



# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner Robert C. Haas

**DATE:** February 17, 2010

**FROM:** Deputy Christine Elow

**REF:** Professional Standards Unit

**SUBJECT:** Monthly Report – January 2010

Sir:

The following are the monthly reports for the Quality Control Section. The first report is a synopsis of all citizen complaints, staff investigations, line investigations, administrative audits, Police Review and Advisory Board (PRAB) complaints forwarded to the Department and a miscellaneous section that outlines other unit activity. Also included is a report that identifies the monthly performance measures of the section, a summary of all use of force incidents for the month and an update on field inspections.

### **Overall Unit Activity**

This page will chart the total number of cases handled by the unit, and also subdivide the total number of cases into four (4) subcategories. The chart displays the number of cases (as well as subcategories) received in the current month as well as the cumulative number of cases for the current and previous year.

### **Types of Complaint/Investigation and Disposition**

These pages define and categorize the particular types of investigations that are conducted under the general heading of citizen complaints, staff investigations, line investigations and administrative audits. These charts show how many investigations are being conducted in each system, how many cases are open, how many are closed and the disposition of each closed case.

The following is a narrative of all citizen complaints, staff investigations, line investigations, administrative audits and PRAB cases received or initiated during the month.

**REF: Monthly Report – January 2010**  
**Professional Standards**

**Citizen Complaints**

There were no citizen complaints filed during the month of January.

**Staff Investigations**

There was one Staff investigation initiated during the month of January, it involved an officer inappropriately communication with a suspect in a criminal case.

**Line Investigations**

There were no Line Investigations initiated during the month of January

**Administrative Audits**

There was one administrative audit conducted during January that involved the assessment forms for FY09.

**PRAB**

There were no Police Review and Advisory complaints received during the month of January

Respectfully Submitted,

Christine Elow  
Lieutenant  
Professional Standards

CAMBRIDGE POLICE DEPARTMENT  
QUALITY CONTROL UNIT

MONTHLY REPORT FOR: January 2010

<b>Activity</b>	<b>This Month This Year</b>	<b>YTD Last Year</b>	<b>YTD This Year</b>	<b>% Change</b>
Citizen Complaints	0	0	0	0%
Staff Investigations	1	0	1	100%
Line Investigations	0	1	0	100%
Administrative Audits	1	1	1	0%
<b><i>TOTAL</i></b>	2	2	2	0%

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM - January 2010

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	---	---	---	---	---	---	---1
Improper Police Procedure	---	---	---	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	---	---	---	---	---	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

LINE INVESTIGATION TRACKING SYSTEM - January 2009

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	---	---	---	---	---	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	---	---	---	---	---	---	---
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>---</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

CAMBRIDGE POLICE DEPARTMENT

# QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM - January 2010

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>YTD Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	---	---	---	---	---	---	---
Improper Police Procedure	---	---	---	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	---	---	---	---	---	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	1	1	1	---	---	---	---	---
<b>TOTAL</b>	1	1	1	0	0	0	0	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - January 2010

									<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>2010Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>	<b>Recommendations</b>				
Audits	1	0	1	---	---	---	---	0				
Departmental Policy	---	---	---	---	---	---	---	---				
Other	---	---	---	---	---	---	---	---				
<b>TOTAL</b>	1	0	1	0	0	0	0	0				

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM -December 2009

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	0	8	1	7	4	2	---	1
Improper Police Procedure	0	5	0	5	4	---	1	---
Excessive Force	0	1	1	---	---	---	---	---
Criminal Conduct	0	1	---	1	---	---	1	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	15	2	13	8	2	2	1

LINE INVESTIGATION TRACKING SYSTEM - December 2009

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	0	3	1	2	1	1	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	2	0	2	---	2	---	---
<b>TOTAL</b>	0	5	1	4	1	3	0	0

CAMBRIDGE POLICE DEPARTMENT  
 QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM December 2009

Nature of Complaint	Month	YTD Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	1	1	---	---	---	---	---
Improper Police Procedure	1	1	1	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	1	---	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	0	11	---	11	---	11	1	---
<b>TOTAL</b>	1	14	2	12	0	12	1	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - December 2009

Nature of Complaint	2009Total	Open	Closed	Cleared	Substantiated	Inconclusive	Withdrawn	Recommendations
Audits	9	0	9	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	9	0	9	0	0	0	0	0







# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner R. Haas

**DATE** February 17, 2010

**FROM:** Deputy Superintendent Christine Elow

**SUBJECT:** Performance Measures FY10

Sir:

The following is a summary of the FY10 performance measures as of January 31, 2010

<b>PERFORMANCE MEASURES</b>	<b>FY09 PROPOSED</b>	<b>06/30/08 ACTUAL</b>	<b>FY10 PROPOSED</b>	<b>7/31/09 ACTUAL</b>
1. Number of administrative audits conducted by staff	8	8	8	5
2. Complete "quality of service" assessment forms – incident reports	250	250	250	0
3. Complete "quality of service" assessment forms – m/v stops	250	250	250	25
4. Conduct field inspection audits	60	60	60	4

Respectfully,

Christine A. Elow  
Deputy Superintendent  
Professional Standards Section



# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner Robert C. Haas

**DATE:** March 12, 2010

**FROM:** Deputy Christine Elow

**REF:** Professional Standards Unit

**SUBJECT:** Monthly Report – February 2010

Sir:

The following are the monthly reports for the Quality Control Section. The first report is a synopsis of all citizen complaints, staff investigations, line investigations, administrative audits, Police Review and Advisory Board (PRAB) complaints forwarded to the Department and a miscellaneous section that outlines other unit activity. Also included is a report that identifies the monthly performance measures of the section, a summary of all use of force incidents for the month and an update on field inspections.

### **Overall Unit Activity**

This page will chart the total number of cases handled by the unit, and also subdivide the total number of cases into four (4) subcategories. The chart displays the number of cases (as well as subcategories) received in the current month as well as the cumulative number of cases for the current and previous year.

### **Types of Complaint/Investigation and Disposition**

These pages define and categorize the particular types of investigations that are conducted under the general heading of citizen complaints, staff investigations, line investigations and administrative audits. These charts show how many investigations are being conducted in each system, how many cases are open, how many are closed and the disposition of each closed case.

The following is a narrative of all citizen complaints, staff investigations, line investigations, administrative audits and PRAB cases received or initiated during the month.

**Citizen Complaints**

There was one Citizen Complaint Filed during the month of February that involved two separate complaints from the same complainant. In the first complaint he thought he was wrongfully arrested for operating under the influence and the second complaint involved a citation that he believed was improperly issued.

**Staff Investigations**

There was no Staff investigations initiated during the month of February.

**Line Investigations**

There were no Line Investigations initiated during the month of February.

**Administrative Audits**

There were two administrative audits conducted during the month of February, both audits involved the destruction of property and evidence from the property room. The first audit was of firearms that were scheduled for destruction; the second involved the destruction of drug evidence.

**PRAB**

There were no Police Review and Advisory complaints received during the month of February

Respectfully Submitted,

Christine Elow  
Deputy Superintendent  
Professional Standards

CAMBRIDGE POLICE DEPARTMENT  
QUALITY CONTROL UNIT

MONTHLY REPORT FOR: February 2010

<b>Activity</b>	<b>This Month This Year</b>	<b>YTD Last Year</b>	<b>YTD This Year</b>	<b>% Change</b>
Citizen Complaints	1	0	1	100%
Staff Investigations	0	0	1	100%
Line Investigations	0	1	0	100%
Administrative Audits	2	1	3	200%
<b><i>TOTAL</i></b>	3	2	5	150%

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM - February 2010

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	---	---	---	---	---	---	---1
Improper Police Procedure	1	1	1	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	---	---	---	---	---	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	1	1	1	0	0	0	0	0

LINE INVESTIGATION TRACKING SYSTEM - February 2010

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	---	---	---	---	---	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	0	0	---	0	0	0	0

CAMBRIDGE POLICE DEPARTMENT

# QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM - February 2010

Nature of Complaint	Month	YTD Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	---	---	---	---	---	---	---
Improper Police Procedure	---	---	---	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	---	---	---	---	---	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	1	1	1	---	---	---	---	---
<b>TOTAL</b>	1	1	1	0	0	0	0	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - February 2010

Nature of Complaint	2010Total	Open	Closed	Cleared	Substantiated	Inconclusive	Withdrawn	Recommendations
Audits	3	0	3	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	3	0	3	0	0	0	0	0

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM -December 2009

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	0	8	1	7	4	2	---	1
Improper Police Procedure	0	5	0	5	4	---	1	---
Excessive Force	0	1	1	---	---	---	---	---
Criminal Conduct	0	1	---	1	---	---	1	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	15	2	13	8	2	2	1

LINE INVESTIGATION TRACKING SYSTEM - December 2009

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	0	3	1	2	1	1	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	2	0	2	---	2	---	---
<b>TOTAL</b>	0	5	1	4	1	3	0	0

CAMBRIDGE POLICE DEPARTMENT  
 QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM December 2009

Nature of Complaint	Month	YTD Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	1	1	---	---	---	---	---
Improper Police Procedure	1	1	1	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	1	---	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	0	11	---	11	---	11	1	---
<b>TOTAL</b>	1	14	2	12	0	12	1	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - December 2009

Nature of Complaint	2009Total	Open	Closed	Cleared	Substantiated	Inconclusive	Withdrawn	Recommendations
Audits	9	0	9	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	9	0	9	0	0	0	0	0







# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner R. Haas

**DATE** March 12, 2010

**FROM:** Deputy Superintendent Christine Elow

**SUBJECT:** Performance Measures FY10

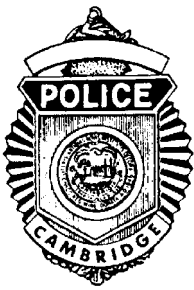
Sir:

The following is a summary of the FY10 performance measures as of February 28, 2010

<b>PERFORMANCE MEASURES</b>	<b>FY09 PROPOSED</b>	<b>06/30/08 ACTUAL</b>	<b>FY10 PROPOSED</b>	<b>7/31/09 ACTUAL</b>
1. Number of administrative audits conducted by staff	8	8	8	7
2. Complete "quality of service" assessment forms – incident reports	250	250	250	0
3. Complete "quality of service" assessment forms – m/v stops	250	250	250	25
4. Conduct field inspection audits	60	60	60	4

Respectfully,

Christine A. Elow  
Deputy Superintendent  
Professional Standards Section



# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner Robert C. Haas

**DATE:** April 21, 2010

**FROM:** Deputy Christine Elow

**REF:** Professional Standards Unit

**SUBJECT:** Monthly Report – March 2010

Sir:

The following are the monthly reports for the Quality Control Section. The first report is a synopsis of all citizen complaints, staff investigations, line investigations, administrative audits, Police Review and Advisory Board (PRAB) complaints forwarded to the Department and a miscellaneous section that outlines other unit activity. Also included is a report that identifies the monthly performance measures of the section, a summary of all use of force incidents for the month and an update on field inspections.

### **Overall Unit Activity**

This page will chart the total number of cases handled by the unit, and also subdivide the total number of cases into four (4) subcategories. The chart displays the number of cases (as well as subcategories) received in the current month as well as the cumulative number of cases for the current and previous year.

### **Types of Complaint/Investigation and Disposition**

These pages define and categorize the particular types of investigations that are conducted under the general heading of citizen complaints, staff investigations, line investigations and administrative audits. These charts show how many investigations are being conducted in each system, how many cases are open, how many are closed and the disposition of each closed case.

The following is a narrative of all citizen complaints, staff investigations, line investigations, administrative audits and PRAB cases received or initiated during the month.

**REF: Monthly Report – March 2010**  
**Professional Standards**

**Citizen Complaints**

There was one Citizen Complaint Filed during the month of March. This complaint involved an allegation of rude and discourteous treatment during a motor vehicle stop.

**Staff Investigations**

There was two Staff investigations initiated during the month of March. The first one involved an Officer with a uninsured motor vehicle on a public way. The second involved a citizen complaint that was reissued as a Staff investigation at the direction of the Commissioner (see CC-09-05).

**Line Investigations**

There were no Line Investigations initiated during the month of February.

**Administrative Audits**

There were no audits conducted during the month of March

**PRAB**

There were no Police Review and Advisory complaints received during the month of March.

Respectfully Submitted,

Christine Elow  
Deputy Superintendent  
Professional Standards

CAMBRIDGE POLICE DEPARTMENT  
QUALITY CONTROL UNIT

MONTHLY REPORT FOR: March 2010

<b>Activity</b>	<b>This Month This Year</b>	<b>YTD Last Year</b>	<b>YTD This Year</b>	<b>% Change</b>
Citizen Complaints	1	0	2	+200%
Staff Investigations	3	6	3	-50%
Line Investigations	0	1	0	-100%
Administrative Audits	2	3	4	+33%
<b><i>TOTAL</i></b>	6	10	8	-20%

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM - March 2010

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	1	1	1	---	---	---	---	---
Improper Police Procedure	---	1	---	1	1	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	---	---	---	---	---	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	1	2	1	1	0	0	0	0

LINE INVESTIGATION TRACKING SYSTEM - March 2010

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	---	---	---	---	---	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	0	0	---	0	0	0	0

CAMBRIDGE POLICE DEPARTMENT

# QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM - March 2010

Nature of Complaint	Month	YTD Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	1	1	1	---	---	---	---	---
Improper Police Procedure	---	---	---	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	1	1	---	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	2	2	1	1	---	1	---	---
<b>TOTAL</b>	4	4	2	2	0	2	0	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - March 2010

Nature of Complaint	2010 Total	Open	Closed	Cleared	Substantiated	Inconclusive	Withdrawn	Recommendations
Audits	4	0	4	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	4	0	4	0	0	0	0	0

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM -December 2009

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	0	8	1	7	4	2	---	1
Improper Police Procedure	0	5	0	5	4	---	1	---
Excessive Force	0	1	1	---	---	---	---	---
Criminal Conduct	0	1	---	1	---	---	1	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	15	2	13	8	2	2	1

LINE INVESTIGATION TRACKING SYSTEM - December 2009

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	3	---	3	1	2	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	2	---	2	---	2	---	---
<b>TOTAL</b>	0	5	0	5	1	4	0	0

CAMBRIDGE POLICE DEPARTMENT  
 QUALITY CONTROL UNIT



STAFF INVESTIGATIONS TRACKING SYSTEM December 2009

Nature of Complaint	Month	YTD Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	1	1	---	---	---	---	---
Improper Police Procedure	1	1	1	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	1	---	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	0	11	---	11	---	11	1	---
<b>TOTAL</b>	1	14	2	12	0	12	1	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - December 2009

Nature of Complaint	2009Total	Open	Closed	Cleared	Substantiated	Inconclusive	Withdrawn	Recommendations
Audits	9	0	9	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	9	0	9	0	0	0	0	0





# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner R. Haas

**DATE** April 21, 2010

**FROM:** Deputy Superintendent Christine Elow

**SUBJECT:** Performance Measures FY10

Sir:

The following is a summary of the FY10 performance measures as of March 31, 2010

<b>PERFORMANCE MEASURES</b>	<b>FY09 PROPOSED</b>	<b>06/30/08 ACTUAL</b>	<b>FY10 PROPOSED</b>	<b>7/31/09 ACTUAL</b>
1. Number of administrative audits conducted by staff	8	8	8	7
2. Complete "quality of service" assessment forms – incident reports	250	250	250	114
3. Complete "quality of service" assessment forms – m/v stops	250	250	250	200
4. Conduct field inspection audits	60	60	60	15

Respectfully,

Christine A. Elow  
Deputy Superintendent  
Professional Standards Section



# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner Robert C. Haas

**DATE:** May 7, 2010

**FROM:** Deputy Christine Elow

**REF:** Professional Standards Unit

**SUBJECT:** Monthly Report – April 2010

Sir:

The following are the monthly reports for the Quality Control Section. The first report is a synopsis of all citizen complaints, staff investigations, line investigations, administrative audits, Police Review and Advisory Board (PRAB) complaints forwarded to the Department and a miscellaneous section that outlines other unit activity. Also included is a report that identifies the monthly performance measures of the section, a summary of all use of force incidents for the month and an update on field inspections.

### **Overall Unit Activity**

This page will chart the total number of cases handled by the unit, and also subdivide the total number of cases into four (4) subcategories. The chart displays the number of cases (as well as subcategories) received in the current month as well as the cumulative number of cases for the current and previous year.

### **Types of Complaint/Investigation and Disposition**

These pages define and categorize the particular types of investigations that are conducted under the general heading of citizen complaints, staff investigations, line investigations and administrative audits. These charts show how many investigations are being conducted in each system, how many cases are open, how many are closed and the disposition of each closed case.

The following is a narrative of all citizen complaints, staff investigations, line investigations, administrative audits and PRAB cases received or initiated during the month.

**REF: Monthly Report – April 2010**  
**Professional Standards**

**Citizen Complaints**

There were two Citizen Complaints filed during the month of April. The first complaint alleged rude and discourteous treatment during a motor vehicle stop and the second alleged rude and discourteous treatment during an exchange over a parking ticket.

**Staff Investigations**

There was one Staff investigation initiated during the month of April. This investigation involved a rules violation.

**Line Investigations**

There were no Line Investigations initiated during the month of April.

**Administrative Audits**

There were no audits conducted during the month of April.

**PRAB**

There was one Police Review and Advisory complaint received during the month of April. This complaint involved an allegation of police misconduct during a criminal investigation.

Respectfully Submitted,

Christine Elow  
Deputy Superintendent  
Professional Standards

CAMBRIDGE POLICE DEPARTMENT  
QUALITY CONTROL UNIT

MONTHLY REPORT FOR: April 2010

<b>Activity</b>	<b>This Month This Year</b>	<b>YTD Last Year</b>	<b>YTD This Year</b>	<b>% Change</b>
Citizen Complaints	2	0	4	+400%
Staff Investigations	3	6	5	-16%
Line Investigations	0	1	0	-100%
Administrative Audits	2	3	4	+33%
<b><i>TOTAL</i></b>	6	10	13	+30%

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM April 2010

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	2	3	3	---	---	---	---	---
Improper Police Procedure	---	1	---	1	1	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	---	---	---	---	---	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	2	4	3	1	0	0	0	0

LINE INVESTIGATION TRACKING SYSTEM - April 2010

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	---	---	---	---	---	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	0	0	---	0	0	0	0

CAMBRIDGE POLICE DEPARTMENT

# QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM - April 2010

Nature of Complaint	Month	YTD Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	1	1	---	---	---	---	---
Improper Police Procedure	---	---	---	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	1	---	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	1	3	2	1	---	1	---	---
<b>TOTAL</b>	1	5	3	2	0	2	0	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - April 2010

Nature of Complaint	2010Total	Open	Closed	Cleared	Substantiated	Inconclusive	Withdrawn	Recommendations
Audits	4	0	4	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	4	0	4	0	0	0	0	0

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**



CITIZEN COMPLAINT TRACKING SYSTEM -December 2009

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	0	8	1	7	4	2	---	1
Improper Police Procedure	0	5	0	5	4	---	1	---
Excessive Force	0	1	1	---	---	---	---	---
Criminal Conduct	0	1	---	1	---	---	1	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	15	2	13	8	2	2	1

LINE INVESTIGATION TRACKING SYSTEM - December 2009

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	3	---	3	1	2	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	2	---	2	---	2	---	---
<b>TOTAL</b>	0	5	0	5	1	4	0	0

CAMBRIDGE POLICE DEPARTMENT  
 QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM December 2009

Nature of Complaint	Month	YTD Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	1	1	---	---	---	---	---
Improper Police Procedure	---	1	---	1	1	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	1	---	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	0	11	---	11	---	11	1	---
<b>TOTAL</b>	1	14	1	13	1	12	1	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - December 2009

Nature of Complaint	2009Total	Open	Closed	Cleared	Substantiated	Inconclusive	Withdrawn	Recommendations
Audits	9	0	9	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	9	0	9	0	0	0	0	0





# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner R. Haas

**DATE** May 7, 2010

**FROM:** Deputy Superintendent Christine Elow

**SUBJECT:** Performance Measures FY10

Sir:

The following is a summary of the FY10 performance measures as of April 30, 2010

<b>PERFORMANCE MEASURES</b>	<b>FY09 PROPOSED</b>	<b>06/30/08 ACTUAL</b>	<b>FY10 PROPOSED</b>	<b>7/31/09 ACTUAL</b>
1. Number of administrative audits conducted by staff	8	8	8	7
2. Complete "quality of service" assessment forms – incident reports	250	250	250	174
3. Complete "quality of service" assessment forms – m/v stops	250	250	250	250
4. Conduct field inspection audits	60	60	60	25

Respectfully,

Christine A. Elow  
Deputy Superintendent  
Professional Standards Section



# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner Robert C. Haas

**DATE:** June 11, 2010

**FROM:** Deputy Christine Elow

**REF:** Professional Standards Unit

**SUBJECT:** Monthly Report – May 2010

Sir:

The following are the monthly reports for the Quality Control Section. The first report is a synopsis of all citizen complaints, staff investigations, line investigations, administrative audits, Police Review and Advisory Board (PRAB) complaints forwarded to the Department and a miscellaneous section that outlines other unit activity. Also included is a report that identifies the monthly performance measures of the section, a summary of all use of force incidents for the month and an update on field inspections.

### **Overall Unit Activity**

This page will chart the total number of cases handled by the unit, and also subdivide the total number of cases into four (4) subcategories. The chart displays the number of cases (as well as subcategories) received in the current month as well as the cumulative number of cases for the current and previous year.

### **Types of Complaint/Investigation and Disposition**

These pages define and categorize the particular types of investigations that are conducted under the general heading of citizen complaints, staff investigations, line investigations and administrative audits. These charts show how many investigations are being conducted in each system, how many cases are open, how many are closed and the disposition of each closed case.

The following is a narrative of all citizen complaints, staff investigations, line investigations, administrative audits and PRAB cases received or initiated during the month.

**REF: Monthly Report – May 2010**  
**Professional Standards**

**Citizen Complaints**

There was one Citizen Complaint filed during the month of May. This complainant alleged he was beaten up during the course of being arrested

**Staff Investigations**

There was one Staff investigation initiated during the month of May. This investigation involved a failure to complete reports in a timely manner.

**Line Investigations**

There were no Line Investigations initiated during the month of May.

**Administrative Audits**

There were no audits conducted during the month of May.

**PRAB**

There were no PRAB complaints received during the month of May.

Respectfully Submitted,

Christine Elow  
Deputy Superintendent  
Professional Standards

CAMBRIDGE POLICE DEPARTMENT  
QUALITY CONTROL UNIT

MONTHLY REPORT FOR: May 2010

<b>Activity</b>	<b>This Month This Year</b>	<b>YTD Last Year</b>	<b>YTD This Year</b>	<b>% Change</b>
Citizen Complaints	1	1	6	+500%
Staff Investigations	1	7	6	-14%
Line Investigations	0	1	0	-100%
Administrative Audits	0	3	4	+33%
<b><i>TOTAL</i></b>	2	12	16	+33%

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM May 2010

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	3	3	---	---	---	---	---
Improper Police Procedure	---	2	1	1	1	---	---	---
Excessive Force	1	1	1	---	---	---	---	---
Criminal Conduct	---	---	---	---	---	---	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	1	6	5	1	0	0	0	0

LINE INVESTIGATION TRACKING SYSTEM - May 2010

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	---	---	---	---	---	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	0	0	---	0	0	0	0

CAMBRIDGE POLICE DEPARTMENT



# QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM - May 2010

Nature of Complaint	Month	YTD Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	1	---	1	---	1	---	---
Improper Police Procedure	---	1	1	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	1	---	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	1	3	1	2	---	2	---	---
<b>TOTAL</b>	1	6	2	4	0	4	0	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - May 2010

Nature of Complaint	2010Total	Open	Closed	Cleared	Substantiated	Inconclusive	Withdrawn	Recommendations
Audits	4	0	4	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	4	0	4	0	0	0	0	0

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM -December 2009

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	0	8	0	8	4	2	---	2
Improper Police Procedure	0	5	0	5	4	---	1	---
Excessive Force	0	1	1	---	---	---	---	---
Criminal Conduct	0	1	---	1	---	---	1	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	15	1	14	8	2	2	2

LINE INVESTIGATION TRACKING SYSTEM - December 2009

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	3	---	3	1	2	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	2	---	2	---	2	---	---
<b>TOTAL</b>	0	5	0	5	1	4	0	0

CAMBRIDGE POLICE DEPARTMENT  
 QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM December 2009

Nature of Complaint	Month	YTD Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	1	1	---	---	---	---	---
Improper Police Procedure	---	1	---	1	1	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	1	---	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	0	11	---	11	---	11	1	---
<b>TOTAL</b>	1	14	1	13	1	12	1	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - December 2009

Nature of Complaint	2009Total	Open	Closed	Cleared	Substantiated	Inconclusive	Withdrawn	Recommendations
Audits	9	0	9	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	9	0	9	0	0	0	0	0





# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner R. Haas

**DATE** June 11, 2010

**FROM:** Deputy Superintendent Christine Elow

**SUBJECT:** Performance Measures FY10

Sir:

The following is a summary of the FY10 performance measures as of May 31, 2010

<b>PERFORMANCE MEASURES</b>	<b>FY09 PROPOSED</b>	<b>06/30/08 ACTUAL</b>	<b>FY10 PROPOSED</b>	<b>7/31/09 ACTUAL</b>
1. Number of administrative audits conducted by staff	8	8	8	7
2. Complete "quality of service" assessment forms – incident reports	250	250	250	250
3. Complete "quality of service" assessment forms – m/v stops	250	250	250	250
4. Conduct field inspection audits	60	60	60	29

Respectfully,

Christine A. Elow  
Deputy Superintendent  
Professional Standards Section



# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner Robert C. Haas

**DATE:** July 7, 2010

**FROM:** Deputy Christine Elow

**REF:** Professional Standards Unit

**SUBJECT:** Monthly Report – June 2010

Sir:

The following are the monthly reports for the Quality Control Section. The first report is a synopsis of all citizen complaints, staff investigations, line investigations, administrative audits, Police Review and Advisory Board (PRAB) complaints forwarded to the Department and a miscellaneous section that outlines other unit activity. Also included is a report that identifies the monthly performance measures of the section, a summary of all use of force incidents for the month and an update on field inspections.

### **Overall Unit Activity**

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### **Types of Complaint/Investigation and Disposition**

These pages define and categorize the particular types of investigations that are conducted under the general heading of citizen complaints, staff investigations, line investigations and administrative audits. These charts show how many investigations are being conducted in each system, how many cases are open, how many are closed and the disposition of each closed case.

The following is a narrative of all citizen complaints, staff investigations, line investigations, administrative audits and PRAB cases received or initiated during the month.

**Citizen Complaints**

There was one Citizen Complaint filed during the month of June. This complainant alleged officers used excessive force while placing him under arrest for a violation of a restraining order.

**Staff Investigations**

There was five Staff investigations initiated during the month of June. These investigations involved allegations of falsifying paramedic recertification documents.

**Line Investigations**

There were two Line Investigations initiated during the month of June. One investigation involved an informal citizen complaint that highlighted several officers congregating in one place and having inappropriate conversation that was overheard by a citizen. The second involved officers responding to a motor vehicle accident involving alcohol and officers failed to document their response.

**Administrative Audits**

There were no audits conducted during the month of June.

**PRAB**

There was one PRAB complaint received during the month of June. This complaint involved an allegation of rude and discourteous treatment when a citizen attempted to ask an officer a question.

Respectfully Submitted,

Christine Elow  
Deputy Superintendent  
Professional Standards

CAMBRIDGE POLICE DEPARTMENT  
QUALITY CONTROL UNIT

MONTHLY REPORT FOR: June 2010

<b>Activity</b>	<b>This Month This Year</b>	<b>YTD Last Year</b>	<b>YTD This Year</b>	<b>% Change</b>
Citizen Complaints	1	4	7	+75%
Staff Investigations	5	9	13	+44%
Line Investigations	2	3	2	-33%
Administrative Audits	0	4	4	0%
<b><i>TOTAL</i></b>	8	20	26	+30%



**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM June 2010

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	3	3	---	---	---	---	---
Improper Police Procedure	---	2	--	2	1	1	---	---
Excessive Force	1	2	2	---	---	---	---	---
Criminal Conduct	---	---	---	---	---	---	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	1	7	5	2	1	1	0	0

LINE INVESTIGATION TRACKING SYSTEM - June 2010

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	1	---	1	---	---	---	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	1	---	1	---	---	---	---	---
<b>TOTAL</b>	2	0	2	---	0	0	0	0

CAMBRIDGE POLICE DEPARTMENT

# QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM - June 2010

Nature of Complaint	Month	YTD Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	1	---	1	---	1	---	---
Improper Police Procedure	---	1	1	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	5	6	5	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	---	5	---	5	---	5	---	---
<b>TOTAL</b>	5	13	6	7	0	7	0	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - June 2010

Nature of Complaint	2010Total	Open	Closed	Cleared	Substantiated	Inconclusive	Withdrawn	Recommendations
Audits	4	0	4	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	4	0	4	0	0	0	0	0

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM -December 2009

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	0	8	0	8	4	2	---	2
Improper Police Procedure	0	5	0	5	4	---	1	---
Excessive Force	0	1	1	---	---	---	---	---
Criminal Conduct	0	1	---	1	---	---	1	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	15	1	14	8	2	2	2

LINE INVESTIGATION TRACKING SYSTEM - December 2009

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	3	---	3	1	2	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	2	---	2	---	2	---	---
<b>TOTAL</b>	0	5	0	5	1	4	0	0

CAMBRIDGE POLICE DEPARTMENT  
 QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM December 2009

Nature of Complaint	Month	YTD Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	1	1	---	---	---	---	---
Improper Police Procedure	---	1	---	1	1	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	1	---	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	0	11	---	11	---	11	1	---
<b>TOTAL</b>	1	14	1	13	1	12	1	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - December 2009

Nature of Complaint	2009Total	Open	Closed	Cleared	Substantiated	Inconclusive	Withdrawn	Recommendations
Audits	9	0	9	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	9	0	9	0	0	0	0	0







# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner Robert C. Haas

**DATE:** August 10, 2010

**FROM:** Deputy Christine Elow

**REF:** Professional Standards Unit

**SUBJECT:** Monthly Report – July 2010

Sir:

The following are the monthly reports for the Quality Control Section. The first report is a synopsis of all citizen complaints, staff investigations, line investigations, administrative audits, Police Review and Advisory Board (PRAB) complaints forwarded to the Department and a miscellaneous section that outlines other unit activity. Also included is a report that identifies the monthly performance measures of the section, a summary of all use of force incidents for the month and an update on field inspections.

### **Overall Unit Activity**

This page will chart the total number of cases handled by the unit, and also subdivide the total number of cases into four (4) subcategories. The chart displays the number of cases (as well as subcategories) received in the current month as well as the cumulative number of cases for the current and previous year.

### **Types of Complaint/Investigation and Disposition**

These pages define and categorize the particular types of investigations that are conducted under the general heading of citizen complaints, staff investigations, line investigations and administrative audits. These charts show how many investigations are being conducted in each system, how many cases are open, how many are closed and the disposition of each closed case.

The following is a narrative of all citizen complaints, staff investigations, line investigations, administrative audits and PRAB cases received or initiated during the month.

**Citizen Complaints**

There were two Citizen Complaints filed during the month of July. The first complainant alleged that an officer was rude and discourteous during an off duty interaction. The second complaints alleged police brutality and racism during an interaction

**Staff Investigations**

There was one Staff investigation initiated during the month of July. This investigation concerned an off duty incident involving three Cambridge Police Department employees.

**Line Investigations**

There was one line investigation initiated during the month of July. This investigation involved destruction of Cambridge Police Department property by an officer.

**Administrative Audits**

There were no audits conducted during the month of June.

**PRAB**

There were no PRAB complaints received during the month of July.

Respectfully Submitted,

Christine Elow  
Deputy Superintendent  
Professional Standards



CAMBRIDGE POLICE DEPARTMENT  
QUALITY CONTROL UNIT

MONTHLY REPORT FOR: July 2010

<b>Activity</b>	<b>This Month This Year</b>	<b>YTD Last Year</b>	<b>YTD This Year</b>	<b>% Change</b>
Citizen Complaints	1	5	9	+80%
Staff Investigations	1	12	14	+16%
Line Investigations	1	3	3	0%
Administrative Audits	0	4	4	0%
<b><i>TOTAL</i></b>	8	24	30	+25%

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM July 2010

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	1	4	3	1	---	---	1	---
Improper Police Procedure	1	3	1	2	1	1	---	---
Excessive Force	---	2	2	---	---	---	---	---
Criminal Conduct	---	---	---	---	---	---	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	<b>2</b>	<b>9</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>

LINE INVESTIGATION TRACKING SYSTEM - July 2010

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	1	1	---	---	---	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	1	2	1	1	---	1	---	---
<b>TOTAL</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>

CAMBRIDGE POLICE DEPARTMENT

# QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM - July 2010

Nature of Complaint	Month	YTD Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	1	---	1	---	1	---	---
Improper Police Procedure	---	1	1	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	6	5	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	1	6	1	5	---	5	---	---
<b>TOTAL</b>	1	13	7	7	0	7	0	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - July 2010

Nature of Complaint	2010Total	Open	Closed	Cleared	Substantiated	Inconclusive	Withdrawn	Recommendations
Audits	4	0	4	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	4	0	4	0	0	0	0	0

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM -December 2009

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	0	8	0	8	4	2	---	2
Improper Police Procedure	0	5	0	5	4	---	1	---
Excessive Force	0	1	1	---	---	---	---	---
Criminal Conduct	0	1	---	1	---	---	1	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	15	1	14	8	2	2	2

LINE INVESTIGATION TRACKING SYSTEM - December 2009

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	3	---	3	1	2	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	2	---	2	---	2	---	---
<b>TOTAL</b>	0	5	0	5	1	4	0	0

CAMBRIDGE POLICE DEPARTMENT  
 QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM December 2009

Nature of Complaint	Month	YTD Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	1	1	---	---	---	---	---
Improper Police Procedure	---	1	---	1	1	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	1	---	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	0	11	---	11	---	11	1	---
<b>TOTAL</b>	1	14	1	13	1	12	1	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - December 2009

Nature of Complaint	2009Total	Open	Closed	Cleared	Substantiated	Inconclusive	Withdrawn	Recommendations
Audits	9	0	9	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	9	0	9	0	0	0	0	0





# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner R. Haas

**DATE** August 10, 2010

**FROM:** Deputy Superintendent Christine Elow

**SUBJECT:** Performance Measures FY11

Sir:

The following is a summary of the FY11 performance measures as of July 31, 2010

<b>PERFORMANCE MEASURES</b>	<b>FY10 PROPOSED</b>	<b>06/30/010 ACTUAL</b>	<b>FY11 PROPOSED</b>	<b>7/31/10 ACTUAL</b>
1. Number of administrative audits conducted by staff	8	8	8	0
2. Complete "quality of service" assessment forms – incident reports	250	250	250	0
3. Complete "quality of service" assessment forms – m/v stops	250	250	250	0
4. Conduct field inspection audits	60	60	60	0

Respectfully,

Christine A. Elow  
Deputy Superintendent  
Professional Standards Section



# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner Robert C. Haas

**DATE:** September 8, 2010

**FROM:** Deputy Christine Elow

**REF:** Professional Standards Unit

**SUBJECT:** Monthly Report – August 2010

Sir:

The following are the monthly reports for the Quality Control Section. The first report is a synopsis of all citizen complaints, staff investigations, line investigations, administrative audits, Police Review and Advisory Board (PRAB) complaints forwarded to the Department and a miscellaneous section that outlines other unit activity. Also included is a report that identifies the monthly performance measures of the section, a summary of all use of force incidents for the month and an update on field inspections.

### **Overall Unit Activity**

This page will chart the total number of cases handled by the unit, and also subdivide the total number of cases into four (4) subcategories. The chart displays the number of cases (as well as subcategories) received in the current month as well as the cumulative number of cases for the current and previous year.

### **Types of Complaint/Investigation and Disposition**

These pages define and categorize the particular types of investigations that are conducted under the general heading of citizen complaints, staff investigations, line investigations and administrative audits. These charts show how many investigations are being conducted in each system, how many cases are open, how many are closed and the disposition of each closed case.

The following is a narrative of all citizen complaints, staff investigations, line investigations, administrative audits and PRAB cases received or initiated during the month.



**REF: Monthly Report – August 2010**  
**Professional Standards**

**Citizen Complaints**

There was one citizen complaint filed during the month of August. This complaint involved an allegation of excessive force during an investigation into a domestic disturbance.

**Staff Investigations**

There was no Staff investigations initiated during the month of August.

**Line Investigations**

There were two line investigation initiated during the month of August. The first one involved rules violation and the second involved the improper search of a prisoner.

**Administrative Audits**

There was one conducted during the month of August. The audit involved an examination into discretionary court overtime.

**PRAB**

There was one PRAB complaints received during the month of August. This complaint involved an allegation of rude and discourteous treatment during a motor vehicle stop.

Respectfully Submitted,

Christine Elow  
Deputy Superintendent  
Professional Standards

CAMBRIDGE POLICE DEPARTMENT  
QUALITY CONTROL UNIT

MONTHLY REPORT FOR: August 2010

<b>Activity</b>	<b>This Month This Year</b>	<b>YTD Last Year</b>	<b>YTD This Year</b>	<b>% Change</b>
Citizen Complaints	1	9	10	+11%
Staff Investigations	0	13	14	+7%
Line Investigations	2	4	5	+25%
Administrative Audits	1	6	5	-16%
<b><i>TOTAL</i></b>	4	32	34	+6%

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM August 2010

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	4	2	2	---	---	2	---
Improper Police Procedure	---	3	1	2	1	1	---	---
Excessive Force	1	3	2	1	1	---	---	---
Criminal Conduct	---	---	---	---	---	---	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	1	10	5	5	2	1	2	0

LINE INVESTIGATION TRACKING SYSTEM - August 2010

					<b><u>CASE DISPOSITIONS</u></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	1	---	1	1	---	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	2	4	2	2	2	1	---	---
<b>TOTAL</b>	2	5	2	3	3	1	0	0

CAMBRIDGE POLICE DEPARTMENT

# QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM - August 2010

Nature of Complaint	Month	YTD Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	1	---	1	---	1	---	---
Improper Police Procedure	---	1	1	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	6	5	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	---	6	0	6	---	6	---	---
<b>TOTAL</b>	0	14	6	8	0	8	0	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - August 2010

Nature of Complaint	2010Total	Open	Closed	Cleared	Substantiated	Inconclusive	Withdrawn	Recommendations
Audits	5	0	5	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	5	0	5	0	0	0	0	0

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM -December 2009

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	0	8	0	8	4	2	---	2
Improper Police Procedure	0	5	0	5	4	---	1	---
Excessive Force	0	1	0	---	1	---	---	---
Criminal Conduct	0	1	---	1	---	---	1	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	15	0	15	9	2	2	2

LINE INVESTIGATION TRACKING SYSTEM - December 2009

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	3	---	3	1	2	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	2	---	2	---	2	---	---
<b>TOTAL</b>	0	5	0	5	1	4	0	0

CAMBRIDGE POLICE DEPARTMENT  
 QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM December 2009

Nature of Complaint	Month	YTD Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	1	1	---	---	---	---	---
Improper Police Procedure	---	1	---	1	1	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	1	---	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	0	11	---	11	---	11	1	---
<b>TOTAL</b>	1	14	1	13	1	12	1	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - December 2009

Nature of Complaint	2009Total	Open	Closed	Cleared	Substantiated	Inconclusive	Withdrawn	Recommendations
Audits	9	0	9	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	9	0	9	0	0	0	0	0





# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner R. Haas

**DATE** August 10, 2010

**FROM:** Deputy Superintendent Christine Elow

**SUBJECT:** Performance Measures FY11

Sir:

The following is a summary of the FY11 performance measures as of July 31, 2010

<b>PERFORMANCE MEASURES</b>	<b>FY10 PROPOSED</b>	<b>06/30/010 ACTUAL</b>	<b>FY11 PROPOSED</b>	<b>7/31/10 ACTUAL</b>
1. Number of administrative audits conducted by staff	8	8	8	0
2. Complete "quality of service" assessment forms – incident reports	250	250	250	0
3. Complete "quality of service" assessment forms – m/v stops	250	250	250	0
4. Conduct field inspection audits	60	60	60	0

Respectfully,

Christine A. Elow  
Deputy Superintendent  
Professional Standards Section





# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner Robert C. Haas

**DATE:** October 7, 2010

**FROM:** Deputy Christine Elow

**REF:** Professional Standards Unit

**SUBJECT:** Monthly Report – September 2010

Sir:

The following are the monthly reports for the Quality Control Section. The first report is a synopsis of all citizen complaints, staff investigations, line investigations, administrative audits, Police Review and Advisory Board (PRAB) complaints forwarded to the Department and a miscellaneous section that outlines other unit activity. Also included is a report that identifies the monthly performance measures of the section, a summary of all use of force incidents for the month and an update on field inspections.

### **Overall Unit Activity**

This page will chart the total number of cases handled by the unit, and also subdivide the total number of cases into four (4) subcategories. The chart displays the number of cases (as well as subcategories) received in the current month as well as the cumulative number of cases for the current and previous year.

### **Types of Complaint/Investigation and Disposition**

These pages define and categorize the particular types of investigations that are conducted under the general heading of citizen complaints, staff investigations, line investigations and administrative audits. These charts show how many investigations are being conducted in each system, how many cases are open, how many are closed and the disposition of each closed case.

The following is a narrative of all citizen complaints, staff investigations, line investigations, administrative audits and PRAB cases received or initiated during the month.

**REF: Monthly Report – September 2010**  
**Professional Standards**

**Citizen Complaints**

There were no citizen complaints filed during the month of September.

**Staff Investigations**

There were no staff investigations initiated during the month of September.

**Line Investigations**

There were no line investigations initiated during the month of September.

**Administrative Audits**

There were no administrative audits conducted during the month of September.

**PRAB**

There was one PRAB complaints received during the month of September. This complaint involved an allegation that detectives failed to properly investigate a reported crime.

Respectfully Submitted,

Christine Elow  
Deputy Superintendent  
Professional Standards

CAMBRIDGE POLICE DEPARTMENT  
QUALITY CONTROL UNIT

MONTHLY REPORT FOR: September 2010

<b>Activity</b>	<b>This Month</b>	<b>YTD Last Year</b>	<b>YTD This Year</b>	<b>% Change</b>
Citizen Complaints	0	13	10	-23%
Staff Investigations	0	13	14	+7%
Line Investigations	0	4	5	+25%
Administrative Audits	0	6	5	-16%
<b><i>TOTAL</i></b>	0	36	34	-5%

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM - September 2010

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	4	2	2	---	---	2	---
Improper Police Procedure	---	3	1	2	1	1	---	---
Excessive Force	---	3	1	2	2	---	---	---
Criminal Conduct	---	---	---	---	---	---	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	10	4	6	3	1	2	0

LINE INVESTIGATION TRACKING SYSTEM - September 2010

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	1	---	1	1	---	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	4	2	2	2	1	---	---
<b>TOTAL</b>	0	5	2	3	3	1	0	0

CAMBRIDGE POLICE DEPARTMENT  
 QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM - September 2010

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>YTD Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	1	---	1	---	1	---	---
Improper Police Procedure	---	1	1	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	6	5	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	---	6	0	6	---	6	---	---
<b>TOTAL</b>	0	14	6	8	0	8	0	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - September 2010

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>2010Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>	<b>Recommendations</b>
Audits	5	0	5	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	5	0	5	0	0	0	0	0

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM -December 2009

Nature of Complaint	Month	Year Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	0	8	0	8	4	2	---	2
Improper Police Procedure	0	5	0	5	4	---	1	---
Excessive Force	0	1	0	---	1	---	---	---
Criminal Conduct	0	1	---	1	---	---	1	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	15	0	15	9	2	2	2

LINE INVESTIGATION TRACKING SYSTEM - December 2009

Nature of Complaint	Month	Year Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	3	---	3	1	2	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	2	---	2	---	2	---	---
<b>TOTAL</b>	0	5	0	5	1	4	0	0

CAMBRIDGE POLICE DEPARTMENT  
 QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM December 2009

<b><i>CASE DISPOSITIONS</i></b>								
<b>Nature of Complaint</b>	<b>Month</b>	<b>YTD Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	1	1	---	---	---	---	---
Improper Police Procedure	---	1	---	1	1	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	1	---	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	0	11	---	11	---	11	1	---
<b>TOTAL</b>	1	14	1	13	1	12	1	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - December 2009

<b><i>CASE DISPOSITIONS</i></b>								
<b>Nature of Complaint</b>	<b>2009Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>	<b>Recommendations</b>
Audits	9	0	9	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	9	0	9	0	0	0	0	0







# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner R. Haas

**DATE** October 7, 2010

**FROM:** Deputy Superintendent Christine Elow

**SUBJECT:** Performance Measures FY11

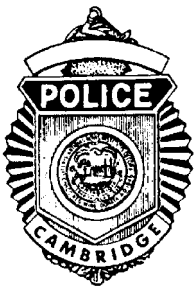
Sir:

The following is a summary of the FY11 performance measures as of September 30, 2010

<b>PERFORMANCE MEASURES</b>	<b>FY10 PROPOSED</b>	<b>06/30/010 ACTUAL</b>	<b>FY11 PROPOSED</b>	<b>9/30/10 ACTUAL</b>
1. Number of administrative audits conducted by staff	8	8	8	1
2. Complete "quality of service" assessment forms – incident reports	250	250	250	0
3. Complete "quality of service" assessment forms – m/v stops	250	250	250	25
4. Conduct field inspection audits	60	60	60	0

Respectfully,

Christine A. Elow  
Deputy Superintendent  
Professional Standards Section



# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner Robert C. Haas

**DATE:** November 4, 2010

**FROM:** Deputy Christine Elow

**REF:** Professional Standards Unit

**SUBJECT:** Monthly Report – October 2010

Sir:

The following are the monthly reports for the Professional Standards Unit. The first report is a synopsis of all citizen complaints, staff investigations, line investigations, administrative audits, Police Review and Advisory Board (PRAB) complaints forwarded to the Department and a miscellaneous section that outlines other unit activity. Also included is a report that identifies the monthly performance measures of the section, a summary of all use of force incidents for the month and an update on field inspections.

### **Overall Unit Activity**

This page will chart the total number of cases handled by the unit, and also subdivide the total number of cases into four (4) subcategories. The chart displays the number of cases (as well as subcategories) received in the current month as well as the cumulative number of cases for the current and previous year.

### **Types of Complaint/Investigation and Disposition**

These pages define and categorize the particular types of investigations that are conducted under the general heading of citizen complaints, staff investigations, line investigations and administrative audits. These charts show how many investigations are being conducted in each system, how many cases are open, how many are closed and the disposition of each closed case.

The following is a narrative of all citizen complaints, staff investigations, line investigations, administrative audits and PRAB cases received or initiated during the month.

**Citizen Complaints**

There was one citizen complaint filed during the month of October. This complaint involved a dispute over the reason an officer issued the complainant a citation.

**Staff Investigations**

There was one staff investigation initiated during the month of October. This investigation involved an allegation of inappropriate use of Department issued equipment.

**Line Investigations**

There were no line investigations initiated during the month of October.

**Administrative Audits**

There was one administrative audit conducted during the month of October. This audit involved a review of arrest reports to ensure compliance with Department Use of Force Policy.

**PRAB**

There was on PRAB complaint received during the month of October. This complainant asked for a review of a Citizen Complaint investigation of excessive force that was cleared; see CC-10-07.

Respectfully Submitted,

Christine Elow  
Deputy Superintendent  
Professional Standards

CAMBRIDGE POLICE DEPARTMENT  
QUALITY CONTROL UNIT

MONTHLY REPORT FOR: October 2010

<b>Activity</b>	<b>This Month</b>	<b>YTD Last Year</b>	<b>YTD This Year</b>	<b>% Change</b>
Citizen Complaints	1	14	11	-21%
Staff Investigations	1	13	15	+15%
Line Investigations	0	4	5	+25%
Administrative Audits	1	6	6	0%
<b><i>TOTAL</i></b>	3	37	37	0%

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM - October 2010

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	4	1	3	1	---	2	---
Improper Police Procedure	1	4	2	2	1	1	---	---
Excessive Force	---	3	1	2	2	---	---	---
Criminal Conduct	---	---	---	---	---	---	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	1	11	4	7	4	1	2	0

LINE INVESTIGATION TRACKING SYSTEM - October 2010

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	1	---	1	1	---	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	4	2	2	1	1	---	---
<b>TOTAL</b>	0	5	2	3	2	1	0	0

CAMBRIDGE POLICE DEPARTMENT  
 QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM - October 2010

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>YTD Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	1	---	1	---	1	---	---
Improper Police Procedure	---	1	1	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	6	5	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	1	7	1	6	---	6	---	---
<b>TOTAL</b>	1	15	7	8	0	8	0	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - October 2010

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>2010Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>	<b>Recommendations</b>
Audits	6	0	6	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	6	0	6	0	0	0	0	0

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM -December 2009

Nature of Complaint	Month	Year Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	0	8	0	8	4	2	---	2
Improper Police Procedure	0	5	0	5	4	---	1	---
Excessive Force	0	1	0	---	1	---	---	---
Criminal Conduct	0	1	---	1	---	---	1	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	15	0	15	9	2	2	2

LINE INVESTIGATION TRACKING SYSTEM - December 2009

Nature of Complaint	Month	Year Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	3	---	3	1	2	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	2	---	2	---	2	---	---
<b>TOTAL</b>	0	5	0	5	1	4	0	0

CAMBRIDGE POLICE DEPARTMENT  
 QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM December 2009

<b><i>CASE DISPOSITIONS</i></b>								
<b>Nature of Complaint</b>	<b>Month</b>	<b>YTD Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	1	1	---	---	---	---	---
Improper Police Procedure	---	1	---	1	1	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	1	---	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	0	11	---	11	---	11	1	---
<b>TOTAL</b>	1	14	1	13	1	12	1	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - December 2009

<b><i>CASE DISPOSITIONS</i></b>								
<b>Nature of Complaint</b>	<b>2009Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>	<b>Recommendations</b>
Audits	9	0	9	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	9	0	9	0	0	0	0	0







# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner R. Haas

**DATE** November 4, 2010

**FROM:** Deputy Superintendent Christine Elow

**SUBJECT:** Performance Measures FY11

Sir:

The following is a summary of the FY11 performance measures as of October 31, 2010

<b>PERFORMANCE MEASURES</b>	<b>FY10 PROPOSED</b>	<b>06/30/010 ACTUAL</b>	<b>FY11 PROPOSED</b>	<b>9/30/10 ACTUAL</b>
1. Number of administrative audits conducted by staff	8	8	8	2
2. Complete "quality of service" assessment forms – incident reports	250	250	250	36
3. Complete "quality of service" assessment forms – m/v stops	250	250	250	50
4. Conduct field inspection audits	60	60	60	0

Respectfully,

Christine A. Elow  
Deputy Superintendent  
Professional Standards Section



# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner Robert C. Haas

**DATE:** December 3, 2010

**FROM:** Deputy Christine Elow

**REF:** Professional Standards Unit

**SUBJECT:** Monthly Report – November 2010

Sir:

The following are the monthly reports for the Professional Standards Unit. The first report is a synopsis of all citizen complaints, staff investigations, line investigations, administrative audits, Police Review and Advisory Board (PRAB) complaints forwarded to the Department and a miscellaneous section that outlines other unit activity. Also included is a report that identifies the monthly performance measures of the section, a summary of all use of force incidents for the month and an update on field inspections.

### **Overall Unit Activity**

This page will chart the total number of cases handled by the unit, and also subdivide the total number of cases into four (4) subcategories. The chart displays the number of cases (as well as subcategories) received in the current month as well as the cumulative number of cases for the current and previous year.

### **Types of Complaint/Investigation and Disposition**

These pages define and categorize the particular types of investigations that are conducted under the general heading of citizen complaints, staff investigations, line investigations and administrative audits. These charts show how many investigations are being conducted in each system, how many cases are open, how many are closed and the disposition of each closed case.

The following is a narrative of all citizen complaints, staff investigations, line investigations, administrative audits and PRAB cases received or initiated during the month.

**Citizen Complaints**

There was one citizen complaint filed during the month of November. This complaint involved an allegation of rude and discourteous treatment during a motor vehicle stop.

**Staff Investigations**

There was two staff investigations initiated during the month of November. The first investigation involved the arrest of an officer and the second investigation involved an allegation of a hostile work environment.

**Line Investigations**

There was one line investigation initiated during the month of November. This investigation involved a policy violation.

**Administrative Audits**

There were two administrative audits conducted during the month of November. Both audits involved an inventory of drugs ready for destruction.

**PRAB**

There was one PRAB complaint received during the month of November. This complaint involved a dispute over a citation that was issued for a crosswalk violation.

Respectfully Submitted,

Christine Elow  
Deputy Superintendent  
Professional Standards

CAMBRIDGE POLICE DEPARTMENT  
QUALITY CONTROL UNIT

MONTHLY REPORT FOR: November 2010

<b>Activity</b>	<b>This Month</b>	<b>YTD Last Year</b>	<b>YTD This Year</b>	<b>% Change</b>
Citizen Complaints	1	16	12	-25%
Staff Investigations	2	13	17	+30%
Line Investigations	1	4	6	+50%
Administrative Audits	2	9	8	-11%
<b><i>TOTAL</i></b>	5	42	43	+2%

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM November 2010

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	1	5	1	4	2	---	2	---
Improper Police Procedure	---	4	1	3	1	1	---	1
Excessive Force	---	3	1	2	2	---	---	---
Criminal Conduct	---	---	---	---	---	---	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	1	12	3	9	5	1	2	1

LINE INVESTIGATION TRACKING SYSTEM - November 2010

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	1	---	1	1	---	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	1	5	3	2	1	1	---	---
<b>TOTAL</b>	1	6	3	3	2	1	0	0

CAMBRIDGE POLICE DEPARTMENT  
 QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM - November 2010

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>YTD Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	1	---	1	---	1	---	---
Improper Police Procedure	---	1	1	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	1	7	6	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	1	8	2	6	---	6	---	---
<b>TOTAL</b>	2	17	9	8	0	8	0	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - November 2010

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>2010Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>	<b>Recommendations</b>
Audits	8	0	8	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	8	0	8	0	0	0	0	0

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM -December 2009

Nature of Complaint	Month	Year Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	0	8	0	8	4	2	---	2
Improper Police Procedure	0	5	0	5	4	---	1	---
Excessive Force	0	1	0	---	1	---	---	---
Criminal Conduct	0	1	---	1	---	---	1	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	15	0	15	9	2	2	2

LINE INVESTIGATION TRACKING SYSTEM - December 2009

Nature of Complaint	Month	Year Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	3	---	3	1	2	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	2	---	2	---	2	---	---
<b>TOTAL</b>	0	5	0	5	1	4	0	0

CAMBRIDGE POLICE DEPARTMENT  
 QUALITY CONTROL UNIT



STAFF INVESTIGATIONS TRACKING SYSTEM December 2009

<b><i>CASE DISPOSITIONS</i></b>								
<b>Nature of Complaint</b>	<b>Month</b>	<b>YTD Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	1	1	---	---	---	---	---
Improper Police Procedure	---	1	---	1	1	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	1	---	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	0	11	---	11	---	11	1	---
<b>TOTAL</b>	1	14	1	13	1	12	1	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - December 2009

<b><i>CASE DISPOSITIONS</i></b>								
<b>Nature of Complaint</b>	<b>2009Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>	<b>Recommendations</b>
Audits	9	0	9	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	9	0	9	0	0	0	0	0





# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner R. Haas

**DATE** December 3, 2010

**FROM:** Deputy Superintendent Christine Elow

**SUBJECT:** Performance Measures FY11

Sir:

The following is a summary of the FY11 performance measures as of November 30, 2010

<b>PERFORMANCE MEASURES</b>	<b>FY10 PROPOSED</b>	<b>06/30/010 ACTUAL</b>	<b>FY11 PROPOSED</b>	<b>11/30/10 ACTUAL</b>
1. Number of administrative audits conducted by staff	8	8	8	4
2. Complete "quality of service" assessment forms – incident reports	250	250	250	36
3. Complete "quality of service" assessment forms – m/v stops	250	250	250	50
4. Conduct field inspection audits	60	60	60	3

Respectfully,

Christine A. Elow  
Deputy Superintendent  
Professional Standards Section



# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner Robert C. Haas

**DATE:** January 7, 2011

**FROM:** Deputy Christine Elow

**REF:** Professional Standards Unit

**SUBJECT:** Monthly Report – December 2010

Sir:

The following are the monthly reports for the Professional Standards Unit. The first report is a synopsis of all citizen complaints, staff investigations, line investigations, administrative audits, Police Review and Advisory Board (PRAB) complaints forwarded to the Department and a miscellaneous section that outlines other unit activity. Also included is a report that identifies the monthly performance measures of the section, a summary of all use of force incidents for the month and an update on field inspections.

### **Overall Unit Activity**

This page will chart the total number of cases handled by the unit, and also subdivide the total number of cases into four (4) subcategories. The chart displays the number of cases (as well as subcategories) received in the current month as well as the cumulative number of cases for the current and previous year.

### **Types of Complaint/Investigation and Disposition**

These pages define and categorize the particular types of investigations that are conducted under the general heading of citizen complaints, staff investigations, line investigations and administrative audits. These charts show how many investigations are being conducted in each system, how many cases are open, how many are closed and the disposition of each closed case.

The following is a narrative of all citizen complaints, staff investigations, line investigations, administrative audits and PRAB cases received or initiated during the month.

**Citizen Complaints**

There were no citizen complaints filed during the month of December.

**Staff Investigations**

There was no staff investigations initiated during the month of December.

**Line Investigations**

There was no line investigations initiated during the month of December.

**Administrative Audits**

There were no administrative audits conducted during the month of December.

**PRAB**

There was one PRAB complaint received during the month of December. This complaint was resolved through mediation on December 17, 2010.

Respectfully Submitted,

Christine Elow  
Deputy Superintendent  
Professional Standards

CAMBRIDGE POLICE DEPARTMENT  
QUALITY CONTROL UNIT

MONTHLY REPORT FOR: December 2010

<b>Activity</b>	<b>This Month</b>	<b>YTD Last Year</b>	<b>YTD This Year</b>	<b>% Change</b>
Citizen Complaints	0	16	12	-25%
Staff Investigations	0	13	17	+30%
Line Investigations	0	4	6	+50%
Administrative Audits	0	9	8	-11%
<b><i>TOTAL</i></b>	0	42	43	+2%

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**

CITIZEN COMPLAINT TRACKING SYSTEM December 2010

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	5	1	4	2	---	2	---
Improper Police Procedure	---	4	1	3	1	1	---	1
Excessive Force	---	3	---	3	2	1	---	---
Criminal Conduct	---	---	---	---	---	---	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	---	12	3	10	5	2	2	1

LINE INVESTIGATION TRACKING SYSTEM - December 2010

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>Year Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	1	---	1	1	---	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	1	5	3	2	1	1	---	---
<b>TOTAL</b>	1	6	3	3	2	1	0	0

CAMBRIDGE POLICE DEPARTMENT  
 QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM - December 2010

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>Month</b>	<b>YTD Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	1	---	1	---	1	---	---
Improper Police Procedure	---	1	1	---	---	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	7	6	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	---	8	2	6	---	6	---	---
<b>TOTAL</b>	0	17	9	8	0	8	0	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - December 2010

					<b><i>CASE DISPOSITIONS</i></b>			
<b>Nature of Complaint</b>	<b>2010Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>	<b>Recommendations</b>
Audits	8	0	8	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	8	0	8	0	0	0	0	0

**CAMBRIDGE POLICE DEPARTMENT**  
**QUALITY CONTROL UNIT**



CITIZEN COMPLAINT TRACKING SYSTEM -December 2009

Nature of Complaint	Month	Year Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	0	8	0	8	4	2	---	2
Improper Police Procedure	0	5	0	5	4	---	1	---
Excessive Force	0	1	0	---	1	---	---	---
Criminal Conduct	0	1	---	1	---	---	1	---
Civil Rights Violation	---	---	---	---	---	---	---	---
<b>TOTAL</b>	0	15	0	15	9	2	2	2

LINE INVESTIGATION TRACKING SYSTEM - December 2009

Nature of Complaint	Month	Year Total	Open	Closed	<b><i>CASE DISPOSITIONS</i></b>			
					Cleared	Substantiated	Inconclusive	Withdrawn
Rude & Discourteous Behavior	---	3	---	3	1	2	---	---
Sick Leave Violation	---	---	---	---	---	---	---	---
Court Time Violation	---	---	---	---	---	---	---	---
Tardiness Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Duties)	---	2	---	2	---	2	---	---
<b>TOTAL</b>	0	5	0	5	1	4	0	0

CAMBRIDGE POLICE DEPARTMENT  
 QUALITY CONTROL UNIT

STAFF INVESTIGATIONS TRACKING SYSTEM December 2009

<b><i>CASE DISPOSITIONS</i></b>								
<b>Nature of Complaint</b>	<b>Month</b>	<b>YTD Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>
Rude & Discourteous Behavior	---	1	1	---	---	---	---	---
Improper Police Procedure	---	1	---	1	1	---	---	---
Excessive Force	---	---	---	---	---	---	---	---
Criminal Conduct	---	1	---	1	---	1	---	---
Civil Rights Violation	---	---	---	---	---	---	---	---
Departmental Policy Violation (Various)	0	11	---	11	---	11	1	---
<b>TOTAL</b>	1	14	1	13	1	12	1	0

ADMINISTRATIVE AUDITS TRACKING SYSTEM - December 2009

<b><i>CASE DISPOSITIONS</i></b>								
<b>Nature of Complaint</b>	<b>2009Total</b>	<b>Open</b>	<b>Closed</b>	<b>Cleared</b>	<b>Substantiated</b>	<b>Inconclusive</b>	<b>Withdrawn</b>	<b>Recommendations</b>
Audits	9	0	9	---	---	---	---	0
Departmental Policy	---	---	---	---	---	---	---	---
Other	---	---	---	---	---	---	---	---
<b>TOTAL</b>	9	0	9	0	0	0	0	0





# CITY OF CAMBRIDGE POLICE DEPARTMENT

## INTEROFFICE CORRESPONDENCE

**TO:** Commissioner R. Haas

**DATE** January 7, 2011

**FROM:** Deputy Superintendent Christine Elow

**SUBJECT:** Performance Measures FY11

Sir:

The following is a summary of the FY11 performance measures as of December 30, 2010

<b>PERFORMANCE MEASURES</b>	<b>FY10 PROPOSED</b>	<b>06/30/010 ACTUAL</b>	<b>FY11 PROPOSED</b>	<b>11/30/10 ACTUAL</b>
1. Number of administrative audits conducted by staff	8	8	8	4
2. Complete "quality of service" assessment forms – incident reports	250	250	250	96
3. Complete "quality of service" assessment forms – m/v stops	250	250	250	90
4. Conduct field inspection audits	60	60	60	4

Respectfully,

Christine A. Elow  
Deputy Superintendent  
Professional Standards Section