

# Citizen Complaint Authority

Budget & Finance Committee

March 24, 2025

# Agenda

- Mission Statement and Services
- Budget and FTE History
- FY25 Performance Agreement
- FY25 Performance Measures
- Other Service Delivery Challenges
- Accomplishments

# Mission Statement and Services

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The Citizen Complaint Authority improves community-police relationships in Cincinnati and prevents policing complaints by investigating serious police interventions; fairly, impartially, and independently reviewing allegations of misconduct; examining patterns and root causes; engaging the community and police; and resolving conflict through restorative justice measures.

- **Complaint-Based Investigations**
- **Serious Police-Intervention Investigations**
- **Data Review and Analysis**
- **Policy Review and Recommendations**
- **Outreach Engagement Sessions**
- **Communications**
- **Problem-Solving/Mediation**

## Budget and FTE History

<b>Citizen Complaint Authority General Fund</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>
Personnel Compensation	580,902	864,430	924,390	1,012,860	1,018,250
Fringe Benefits	219,054	293,110	331,270	322,410	342,390
Non-Personnel Expenses	99,084	132,540	41,480	51,520	52,500
<b>General Fund Total</b>	<b>899,040</b>	<b>1,290,080</b>	<b>1,297,140</b>	<b>1,386,790</b>	<b>1,413,140</b>

<b>Citizen Complaint Authority - FTEs</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>
	8.00	11.00	11.00	11.00	11.00

# FY25 Performance Agreement

City Goal	Objective	Service Group	Service	Performance Goal
Excellent & Equitable Service Delivery	City Objective	Investigations, Research and Evaluation	Complaint-Based Investigations	50% of investigations are closed within 90 days
				80% of investigations are closed within one year
				Complete at least 3 investigations per month per FTE

# FY25 Performance Measures

## Complaint-Based Investigations

Q1: July-September

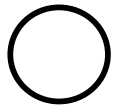
Q2: October-December

80

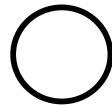
Investigations requested

55

Investigations requested



0%



0%

80% of investigations closed within 1 year

Q1: July-September

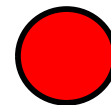
Q2: October-December

69

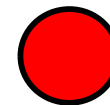
Investigations assigned

41

Investigations assigned



1.05



0.63

Completion of at least 3 investigations per month per FTE

It is not possible to assess this performance measure until the completion of Q4.

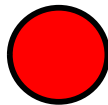
This was a Service Delivery Challenge. The department was down a 0.5 Investigator FTE in November and a 1.0 Investigator FTE in December. While records received and legal holds were the most significant impediments to completing the desired volume of complaint investigations, losing an Investigator FTE exacerbated the department's inability to meet this performance measure.

# FY25: Service Name

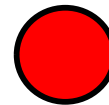
## Complaint-Based Investigations

Q1: July-September

Q2: October-December



2.90%



9.76%

50% of investigations are closed within 90 days

This was a Service Delivery Challenge.

## Other Service Delivery Challenges

- **Challenge 1: Receipt of Complaint Investigation Records - As of 2/24/25, 68.57% of the complaint investigations that have not been closed within 90 days are open secondary to not receiving records and/or interviews from CPD.**
- **Challenge 2: Legal Holds - as of 2/24/25, 8.57% of the complaint investigations that have not been closed within 90 days are being kept open secondary to a legal hold.**
- **Challenge 3: Investigator Turnover - The department has experienced at least one Investigator vacancy each year since at least 2020. This has led to a constant Investigator re-training cycle, reducing the collective professional experience of the department.**



## Accomplishments

- **Accomplishment 1: Investigatory Backlog** - Compared to 2/24/25, the department reduced the number of complaint investigations open beyond 90 days since 6/18/24 by 5.41%.
- **Accomplishment 2: Department Engagement Champion** - An Investigator was selected to participate as a CCA representative in the City's Department Engagement Champion program.
- **Accomplishment 3: Legal Internship** - An Investigator is overseeing the reestablishment of the department's legal internship program. Two legal interns from the University of Cincinnati College of Law are scheduled to start with the department in May.

# Questions?