into completing the process. These may include:</p> <ul style="list-style-type: none"> a. Requiring that the mediation coordinator review all incoming cases for mediation eligibility (addressing when in the course of the intake process the case should be sent for this review). b. Specifying the amount and type of work to be done before mediation is scheduled. c. Revisiting the types of cases that can be mediated, expanding the types if appropriate so that more cases will be eligible for mediation. 	OCC	Concur.
<p>21. The OCC should develop and implement training on the OCC's mission for OCC management and staff and incorporate the mission and goals into the employee performance goal-setting process for individual managers and staff.</p>	OCC	Concur.

Recommendation	Responsible Agency	Response
<p>22. The Police Commission should investigate the allegations of unethical behavior listed on page 30 and take appropriate corrective action to correct any current issues and prevent possible future occurrences.</p>	<p>OCC</p>	<p>Partially concur. Instituting and maintaining the highest ethical behavior is of utmost importance, and any allegation of such behavior is cause for serious concern and immediate action. However, as detailed in the Controller's report, the auditors did not investigate these allegations for validity or timeliness. Nor did the auditors provide information on whether those allegations had been brought to the attention of the outgoing Director or other city agencies for possible action, or whether any action had in fact been taken.</p> <p>The agency's director is charged with handling all personnel issues. The OCC recommends that the incoming OCC Director conduct an "ethical evaluation" of the agency, both reviewing and instituting standards and training for professional behavior, and investigating any allegations of past or ongoing unethical behavior. In Recommendation No. 27, the auditors recommended that the OCC take appropriate personnel actions for employees – including those in management -- who do not meet performance expectations, which would include maintaining ethical behavior. The director would report on both these items to the Police Commission.</p>

Recommendation	Responsible Agency	Response
<p>23. The OCC should create and implement a strategic plan for the ongoing training needs of staff, maintaining recordkeeping that shows:</p> <ul style="list-style-type: none"> a. The topics in which employees need training. b. What training employees already have and the date completed. c. Timing and funding for training sessions. 	OCC	Concur.
<p>24. The OCC should develop and implement formal new investigator training processes, including:</p> <ul style="list-style-type: none"> a. Creating training manuals and reference documents. b. Consulting best practices jurisdictions (e.g., New York, NY) for information to help develop the OCC's new investigator training program. c. Providing standardized on-the-job training for incoming investigators. 	OCC	Concur.

Recommendation	Responsible Agency	Response
25. The OCC should schedule and perform annual performance goal setting and appraisals for each employee and report the results as required by the mayor's Executive Directive of August 2005.	OCC	Concur. All supervisory employees will be immediately trained in the new evaluation process and will be instructed to prioritize personnel reviews.
26. The Police Commission should institute an annual performance goal setting and appraisal process for the OCC director. The director's performance goals should be tied to the OCC's mission and required and desired accomplishments (reporting, outreach, etc.)	Police Commission	Concur.
27. With the assistance of the Department of Human Resources and/or the City Attorney, the OCC should take appropriate personnel actions for employees who do not meet performance expectations. In the future, the OCC should take timely steps to proactively counsel and train employees who do not meet performance expectations as issues are identified through the performance appraisal process.	OCC	Concur. The interim director will prioritize personnel evaluations and any appropriate response to those evaluations. See also response to Recommendation No. 22.

Recommendation	Responsible Agency	Response
<p>28. The OCC should create, distribute, and ensure compliance with a comprehensive investigation policies and procedures manual by fully documenting the OCC's current investigation processes and reviewing the processes for efficiency, removing duplicative and/or manual steps where practicable. In addition, the OCC should implement use of a shared set of standard templates for typical documents like member response forms, interview questions, and sustained reports on the OCC's intranet. These templates should include versions that are appropriate for common complaint types that investigators can customize to their current investigations.</p>	OCC	<p>Concur. The interim director will review current investigative policies and procedures and templates, and will solicit investigator input on best practices and training needs. The policies and procedures manual will be updated, and there will be a mandatory training for all staff in those procedures.</p>
<p>29. The OCC should put the OCC's policies and procedures for officer notifications and interviews in writing and provide them to officers and the SFPOA.</p>	OCC	<p>Concur. The interim director will review the best practices of other jurisdictions, document OCC's policies, and provide training and outreach on those policies.</p>
<p>30. The OCC should adopt a proactive internal communication approach by keeping staff apprised of important operational and strategic events. The approach should include regular staff meetings.</p>	OCC	<p>Concur. The OCC's staff deserves timely, regular updates on agency business, as well as the opportunity to have meaningful input on agency performance and operations.</p>

Recommendation	Responsible Agency	Response
31. As new management comes in, the OCC should hold an all-OCC staff retreat to discuss and work to resolve conflict issues.	OCC	Concur.
32. The OCC should comply with its reporting requirements and post the reports on the OCC website as they are issued.	OCC	Concur. The interim director will review all OCC's reporting mandates and prioritize immediate and ongoing compliance and post all non-confidential reports on its website.
33. The Police Commission should resolve the issue of the SFPD not being required to respond to the OCC's policy recommendations.	Police Commission	Concur. The OCC has submitted suggested timelines to help facilitate SFPD response and Police Commission oversight of the Department's response.
34. The OCC should systematically survey investigation participants (both officers and complainants) to identify areas for improvement. In addition, the OCC should report the results of these satisfaction surveys in the annual report (or more frequently) along with plans for addressing identified issues.	OCC	Concur.

Recommendation	Responsible Agency	Response
<p>35. The OCC should develop and present an annual outreach strategic plan, beginning with calendar year 2007. The Police Commission and OCC should agree on consistent timing for this presentation (e.g., the second Police Commission meeting in January). The plan should identify:</p> <ul style="list-style-type: none"> a. The outreach efforts that will be undertaken during the year and the reason for the efforts. b. Strategies for reaching the targeted audiences, including communication mechanisms, publicity, and distribution. c. Strategies for measuring outreach success. 	OCC	<p>Concur. See also response to Recommendation No. 4, regarding the evaluation of staffing needs to carry out many of these recommendations.</p>

Recommendation	Responsible Agency	Response
<p>36. The OCC should maintain a central list of the outreach efforts of all management, staff, and attorneys, including:</p> <ul style="list-style-type: none"> a. Date and time of presentation. b. Audience. c. Topic of presentation. d. Name(s) of presenter(s). 	OCC	Concur.
<p>37. The OCC should maintain an outreach activity in 2007 that is at least equal to that of 2006 to establish a baseline level of outreach activity. In future years, this baseline can be used to gauge the effect of outreach activities on complaint levels.</p>	OCC	Concur.
<p>38. The Police Commission should require the OCC to make regular (e.g., quarterly or semiannual) reports to the Police Commission on:</p> <ul style="list-style-type: none"> a. The outreach activities performed by the OCC in the reporting period. b. The OCC's progress toward its strategic outreach goals for the year. 	OCC	Concur.

Recommendation	Responsible Agency	Response
39. The OCC should publicize scheduled outreach events on its website, including a calendar of events that shows the dates, times, and locations of when the OCC will be giving presentations. In addition, it should provide a link to the Police Commission website and meeting information, or add that information to the OCC's calendar.	OCC	Concur.
40. The OCC should report data from its intake log on the language spoken by complainants in the annual report.	OCC	Concur. The interim director, in conjunction with the systems and administrative personnel, will address the feasibility of adding that information to OCC's primary database, to enable better quantification of this data.
41. The OCC should use the information on the number of hours spent by investigators on providing translation and bilingual services in Recommendation 6 and data from the intake log on the language spoken by complainants to determine whether the OCC has sufficient bilingual resources. Also, the OCC should document its findings and its decision on whether or not to pursue additional language services resources.	OCC	Concur.

Recommendation	Responsible Agency	Response
42. The OCC and Police Commission should decide whether to allow online filing of complaints and document their decision. If the OCC and Police Commission decide to allow online filing, the OCC will need to request the appropriate resources in its next budget submission.	OCC	Concur. The interim director, in consultation with systems staff, will address the feasibility of this proposal and the funding necessary. See also response to Recommendation No. 4, regarding staffing issues.
43. The OCC should make the printable online complaint form easier to use by creating a document that combines the complaint form with instructions so that it can be accessed with a single click and only one item needs to be sent to the printer. The complaint form should be formatted to fit on standard-size paper. In addition, the OCC should change the complaint form so that it only collects the information that should be provided by the complainant.	OCC	Concur. The downloadable complaint form was recently reformatted to comply with this concern. Currently the agency has a working group comprised of investigative and administrative staff that is in the process of reviewing revisions to the complaint form.
44. The OCC should show in its annual report how complaints are received and monitor this for any unusual changes.	OCC	Concur.
45. The OCC should audit its log of complaint forms mailed out, recording the date and name of employees sending forms and checking for unusual patterns such as certain employees sending a disproportionate number of forms.	OCC	Concur.

Office of Citizen Complaints'
Responses to
Controller's City Services Audit Division
Second Follow-up Audit
9-23-2011



Report Title: Office of Citizen Complaints: Weak Case Management and Organizational Issues Degrade OCC's Performance
Department: Police Department
Report Date: 1/24/2007
Audit Manager: Tipton

Recommendation	Yes	No	In Part	Explanation for your response
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The Office of Citizen Complaints should take the following actions:

1.	Ensure the SFPD does not return or disregard sustained cases even if the OCC submits a case too late for review and consideration of discipline before the expiration of the one-year statute of limitations. Instead, the SFPD should use the information for management purposes as evidence indicating the need for nondisciplinary actions such as counseling or monitoring.	X			
2.	To avoid potential legal challenges, the OCC and SFPD should complete the investigation and discipline notification process within the one-year statute of limitations. The OCC should aim to complete its investigations within nine months, and no later than ten months.	X			<p>The OCC uses its best efforts to complete its investigations within nine months and no later than ten months. This a performance measure in all investigators' performance plans. The OCC uses several approaches to achieve this goal including mediating an average of 70 cases a year, reassigning cases to supervisors when an investigator's caseload is too high, using the supervisors tracking system to monitor the age of cases, using the supervisors tracking system to review casework summaries and using its limited temporary employee budget to hire additional investigators.</p> <p>The OCC historically has been chronically understaffed and has not been provided sufficient resources or personnel to complete all of its investigations within ten months. The OCC operated with journey level investigators in 2009 but in 2010, budget reductions left the OCC with 15 journey level 8124 investigators. Additionally, two resignations, further reduced staff. In 2009, the caseload per investigator was 21 cases, in 2010;</p>



Report Title: Office of Citizen Complaints: Weak Case Management and Organizational Issues Degrade OCC's Performance
Department: Police Department
Report Date: 1/24/2007
Audit Manager: Tipton

Recommendation		Yes	No	In Part	Explanation for your response
					<p>it was 31 cases per investigator.</p> <p>The Controller in its January 24, 2007 audit posited that best practices is a caseload average of 16. The OCC currently has 15 budgeted 8124 journey level investigator positions. As of September 23, 2011, the 12 non-probationary 8124 journey level OCC investigators had an average caseload of 32 cases. The three probationary 8124 journey level OCC investigators will have full caseloads within 90 days. Due to budget constraints, the OCC has been unable to grow its investigative staff, however, it continues to manage its caseload by reassigning cases to supervisors and mediating an average of 70 cases each year between the years 2008 and 2010. In 2010, the OCC completed 76% of its investigations within 270 days. An additional unfilled 8124 journey level investigator position may be available in the second quarter of FY 2011/2012, should the budget permit.</p>
3.	<p>To better assist investigators in managing their caseloads, the OCC should create consistent standards for case reviews and train senior investigators on them, including:</p> <p>a. Establishing an investigation plan with timelines at the beginning of each investigation.</p> <p>b. When to perform case reviews, including overall timelines to ensure the nine-month guideline is met. c. How often to perform case reviews.</p> <p>d. What items to check for in reviews and how to document them.</p> <p>e. What to document if investigators are not complying</p>	X			



Report Title: Office of Citizen Complaints: Weak Case Management and Organizational Issues Degrade OCC's Performance
Department: Police Department
Report Date: 1/24/2007
Audit Manager: Tipton

Recommendation		Yes	No	In Part	Explanation for your response
	with senior investigator requests.				
4.	With the Police Commission (and Board of Supervisors, if appropriate), the OCC should discuss and document the decision on whether the OCC needs additional investigator resources above the minimum level mandated in the Charter to provide the desired level of service (e.g., increasing overall staffing to align it with historical caseload rather than SFPD staffing).	X			
5.	To maintain staffing levels, the OCC should begin recruiting new investigators as soon as it becomes aware of an employee leaving or retiring.	X			
6.	<p>The OCC should require investigators to fill out time reports showing how many hours were spent on individual cases, noninvestigation tasks like language services, and administrative tasks each day to establish a baseline of how long it takes investigators to:</p> <p>a. Complete cases of different types and weights.</p> <p>b. Provide noninvestigation services such as mediation or translation duties. Perform administrative duties such as transcription, photocopying, etc.</p> <p>This can be done on a trial basis (e.g., for two to three months) to establish case management procedures, or on a longer or permanent basis to track investigator performance. If noninvestigators provide bilingual services, those individuals should also track the number of hours spent on such services.</p>	X			<p>The OCC conducted a time study on a three-month trial basis and we determined that investigators spend 15% of their time on clerical tasks; however the budget has not permitted us to hire additional clerical staff to ameliorate this issue. The OCC has a permanent mechanism in place to log translation services. Mediation services are not provided by investigators or staff other than the OCC mediation coordinator.</p> <p>OCC supervisors use the OCC Supervisors Tracking System, Year to Date Summary to review by investigator information including but not limited to number of cases assigned, case weight of open and closed cases, average case weight of open and closed cases and caseload. The supervisors meet weekly to determine whether cases should be redistributed.</p>



Report Title: Office of Citizen Complaints: Weak Case Management and Organizational Issues Degrade OCC's Performance
Department: Police Department
Report Date: 1/24/2007
Audit Manager: Tipton

Recommendation	Yes	No	In Part	Explanation for your response
7. The OCC should use the year-to-date report to analyze whether or not the number and weight of cases are equitable across investigators (taking into account high priority cases and investigators' noninvestigation duties) and redistribute cases if needed to balance caseloads and ensure that cases are closed in nine months or less.	X			
8. To meet the notification requirements of Charter § 4.127, the OCC should: a. Develop a standard notification letter to send the SFPD when cases will take longer than nine months. If the investigation will close soon and it would be less efficient to send files in advance of the case, the letter should specify when information will be sent to the SFPD. b. Develop a centralized system (using the case tracking system if practicable) to keep a record that the SFPD was notified at the nine-month point for sustained cases taking more than nine months to close.	X			<p>The OCC has developed a standard notification letter known as the 270 -day letter to provide to SFPD notifying them when cases will take longer than nine months.</p> <p>The OCC has developed a tracking system that keeps a record that the SFPD was notified at the nine month point.</p> <p>In 2009, 17% of its 270-day letters were timely. In 2010, 45% of its 270-day letters were timely.</p> <p>The OCC has implemented tools in its investigator browser to show the age of a case in relation to 270 days.</p>
9. The OCC should integrate its case work summaries into its case tracking system or other centrally-accessible database. Until that is achieved, the OCC should create a common format and template for the monthly case lists investigators submit to senior investigators, including individual columns that: a. Calculate how long it has been from the last date the case was worked to present. b. List work done on the case that month (which should make it clearer when adequate progress is being made).	X			



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Recommendation	Yes	No	In Part	Explanation for your response
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c. List the last action taken on the case.				
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10.	The OCC should create standard case management tools and training for investigators and implement them, including: a. Automated reminders for follow-up and due dates. b. How to triage and prioritize cases. c. How to organize files and documents.	X			The OCC has substantially complied with this recommendation. The OCC's investigator case browser shows the age of each case. It also shows the age of the case in relation to the 270th day. The available options in the OCC case tracking system do not provide for automated reminders for follow-up dates and due dates. The OCC's confidential Policy and Procedures Manual indicates how the OCC prioritizes cases and how to organize files.
11.	The OCC should create a full aging report using its case tracking system that can show the number of cases within certain age ranges for each investigator, investigative team, and the OCC as a whole. Senior investigators should review this report on a monthly basis to help prioritize which cases to work within each investigator's caseload and for each team as a whole to ensure the nine-month guideline is met (except when tolling provisions apply), redistributing cases when appropriate. In addition, the OCC chief investigator should track the progress of cases being investigated or reviewed by senior investigators to ensure that cases are not sitting without action being taken on them for extended periods of time.	X			
12.	The Police Commission should pass an amendment to its Resolution 97-04 on OCC and SFPD reporting that requires the OCC to add information on the amount of time each case has been open to the "Keane Report."X8 This report should be organized from the oldest to the	X			



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	newest case.				
13.	The OCC should create, document, and implement a system for reassigning the cases of investigators leaving or with prolonged absences from the OCC to other investigators.	X			The Chief and senior investigators meet to redistribute cases when an individual has left or is on prolonged leave. They use the case tracking system to reassign cases. The case tracking system indicates to whom cases are assigned and moves files electronically to the reassigned investigator.
14.	The OCC should create and implement a plan for closing cases that, even if they were completed today, would be submitted to the SFPD too late for its review and consideration of discipline. This plan should include: a. The decision of whether to close cases that are more than X0 months old (i.e., those that would not have sufficient time for SFPD review) with no further action, or b. Integrate the remaining investigation or mediation tasks for these cases with investigators' current work plans in a way that does not jeopardize cases that are still viable.	X			The OCC closed all stale cases in 2008 and it no longer has a backlog of stale cases. The OCC's oldest case is 557 days old but it is tolled due to a criminal investigation and on the advice of counsel, the complainant will not provide an interview.
15.	The OCC should create and implement policies and procedures for the effort to put into contacting complainants and witnesses who do not respond to telephone calls or contact letters and for closing cases due to uncooperative complainants, including: the method of communication to be used (phone, letter, etc.); the number of contact attempts that must be made by each method; the period of time over which the investigator must make the contact attempts; and the types of cases in which to use different levels of contact.	X			The OCC has implemented a due diligence policy which is contained in its confidential Policies and Procedures Manual.



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16.	Ensure the SFPD complies with the document protocol for responding to OCC requests for information and Administrative Code Chapter 96, "Coordination Between the Police Department and Office of Citizen Complaints" (see Appendix A, page A-6, for description).	X			The OCC reports quarterly to the Police Commission about SFPD's compliance with OCC's document requests made pursuant to Police Commission Ordinance 44-03 (Protocol Between the Office of Citizen Complaints and the San Francisco Police Department re: Responding to Requests for Documents for OCC Investigations.) The OCC policy analyst routinely notifies SFPD when it is out of compliance with the document protocol.
17.	The OCC should present a cumulative list of outstanding OCC document requests on a regular basis (e.g., weekly, biweekly, monthly) to the Police Commission, including: a. The number of open requests. b. The date each request was made. c. The reasons for the delays/nature of the SFPD's failure to produce the requested documents.	X			The OCC reports quarterly to the Police Commission about SFPD's compliance with OCC's document requests. Ten days before the Police Commission hearing, designees of the OCC Director and the Chief of Police meet and confer about the report. Additionally, the OCC's policy analyst routinely discusses any pending document requests and non-compliance issues with the Officer-in-Charge of Police Legal.
18.	The OCC should establish standard training and document protocols for City departments from which it regularly requests documents, similar to the document protocol that exists between the OCC and SFPD. Items to include in the protocol: a. A list of routine items that can be requested and where to direct the requests. b. Procedures for requesting nonroutine items. c. Required timelines for the department to produce the requested items to the OCC.		X		There are a handful of city departments, such as the Emergency Communications Division, the San Francisco Fire Department, the Sheriff's Department, San Francisco General Hospital, and the San Francisco Unified School District, from which the OCC regularly requests documents. These city departments typically comply with OCC's requests for documents; non-compliance or delays often are the result of staffing shortages within those departments rather than unfamiliarity with their compliance obligations. Since noncompliance has been



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	d. The OCC's options for recourse if documents are not produced according to the established timelines.				resolved favorably on a case-by-case basis, the OCC has not devoted its limited legal resources to this endeavor. The OCC's staffing and resource limitations have required its legal staff to resolve these issues on a case-by-case basis rather than providing training to these departments on their responsibility to comply with OCC document requests.
19.	The OCC should extend its existing system for tracking document requests from the SFPD to include requests made from other city departments and produce a regular report of outstanding requests for required follow-up.		X		Currently the case work summary tracks the requests to and receipt of documents from other city departments. Because non-compliance or delays in document production from other city departments (excluding SFPD) are relatively few, when they do occur, OCC's legal staff contacts those departments to resolve the matter on a case-by-case basis. These contacts are also documented in the case work summary. The current system is tailored to track particular types of documents requested and obtained from specific stations, bureaus and units within SFPD. Considerable time and resources would be required to tailor this system to track the requests to other city departments.



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<p>20 The OCC should create and document procedures for completing mediation cases, ensuring that no more than the minimum necessary steps are put into completing the process. These may include:</p> <ul style="list-style-type: none"> a. Requiring that the mediation coordinator review all incoming cases for mediation eligibility (addressing when in the course of the intake process the case should be sent for this review). b. Specifying the amount and type of work to be done before mediation is scheduled. c. Revisiting the types of cases that can be mediated, expanding the types if appropriate so that more cases will be eligible for mediation. 	X			<p>The OCC sets forth its mediation procedures in its confidential Policy and Procedures Manual. Once a case is identified for mediation, it is reassigned to the OCC mediation coordinator and the investigator performs no further investigation. Upon intake, the investigator and supervising investigator initially review cases for mediation and provides them to the Chief Investigator who refers them to the mediation coordinator. Once a case is reassigned to the mediation coordinator it is no longer the responsibility of the investigator and no further investigation is conducted.</p> <p>In 2010 mediated cases were completed in an average of 99 days while non-mediated cases were completed in an average of 166 days. The OCC has encouraged complainants who alleged racial profiling to consider mediation. Additionally, the OCC Director made exceptions to mediate use of force allegations if there are no injuries.</p>
<p>21 The OCC should develop and implement training on the OCC's mission for OCC management and staff and incorporate the mission and goals into the employee performance goal setting process for individual managers and staff.</p>	X			
<p>22 Ensure the Police Commission investigate the allegations of unethical behavior listed on page 30 and take appropriate corrective action to correct any current issues and prevent possible future occurrences.</p>	X			



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23	The OCC should create and implement a strategic plan for the ongoing training needs of staff, maintaining recordkeeping that shows: a. The topics in which employees need training. b. What training employees already have and the date completed. c. Timing and funding for training sessions.	X			Yes, the OCC has created a Strategic Training Plan for Investigators and maintains records of that training.
24	The OCC should develop and implement formal new investigator training processes, including: a. Creating training manuals and reference documents. b. Consulting best practices jurisdictions (e.g., New York, NY) for information to help develop the OCC's new investigator training program. c. Providing standardized on-the-job training for incoming investigators.	X			The OCC has developed and implemented formal new investigator training and uses its 2010 Confidential Policy and Procedures Manual to conduct training. The OCC has consulted best practices jurisdictions (e.g., New York, NY) for information to help develop the OCC's investigator training program. The OCC Director visited the New York Citizen Complaint Review Board and the Los Angeles Inspector General provided materials to the Office of Citizen Complaints. The OCC provides standardized on-the-job training for incoming investigators.
25	The OCC should schedule and perform annual performance goal setting and appraisals for each employee and report the results as required by the mayor's Executive Directive of August 2005.	X			
26	Ensure the Police Commission institute an annual performance goal setting and appraisal process for the OCC director. The director's performance goals should be tied to the OCC's mission and required and desired	X			



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accomplishments (reporting, outreach, etc.)					
27.	With the assistance of the Department of Human Resources and/or the City Attorney, the OCC should take appropriate personnel actions for employees who do not meet performance expectations. In the future, the OCC should take timely steps to proactively counsel and train employees who do not meet performance expectations as issues are identified through the performance appraisal process.	X			
28.	The OCC should create, distribute, and ensure compliance with a comprehensive investigation Policy and Procedures Manual by fully documenting the OCC's current investigation processes and reviewing the processes for efficiency, removing duplicative and/or manual steps where practicable. In addition, the OCC should implement use of a shared set of standard templates for typical documents like member response forms, interview questions, and sustained reports on the OCC's intranet. These templates should include versions that are appropriate for common complaint types that investigators can customize to their current investigations.	X			<p>The OCC has developed a comprehensive confidential investigation Policy and Procedures Manual.</p> <p>The OCC has implemented the use of shared templates for typical documents.</p>
29.	The OCC should put the OCC's policies and procedures for officer notifications and interviews in writing and provide them to officers and the SFPOA.	X			<p>The OCC's policies and procedures for officer notifications and interviews were in writing at the time of the 2007 audit as they are contained in San Francisco Police Department DG0 2.04 which was adopted by the Police Commission on July 20, 1994. Additionally, as recently as December 26, 2008, Department Bulletin 08-</p>



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					277 was issued outlining officer's responsibilities regarding OCC and administrative interviews and OCC member response forms. The OCC's member response form provides clear instructions on the officer's responsibility for answering the questions on the form. However, to supplement, the Department General Order, Department Bulletin and clear instructions on the member response form, the OCC has prepared a document containing frequently asked questions by officers which it has forwarded to the President of the Police Commission, the Police Chief and the SFPOA. Additionally, the OCC will post this document on its website on September 30, 2011.
30.	The OCC should adopt a proactive internal communication approach by keeping staff apprised of important operational and strategic events. The approach should include regular staff meetings.	X			
31.	As new management comes in, the OCC should hold an all-OCC staff retreat to discuss and work to resolve conflict issues.	X			
32.	The OCC should comply with its reporting requirements and post the reports on the OCC website as they are issued.	X			



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33.	Ensure the Police Commission resolve the issue of the SFPD not being required to respond to the OCC's policy recommendations.		X		<p>As noted in the Controller's original audit, the responsible agency for ensuring that SFPD respond to OCC's policy recommendations is the Police Commission.</p> <p>Background: The original audit noted that pursuant to the Spark's Resolution (Police Commission Resolution 27-06) The OCC makes a quarterly report on the status of our policy recommendations but that the effectiveness of these reports is hampered because there is no process or time line for SFPD to review and respond definitely to whether or not SFPD will implement our recommendations. The original audit pointed out that the OCC had suggested a Department General Order in May 2005 that set timelines by which SFPD would be required to respond to policy recommendations and engage in good faith discussions. The audit noted that as of December 2006 the Police Commission had not adopted our proposed DGO or any other requirement for SFPD to provide a definitive response within a specific amount of time to OCC policy recommendations. The Controller concluded in Recommendation 33, "The Police Commission should resolve the issue of the SFPD not being required to respond to the OCC's policy recommendations."</p>



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34. The OCC should systematically survey investigation participants (both officers and complainants) to identify areas for improvement. In addition, the OCC should report the results of these satisfaction surveys in the annual report (or more frequently) along with plans for addressing identified issues.	X			The OCC began sending out questionnaires with its preliminary closure letters on September 23, 2011. The results of the survey will be presented in its 2012 annual plan as three months of data will not be statistically significant. The OCC is also developing a proposal to the Goldman School of Public Policy, U.C. Berkeley, for graduate assistance in interpreting the results of the OCC's survey tool and developing a more scientific survey tool if necessary.
35. The OCC should develop and present an annual outreach strategic plan, beginning with calendar year 2007. The Police Commission and OCC should agree on consistent timing for this presentation (e.g., the second Police Commission meeting in January). The plan should identify: a. The outreach efforts that will be undertaken during the year and the reason for the efforts. b. Strategies for reaching the targeted audiences, including communication mechanisms, publicity, and distribution. c. Strategies for measuring outreach success.	X			<p>In 2008 the OCC developed its first Community Outreach Strategic Plan. Each year, thereafter, it has presented its Community Outreach Plan to the Police Commission and posted it on its website. The 2010 Community Outreach Strategic Plan can be found at http://www.sfgov3.org/Modules/ShowDocument.aspx?documentid=353. The OCC will present its 2011 Community Outreach Strategic Plan to the Police commission in October of 2011.</p> <p>To analyze its outreach efforts, the OCC designed an evaluation for attendees to fill out after OCC presentations. During 2009 evaluations indicated that the presentations met the expectations of the audience, were given by presenters knowledgeable about the subject matter, and provided substantive written materials. Every evaluator indicated that he or</p>



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					she would attend future OCC presentations and would recommend the presentation to others.
36.	The OCC should maintain a central list of the outreach efforts of all management, staff, and attorneys, including: a. Date and time of presentation. b. Audience. c. Topic of presentation. d. Name(s) of presenter(s).	X			The OCC maintains a central list of the outreach efforts of all management, staff, and attorneys, including: a. Date and time of presentation. b. Audience. c. Topic of presentation. d. Names of presenters
37.	The OCC should maintain an outreach activity in 2007 that is at least equal to that of 2006 to establish a baseline level of outreach activity. In future years, this baseline can be used to gauge the effect of outreach activities on complaint levels.	X			The OCC began to track outreach efforts in 2007. Since 2008, the office has issued an Annual Strategic Outreach Report which sets forth the previous years' accomplishments and sets out outreach plans for the coming year. In addition to tracking outreach efforts, since 2009, the OCC has requested and maintained evaluations of its outreach activities. The OCC continues to work with governmental and non-governmental organizations to collaborate in outreach activities and to develop new outreach venues.
38.	Make regular (e.g., quarterly or semiannual) reports to the Police Commission on: a. The outreach activities performed by the OCC in the reporting period. b. The OCC's progress toward its strategic outreach goals for the year.	X			
39.	The OCC should publicize scheduled outreach events on its website, including a calendar of events that shows the	X			



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	dates, times, and locations of when the OCC will be giving presentations. In addition, it should provide a link to the Police Commission website and meeting information, or add that information to the OCC's calendar.				
40.	The OCC should report data from its intake log on the language spoken by complainants in the annual report.	X			The OCC reports its data from its intake log on language spoken by complainants in its annual report.
41.	The OCC should use the information on the number of hours spent by investigators on providing translation and bilingual services in Recommendation 6 and data from the intake log on the language spoken by complainants to determine whether the OCC has sufficient bilingual resources. Also, the OCC should document its findings and its decision on whether or not to pursue additional language services resources.	X			The OCC has determined that it has sufficient in-house bilingual resources. In 2010, 96% of the OCC case intakes were in English (818 of 854 cases). The next largest number of intakes, 28 or 3% were in Spanish. One percent of the case intakes were in Russian. Less than 1% of the case intakes were in American Sign Language, Cantonese and French. The OCC has the following bilingual investigators, 1- Cantonese, 1 – Tagalog and 2 – Spanish. For the two bilingual Spanish language investigators, the intake log calculates who will conduct the next Spanish language intake based on who did the last one.
42.	The OCC and Police Commission should decide whether to allow online filing of complaints and document their decision. If the OCC and Police Commission decide to allow online filing, the OCC will need to request the appropriate resources in its next budget submission.		X		The OCC would implement online filing of complaints but it does not have the budgetary resources to do so. The OCC was advised by the City's webmaster that outside resources would be needed to customize the online complaint form as needed by the Office of Citizen Complaints. We were advised that the form we were requesting was more of an application development project beyond the services that the City can provide.




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43.	The OCC should make the printable online complaint form easier to use by creating a document that combines the complaint form with instructions so that it can be accessed with a single click and only one item needs to be sent to the printer. The complaint form should be formatted to fit on standard-size paper. In addition, the OCC should change the complaint form so that it only collects the information that should be provided by the complainant.	X			The OCC has created a printable online complaint form that is user friendly.
44.	The OCC should show in its annual report how complaints are received and monitor this for any unusual changes.	X			
45.	The OCC should audit its log of complaint forms mailed out, recording the date and name of employees sending forms and checking for unusual patterns such as certain employees sending a disproportionate number of forms.	X			

Name: Joyce M. Hicks, Executive Director

Title/Organization: Office of Citizen Complaints

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Signature:  Date 9.23.2011