

HRC Recommendations that are **ONGOING**

| HRC Recommendation | Management Response | Action Item | Current Status |
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| Communications and Community Outreach | | | |
| HRC 2 We recommend City Council find ways to increase awareness and improve attendance at PAC meetings. | Administration recommends a continuation of the efforts of NIS to boost PAC attendance. | Provide quarterly reports to the City Manager on PAC meeting attendance beginning with the quarter that ends on 9/30/14. | 9/16/2021: Attendance information is being provided to the City Manager's Office on a quarterly basis. These reports are available on the City Manager's Office website. The most recent report is forthcoming and will be available at this link: 2021 PAC Attendance Report |
| HRC 4 We recommend the Durham Police Department recruit from the community of Durham to create a pipeline to employment with the Durham Police Department. | Administration affirms the spirit of the recommendation and endorses a continuing focus on recruiting Durham residents while maintaining a commitment to always seek the most qualified applicants to become Durham police officers. | Police Department provides report on BLET academy recruits and graduation stats regarding residency. Information will be provided after each academy is complete as part of Chief's quarterly report. | 9/16/2021: Reports on residency statistics for each academy class are posted on the City Manager's Office website. The most recent report (for BLET Academy 51) is available at this link: Academy Statistics |
| HRC 4 We recommend the Durham Police Department recruit from the community of Durham to create a pipeline to employment with the Durham Police Department. | Administration affirms the spirit of the recommendation and endorses a continuing focus on recruiting Durham residents while maintaining a commitment to always seek the most qualified applicants to become Durham police officers. | Annual report to City Council on sworn police officer residency statistics. | 2/7/2020: Annual reports on sworn police officer residency statistics are generated in February each year. The most recent report is available on the City's website at the link below. At the end of 2019, 37% of the sworn force resided within Durham city limits. The most recent report is available at this link: Resident Statistics |
| Police Stops and Consent Searches | | | |
| HRC 12 We recommend the Durham Police Department ensure that the traffic stop data is reviewed quarterly to track any irregularities. Should the data show unusual trends, it should be reported to the Chief of Police and reviewed by qualified independent analysts. Any reports should be made available to City Council for review within a reasonable time. | Administration concurs with the Police Department's actions to expand the fields of data being collected on traffic stops and the requirement that the data be analyzed on a semi-annual basis. The Administration also will direct that the Police Chief file a findings report to the City Manager within 60 days of this semi-annual review. | Command staff review traffic stop data semi-annually and transmit to City Manager with results of review. | 4/28/2021: The annual traffic stop Executive Summary for 2020 are available on the City Manager's website at the link below. Traffic Stop Executive Summary 2020 RTI also completed a Veil of Darkness traffic stop data review in 2016. Link to study results: http://durhamnc.gov/DocumentCenter/View/9594 |

Marijuana Arrests

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| HRC 18 | We recommend the City of Durham reach out to municipalities, such as the City of Seattle, WA, to make inquiries about their initiatives regarding making marijuana arrest a low priority. | That the Police Department complete a thorough review of the misdemeanor marijuana arrests for the period 1/1/13-7/1/14 to determine the existence of patterns or other information that explain the racial disparity in arrests over that period and report the findings of this review to the City Administration no later than 1/1/15. | Review misdemeanor marijuana arrests for the period 1/1/13-6/30/14 to determine the existence of patterns or other information explaining racial disparities. Report is due 1/1/15, with an interim status report of the review provided to the City Manager by 11/1/14. | 4/15/2021: Ongoing These reviews were completed and are available for public review on the City Manager's Office website. The 2020 Annual Executive Summary-Misdemeanor Marijuana is available at this link: |
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[Misdemeanor Marijuana Report](#)

Training

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| HRC 16 | We recommend the Durham Police Department job performance evaluation include a review of stop/search data for irregularities in conduct and policy. | <p>The City's Performance Management System and the Early Intervention System described in the Issues/Analysis section provide the basis for effectively setting comprehensive employee performance standards in results and behaviors that align with both organizational goals and objectives, and community expectations. The Police Department also has the foundation in place to build on a system that collects and uses data appropriately to better refine and discover irregular or undesirable behavior for referral to an Early Intervention System.</p> <p>It is recommended that the Early Intervention System's current behavioral alert indicators and mandatory referral activities be reviewed to insure alerts and supervisory follow-up are sufficient and effective. As a strategy to improve effectiveness, the department should consider the use of "rates" of policing activities compared with other officers similarly assigned. The Police Department should carefully determine thresholds for alerts and intervention in the context of organizational priorities.</p> | <p>Review the Police Department's early intervention system's (Professional Excellence Program) behavioral alert indicators and current mandatory referral activities for sufficiency and effectiveness, and include documentation that a review of stop/search data has been included by 12/31/14 for the 2015 calendar year.</p> <p>Submit a copy of this evaluation to the City Manager by December 31, 2014 that documents the review and describes the methodology to be used to set the threshold for alert and intervention regarding stop/searches, and how the data generated will be used by supervisors and department management in quarterly coaching sessions and annual performance reviews.</p> | 4/28/2021: The annual review of the Professional Standards and Excellence Programs are done each calendar year. The 2020 Professional Excellence Program Evaluation is posted on the City Manager's Office website at the link below: |
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It is not recommended that a job performance standard isolating the activity of "stop/searches" be added to the employee performance evaluation form since stop/search activity is just one activity of policing and varies depending on factors such as assignments, shifts, and districts. The job result that would incorporate behavior regarding stop/searches would be the overall standard of "Adherence to established City of Durham Police Department Rules, regulations, policies and procedures."

[2020 Professional Standards Annual Report](#)

[2020 Professional Excellence Program Evaluation](#)

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| Complaints and Internal Affairs | | | |
| HRC 30 We recommend a policy that ensures complaints of retaliation are properly investigated. | <p>A thorough, fair and impartial complaint investigation process is a critical component of maintaining the credibility of the Police Department. Like other potential abuses, threats of retaliation must be guarded against. Protections for those who bring allegations against the Police Department are a critical component of ensuring the process remains credible and safe.</p> <p>Management supports a robust system of protections like those contained in the existing Durham Police Department general orders, and has a responsibility to ensure that any employee who violates the general orders are disciplined appropriately. An analysis of the current complaint process identifies no visible weakness in the current policy and process, but management should remain vigilant going forward to ensure employees adhere to these policies.</p> | None | <p>9/16/2021: Internal Affairs Quarterly Reports are uploaded to the City Manager's Office website for public review.</p> <p>The 2021 Quarter 2 report is available at this link:</p> <hr/> <p>Quarterly Report</p> <hr/> |

HRC Recommendations that are **COMPLETE**

| HRC Recommendation | Management Response | Action Item | Current Status |
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| Communications and Community Outreach | | | |
| HRC 1 We recommend the Durham Police Department regularly publicize their involvement in the community and neighborhoods via media outlets such as the local newspaper, Durham Police Department website, social media, etc. | Administration concurs with the recommendation and recognizes that the Police Department regularly promotes community and neighborhood involvement in the local media, the website and in social media. Administration is supportive of and will offer guidance in the hiring of a permanent Public Affairs Manager for the efforts described above. | Hiring of a Public Affairs Manager. Development of a communications plan that includes ongoing monitoring of public/community relations efforts. | 11/1/15: Public Affairs Manager has completed the communications plan and it is being implemented. |
| HRC 3 We recommend the Durham Police Department put more emphasis on promoting the Citizens Police Academy (CPA). | Outreach and efforts to improve diversity of and retain attendees should be enhanced, as evidenced by class sizes and demographic representation. Advertising and enhanced public relations efforts should be considered. Management recommends that evaluations be summarized and maintained, and that feedback be used to determine how to improve classes and reach more possible attendees. Once the curriculum is finalized, a brochure should be developed by the Department and distributed to help promote the CPA. | Finalize CPA curriculum; Develop Brochure; Translate brochure; distribute and post online. DPD will continue collecting and reviewing evaluations for possible improvements. | 10/15/20: Complete, with ongoing monitoring. CPA curriculum has been enhanced and advertising expanded. The new brochure (in both English and Spanish) is posted online. The 2020 Virtual Citizen Police Academy had 11 total graduates. This class included 1 black male, 2 black females, 3 white males, 5 white females, and no Hispanic members. Recruitment for the 2020 class is underway. |
| HRC 4 We recommend the Durham Police Department Policies | Administration affirms the spirit of the recommendation and | Evaluate options to incentivize sworn police | 4/03/19: Complete. For Fiscal Year 2018-2019 the Police |
| HRC 5 We recommend psychiatric evaluations for all officers and employees of the Durham Police Department are required once every three years. | Administration concurs with the Department's current practice as described in General Order 2005R-1 and finds no basis to support the recommendation of the HRC to require psychiatric evaluations for all officers and employees of the Department once every three years. | None | 8/21/14: No further action needed. |
| HRC Recommendation | | | |
| HRC 6 & 7 6: We recommend that the vehicle camera remain operating at all times. Officers should not be allowed to disable the camera. | Management Response It appears that current practice satisfies the intent of these recommendations, though it falls short of the specific request to record and retain all video during a shift. Having reviewed peer cities and best practices, Administration concludes that the Police Department's current practice is sufficient to document all officer interactions with the public. | Action Item None | Current Status 8/21/14: Complete, with ongoing monitoring. |

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| <p>HRC 6 & 7 7: We recommend digital copies of these recordings be maintained no less than 180 days.</p> | <p>Administration will continue to hold the Department accountable for ensuring that policies are followed and strictly enforced to ensure the current system achieves the desired goal. Administration further affirms the 180 day video retention policy.</p> | <p>None</p> | <p>8/21/14: No further action needed.</p> |
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Police Stops and Consent Searches

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| <p>HRC 8 We recommend the Durham Police Department communicate to citizens why they are being stopped or detained. The reason should be documented by the Durham Police Department in a form that is reviewable by the citizen.</p> | <p>Administration recommends that the current practices outlined in General Order 4052 R-1 continue but that the General Order be reviewed to consider clarifying the intent of the Department and accompanied training by removing the word "normally" in each of the last two sentences of the section referenced herein.</p> | <p>Review General Order 4052 R-1 for changes to clarify the intent of the Department and the accompanying training and whether the word "normally" in each of the last two sentences should be removed.</p> | <p>2/13/15: Complete. General Order 4052 (Vehicle Stops) was amended on 11/3/14 as directed. The General Orders Manual is available for review at this link: http://durhamnc.gov/DocumentCenter/View/9671</p> |
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| <p>HRC 9 & 10 9: We recommend that a written form be required for all consent searches. This form must be signed by the citizen/detainee and should be available in English and Spanish.</p> | <p>That all written consent to search forms be available in English and Spanish in every police vehicle that has exposure to requesting consent searches.</p> | <p>Develop bilingual version of written consent form. Have bilingual written consent forms available in all police vehicles.</p> | <p>10/1/14: Complete. 10/1/14: Complete.</p> |
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| <p>10: We recommend the Durham Police Department require all officers to document with an incident report any encounter that requires a search of the person or property. This report should include a reason for the stop and search.</p> | <p>That General Order 4004 R-2 be amended to clarify that every reasonable effort be made to ensure that both the in-car camera and microphone are working so as to document the request for consent and the provision or denial of that request, and that officers will be encouraged to employ the written consent to search form; however, the discretion will remain with the officer.</p> | <p>Amend General Order 4004 R-2 to require written documentation for consent searches of residences, businesses, vehicles, and electronic devices, and ensure every reasonable effort that in-car camera and microphones are activated and working during all traffic stops to document consent search of vehicles.</p> | <p>10/1/14: Complete. General Order 4004 (Warrantless Searches and Seizures) was amended on 10/1/14 as directed. The General Orders Manual is available for review at this link: http://durhamnc.gov/DocumentCenter/View/9671</p> |
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| HRC 9 10 11 11: We recommend supervisors and possibly professional standards review these reports for any irregularities. | That requests for consent to search by H.E.A.T. officers during traffic stops will be documented by audio or video recording or utilizing a signed consent form. | | |
| | That Electronic Traffic Stop Form submission software be adjusted to track the locations of traffic stops, as well as whether consent to search was given or denied. | Amend the Electronic Traffic Stop Form submission software to track locations of traffic stops and whether consent to search was requested, and then given or denied and by which method. | 9/11/14: Complete. The electronic Traffic Stop Form submission software has been adjusted to track the stop location as well as whether consent to search was denied. |
| | That investigative encounters with citizens using a Field Contact or Intelligence Submission form to document investigative encounters be required. | Prepare a General Order requiring investigative encounters to be documented by Field Contact or Intelligence Submission. Implement by 10/1/14. | 2/13/15: Complete. General Orders 4028 (Report Writing) and 4048 (Guidelines for Exchanging Intelligence Information) have been amended to direct officers to document investigative encounters via Field Contact Submission or an Intelligence Submission. The General Orders Manual is available for review at this link: |
| | That the Department by either General Order or command direction require written documentation of all investigative encounters. | Prepare or amend a General Order requiring written documentation of all investigative encounters. Implement by 10/1/14. | http://durhamnc.gov/DocumentCenter/View/9671 |
| | That the Department complete the evaluation of the utilization of body cameras and provide recommendations to the City Manager in conjunction with the FY 2016 budget process. | That body camera technology be evaluated for all officers and a report and recommendation regarding this technology be provided to the City Manager by 2/1/15. | 8/1/18: Complete. City Council approved the purchase of police body cameras on November 21, 2016. Cameras were implemented for all sworn units and all sworn levels of the department below the Assistant Chief level by October 2017. As of July 2018, the department had recorded more than 300,000 videos. |

| | HRC Recommendation | Management Response | Action Item | Current Status |
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| HRC | We recommend the Durham Police Department enhance their mental health and crisis intervention training for those officers who interact regularly with the community. | Administration concurs with the Police Department's actions to | Expand the fields of data collected on traffic | 9/11/14: Complete. |
| | | | | |
| HRC | We recommend that the | Durham has already begun the implementation of Fair and | Finalize the schedule for the Fair and Impartial | 2/1/16: Complete, with ongoing monitoring. All sworn |
| HRC | We recommend that racial | Administration supports DPD's current racial equity and mental | None | 9/11/14: Complete, with ongoing monitoring. |
| HRC | We recommend the Durham Police Department enhance their mental health and crisis intervention training for those officers who interact regularly with the community. | The need to have officers well trained in dealing with mental health and crisis intervention issues is undisputed. Given the widespread use of the current crisis intervention training model, Management believes the current curriculum is appropriate for use in the department. Administration will continue to support exposing as many officers as possible to this training, and will hold department leadership accountable for meeting or exceeding guidelines for the number of officers trained in this area. Administration further directs the DPD to continually review and implement new offerings in the area of mental health and crisis intervention training when these offerings are deemed to improve upon our current training program. Finally, management will endeavor to support all efforts to secure new resources to fund specialized personnel and/or programs dedicated to the care of residents in need of mental health or crisis intervention services. | None | 8/21/14: Complete, with ongoing monitoring. |

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| HRC | We recommend the Durham Police Department job | The City's Performance Management System and the Early Intervention System described in the Issues/Analysis section | Review the Police Department's early intervention system's (Professional Excellence | 2/12/15: Complete. General Order 1050 Professional http://durhamnc.gov/DocumentCenter/View/9671 |
| HRC | We recommend a yearly training needs analysis in order to make any adjustments necessary to meet the needs of the community. | A review of the Department's procedures for evaluating training needs and incorporating new training topics into the curriculum seems to demonstrate that the Department is meeting or exceeding the objective called for in the HRC recommendation. Administration recommends that interested groups or individuals should contact the Durham Police Department's training division if they wish to learn more about current offerings or suggest topics for training that should be enhanced. Administration will always support maximum transparency regarding the subjects and frequency in which our staff are being trained. | None | 8/21/14: Complete, with ongoing monitoring. |

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| Marijuana Arrests | | | |
| HRC 19 We recommend the City of Durham review the data and recommend whether to implement a similar initiative to the City Council. | That the Police Department institute a policy to require an annual review of misdemeanor marijuana arrests for unexplained disparities. | That a General Order be established providing for an annual review of misdemeanor marijuana arrests for unexplained disparities and reported to the City Manager no later than April 1 of the subsequent year. | 2/19/15: Complete. General Order 1052 (Annual Misdemeanor Marijuana Report) was published on 11/3/14. The General Orders Manual is available for review at this link: http://durhamnc.gov/DocumentCenter/View/9671 |
| HRC 19 <i>(continued)</i> | That the City Council ask the Chief District Court Judge, Durham District Attorney, Durham County Sheriff, and the Durham Police Chief (through the City Manager), and others as deemed appropriate, to convene a discussion and make recommendations on programs and practices that reduce the criminal and financial impact on persons charged and/or convicted of misdemeanor marijuana possession, including expanded diversion and treatment programs and report said findings to the City Council and the County Commission through the Durham Crime Cabinet. | That the City Council ask the Chief District Court Judge, Durham District Attorney, Durham County Sheriff, and the Durham Police Chief (through the City Manager), and others as deemed appropriate, to convene a discussion and make recommendations on programs and practices that reduce the criminal and financial impact on persons charged and/or convicted of misdemeanor marijuana possession, including expanded diversion and treatment programs and report said findings to the City Council and the County Commission through the Durham Crime Cabinet. | 1/30/19: Complete. A misdemeanor diversion program for ages 16-21 (including misdemeanor marijuana) was implemented 10/1/15. In FY 2018, 230 individuals have been referred to the Adult Misdemeanor Diversion Program (70% referred by the Durham Police Department). Of these, 100% have successfully completed the program. Just over 20% of these cases involved marijuana possession and 10% involved drug paraphernalia possession. Of those who graduated at least one year ago, 90% have no further criminal record. The program has also provided 179 referrals to wrap-around services for participants. |
| Civilian Police Review Board | | | |
| HRC 20 We recommend that City Council move to an alternate model where the complaints themselves, rather than the Internal Affairs review process, undergo investigation by the Citizens Police Review Board. | Management recommends that initial complaints continue to be investigated by the Police Department. In the case of all City departments, Department Directors or their designees are instructed to seek resolution on complaints before pursuing alternate means. The Police Department is expected to adhere to the same practice. | Discuss Police-Community Relations during 9/24/14 Civilian Police Review Board meeting. | 10/29/14: Complete. |
| HRC 21 We recommend City Council annually brings in a representative from The National Association for Civilian Oversight of Law Enforcement (NACOLE) to provide best practices training for the Citizens Police Review Board. | Obtain membership with NACOLE Identify trainings/technical assistance for CPRB members | Contact NACOLE to identify current peer city memberships. Process payment for NACOLE membership Contact NACOLE about upcoming trainings/technical assistance for CPRB members. Share training opportunities with CPRB during 9/24/14 Board meeting. | 10/29/14: Complete. 10/29/14: Complete. |

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| HRC 22 We recommend City Council have oversight of the Citizens Police Review Board, including appointment of Citizens Police Review Board members. City Council should designate a staff attorney to advise the Citizens Police Review Board. | The Administration recommends that the procedures for selecting appointees to the Civilian Police Review Board be revised to provide for the Mayor and City Council to confirm the City Manager's selections for appointment. | That the procedures for selecting appointees to the Civilian Police Review Board be revised to provide for the Mayor and City Council to confirm the City Manager's selections for appointment. | 2/13/15: Complete. Revisions to the CPRB Procedure Manual adopted by City Council on 11/7/14. Link to Procedure Manual: http://durhamnc.gov/DocumentCenter/Home/View/956 |
| HRC 23 We recommend some members of the Citizens Police Review Board be appointed and selected through the PAC organizations that closely follow police procedures. By changing the make-up of the Citizens Police Review Board to require PAC district representation, we can ensure all geographical areas within the City of Durham are represented. | The Administration recommends that the City Clerk's Office notify PAC co-facilitators in conjunction with advertising vacancies on the Civilian Police Review Board, but the Board not be required to include members from each PAC nor that PAC-affiliated applicants receive deferential consideration. | Notify PACs of existence of vacancies on CPRB. | 8/21/14: Complete. General notification change to PACs has occurred and will happen as vacancies occur. |
| HRC 24 We recommend the time allowed to appeal to the Citizens Police Review Board be extended to 30 working days after documented receipt of the Internal Affairs response. (CPRB 5) | Revise the relevant language in the Civilian Police Review Board Procedure Manual (Section 4.5) to extend the request for appeal from 14 calendar days to 30 business days (Monday - Friday). This change must be approved by the City Council. In addition to the Procedure Manual, any and all references to the 14 day appeal period would have to be revised as well (e.g., website and letters). | Amend Section 4.5 of the Civilian Police Review Board Procedure Manual. | 2/13/15: Complete. Revisions to the CPRB Procedure Manual were adopted by City Council on 11/7/14. Link to Procedure Manual: http://durhamnc.gov/DocumentCenter/Home/View/956 |
| | Determination Letters should be mailed with return receipt so the Clerk's Office and CPRB can determine whether Requests for Appeals have been submitted within 30 business days. | Work with DPD to revise the necessary document(s) to reflect the return receipt requirement. | 10/29/14: Complete. |
| HRC 25 We recommend the complainant have 60 days to gather information, documents, evidence, etc. to submit to the Citizens Police Review Board. | Allow Complainants 30 business days (Monday - Friday), instead of 14 calendar days, to file a Request for Hearing with the CPRB. | Create agenda item to amend Section 4.5 of the Civilian Police Review Board Procedure Manual. | 2/13/15: Complete. Revisions to the CPRB Procedure Manual were adopted by City Council on 11/7/14. Link to Procedure Manual: http://durhamnc.gov/DocumentCenter/Home/View/956 |

| HRC Recommendation | Management Response | Action Item | Current Status |
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| HRC 26 We recommend the Citizens Police Review Board appeal complaint form be made available in electronic form and a link to this form should be placed on the City of Durham Human Relations Commission web page. (CPRB 1) | Develop an electronic form of the Request for Appeal Hearing Form. | Create and test the electronic form. | 9/18/14: Complete. Request for Appeal Hearing Form can be found online and submitted by email. Link to form: |
| | | Place the link to the electronic form on the City's website by 9/30/14 | 9/18/14: Complete. |
| | Include a link to the electronic Appeal Form on the Human Relations webpage. | Place the link to the electronic form on the Human Relations webpage by 9/30/14 | 9/18/14: Complete. |
| HRC 27 We recommend the Citizens Police Review Board report any findings of unethical behaviors towards citizens and if merited, disciplinary action be taken. The findings should be reported to the appropriate entity. | The Administration supports the recommendation that any findings or suspicion of unethical behavior be reported to the City Manager or Audit Services Department for review and investigation. Merited disciplinary action will be determined in accordance with City of Durham Personnel Policies and Procedures. | None | 8/21/14: No further action required. |
| Complaints and Internal Affairs | | | |
| HRC 28 We recommend Complaint Forms be available to complete online, and allow for electronic submission with tracking and receipt of complaint form. (CPRB 1) | Institute a Complaint Form that can be completed on line and submitted electronically. | Create the electronic Complaint Form by Test form by 9/30/14. | 9/18/14: Complete. DPD Complaint Form can be completed and subitted online. Link to form: |
| | Make Complaint Forms accessible from the City Manager's | Place a link to the electronic Complaint Form | http://durhamnc.gov/FormCenter/Police-Department- |
| | Continue instructing Complainants to submit their complaints to the Police Department. | No further action required | 9/3/14: Complete. |
| | Revise the Complaint Form to allow the complainant to provide any and all contact information (telephone and email) where they would like to be reached for the purposes of completing a full investigation. | No further action required. | |
| Develop a Complaint Form in Spanish. | Translation services have been secured | 2/13/15: Complete. | |

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| HRC | We recommend the Durham | Police Department should follow up with Complainants in | None | 2/18/15: Complete. |
| HRC | We recommend the Citizens | The Administration does not recommend that the City Council | None | 8/21/14: No further action needed. |
| General Recommendations | | | | |
| HRC | We recommend the Durham | Management agrees that a more comprehensive evaluation of | None | 10/30/14: Complete, with ongoing monitoring |
| HRC | We recommend the City of | The Administration will continue to support interest in | A structured citizen engagement process with | 9/11/14: Complete, with ongoing monitoring. |
| 33 | Durham partner with the | community education regarding residents' rights. Suggested | the Durham Police Department exists. It is | |
| | Human Relations Commission | outside agencies are encouraged to promote positions and | facilitated by NIS through PACs and recurring | |
| | and outside organizations | interpretations as their resources, priorities and interests | community engagement activities such as direct | |
| | (Fostering Alternative Drug | permit. | outreach and neighborhood publications. This | |
| | Enforcement, National | | engagement can and will be used for topics of | |
| | Association for the | | discussion as desired by the Department and | |
| | Advancement of Colored | | citizens. | |
| | People, Southern Coalition for | | | |
| | Social Justice, etc.) to | | | |
| | promote a comprehensive | | | |
| | program to educate the | | | |
| | citizens of their rights in | | | |
| | regards to police stops, | | | |
| | searches, and their avenues | | | |
| | of redress. | | | |
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| | HRC Recommendation | Management Response | Action Item | Current Status |
| HRC | We recommend the Durham | It is recommended that the final approved Strategic Plan of the | City Manager to approve departmental | 2/15/15: Complete. The police department strategic plan |
| 34 | Police Department, as all | Police Department include priority community policing | strategic plan by 10/31/14. | was completed and approved in December 2014. The |
| | other governmental | initiatives that align with priorities of the City's Strategic Plan | | strategic plan can be viewed at this link: |
| | departments in the City of | goal of Safe and Secure Community. It is recommended that | | http://durhamnc.gov/documentcenter/view/973 |
| | Durham complete a strategic | community policing initiatives identified in the plan be | | |
| | plan, which includes | highlighted to increase understanding of how the specific | | |
| | community-policing initiatives. | initiatives will enhance the overall goal and culture of | | |
| | | community policing in the Durham community. | | |

| CPRB Recommendation | Management Response | Action Item | Current Status |
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| Complaint Process | | | |
| <p>CPRB 1 The Complaint Form should be a fillable PDF/Word document available in both hard and soft copy and not require the complainant's occupation or work number. The Complaint Form should be more readily available. Decals should be placed on the back of patrol cars instructing citizens to contact Durham OneCall with concerns about police services. (HRC 26, 28)</p> | <p>See HRC 28</p> | <p>Institute a Complaint Form that can be completed online and submitted electronically by 9/30/14.</p> <p>Make Complaint Forms accessible from the City Manager's webpage by 9/30/14.</p> <p>Place hard copies of the Complaint Form at the Durham One Call desk in the first floor lobby of City Hall and the City Manager's Office by 9/30/14.</p> <p>Revise the Complaint Form to allow the complainant to provide any and all contact information (telephone and email) where they would like to be reached for the purposes of completing a full investigation.</p> | <p>9/18/14: Complete. DPD Complaint Form can be completed and submitted online.</p> <hr/> <p>9/3/14: Complete.</p> |
| <p>CPRB 2 The most recent general orders, policies and procedures of the Police Department should be accessible online.</p> | <p>The City Manager has directed the Police Department to begin implementing this recommendation. Police Department staff have indicated some time is necessary to prepare the documents for posting given the size of the General Orders, but that the process has begun and will be monitored by the City Manager's Office.</p> | <p>Post General Orders to the Police Department's webpage by 11/30/14.</p> | <p>2/13/15: Complete. This item was completed prior to the projected date of 11/30/14. Link to General Orders Manual:</p> <p>http://durhamnc.gov/DocumentCenter/View/9671</p> |

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| CPRB 3 | The Professional Standards Division should provide complainant with a letter confirming receipt of the complaint. The letter should explain the investigative process that the complaint will follow and when the complainant should expect to hear back from the Police Department. In addition, the letter should include contact information for the Captain of the Professional Standards Division or their designee. | The Police Department should follow up with Complainants if the investigation is going to last longer than the projected completion date. The Police Department should provide contact information for the Captain of the Professional Standards Division, or his/her designee, in the second letter that is mailed to Complainants at the completion of the investigation. | No further action required. | 9/11/14: Complete and ongoing. |
| CPRB 4 | In the determination letter to the complainant by the Professional Standards Division, the letter should additionally provide some detail of the facts of the case, the six levels of discipline for a City of Durham employee and whether or not the officer was in fact disciplined. The letter should note that the specific discipline, with the exception of suspension, demotion or termination, cannot be disclosed due to the Personnel Privacy Act. (HRC 29) | The Police Department does not currently provide information regarding the six levels of discipline for City of Durham employees. The Police Department should provide that information in each Determination Letter. Each determination letter should be revised to include the City of Durham's six levels of discipline and that all City employees are subject to this disciplinary process. Each determination letter should be revised to include language stating that State law prohibits the City from disclosing personnel information except for suspensions, demotions, or terminations. | Revise letter(s) to Complainants to include the six levels of discipline. Revise letter(s) to Complainants to include the six levels of discipline and the City's disciplinary process. Revise letter(s) to Complainants to include requested language. | 10/29/14: Complete. |
| CPRB 5 | The complainant should have 30 days from receipt of the determination letter from the Professional Standards Division of the Police Department to file an appeal with the Civilian Police Review Board. (HRC 24) | Revise the relevant language in the Civilian Police Review Board Procedure Manual (Section 4.5) to extend the request for appeal from 14 calendar days to 30 calendar days. This change must be approved by the City Council. In addition to the Procedure Manual, any and all | Amend Section 4.5 of the Civilian Police Review Board Procedure Manual. | 2/13/15: Complete. Revisions to the CPRB Procedure Manual were adopted by City Council on 11/7/14. Link to the Procedure Manual: |

references to the 14 day appeal period would have to be revised as well (e.g., website and letters).

<http://durhamnc.gov/DocumentCenter/Home/View/956>

Determination Letters should be mailed with return receipt so the Clerk's Office, and CPRB, can determine whether Requests for Appeals have been submitted within 30 calendar days.

Work with DPD to revise the necessary document(s) to reflect the return receipt requirement.

CPRB Activities

CPRB 6 The CPRB should receive quarterly Performance Reviews Reports from the Professional Standards Division of the Police Department.

The Police Department should submit quarterly reports to the Civilian Police Review Board and City Manager summarizing the number and types of investigations received during the previous quarter.

Work with DPD to develop quarterly reporting format.

8/1/18: **Complete, with ongoing monitoring.**

The most recent Internal Affairs Quarterly Report can be found on the City Manager's Office website at this link:

Reports should be submitted as follows:
January - March: April 30th
April – June: July 31st
July – September: October 31st
October – December: January 31st
Reports should be submitted electronically and should include the following: (1) Date the alleged incident occurred (2) Type of the alleged violation (include applicable rules and/or general orders) (3) Outcome of the investigation (sustained, not sustained, exonerated, unfounded, or policy failure).

<http://durhamnc.gov/Archive.aspx?ADID=3752>

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| CPRB 7 The Annual Report of the CPRB should be posted on the City Manager's website. | To promote transparency and sharing of information related to the reviews conducted by the CPRB, the 2012 and 2013 Annual Reports have been placed on the City Manager's page in the publications section on the City website. CPRB Annual Reports are completed in September, and will be placed on the City Manager's webpage upon electronic receipt from the CPRB in the City Manager's Office. | No further action required. | |
| CPRB 8 The CPRB will develop a brochure about the complaint process and CPRB. | Administration supports efforts to inform and educate the public about the complaint process and encourages the CPRB to work with the Office of Public Affairs to develop a brochure in English and Spanish. Upon completion, the brochures will be available at the City Manager's Office, and locations selected by the CPRB. It will be at the discretion of CPRB to ensure that the brochures are placed at the suggested locations. | Develop brochure and approve. Translate brochure. Determine distribution and posting needs. | 11/1/15: Complete. |
| CPRB 9 The CPRB will host one community forum per year. | To ensure accountability and continuity of the CPRB annual community forum, the Civilian Police Review Board Procedure Manual should be amended to include the forum as an expectation of CPRB members. The amendment would have to be approved by the City Council. | Revise CPRB Procedure Manual to include annual community forum requirement - Manual requirements must be presented to City Council | 8/1/18: Complete. The 2018 annual community forum was held on March 22, 2018. http://durhamnc.gov/DocumentCenter/Home/View/956 |
| CPRB [CPRB will be] available to present | To ensure accountability and continuity, | Revise CPRB Procedure Manual to | 4/21/16: Complete. CPRB |