



Manassas City
Police Department

MANASSAS CITY POLICE DEPARTMENT

PRESS RELEASE

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Chief Releases 2013 Departmental Complaint Data

March 6, 2014

As part of its continuing effort to provide effective and professional law enforcement service to the community, the Manassas City Police Department has recently completed its annual review of citizen and internal complaints regarding its sworn officers and civilian employees.

During the year 2013, the Department received 16 complaints made regarding the actions of 15 employees. Of these sixteen complaints, three were made by others from within the Department and thirteen were submitted by citizens outside the Department. All complaints were made against sworn members, with one of those against a supervisor. The concerns covered issues such as Department policies and procedures, legal issues, and conduct by members.

It is the policy of the Department to treat every complaint seriously and give each incident full and immediate attention. 10 of the 16 were closed with a finding of Exonerated, Non Sustained or Unfounded. Most of the complaints received were deemed to be those of a less serious nature and did not meet the criteria for an Internal Affairs designated investigation. Of the 16 complaints received, there were 7 complaints classified as Internal Affairs investigations. Of these 7 investigations, where violations were sustained, the majority of the disciplinary action taken resulted in remedial training and probation. There was one "Self Reported" complaint this year. This involved off-duty conduct, where the officer was investigated criminally by another jurisdiction. This officer was cleared of any criminal conduct by that agency. Similarly, our own administrative investigation into this matter did not sustain any policy violations or misconduct. The longest resolution time to complete investigations in 2013 was 79 days, up from 47 days in 2012 due to planned leave and unavailability of the officers involved.

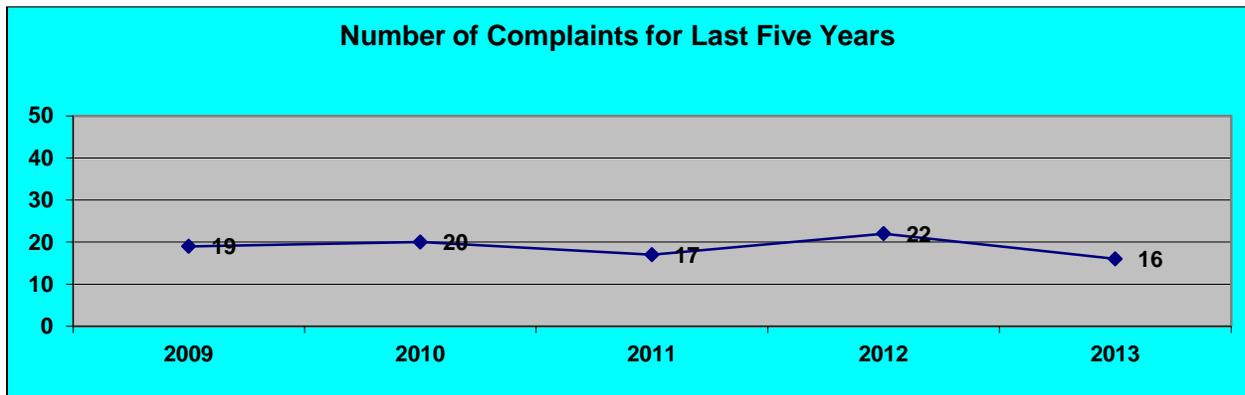
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In 2013, the Department responded to 63,655 calls for service. This gives a ratio of one citizen-generated complaint for every 4,896 calls for service. This is a significantly lower rate of complaint in comparison to the 2012 statistics, where the ratio was one complaint for every 3,484 calls for service. The total number of complaints for 2013 is the lowest in the past five years as seen on the chart below. The number of complaints continues to be statistically low.



Colonel Doug W. Keen, Chief of Police, said of this year’s report, “The data reflects very favorably upon the members of this Department. Overall calls for service rose 2%, with officer initiated calls rising 3% from last year. Arrests (adult and juvenile combined) rose 13%. This means officers are having many more encounters with citizens and taking more enforcement measures, yet complaint rates are still very low. Additionally, three of these complaints were internal and we want to create an atmosphere where citizens and employees are comfortable reporting potential misconduct. This Report reaffirms the commitment to service and professionalism of our staff and speaks loudly of the CALEA National Accreditation program and our ability to police ourselves.”

This annual review process is part of the Department’s policy of openness and community trust. In addition, Chief Keen would like to remind all persons who have questions or concerns about Department procedures, policies or acts by individual Department members to call the Department’s Office of Professional Standards at (703) 257-8020.

Citizens with concerns or complaints will be forwarded to the on-duty supervisor who will initially review the concern. The on-duty supervisor will take any immediate action that is necessary and ensure proper follow-up. Citizens may also submit any concerns, compliments or suggestions on how to improve police services in writing to the Manassas City Police Department, Office of the Chief of Police, 9518 Fairview Avenue, Manassas, Virginia 22310, or by completing an online survey available on our website, www.manassascity.org/police.

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“A Nationally Accredited Law Enforcement Agency”