



The Christiansburg Police Department is dedicated to quality service and professionalism in the course of its duties. With an annual call volume of approximately 40,000, the Chief of Police is responsible for reviewing police activities and adherence to policies by the members of the agency. Complaints of misconduct and/or improper abuse of authority are investigated without exception. Internal investigations are assigned based upon alleged offending employee's assignment to avoid the appearance of protection of the employee from the administrative staff. For example a complaint on a patrol level officer in the Operations Division would be conducted by the Support Division Captain or the Support Lieutenant of Investigations. Currently there are five members of the agency who are assigned to conduct internal investigations:

- Assistant Chief of Police
- Captain of Operations
- Captain of Support Services
- Lieutenant of Professional Standards
- Lieutenant of Investigations

Investigations of a criminal nature are generally referred to the Virginia State Police or a surrounding law enforcement agency. Investigations of employees within the administrative staff are referred to the Town Manager who may refer the investigation to another law enforcement agency to include the Virginia State Police.

The administrative staff welcomes the feedback of all citizens to include both complaints and commendations. To make a complaint of commendation you may:

- Visit the Christiansburg Police Department website at <http://www.christiansburg.org/police>
- Call the Christiansburg Police Department (540) 382-3131.
- Mail your comments to 10 East Main Street, Christiansburg VA 24073.
- E-mail the Chief of Police at msisson@christiansburg.org
- Visit the Christiansburg Police Department.

Commendations:

Commendations can be made on an individual or departmental basis. Commendations are forwarded to the individual employee(s) by the Chief of Police and the supervising staff of the employee. In addition the commendation is placed in the employee's personnel file as a permanent record.

Letter of Commendation and Appreciation (2013-2015)

| Type | 2013 | 2014 | 2015 |
|------------------------|-----------|-----------|-----------|
| Letter of Commendation | 9 | 12 | 18 |
| Letter of Appreciation | 7 | 7 | 9 |
| Total | 16 | 19 | 27 |

Complaints:

It is the policy of the Christiansburg Police Department to investigate all complaints of misconduct, violation of policy and/or criminal activity made on its employees. All complaints will be investigated as either a:

- Investigative Inquiry
- Personnel Complaint (PC)
- Internal Affairs Complaint (IA)

Investigative Inquiries are conducted when less serious violations are alleged or the complaint itself is missing sufficient information in order to conduct a PC or IA. This type of investigation also includes anonymous complaints. Inquires in which sufficient evidence is determined to exist can generate an IA or PC type investigation.

Personnel Complaint investigations normally are that in which an employee is accused of failure to provide adequate service or improper attitudes and/or behavior in the course of his or her duties.

Internal Affairs investigations are generated when an employee is alleged to have committed such acts of police misconduct, brutality or joint personnel and/or units are involved.

Complaint Process:

1. The complaining person(s) will contact the Christiansburg Police Department by way of person, phone, email, web site reply or standard mail to make the complaint known.
2. The complaining party will complete an Employee Conduct form or it may be filled out and signed by the employee receiving the complaint and then signed by the complainant. Complaints received by mail, email or phone may be recorded by the receiving employee.
3. Complaint documentation is then forwarded via chain of command to the Chief of Police.
4. The Chief of Police then directs the Assistant Chief of Police to initiate an investigation.
5. The Assistant Chief of Police assigns the investigation to a member authorized to complete internal investigations.
6. All normal investigative steps are taken to include interviewing of the complainant and any witnesses. Failure to cooperate with the investigating officer by the complaining party may be reason for suspension of the investigation itself.
7. Upon completion of the investigation all documentation to include recordings of any kind are forwarded to the Assistant Chief of Police for review by he/she and the Chief of Police.
8. The employee and the complaining party are notified of the disposition of the investigation in writing:

* Not Sustained: There is insufficient evidence to sustain the complaint.

* Exonerated: The incident occurred, but the employee's actions were justified, lawful and proper.

* Unfounded: The complainant admits to false allegations; the charges were false or not factual or the employee was not involved in the incident.

* Sustained: The allegation is supported by sufficient evidence to indicate that the employee did in fact commit one or more of the alleged acts.

* Policy Review: The allegation is true, and although the action of the employee was consistent with department policy, the complainant was adversely affected.

Employees of the agency are protected by release of personnel information to outside entities to include the complaining party. The disposition of the investigation may be released; however disciplinary actions if any are not subject to being released.

* All Polices are reviewed annually by the Policy Review Committee.

Internal Investigations (I.A./ P.C.) Conducted 2013-2015

| Type | 2013 | 2014 | 2015 |
|----------------------|------|------|------|
| Personnel Complaints | 2 | 4 | 0 |
| Internal Affairs | 3 | 4 | 2 |
| Total | 5 | 8 | 2 |

Internal Investigations (I.A./P.C.) Conducted by Disposition 2013 -2015

| Case Disposition | Definition | 2013 | 2014 | 2015 |
|--------------------------------------|--|------|------|------|
| Sustained | The allegation is supported by sufficient evidence to indicate that the employee did in fact commit one or more of the alleged acts. | 9 | 6 | 0 |
| Not Sustained | There is insufficient evidence to sustain the complaint. | 4 | 2 | 0 |
| Unfounded | The complainant admits to false allegations; the charges were false or not factual or the employee was not involved in the incident. | 0 | 0 | 0 |
| Exonerated | The incident occurred, but the employee's actions were justified, lawful and proper. | 4 | 4 | 8 |
| Policy *Review | The allegation is true, and although the action of the employee was consistent with department policy, the complainant was adversely affected. | 0 | 0 | 0 |
| Total Complaints | The number of Complaints received for the period indicated. Internal Investigations and Personnel Complaints Only. | 5 | 4 | 2 |
| Total Violations Investigated | Policy Violations that were reviewed for compliance. | 17 | 12 | 8 |
| Total Employees Involved | The number of employees receiving complaints during the time period indicated. | 5 | 8 | 8 |

Internal Investigations (Inquiries) Conducted 2013 – 2015

| Type | 2013 | 2014 | 2015 |
|------------------|-------------|-------------|-------------|
| Inquiries | 10 | 17 | 8 |

Services Reported 2013-2015

| Type | 2013 | 2014 | 2015 |
|--|-------------|-------------|-------------|
| Criminal Offenses | 2,,494 | 2,346 | 2,133 |
| Traffic Warrants | 6,864 | 5,817 | 5,211 |
| Communication Services (Police) | 32,927 | 31,309 | 30,736 |
| Parking Services | 88* | 445 | 88* |
| Total | 42,218 | 39,917 | 38,168 |

*This service is only for three months due to Parking Enforcement vacancy.