



# Office of Professional Standards Civilian Police Review Board



## 2011 Annual Report



**CITY OF CLEVELAND**  
Mayor Frank G. Jackson

**Martin L. Flask, Director**  
Department of Public Safety

**Cassandra A. Bledsoe, Administrator**  
Office of Professional Standards

**Thomas F. Jones, Chairman**  
Civilian Police Review Board

Cleveland Department of Public Safety  
**Office of Professional Standards, and  
Civilian Police Review Board**  
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# Director of Public Safety

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The Cleveland Department of Public Safety has a duty and responsibility to meet the needs and expectations of its citizens through effective, efficient, and professional service; by establishing public trust through the development of strong partnerships within the community; and, by focusing on public safety and improving the quality of life in Cleveland neighborhoods. The men and women of the Department of Public Safety are committed to ensuring public safety and improving the quality of life for everyone who lives in, works in, or visits the city of Cleveland.

Cleveland Police also have a legal and moral responsibility to serve fairly and impartially. In accordance with City of Cleveland Charter Section 115-2, the Department of Public Safety includes an Office of Professional Standards (OPS) to investigate citizen complaints against Cleveland Division of Police personnel in a thorough, balanced and impartial manner for presentation to the Civilian Police Review Board (CPRB) for hearing and disposition. They provide an opportunity for citizens who believe they were treated unfairly to voice their concerns, and when necessary and appropriate, provide recommendations to the Chief of Police for corrective action. They also make important recommendations to the Department of Public Safety on policy and procedural changes.

On behalf of Cleveland Mayor Frank G. Jackson and all the women and men of the Cleveland Department of Public Safety, I want to express my appreciation to the commitment made by the Civilian Police Review Board members and the officers and employees of the Office of Professional Standards. The 2011 Annual report provides insight into the operations of the Civilian Police Review Board and the decisions they made on behalf of the citizens served by the Cleveland Division of Police.

As Director of Public Safety, I'm proud to present the 2011 Annual Report to the community.

Sincerely,

Martin L. Flask, Director  
Department of Public Safety

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# Our Guiding Principles

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The responsibility entrusted by the people of the city of Cleveland to the Civilian Police Review Board and the Office of Professional Standards is a sacred public trust.



# Purpose

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In accordance with provisions of City of Cleveland Charter Section §115-2, there shall be created in the Department of Public Safety Administration, an Office of Professional Standards (hereinafter referred to as OPS). This Office shall consist of an Administrator as well as civilian and police investigators as assigned by the Director of Public Safety.

The OPS shall receive and investigate complaints alleging misconduct by sworn personnel of the Cleveland Division of Police. Complaints will be investigated regardless of the duty status of the subject officer.

Upon the complaint from the Civilian Police Review Board (CPRB), or at the direction of the Director of Public Safety, the OPS shall review the completed investigations conducted by the Use of Deadly Force Investigation Team or other investigative unit concerning specific use of deadly force and in-custody injury situations.

Upon the direction of the Director of Public Safety, and the general supervision of the Administrator, OPS staff shall investigate or monitor other complaint matters within the Department of Public Safety. These matters may include but not be limited to Mayor's Action Center complaints and complaints filed with the Director of Public Safety or members of City Council.

In the event of an allegation of misconduct by a member of the OPS, the Administrator shall notify the Director of Public Safety. The Director of Public Safety will determine if there is a need for an investigation. If an investigation is deemed necessary the Director of Public Safety will utilize external resources. Results of this investigation will be forwarded to the Administrator of the Office of Professional Standards.

# Civilian Police Review Board

**MISSION:** The Civilian Police Review Board {CPRB} aims to ensure citizen complaints against sworn personnel of the Cleveland Division of Police are properly investigated and resolved.

## About the Chair

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**Thomas F. Jones** is President and CEO of Marionette Consulting Inc. Mr. Jones founded this company, which is engaged in corporate security, law enforcement and media consulting upon his retirement in 1995 from the Federal Bureau of Investigation where he served as the Special Agent in Charge of the Cleveland Office. He also served as Chief of Police and Security for the Cleveland Clinic for 7 ½ years. He retired from that position in April 2005.



Mr. Jones is a native of Atlantic City, New Jersey. He graduated in 1968 from Southeastern University in Washington D.C. with a degree in Accounting and served 4 ½ years with the United States Marine Corps. He was appointed an FBI Special Agent in 1968 and served his first assignment in Cleveland. Prior to his return to Cleveland in 1992, Mr. Jones was the Inspector in Charge of the Office of Public Affairs at FBI Headquarters in Washington, D.C. and a member of the Executive Conference, the FBI's Board of Directors.

Mr. Jones is a graduate of the Leadership Cleveland Class of 1996. On December 29, 1998 he completed a four-month appointment as Foreman of a Cuyahoga County Grand Jury and has served under the last three Cleveland mayors as Chairperson of the Civilian Police Review Board. In 2007, he received a key to the City of Parma for serving on a Parma Blue Ribbon Commission tasked with making recommendations to improve City operations. In August 2010, he co-chaired the Cuyahoga County Transition Public Safety/Law Enforcement Subcommittee for the new Cuyahoga County government, which took effect in January 2011.

He is a member of the National Organization of Black Law Enforcement Executives (NOBLE), the Greater Cleveland Red Cross Blood Services Board; the Society of Former Special Agents of the FBI; Cuyahoga County Association of Chiefs of Police; One Source Technology, LLC Board; and the National Negro Golf Association. Mr. Jones resides in Cleveland with his wife. He has two daughters and seven grandchildren.

# Civilian Police Review Board (CPRB) Members

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**Mary A. Clark** originally from Lexington, Mississippi where she graduated from the Lexington Attendance Center. Ms. Clark has over 30 years of banking and finance experience. She is one of the newer members of the Civilian Police Review Board and began her four-year term in 2011. Ms. Clark's interests include reading, fishing and gardening. She is also interested in law and civil justice and desired to witness and be a part of government in action.



**Clarence Moore** retired as a Captain of the Cleveland Division of Emergency Medical Service in 2011 where he was a dedicated employee for 27 years. He has been awarded numerous accolades for his dedication and hard work. Mr. Moore is certified in American Heart Association Cardiopulmonary Resuscitation as an Instructor and Provider, American Heart Association Advanced Cardiac Life Support & Pediatric Advanced Life Support Instructor & Provider, State of Ohio Emergency Medical Technician Instructor and Paramedic Instructor. He holds several awards including the American Red Cross Honorary member Award; Brentwood Hospital Paramedic Appreciation Award; Cleveland Emergency Medical Service Distinguished Service; Cleveland Emergency Medical Service Commissioner's Leadership and Cleveland Emergency Medical Service Commissioner's Medal of Honor Awards.



**Edwin Santos** is a native of San Juan, Puerto Rico. He began his government career in 1975 when he joined the United States Army. After receiving an honorable discharge, he continued with federal employment and retired in 2009 after 33 years as an Enforcement Supervisor for the U.S. Equal Employment Opportunity Commission. Mr. Santos holds a Bachelor of Arts degree in Business Administration and Management from the Inter-American University of Puerto Rico and has lived in the city of Cleveland since 1980. He has served as a member of the Civilian Police Review Board since 2007 and enjoys spending time with his three children and six grandchild

# Civilian Police Review Board (CPRB) Members

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**James W. Sharp** is a native of Akron, Ohio. After attending Buchtel high school, he continued on to the University of Akron and relocated to the Cleveland area in 1971. Employed in the fabric awning industry for more than 30 years, Mr. Sharp worked as co-owner of the Awning Fabric-Caters, Inc. in Cleveland for 15 years. He also participated in the City of Cleveland Storefront Renovation Program since its inception in the early 1980s. Mr. Sharp was appointed to the City of Cleveland's Civilian Police Review Board in 2007.



**Michael L. Walker** is the Executive Director of the Partnership for a Safer Cleveland and Project Director of the U.S. Attorney's STANCE Initiative. Mr. Walker lectures and trains both professionals and students throughout the country on issues related to the prevention and reduction of youth violence and gangs. His work in citizen participation was a contributing factor in the Cleveland's selection as an All-American City recipient three times for resident engagement in public and private ventures. Mr. Walker co-authored *Drug Use among Juvenile Arrestees: A Comparison of Self-Report, Urinalysis and Hair Assay*, and chapters in the *Handbook for Screening Adolescents at Psycho-Social Risk and Gangs in America*. He holds degrees from The Ohio State University and Case Western Reserve University in Communications and Law.



**Denise S. Zeman** is a lifelong resident of Greater Cleveland and currently lives in the Little Italy neighborhood. She has been President and CEO of the Saint Luke's Foundation of Cleveland, Ohio since January 2000. With assets of more than \$180 Million, the Saint Luke's foundation focuses on developing and maintaining healthy urban communities in Greater Cleveland. Her professional career has spanned healthcare, human services and community relations. Ms. Zeman's community involvement includes serving as a Board Member of the Northeast Ohio Universities College of Medicine, Ohio Grantmakers Forum, and Bio Enterprise, as well as past board positions with numerous nonprofits. She holds a Bachelor of Arts degree from Ursuline College; a Master of Arts degree from John Carroll University; and has taken additional post-graduate coursework at Kent State University. Ms. Zeman has been a recipient of numerous awards including recognition by Northern Ohio Live Magazine as a Rainmaker. In addition, she was one of Cleveland's Most Interesting People in the January 1999 Cleveland Magazine.

# Office of Professional Standards

**MISSION:** The mission of the Office of Professional Standards is to investigate citizen complaints against Cleveland Division of Police personnel in a complete, fair and impartial manner, and present the completed investigations to the Civilian Police review Board for a hearing and disposition.

## About the Administrator

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In 2008, Cleveland Mayor Frank G. Jackson appointed **Cassandra A. Bledsoe** as the Administrator of the Office of Professional Standards. She oversees the Civilian Police Review Board process and ensures that complaints regarding alleged improper police conduct are thoroughly investigated. In 2010, Mayor Frank G. Jackson approved recommendations from his Commission on Missing Persons and Sex Crimes and expanded the duties of the Office of Professional Standards to include the oversight of Missing Persons and Sex Crimes/ Child Abuse Unit investigations.



In her previous position as Lead Project Director, Civil Rights, Ms. Bledsoe was monitored hate crimes and oversaw relations with Cleveland's 117 ethnic communities and the City's crises intervention team. She remains dedicated to the field of Civil Rights as a member of the Northeast Ohio Civil Rights Working Group sponsored by the Federal Bureau of Investigation Cleveland Division and the U.S. Attorney's Office Northern Ohio.

Passionate about the safety of Women and Children, Ms. Bledsoe is a member of the Domestic Violence Coordinating Council for Cuyahoga County and co-chair of the Cuyahoga County Defending Childhood: Children Exposed to Violence Initiative of the United States Attorney General. Ms. Bledsoe has served three terms on the United States Commission on Civil Rights, Ohio Advisory Committee and she is a Vice-President of the Cuyahoga County Critical Incident Stress Management (CC-CISM) team. She is a graduate of the Simon Wiesenthal National Institute Against Hate Crime and Terrorism, 2001 Graduate of the FBI Citizen Academy, 2002 recipient of the Federal Bureau of Investigation Director's Community Leadership Award, and has received numerous proclamations and recognitions including being named by Northern Ohio Live Magazine as One of The 500 Most Influential Women in Northeast Ohio.

# Office of Professional Standards (OPS) Staff

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**Antoinette Mason** is the newest member of the OPS family and works as the Administrator's Executive Assistant. She worked as a legal secretary for 10 years in the Department of Law for the Division of Labor and Employment, Legislation and Finance, and Code Enforcement. In her tenure at the Department of Law, Antoinette was awarded Employee of the Month more than once. She is a devoted wife and mother and of two, currently obtaining Bachelor's degree in Criminal Justice with an anticipated graduation date Spring of 2013.



**Sergeant Robert Daunch** joined the Cleveland Division of Police in 1993 and served the first 16 years assigned to patrol duties in the First, Fourth, and Fifth Districts. Sergeant Daunch also served in the Bureau of Communications and was promoted to Sergeant in 2005. He was assigned to the Office of Professional Standards in June 2009.



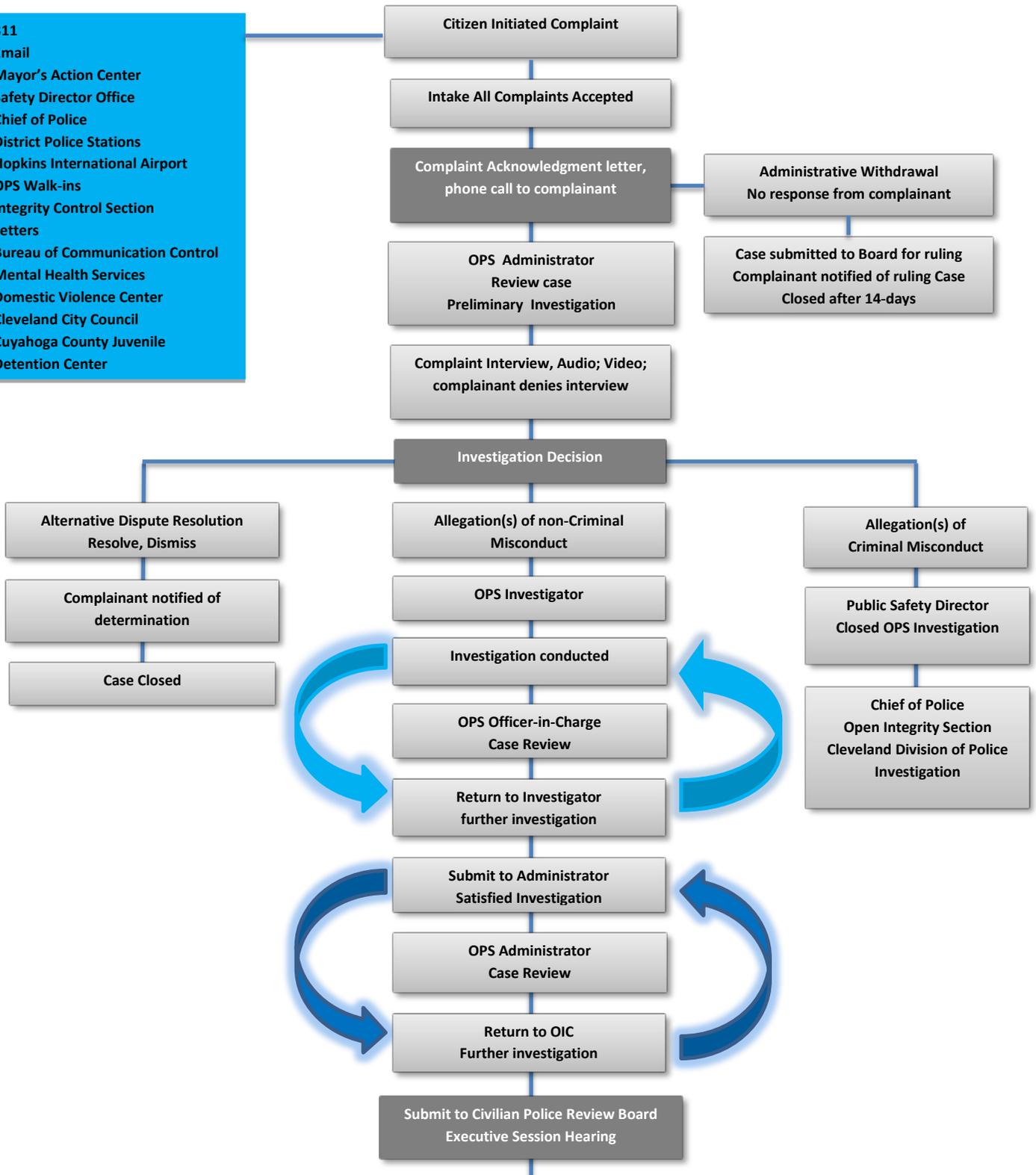
**David Hammons** was the first Civilian Investigator hired by the City of Cleveland in the Office of Professional Standards. He previously served as the Litigation Coordinator for the American Civil Liberties Union (ACLU) of Ohio where he was responsible for investigating citizen complaints of government abuse and managing the legal docket. He also served as a Parole Officer for the State of Ohio in the Cleveland Regional Office where he supervised conditionally released felons and was assigned to a fugitive task force. He holds a Bachelor of Arts in Political Science and History from Cleveland State University.



**Anitra Merritt** is the second Civilian Investigator hired by the City of Cleveland Office of Professional Standards. Before assuming her duties in 2011 as OPS Investigator, she was no stranger to the legal community with more than 12 years of experience in both civil and criminal law enforcement. Ms. Merritt worked in the City of Cleveland Prosecutor's Office as a Misdemeanor Investigator where she conducted investigations and mediations involving criminal disputes. Prior to joining the Prosecutor's Office, she provided paralegal assistance for the Civil Division of the City of Cleveland Department of Law. Ms. Merritt has a Bachelor of Science degree in Business Management and an Associate degree in Paralegal Studies.

# OPS Flow Chart

- 311
- Email
- Mayor's Action Center
- Safety Director Office
- Chief of Police
- District Police Stations
- Hopkins International Airport
- OPS Walk-ins
- Integrity Control Section
- Letters
- Bureau of Communication Control
- Mental Health Services
- Domestic Violence Center
- Cleveland City Council
- Cuyahoga County Juvenile Detention Center



**RULING**  
 Exonerated • Unfounded • Unable to prove due to lack of evidence • Sustained\*

\*If the Board determines that disciplinary action should be taken against any officer the Board shall submit its recommendation to the Chief of Police.

# Complaint Intake Classification

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Citizen complaints alleging police misconduct will be categorized into one of the following for administrative processing:



**Arrest:** The restraint of a person’s liberty was improper or unjustified.

**Color of Law:** An official action taken by a person acting under the authority of local, state, or federal laws to willfully deprive someone of a right, privilege, or immunities secured or protected by the Constitution or law of the United States.

**Demeanor:** The way an officer presents herself/himself; this applies to conduct as well as facial expressions.

**Entry:** Entry into a building or onto property was improper, to include excessive force being used against property in order to gain entry.

**Force:** The use or threatened use of improper, unnecessary, or excessive force

**Harassment:** The taking of police action, which was predicated upon factors which are irrelevant under the circumstances to good law enforcement decision-making.

**Improper Procedure:** Allegations of other actions in violation of Departmental rules, procedures, or policies.

**Property:** Property lost or damaged. \*Citizen complaints alleging criminal conduct ( i.e. theft, assault, falsification are referred by the Administrator of the Office of Professional Standards to the Director of Public Safety for assignment to the Cleveland Division of Police Internal Affairs Unit. The Internal Affairs Unit has the primary responsibility for investigation of alleged criminal acts.

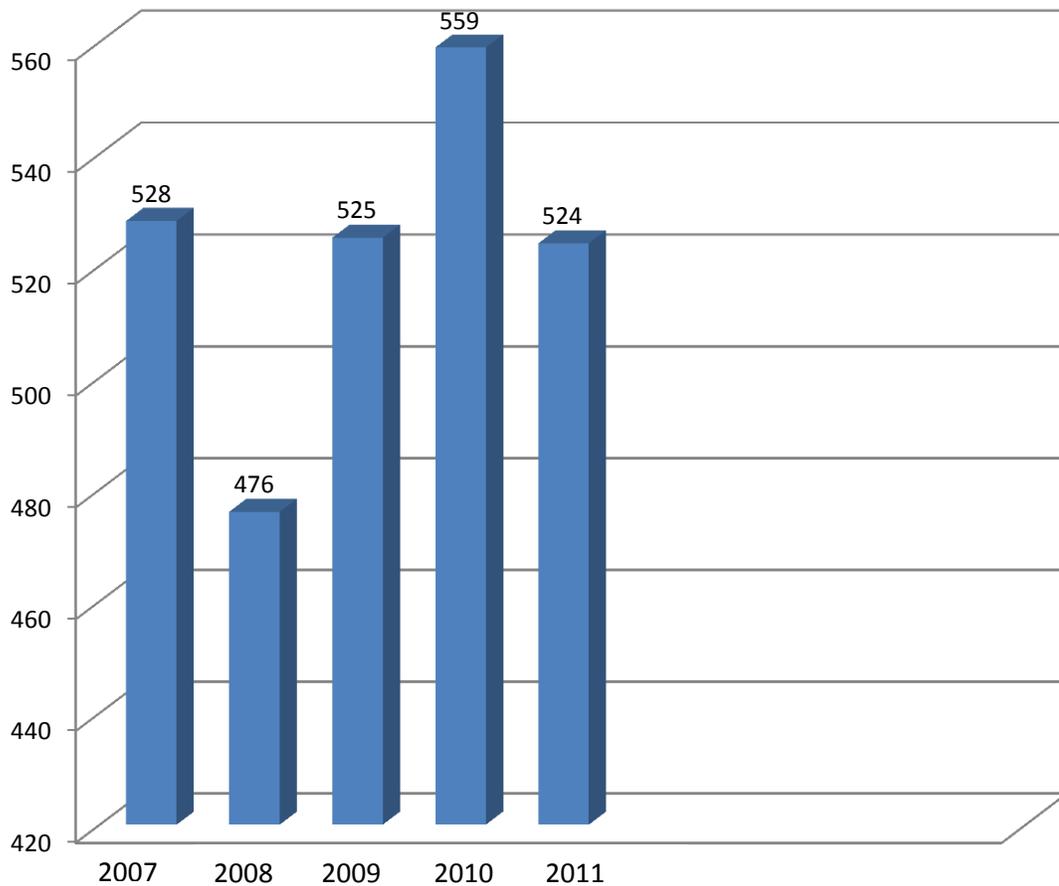
**Search:** The search of a person or their property was in violation of established Cleveland Division of Police rules and regulations.

**Service:** The lack of or inadequacy of police service.

**UTT {Uniformed Traffic Ticket}:** As per the General Police Orders of the Cleveland Division of Police, “Complaints regarding citizens receiving Uniformed Traffic Tickets (UTT) and **Parking Infraction Notices (PIN)** shall not be the subject of an official complaint, if the complaint is based entirely on the belief that the citizen did not deserve the UTT or PIN because they did not violate the law.”

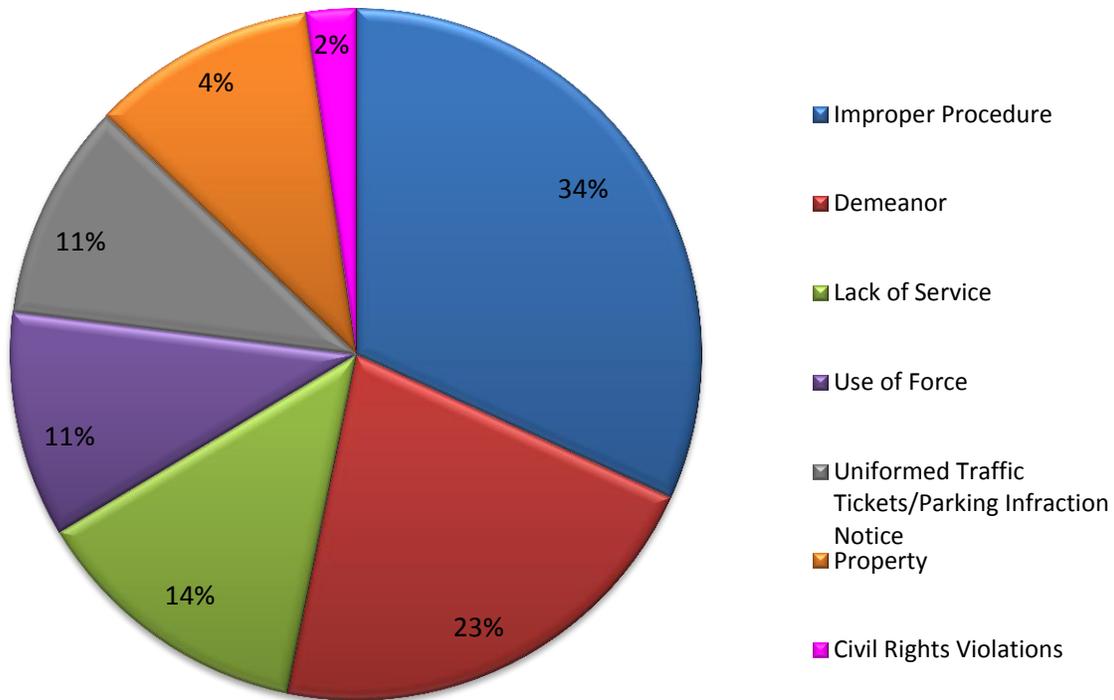
# Number of Complaints Received 2007 - 2011

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All complaints filed by a citizen against a police officer shall be signed by the Complainant. In those circumstances where the Complainant is unable to write, video recordings of the complaint shall be made and retained on file. The involved police officer (s) shall be given the opportunity to view the video when requested to respond to the allegations. Information received in the complaint shall be transferred to a complaint intake form and assigned a control number. A complaint may be accepted by the OPS in person or by mail. If the complainant phones in a complaint, the initial information will be taken by phone and the Complainant requested to file a report in person at the OPS. If the Complainant indicates filing a complaint in person would be a hardship, then a complaint form may be sent to the complainant with the permission of the Administrator. If a complaint against a member of the Division of Police is in a format other than the Citizen Complaint Form, the citizen will be contacted upon receipt of the complaint and requested to fill out a complaint form and sign the area indicated "Complainant's Signature." In the narrative portion, the complainant or the OPS personnel shall write "Please See Attached." An investigation will not commence until the OPS receives a fully completed complaint form.

# 2011 Complaints by Classification



Number of Cases	Percentage	Description
178	34%	Improper Procedure: Procedure (150), Arrest (12), Search (4), and Tow (12)
120	23%	Demeanor: Rude Behavior (75), Commendation (1), Misconduct, (4) Harassment (40)
74	14%	Lack of Service: Lack of Service (57) and No Report (17)
59	11%	Use of Force (UOF): Physical strike, non-deadly force (59)
57	11%	Uniformed Traffic Tickers or Parking Infraction Notice (57)
23	4%	Property: Missing Property (18), Property Damage (5)
13	2%	Civil Rights Violations: ADA (1), Color of Law (3), Hate Speech (1), Racial Profiling (2), Racial Slur (1), Sexual Harassment (2), Stalking (2) and Criminal Misconduct (1)

# Number of Complaints per Officer

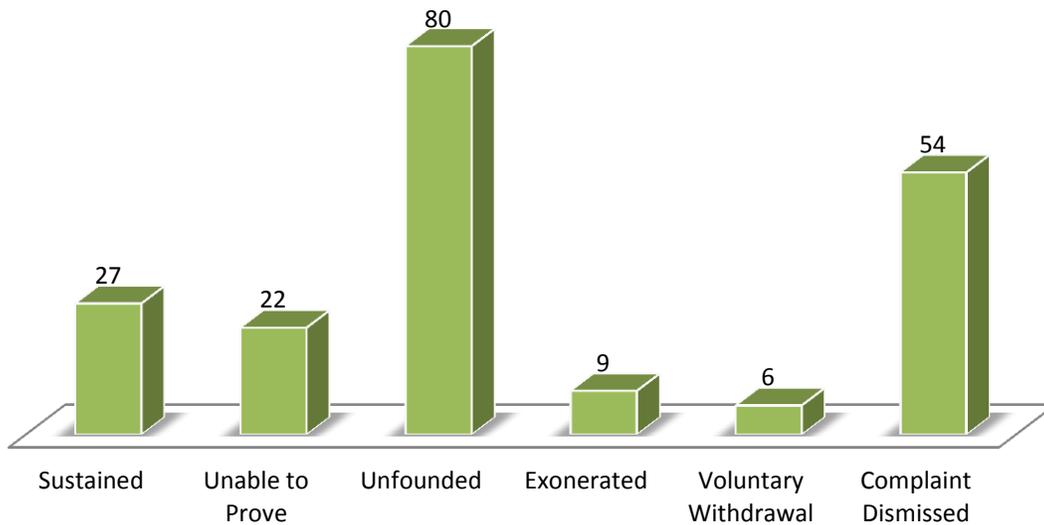
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Number of Complaints	Number of Officers	Male	Female
One Complaint	211	168	43
Two Complaints	56	54	2
Three Complaints	14	14	0
Four Complaints	12	12	0
Five Complaints	2	2	0
Six Complaints	0	0	0
Seven Complaints	1	1	0
Eight Complaints*	2	2	0
<b>Total</b>	<b>298</b>	<b>253</b>	<b>45</b>

\*The eight complaints against this one officer were the result of one incident with eight separate complainants.

# 2011 CPRB Decisions

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## 198 Cases

**Sustained:** The investigation revealed sufficient evidence and/or information to support a finding of police misconduct and/or improper police procedure

**Unable to prove:** There was not enough evidence and/or information contained in the investigation to provide a determination to support a finding of police misconduct or improper procedure.

**Unfounded:** The evidence and/or information received in the investigation failed to support a finding of police misconduct and/or improper procedure and do not warrant any further investigation or action.

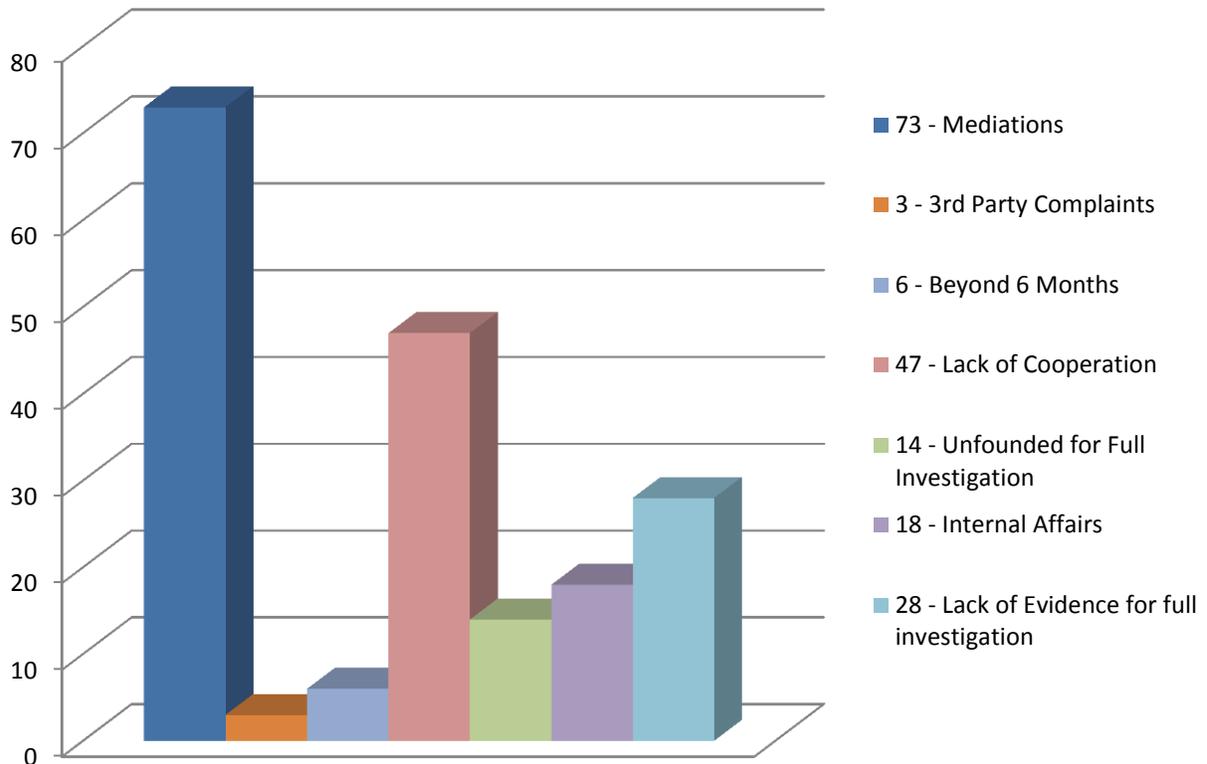
**Exonerated:** The evidence and/or information received in the investigation failed to support a finding of police misconduct and/or improper procedure and also clear the officer of all accusations.

**Voluntary Withdrawal:** Complainant changed mind and/or desired that no further action be taken on their behalf.

**Complaints Dismissed:** Due to the unavailability of the complainant after diligent efforts have been made to contact the complainant, and there is no other information on which to base an investigation, the investigation cannot be completed.

# 2011 OPS Administrator Determinations

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189 Cases

**Mediation** - Alternative Dispute Resolution

**3<sup>rd</sup> Party Complaints:** The OPS is unable to accept “third party” complaints. Complaints must be filed by the person directly involved with the incident.

**Beyond 6 Months:** Under Article VIII\*, Section M of the Collective Bargaining Agreement between the City of Cleveland and the Unions, a citizen complaint must be signed and filed within six (6) months of the stated event.

**Lack of Cooperation:** Complainant was uncooperative or did not respond

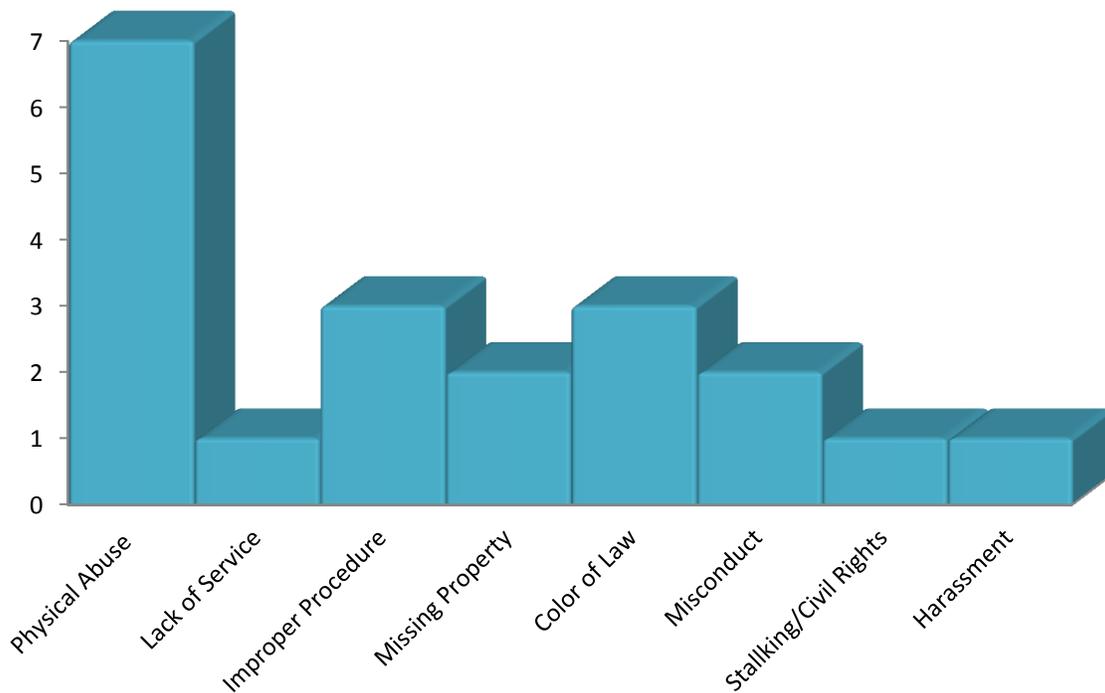
**Unfounded for Full Investigation:** Conducted preliminary investigation and revealed there was no material fact to conduct a full investigation.

**Internal Affairs:** Complaints alleged criminal allegations

**Lack of Evidence for Full Investigation:** Lack merit in which to substantiate a full investigation of the complaint.

# Cases Transferred to Internal Affairs

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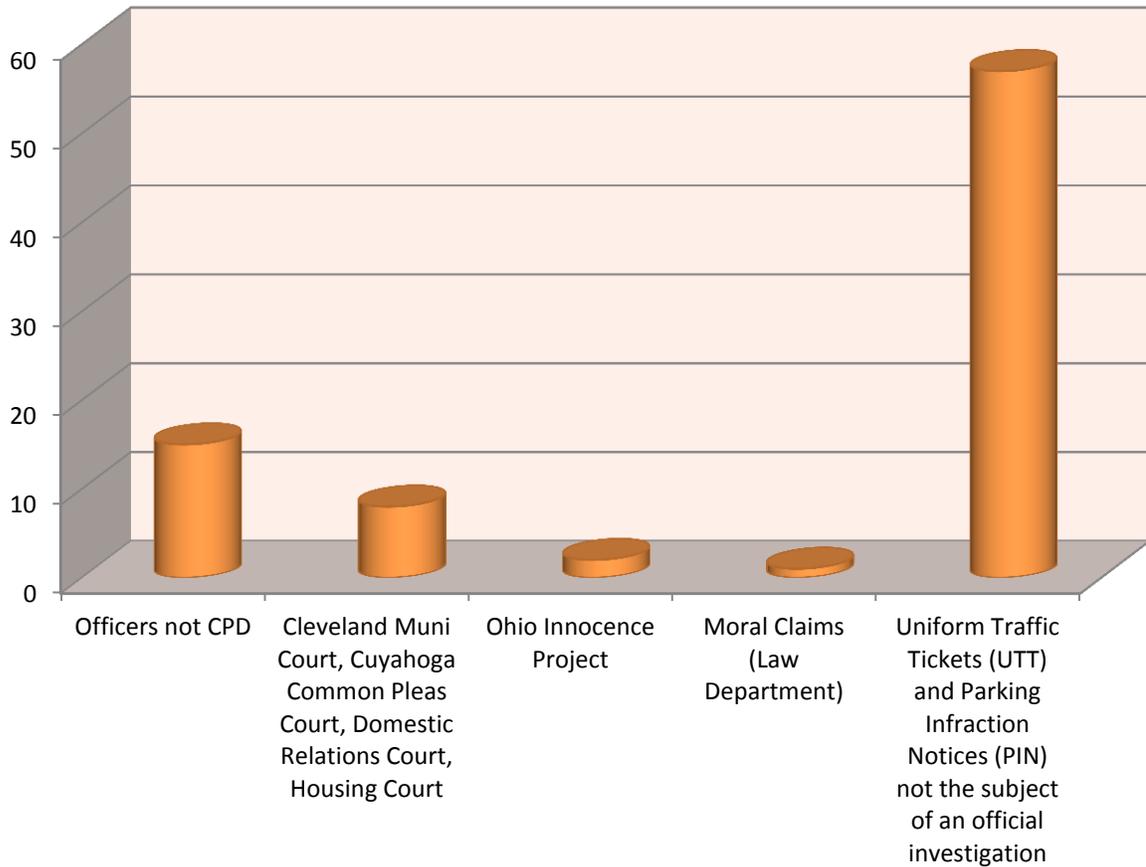
## 18 Cases

Citizen complaints which allege criminal conduct on the part of the officer shall not be investigated by the Office of Professional Standards nor reviewed by the Civilian Police Review Board. These cases shall be referred by the OPS Administrator to the Director of Public Safety to be reviewed on a case-by-case basis and, if deemed appropriate, transferred to the Chief of Police.

A preliminary review by the OPS Administrator of 18 complaints received in 2011 resulted in full investigations by the Division of Police Integrity Control Section (Internal Affairs Unit).

# No Jurisdiction by OPS to Investigate

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## 88 complaints

Law Enforcement officer(s) named in complaint were not sworn members of the Cleveland Division of Police.

Complaints related to matters or occurrences that are subject of criminal or civil court proceedings

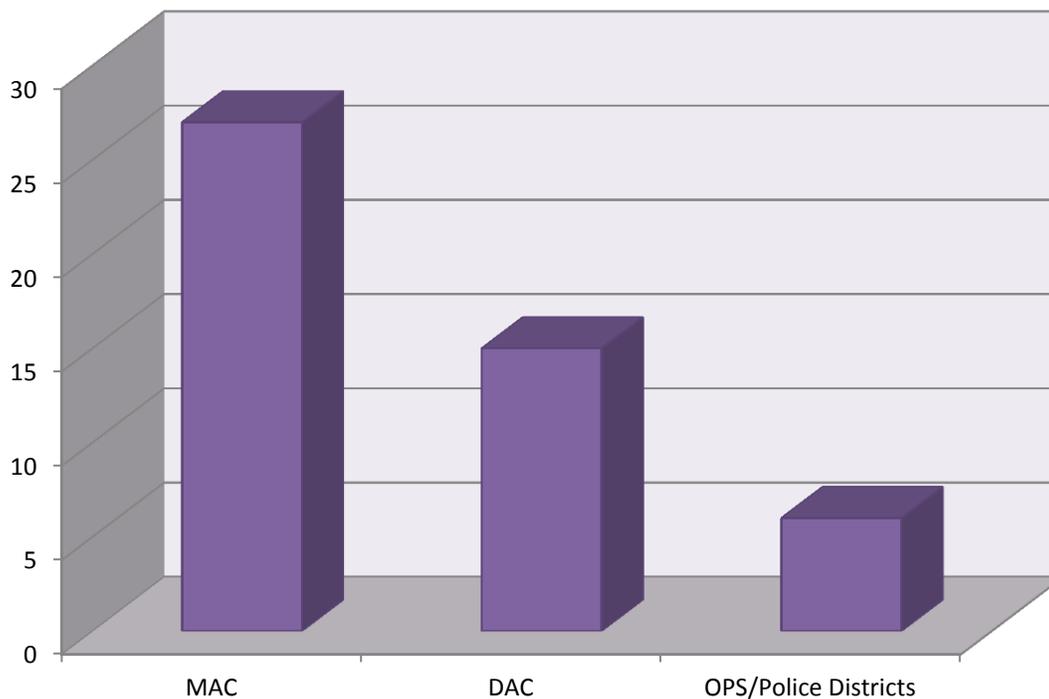
Complainants alleged their innocence while being incarcerated outside City of Cleveland limit

Claimants were seeking monetary reimbursement for alleged loss of property

As per the General Police Orders of the Cleveland Division of Police, "Complaints regarding citizens receiving Uniformed Traffic Tickets (UTT) and Parking Infraction Notices (PIN) shall not be the subject of an official complaint, if the complaint is based entirely on the belief that the citizen did not deserve the UTT or PIN because they did not violate the law."

# Administrative Withdrawals

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## 49 Cases

These complaints were administratively withdrawn due to incomplete complaints; no follow-up; lack of signature; and uncooperative complainants.

**MAC Complaints:** Complaints received from the Mayors Action Center

**DAC Complaints:** Complaints received from the Director's office

**OPS/Police Districts:** Complaints received from citizens coming into the Office of Professional Standards to file a complaint or going directly to their local Police District to file a complaint.

# 2011 Improvements and Initiatives

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The Office of Professional Standards and Civilian Police Review Board are making the best use of available resources to improve effectiveness, enhance citizen access and allow for more viable information to be retrieved and used for investigations.

**Create a data collection process that would enable the Office of Professional Standards to accurately report the timeline for investigations to ensure compliance with the policies recommended by the Civilian Police Review Board.** The 2010 Annual report identified a number of deficiencies in the OPS data collection process.

- ☞ **Initiative accomplished:** A new database was developed in late 2011 that enables the OPS staff to more quickly identify trends and provide expanded information. The expanded data collection process will provide the community additional information in the 2012 Annual Report.
- ☞ **Initiative accomplished:** The OPS complaint form was revised in late 2011 to include demographics of the complainants and the officers.

**Eliminate the requirement that all OPS investigations be conducted by officers of the Division of Police.** On November 4, 2008 voters approved the amendment to the City Charter.

- ☞ **Initiative accomplished:** OPS Civilian Investigators were hired in May 2011.

**OPS Civilian Investigators enroll in the Cleveland Division of Police Citizen Police Academy.** This program is for residents 18 and older. It covers topics such as legal issues, police officer training and preparedness, and internet crimes against children. It includes a tour of the Justice Center and Police headquarters, the outdoor range, Communication Center, and Police Museum. It may also include presentations by Canine, Narcotics and SWAT units.

- ☞ **Initiative accomplished:** Investigators Hammons and Merritt attended the nine week Academy at Mount Pleasant Community Center located in the 4<sup>th</sup> district Graduation was held in the summer of 2011.

**Develop a customer satisfaction survey that will be mailed to each complainant following the closure of the cases by OPS.**

- ☞ **Initiative accomplished:** In late 2011 the OPS and CPRB worked along with Project Learn (An Adult Literacy Education Program) to write a survey. Along with the survey, complainants are mailed a self-addressed stamped envelope and asked to mail the survey to the Director of Public Safety.



**City of Cleveland**  
Frank G. Jackson, Mayor

**Department of Public Safety**  
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**Citizen Complaint OPS Case #**

Our records show that you filed a complaint against a Cleveland Police Officer. After you filed,

1. your complaint was investigated by the Office of Professional Standards (OPS).
2. the Civilian Police Review Board reviewed your complaint, and investigation.
3. decided an outcome
4. a written report of the outcome was given to you.

How did we do? We want to know what you think. We want to improve our services. We want to learn and respond to our citizen's needs.

Please fill out the survey below. It will help us improve the level of service we provide.

Did you have any problems filing your complaint?  yes  no  
If yes, what problems did you have?

\_\_\_\_\_  
\_\_\_\_\_

Below are some statements. Next to each statement are six choices. Read each statement. Pick the choice that is closest to how you feel. Put a check in the box under that choice.

	Strongly Agree	Agree	No feelings	Disagree	Strongly Disagree	Unable to Rate
The OPS investigator listened to what I said happened.						
The OPS investigator asked fair questions.						
The OPS investigator asked questions that didn't leave anything out.						
The OPS interview happened in a place easy for me to get to.						
The whole OPS process happened in a timely manner.						
I was happy with the outcome of the OPS investigation.						

Rev 110711

**Collaborate with the Director of Public Safety and the Chief of Police to create a policy that addresses "Photographing and Video/Audio Recording of Law Enforcement Officers and Law Enforcement Activity"**

- ☞ **Initiative accomplished:** Director Martin L. Flask discussed this matter with Chief Michael McGrath and on August 2, 2011 Chief McGrath signed Cleveland Division of Police Divisional Notice 11-265 and distributed it to every member of the division.

# Mayor's Special Commission on Missing Persons and Sex Crimes

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In December of 2009, Cleveland Mayor Frank G. Jackson appointed a Special Commission on Missing Persons and Sex Crimes Investigations. Mayor Jackson tasked the Commission with examining existing policies and practices in handling cases that involve missing persons and sex crimes, researching best practices and recommending changes to City policies and practices.

The Mayor's Special Commission presented 26 recommendations on March 30, 2010. Recommendation number 18 of the Commission included the Civilian Police Review Board contracting with an external agency to survey the community's perception of the Division of Police, and complete a caseload evaluation in the Sex Crimes Unit. Since the CPRB lacks the authority to contract, the Department of Public Safety contracted with Wilson Perkins Allen Opinion Research. The agency conducted a Citizen Satisfaction Survey August 29-30, 2011. A random sample of adults living in Cleveland was selected. The sample for the survey was stratified based on gender, age, ethnicity, and education. The full Citizen Satisfaction Survey can be found at [www.city.cleveland.oh.us/police](http://www.city.cleveland.oh.us/police) under Forms and Publications.

Recommendation number 19 was to utilize the Civilian Police Review Board as an oversight body to review the Cleveland Division of Police handling of missing persons and sex crimes/child abuse investigations on an ongoing basis. The goal of this recommendation was to ensure that the City remains focused on continually improving the quality of its investigations long into the future.

The Civilian Police Review Board completed a caseload evaluation of the Sex Crimes/Child Abuse Unit and Missing Persons for the 3<sup>rd</sup> quarter 2011. The full report can be found at [www.city.cleveland.oh.us/ops](http://www.city.cleveland.oh.us/ops) under Publications.

# Goals

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In addition to progress and enhancements of ongoing Office of Professional Standards and Civilian Police Review Board initiatives the following goals will guide future actions, improve service, and increase credibility and accountability to the community:

- ☞ Provide specialized training to civilian and police investigators to enhance the quality of the Office of Professional Standards investigations.
- ☞ In 2013, an Office of Professional Standards representative will attend all neighborhood police-community relations committee meetings.
- ☞ Ensure an Office of Professional Standards and Civilian Police Review Board Annual Report shall be published no later than May 1<sup>st</sup> of the subsequent year.