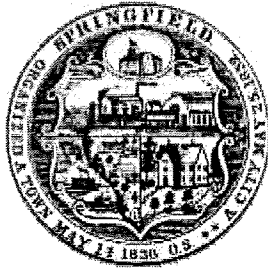


City of Springfield, Massachusetts



*Community Police Hearing Board  
Report for 2018*

**CHAIR**

Attorney Ernesto Castillo

**MEMBERS**

Robert C. Jackson

Albert Tranghese

Rev. Gail Hill

Paul A. Phaneuf

Linda Caron

Gary Berte

*April 3, 2019*

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# **COMMUNITY POLICE HEARING BOARD ANNUAL REPORT 2018**

## **INTRODUCTION**

This Annual Report describes the work to advance the mission of the Community Police Hearing Board (CPHB) for 2018. The current report includes spreadsheets for the data generated by the work of the CPHB during 2018 set forth in an Appendix. The spreadsheets are summarized in tables provided in this report.

In addition, the report provides statistics with regard to lawsuits involving allegations of police misconduct.

As a result of the Mayor's recent amendments in 2016 and 2017, and with the assistance of the Police Department's Crime Analysis Unit, gathering and reporting statistics on behalf of the CPHB, 2018 Quarterly reports have been posted on the City's website in accord with the Executive Order providing for improved reporting and greater transparency and more public access to information about police misconduct complaints in Springfield.

In addition, this report has included additional statistics which involve new procedures requiring keeping track of "Calls for Service" (CFS). As such, a table has been included to report and reference for the years 2013 through 2018 with greater accuracy and detail. Similarly, data on "Arrests" has also been enhanced.

## **History and Purpose of Board.**

The CPHB was created by an Executive Order of Mayor Sarno in February 2010. The CPHB was an evolution from the earlier Citizen Complaint Review Board (CCRB) established by former Mayor Ryan. The CCRB was first created in response to a study conducted by criminal justice experts Professor Jack McDevitt of Northeastern University and his Associate, Dr. Amy Farrell. The study was conducted as part of a settlement of the filing of a complaint by the Springfield Pastor's Council with the Massachusetts Commission Against Discrimination (MCAD).

Beginning in June of 2009, the former CCRB, under the coordination and guidance of the Mayor's Chief of Staff, Denise Jordan, began meeting to review the original Executive Order governing its activities and began discussing options amongst its members and legal counsel for improving the process and increasing the positive impact of the Board on the community. The former CCRB had issued a recommendation and report on December 9, 2009 and had also held a public hearing on its draft suggestions on that date.

Mayor Sarno requested that the Law Department, on January 11, 2010, expedite review of the suggestions and submit to him a proposal for an increased role for the community to play in the discipline of police officers charged with misconduct as a result of citizen complaints.

Further input was obtained on January 25, 2010 as a result of a public meeting held by the NAACP, which was attended by Mayor Sarno, then Police Commissioner Fitchet, and City Solicitor Ed Pikula, for the purpose of getting input from the community. Prior to issuing a new Executive Order, Mayor Sarno requested that past management studies conducted on the Police Department, as well as the study conducted by experts Professor Jack McDevitt and Dr. Amy Farrell, of Northeastern University, and the Mass Commission Against Discrimination settlement, be taken into consideration. The Law Department reviewed models used in cities across the country; met with the Police Commissioner; reviewed the contracts with the Police Commissioner and Police Unions; met with the Patrolmen's Union to discuss collective bargaining issues; and reviewed applicable statutes and ordinances.

As a result, in February 2010 Mayor Sarno expanded the authority of the Board to act as a hearing officer for the Police Commissioner and to make findings as to on each complaint and recommendations as to the discipline to be imposed. The Executive Order increased the role of the community in the discipline of police officers charged with misconduct as a result of citizen complaints, yet preserved the organization established by Ordinance, state law and contractual and collective bargaining obligations.

Since 2010, under Mayor Sarno's Executive Order, the CPHB has continued to sit as an independent and non-police mayoral agency providing civilian oversight over the investigation of citizen complaints by the police department, made recommendations to the Police Commissioner as to whether disciplinary charges should be issued against an officer with regard to each complaint, and has rendered hearing decisions recommendations for the Police Commissioner's consideration as required.

In 2016 the Executive Order was amended to clarify that the Open Meeting Law applies to all aspects of the CPHB work. While the 2010 revision required compliance with the Open Meeting Law, the 2016 revision clarifies that notices of all phases of the CPHB work must be posted and minutes kept in accordance with the Open Meeting Law which has also been recently amended.

While the deliberations of the CPHB involving complaints against employees may be required to be held in Executive Session, due to the need to manage personnel matters confidentially, the democratic process depends on the public having knowledge about the CPHB action. This revised Executive Order seeks to provide the proper balance of these interests. The members of the CPHB have worked hard to carry out their responsibilities, and the Open Meeting Law postings assure that the public will be aware of work that is ongoing, without disclosure of confidential information. As the CPHB continues to evolve, it will continue to improve upon its practices for the good of the City and its residents.

In addition to its role with regard to reviewing citizen complaints and acting as a Hearing Board for the Police Commissioner, the Board plays an important outreach role in educating the community of the opportunity to file a complaint, public dissemination of information as to how and where to file a complaint, and the rights of the community in dealing with the police. The Mayor's Chief of Staff, Denise Jordan, helped coordinate outreach events with the Board.

The CPHB issues this annual report to summarize its activities, and includes observations and recommendations concerning its policies and practices in relation to the Police Department.

### **CPHB Membership - 2018**

The current chair of the CPHB is Attorney Ernesto Castillo. Attorney Castillo replaced Attorney Hector Zavalla, who left upon his appointment to serve as an Assistant Clerk Magistrate in Springfield District Court.

Attorney Cynthia Tucker, who formerly served as MCAD Commissioner, and oversaw the investigation of the original complaint filed by the Pastor's Council that led to the creation of this civilian oversight board, was the first Chair under Mayor Sarno's Executive Order.

One of the original complainants from the Pastor's Council included former Vice Chair of the CPHB, Reverend Amos Baily. Rev. Baily has since retired from the board. , Rev. Baily was a party to the Pastor's Council settlement at the MCAD under Attorney Tucker when she served as MCAD Commissioner.

Members of the CPHB during 2018 included: Robert C. Jackson, the owner of a local security business, Albert P. Tranghese, a retired human resources professional, Reverend Gail Hill (who is also a retired Police Officer, Paul A. Phaneuf, who is a local small business owner of a funeral home here in the City, and Linda Caron, experienced in property management here in the city, and Gary Berte, PhD, who is a professor at Springfield College and a retired Police Officer.

The CPHB is a diverse group as far as representing different areas of the City, different racial, ethnic, gender and religious demographics - Black, Latino, White, Men and Women who represent different perspectives and backgrounds and careers, from human resources and union representation, education, security, law enforcement, the clergy, small business owners, and the chair, who is currently employed in the insurance industry.

Attorney Castillo has indicated that the CPHB will continue to review every citizen's complaint of misconduct that comes before it without fanfare, reviewing the officers' actions and determining whether such police conduct was "objectively reasonable" in light of the facts and circumstances confronting the officer at the time.

Under the Mayor's Executive Order and the law applicable to cases involving the use of force, the CPHB is tasked to judge the reasonableness of a particular use of force judged from the perspective of a reasonable officer on the scene, and with a calculus that embodies an allowance for the fact that police officers are often forced to make split-second decisions about the amount of force necessary in a particular situation, rather than with the benefit of 20/20 hindsight.

Attorney Castillo is committed to lead the CPHB to assure the proper application of Constitutional standards required by courts and which all police officers must follow.

### **The CPHB Review and Hearing Process.**

The CPHB review starts with making sure that each complaint is fairly and thoroughly investigated. Where it is not; for example, if the Board feels that not enough effort was made to obtain evidence from a particular witness, the CPHB is empowered to send it back to the Internal Investigating Unit for further investigation.

From 2009 to date, every citizen's complaint and every IIU report has been seen and reviewed by a board made up of citizens from Springfield. Each Board has been given broad access to information about any case subject to a citizen complaint.

A copy of Mayor Sarno's Executive Order that was most recently amended in 2017 is included in Appendix 3 to this report. The revisions were intended to increase the role of the CPHB by modifying the Executive Order which they operate under in order to include the provision of recommendations, not only as to whether just cause exists to impose discipline, but where just cause is found, that a recommendation as to the nature of the discipline be included with the recommendation to the Commissioner. Under the new Executive Order, to guide the recommendation, the CPHB members receive disciplinary guidelines, in order to assure consistency with past discipline with a range of appropriate discipline in comparable situations.

Since 2016, revisions ordered by Mayor Sarno provided that the Police Department's Crime Analysis Unit will assist the CPHB by improving the database used to track matters involving citizens' complaints. The information kept in the database will be reported to the public through the City Clerk's office and the City's website on a quarterly basis. The Crime Analysis Unit has continued its efforts to improve the database of information under the direction of Commissioner Barbieri.

In 2017, Commissioner Barbieri issued a request for proposals from outside experts to examine the policies, practices and related processes within the department's Internal Investigation Unit (IIU) and to make recommendations for improvements wherever needed.

During 2018, Commissioner Barbieri took steps to increase supervision of IIU by transferring a Lieutenant for added quality assurance in reviewing IIU reports with the goal of achieving the utilization of best practices. In addition, the Police Department is

working with the Police Executive Research Forum (PERF) to review the IIU process. Among the reforms will be new specialized software for the purpose of tracking and analyzing police misconduct complaints.

Commissioner Barbieri has entered into a contract with the Police Executive Research Forum.

Currently, the essential responsibilities of the CPHB include:

- case reviews of all citizen's complaints, (held approximately bi-monthly), to assure that every citizens' complaint is thoroughly investigated, and to recommend whether or not disciplinary charges should be issued by the Police Commissioner against an officer involved in an incident;
- conducting periodic civil service disciplinary hearings, by designation of the Police Commissioner, to determine whether there is just cause for discipline and recommending to the Police Commissioner whether or not discipline should be imposed;
- holding public meetings throughout the year for the purpose of public outreach and education in an effort to improve relations between police officers and the community.

The Law Department will review any proposed change for the purpose of determining whether the clearly established law has changed, and if so, what procedures, practices, orders or training should potentially be changed to work with the Police Department to assist on the legal aspects.

Under the previous order applicable to 2014 and 2015, the Board was empowered to receive, hear, make findings and recommend action on complaints against Springfield police officers which allege: the use of excessive or unnecessary force, abuse of authority, discourtesy, or the use of offensive language. The CPHB does not conduct investigations. Investigations of complaints are conducted by the Springfield Police Department Internal Investigation Unit staff (IIU) under the direction of the Police Department Captain of Professional Standards.

Complaints may be made by any person whether or not that person is a victim of, or witness to, an incident. In addition, the Captain of Professional Standards reviewed all reports of injury to prisoners for the purpose of determining whether or not the department should initiate an IIU investigation and for consideration of possible disciplinary charges.

Under the revised Executive Order that was put in effect beginning in December 2017, CPHB members review complaints in a case review process with a recommendation made as to whether the Police Commissioner should initiate disciplinary charges. A form is utilized to provide standardization and consistency, and to be utilized as a record of the CPHB's activities during a review meeting. A review could involve as few as one person or as many as the entire Board. The dates of the review meetings are posted on the City's website along with the dates of Hearings providing a record for public access.

After an initial review by the CPHB, the Commissioner, as Civil Service Appointing Authority, determines whether or not to issue a charge letter, leading to a full hearing in front of the CPHB acting as hearing officer under the civil service law; Chapter 31 of the Massachusetts General Laws.

Some cases resolve prior to a hearing by an agreement being reached between the Commissioner and the Union. Overall, the willingness of the unions to accept the imposition of discipline and waive the rights of individual officers to a full hearing is an indication that the CPHB process is viewed similar to a jury and has a similar effect; prompting pleas in lieu of a hearing.

If a hearing is held on the charges, findings of fact are determined by the CPHB to determine whether "just cause" for discipline has been shown by substantial evidence and a recommendation as to whether or not just cause for discipline has been shown is included with the CPHB hearing results sent to the Police Commissioner.

Under the most recently revised system, in addition to the findings on whether or not there is "just cause" for discipline, the CPHB members receive disciplinary guidelines, in order to assure consistency with past discipline with a range of appropriate discipline in comparable situations. The CPHB utilizes these guidelines to make recommendations of a range of suggested discipline. This change by Mayor Sarno was made based on recommendation of the CPHB in the 2016 Annual Report and though it was not effective in 2017 it is currently in the process of being implemented.

In line with the original study performed by Professors McDevitt and Farrell, the process for civilian oversight of police misconduct in Springfield will continue to evolve and incorporate best practices to advance the mission of improving trust and repairing relationships between police and the communities they are sworn to serve and protect.

### **CPHB Activities - 2018**

As previously noted the CPHB reviews all complaints and investigations, conducts hearings under Civil Service procedures, and conducts outreach activities.

During 2018 CPHB participated in a training session with Brian Corr, President of the National Association for Civilian Oversight of Law Enforcement (NACOLE). NACOLE organizes training conferences and seminars, provides technical assistance and support, encourages networking, communication, and sharing information and best practices and



offers a professional credential for oversight practitioners. The CPHB's participation will help us stay up to date on best practices through NACOLE's ability to provide nationwide information and act as a resource clearinghouse about policing and oversight. NACOLE is a not-for-profit 501(c)(3) association of law enforcement oversight agencies and practitioners that works to enhance accountability and transparency in policing and build community trust through civilian oversight.

In addition to being the President of NACOLE, Mr. Corr is employed by the City of Cambridge, Massachusetts as Executive Director of the City of Cambridge Police Review & Advisory Board as well as the Cambridge Peace Commission. He has been President of NACOLE since 2016, a member of the Board of Directors of NACOLE since 2012, and was formerly a Massachusetts Statewide Organizer for the American Civil Liberties Union (ACLU).

Mr. Corr's presentation to the CPHB focused on "Enhancing Community Trust" and discussion comparing Springfield to the model of oversight utilized in Cambridge. He discussed the history and evolution of police oversight by civilians in American and in particular, the New England region. He included the theories as well as the "nuts and bolts" of the practice and procedure of policing and civilian oversight.

As to complaints and investigations reviewed during 2018, the summary of the data, set forth in tables in this report, shows CPHB reviewed one hundred and twenty-eight (128) Complainants. These included fifty-six (56) filed by citizens and seventy-two (72) generated internally by police department personnel.<sup>1</sup> The detailed reports show the complaint number assigned for tracking purposes, the address of the incident, the incident date, the review date by the CPHB, the hearing date (if any)<sup>2</sup>, the source (citizen or internal) the gender of the complainant, race of complainant (if known), nature of the complaint, disposition of the complaint at the review level, disposition at the hearing level, the final action taken by the Police Commissioner, the CPHB members who conducted the initial review, and a brief summary of what the complaint entailed.

All meetings to review complaints or conduct hearings are posted under the Open Meeting Law. The review session is held in executive session for purposes of considering whether disciplinary charges should be issued, unless an officer requests that the meeting be opened to the public. Where the Commissioner follows the recommendation and disciplinary charges are issued, the Commissioner may order a hearing and utilize the CPHB as Hearing Officers pursuant to Chapter 31 – the Civil Service law. All hearings are also posted in accord with the Open Meeting Law, and also held in executive session at the option of the officer.

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<sup>1</sup> Please note that the records contained in this report reflect a snapshot taken as of January 22, 2019. As such, the data reflects some matters involving incidents occurring prior to January 1, 2018 and actions of the CPHB after December 31, 2018. Each is noted in the detailed reports.

<sup>2</sup> Cases "Not sustained" would not have a hearing unless otherwise ordered by the Commissioner. Cases reviewed, but not yet heard are still pending. Some cases are resolved prior to hearing.

The number of “complaints” and the detailed list reflect the number of actual complainants. The charges issued and reviewed by category are linked to the number of officers involved.

**DATA SUMMARY OF COMPLAINTS**

**1. Calls For Service, Arrests, Complaints, Reviews, Hearings  
And Lawsuits Involving, Police Misconduct**

The CPHB gathers statistics as to the number, type and disposition of all citizen complaints. This report provides an overview of Internal Investigation Unit (IIU) and CPHB data for period covering 2018. The data has been sorted in tables regarding the number, type, and resolution of complaints against Springfield Police Department personnel, and according to whether the complaint was initiated by a citizen or by a member of the Springfield Police Department.

To place the data in perspective, the level and frequency of involvement that the police officers have with the public in Springfield must be considered and can be used for comparison to other communities. In this regard, the CPHB has gathered the data covering the total number of calls for service through the Police Department. (CFS) and the total number of arrests for the past several years. The data is presented in a table. The data goes back to 2013 to present a revised comparison of past data supplied in annual reports. This new report provides greater accuracy, consistency, and transparency.

**Table A – Summary of Calls for Service.**

<b>Springfield Police Department</b>						
<b>Calls for Service by Source</b>						
	<b><u>2013</u></b>	<b><u>2014</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>	<b><u>2018</u></b>
911	69,408	54,018	43,542	59,524	62,553	65,369
Telephone	42,334	57,956	71,994	59,961	60,969	64,276
Initiated	58,802	68,446	83,800	122,557	148,453	139,223
Walk In	23	16	39	4,519	4,299	4,046
Cellular	960	234	47	25	16	16
Radio	1,061	911	1,157	1,508	1,746	1,457
Alarm System	2,587	1,983	1,519	979	939	102
Other	1,715	2,653	3,850	3,175	1,747	1,687
N.A.	1	0	0	0	0	0
Well Being Call	6	3	2	15	31	5
<b>Total</b>	<b>176,897</b>	<b>186,220</b>	<b>205,950</b>	<b>252,263</b>	<b>280,753</b>	<b>276,181</b>

**Table B – Summary of Arrests**

<b>Springfield Police Department</b>						
<b>Persons Arrested 2013 – 2017</b>						
<b>Juveniles and Adults</b>						
	<b><u>2013</u></b>	<b><u>2014</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>	<b><u>2018</u></b>
Juvenile	498	548	390	334	384	227
Adults	3,664	3,455	3,776	4,073	4,021	3,981
<b>Total</b>	<b>4,162</b>	<b>4,003</b>	<b>4,166</b>	<b>4,407</b>	<b>4,405</b>	<b>4,208</b>

As officers increasingly confront violence and step up efforts to apprehend suspects in the community, the chance of alleged unjustified force or other misconduct increases.

Without a transparent accountability model in place to help ensure that all complaints are investigated thoroughly and fairly, the Department risks losing legitimacy in the community, particularly in high crime neighborhoods where trust and confidence are most critical to effective policing.

These statistics show that the number of complaints as a percentage of arrests is a small number. In 2018 the total number of arrests (combined adult and juvenile), totaling 4,208. The number of citizen complaints fifty-six (56) was also substantially less compared to the number in 2017 where a total of number of complaints from citizens was eighty-one (81).

The above statistics show that the members of the Springfield Police Department had a total of 276,181 interactions with members of the public during 2018. According to the available data, the number of interactions or total “Calls for Service” has been on an upward trend since 2013. However, in comparison, the number of arrests has not seen as significant of an increase.

Compared with the number of calls for service, the number of arrests is small. The data would indicate that 98% of all arrests by Springfield Police Officers do not involve any complaints of misconduct by citizens.

For purposes of comparing the above data to other communities, the following table sets forth the most recent information from the United States Census Bureau website.

**Table C – U.S. Census Bureau Data for Springfield<sup>3</sup>**

2017 Population Estimate                      **154,758**

**Race and Hispanic Origin**

White alone, percent(a)	60.30%
Black or African American alone, percent(a)	21.10%
American Indian and Alaska Native alone, percent(a)	0.50%
Asian alone, percent(a)	2.20%
Native Hawaiian and Other Pacific Islander alone, percent(a)	0.00%
Two or More Races, percent	4.20%
Hispanic or Latino, percent(b)	43.80%
White alone, not Hispanic or Latino, percent	32.60%

(a) Includes persons reporting only one race

(b) Hispanics may be of any race, so also are included in applicable race categories

**2. Data concerning Complaints Reviewed by CPHB during 2018**

Appendix 1 contains a spreadsheet showing all data for all complaints received by the Springfield Police Department during 2018. All complaints received were reviewed by the CPHB. The data contained in the spreadsheets was used to generate Tables A and B categorizing the statistics by source, Race, Gender, Nature of Complaint, whether allegations of discrimination was alleged, and by disposition. In addition, if a policy change was made, it was noted. Statistics were also provided as to whether the complaint was generated by an internal police officer or supervisor, as well as the final disposition of the case.

Each Citizens Complaint incident (CC) is listed in spreadsheets. The Springfield Police Department also designates certain incidents with a Preliminary Investigation of Employee (“PIE”). A PIE designation indicates the matter was initially investigated by an officer’s Commanding Officer in the first instance. The majority of matters so designated involve allegations of “rudeness” or discourtesy.

This is not to say that discourtesy is not considered serious. As an example, what may seem simple rudeness may turn out to be more serious. A complaint of discourtesy, although designated for PIE, could result, with further investigation, to reveal facts uncovering that the “rudeness” involved the use of a racial slur or hate speech. Under such circumstances, the complaint could lead to discipline up to and including termination. The PIE designation was created as a method of allowing IJU to focus on the most important cases in the first instance. Where the

<sup>3</sup> <https://www.census.gov/quickfacts/fact/table/springfieldcitymassachusetts/PST045217>

Commanding Officer determines that the issue warrants further investigation after a PIE, the matter is referred back to the IIU and goes beyond a preliminary investigation.

**2018 CPHB YTD REPORT**  
**(Jan. 1 through Dec. 31)**

In order to summarize the data from Appendix 1 it is organized into the following tables (D through H) which break down the complaints by source (Citizen or Internal) filed during 2018, the background of complainants – if known, the types of charges (reviewed by category), the outcome of the charges (sustained or not sustained), and the number of charges pending, both citizen or internal. As previously noted, the details of each complaint are found in Appendix 1.

**Table D - Complaints by Type**

Citizen	56
Internal	72
<b>TOTAL</b>	<b>128</b>

**Table E - Complainant Background**

<b>Race</b>	
American Indian	-
Asian	-
Black	11
Native Hawaiian	-
Other	21
Unknown	3
White	11
<b>Gender</b>	
Female	32
Male	30
Other	-
Unknown	1
<b>Ethnicity</b>	
Hispanic	26
Non-Hispanic	34
Unknown	24

**Table F - Charge Outcomes**

<b>Disposition Type</b>	<b>Citizen</b>	<b>Internal</b>
Sustained	10	39
Not Sustained	85	39

**Table G - Charges Pending**

	<b>Citizen</b>	<b>Internal</b>
Pending	62	66

**Table H - Charges Reviewed by Category**

<b>Charge</b>	<b>Citizen</b>	<b>Internal</b>
Bias/Gender	-	-
Bias/Orientation	-	-
Bias/Race	1	-
Criminal	0	1
Discourtesy	5	0
Physical/Equipment	4	5
Physical/Hands	29	17
Rules/Regulations	99	24
Search & Seizure	0	0

### **3. Police Misconduct Lawsuits**

The CPHB wants to help ensure that independent oversight is a part of efforts to identify and resolve underlying systemic problems within law enforcement, with a primary focus on reducing and preventing misconduct and enhancing accountability, as well as promoting effective policing and developing strategies for positive organizational change. Towards that end, we have asked that data as to police misconduct lawsuits be provided to the CPHB and publically disseminated.

Appendix 2 provides a database of all police excessive force/misconduct lawsuits where the City or members of the police department were named as defendants in litigation since 2006. Table I provides a statistical summary of Appendix 2. The summary (Table I) indicates that 61 lawsuits have been filed against the City or its police officers alleging a deprivation of civil rights through police misconduct in the years from 2006 through the end of calendar year 2018. As to those lawsuits, 54 have been disposed of (4 of which were pending prior to 2006). As of December 31, 2018 a total of 15 cases remained pending.

**TABLE I – Lawsuits Alleging Police Misconduct (1/1/2006 – 12/31/2018)**

Year	# Filed	# Closed *	# Jgmts **	# Judgmt Pltf v. Def ***	\$ Judgment Amount **	# Settld	Settlement Total \$ ***	\$ Total Settled and Judgmts ****
2006	1	1	0	0/0	0	1	32,500	32,500
2007	6	4	2	0/2	0	2	218,000	218,000
2008	1	5	4	0/4	0	1	13,000	13,000
2009	9	2	2	0/2	0	0	0	0
2010	3	4	1	0/1	0	3	79,000	79,000
2011	2	1	0	0/0	0	1	13,900	13,900
2012	7	5	2	0/2	0	3	605,500	605,500
2013	8	6	4	0/4	0	2	55,500	55,500
2014	4	5	3	1/2	1,000,000.00	2	47,000	1,047,000
2015	3	8	4	1/3	85,000.00	4	273,000	358,000
2016	5	4	0	0/0	0	4	63,750	63,750
2017	3	2	0	0/0	0	2	1,445,000.00	1,445,000.00
2018	9	7	0	0	0	7	\$ 888,750.00	888,750.00
<b>TOTAL</b>	<b>61</b>	<b>54</b>	<b>22</b>	<b>2/3</b>	<b>1,085,000.00</b>	<b>32</b>	<b>\$ 4,734,900</b>	<b>\$ 4,819,900.00</b>

\* includes 4 cases filed pre 2006 but disposed thereafter

\*\* average combined settlement and judgment for 54 cases closed is \$89,257.00 per case

\*\*\* average combined settlements and judgments per year is \$ 370,761.54

\*\*\*\* average judgment in 22 cases is \$ 49,318.00 per case.

average settlement in 25 cases is \$ 147,965.00 per case

**CBHB OBSERVATIONS**

The following are some of the observations of the Board as conveyed to the Law Department. These observations (as well as the recommendations that follow) echo observations from earlier annual reports. This is important so that the institutional experience of former members of the CPHB be carried through in support of the intent that the Board reflect on the history that preceded it, and it is equally important that the Board evolve as intended.

- **Civilian Oversight of Police as a National Issue.**

During 2018, a focus on police misconduct continued as one of the top subjects of an ongoing national debate on relations between law enforcement and minority communities and remained in the forefront of news reports. The national issue was reflected in the a number of cases that have been the subject of citizen as well as administrative complaints investigated by the SPD Internal Investigating Unit. The CPHB is hopeful that it can play a positive role as the civilian oversight agency in Springfield by providing an unbiased review of

complaints and the disciplinary process. Springfield is one of only about 200 communities across the country with some form of civilian oversight of the police.

- **Police misconduct lawsuits.**

The data collected by the CPHB in appendix 2 and summarized in the Table I, shows that the amount of money expended by the City to pay settlements and judgments on cases claiming a violation of civil rights as a result of police misconduct has continued to increase, consistent with national trends in median jury awards. It is hoped that as the CPHB evolves, its impact will be to improve trust between police and the community, and as a result, future misconduct will decrease as will the legal costs related to lawsuits claiming police misconduct.

- **Videotaping.**

Videotaping continues to be an important issue of concern by the CPHB. There are two components: Videotape evidence made by suspects or bystanders, and dashboard and body camera use by the police. As with last year, the City has faced lawsuits which have involved the issue of suspects and bystanders videotaping police officers. Springfield Police Officers do receive training in this area through handout materials at roll call, or through annual in-service training. The Labor Relations Department is negotiating to include Body Worn Cameras in the collective bargaining agreements.

- **Cooperation of Witnesses.**

There continues to be a large number of complaints which are unfounded or where police officers are exonerated where the non-cooperation of witnesses appears to play a role. While the board can only speculate as to the reasons for non-cooperation, there continues to be a general concern by the CPHB that complainants and witnesses may fear retribution or they have a sense that "nothing will be done" as a result of their complaints. The data indicates that, where the CPHB held hearings and did have cooperation of witnesses, findings against officers were sustained and discipline was imposed, without any retribution against the witnesses. The Police Commissioner has repeatedly demonstrated his support for the CPHB and this process. In order to provide greater assurances to witnesses as to the integrity of the existing process, the CPHB process would benefit by an increased show of support by other City Officials.

- **Public Outreach In 2018**

There is a need for more outreach and public education as to the role and duties of the CPHB to dispel any perceptions about coming forward and voicing



complaints and participating in the citizen complaint process. Attendance at public meetings has been sparse and a greater understanding and increased public participation would increase public confidence in the Springfield Police Department. The CPHB seeks greater public input for ideas on the best way to reach out to the public.

- **Complaints of Rudeness.**

The Board has seen a vast decrease in the amount of complaints involving “rudeness”. In 2017 there were 54 charges of discourtesy reviewed while in 2018 there were 5 discourtesy charges which were reviewed. This 90% drop in discourtesy charges appears to show officers have made great strides in deescalating potentially volatile situations.

There were no instances of complaints for rudeness being brought to the CPHB by SPD internal administrators. This is to be expected as it is hoped that supervisors are able to handle internal complaints without the need for intervention by the CPHB.

The Board continues to support the development of a voluntary mediation process which emphasizes dialogue between parties and provides a safe environment where parties can air their views about events or issues leading to the dispute. The process would be intended to develop mutual understanding between the parties in the course of resolving the dispute. Mediation could potentially be resolved by providing both parties with an opportunity to express themselves freely and work toward a mutually agreed-upon resolution of a dispute.

The Citizen’s Police Academy provides a useful bridge to help understand the workings of the police department and has helpful education materials.

The IIU has been very professional in their dealings with the Board and very accommodating in their schedule to provide information to the Board.

- **Assignment of Additional Case Presentation Resources.**

Mayor Sarno’s assignment of Attorney Alesia Day to present cases at hearing for the Board under the direction of the Labor Relations Director has added valuable experience and skills to the roster of Attorneys utilized to present evidence on behalf of the Police Department’s management team. Attorney Days unique relationship as Director of Licensing, which does not involve the representation of police or the City in any civil actions involving the police department, provides an internal yet independent perspective on the presentation of evidence to the CPHB. As a former Hamden County prosecutor, Attorney Days, acting under the Director of Labor Relations, she is a much appreciated addition to the process.

## **CPHB RECOMMENDATIONS**

The CPHB believes it can help make constitutional policing and transparency core values of policing in Springfield, as well as helping to build systems of accountability that include independent oversight.

The CPHB will support the many police officers who uphold their oaths, engendering greater public trust.

Based on CPHB observations, as well as a review of some of the recommendations by national civilian oversight of law enforcement organizations brought to the CPHB's attention, the following are recommendations of the CPHB in regard to the policies and practices of the Police Department. As to police conduct and training, and the structure of the work of the CPHB, many of them the same or similar to prior years, are in line with the recommendations and goals of national oversight organizations. The CPHB believes that adoption of these recommendations will help improve the quality and integrity of police disciplinary systems.

- **Video Cameras**

The CPHB is encouraged that the Police Department is actively engaged in the process of implementation of the use of body cameras.

The CPHB understands there are legal and logistical issues that need to be addressed in order to implement a policy that expands the use of video, but the CPHB contends the cameras would assist the City in protecting the patrol officers from assaults and unfounded allegations of police misconduct.

The video cameras may also provide protection to civilians from police misconduct. As stated in the past, according to a report of The International Association of Chiefs of Police (IACP) studying the use of in-car cameras, 97 percent of the citizens polled across the U.S. support the use of in-car cameras for law enforcement. While law enforcement views the acquisition of camera technology as a means to demonstrate their professionalism and increase officer safety, the public views cameras as a means to guard against abuse. Despite the difference in opinions, both the public and the police have shown support to use the technology, making the acquisition and implementation of an in-car camera program a win/win proposition for all. According to the IACP report, in 93% of the time a complaint is filed regarding police conduct and there is video evidence available, the officer is exonerated. See IACP's *Report on In-Car Cameras*, 2004.

- **Outreach on Training and Policies**

The CPHB wants to help ensure that police officers continue to have the proper tools, guidance, training, and supervision to carry out their law enforcement responsibilities safely and in accordance with individuals' constitutional rights. In this regard, the CPHB recommends the following:

**Tasers**

The CPHB has been informed that the Springfield Police Department has initiated a program of issuing new equipment and has been training employees on the use of new technology, specifically, electronic weapons, or "Tasers". The CPHB recommends that the policies and procedures involving the use of such weapons be shared with the public at one of the CPHB's quarterly meetings for public awareness as well as information for the CPHB to utilize for its own training in the event that any complaints are reviewed which involve such weapons.

**Building Community Trust through CPHB Outreach**

The CPHB should coordinate with the Springfield Police Department to conduct outreach with regard to upcoming changes in policy. We are mindful that the Police Commissioner has engaged experts to review police policies, in particular, policies and procedures with regard to the IIU. The CPHB recommends that outreach through the CPHB is utilized to engage neighborhoods in the policymaking process. The Justice Collaboratory at Yale Law School, in its report "Principles of Procedurally Just Policing" (January 2018) has stated that engaging the public in the process of policymaking on matters which directly impact the public will pay dividends: "it has the potential to substantially increase the community's belief in the department's legitimacy. The changes departments make in this regard stand to generate public support for police reforms". Similarly, the CPHB Outreach should be utilized to involve the Community in any Body-Worn and Vehicle-Mounted Camera Policymaking that occurs.

- **Citizen's Police Academy**

The Citizen's Police Academy should be more widely publicized and its materials more widely distributed. While the ten week commitment to complete the program can be daunting, the Citizen Police Academy should consider the presentation of some shorter programs to be held in conjunction with CPHB outreach efforts.

- **CPHB and Police Academy**

The CPHB Board members should all attend one of the Police Academy classes to be introduced to new recruits and explain their role. It may also be appropriate for the CPHB to receive training through a nationally recognized association that brings together individuals and agencies working to establish or improve oversight of police officers in the United States.

- **Access to IIU materials**

The CPHB has full access to all IIU materials. However, during a recent training session, members requested offsite–remote access to materials prior to case reviews and hearings. At this time, in accordance with practices dating back to the Police Commission, no IIU files are allowed to leave the Police Department. Each CPHB member is required to visit the Police Department to review the file on each matter. The Board has requested that the Commissioner consider a process to increase their access, yet maintain cyber security standards, through a remote access system. The issue will be submitted to the Labor Relations Department and the Commissioner for review and consideration.

The above observations and recommendations will be shared with the Captain of the IIU as well as the Police Commissioner for discussion, potential revision and feasibility of implementation. In addition, the Board is planning a public hearing to review the data and observations and seek public input.

**APPENDIX 1**  
**2018 CPHB Detailed Data**

**Copy Attached**

# CPHB YTD DETAIL REPORT: 2018 QUARTER 4 January 01 To December 31

Complaint Number	Address	Incident Date	Review Date	Hearing Date	Citizen or Internal	Gender	Race	Nature of Complaint	Review Disposition	Hearing Disposition	Final Action	Board Member	Summary
PI-18-057	Union and School Sts	12/10/2018	1/23/2019	N/A	18-058	Female		Rules/Regulations		N/A		Gary Berte	Complainant states officer was rude and unprofessional
PI-18-059	Monroe St @ Eastern Ave	12/11/2018	1/23/2019	N/A	18-060	Female		Rules/Regulations		N/A		Gary Berte	Complainant feels that the officer had no reason to pull her over and would not give his name or badge number
PI-18-056	One MGM Way	9/14/2018	1/17/2019	N/A	18-057	Female		Rules/Regulations	Not Sustained	N/A		Albert Tranghese	Complainant states she was wrongfully arrested
SO-18-243	130 Pearl St	11/1/2018	1/17/2019	N/A	Admin			Physical/Hands		N/A		Linda Caron	Investigation into the prisoner injury report relating to arrest report #18-3867-AR
PI-18-049	61 Dartmouth St	10/21/2018	1/4/2019	N/A	18-053	Male	White	Rules/Regulations	Hearing	N/A		Gary Berte	Complainant feels officer was rude and didn't not understanding of the situation
PI-18-055	19 Palmer Ave		1/4/2019	N/A	18-056	Female		Rules/Regulations	Not Sustained	N/A	None	Gary Berte	Complaint feels officer only writes her tickets and is harrasing her
SO-18-233	Various		1/4/2019	N/A	18-052	Male	Black	Rules/Regulations	Hearing	N/A		Paul A. Phaneuf	Complaint states continous unnecessary harassment

Complaint Number	Address	Incident Date	Review Date	Hearing Date	Citizen or Internal	Gender	Race	Nature of Complaint	Review Disposition	Hearing Disposition	Final Action	Board Member	Summary
PI-18-048	90 Taylor St	10/5/2018	12/27/2018	N/A	18-051	Male	White	Rules/Regulations	Not Sustained	N/A	None	Gary Berte Paul A. Phaneuf	Complainant states the officer was rude and would not take a proper accident report
SO-18-228	Mohegan Sun	10/6/2018	12/27/2018	N/A	Admin			Physical/Hands Physical/Hands	Not Sustained Not Sustained	N/A N/A	None	Gary Berte Paul A. Phaneuf	Investigation into report authored by Lt Thomas Zarelli Complaint from Officer Nicholas Leary of Mohegan Sun Tribal Police Department
SO-18-218	415 Wilbraham Rd	9/18/2018	12/13/2018	N/A	18-048	Female	Black	Physical/Equipment Rules/Regulations	Not Sustained	N/A N/A	None	Albert Tranghese Linda Caron	complainant feels officers had inappropriate behavior and neglectful response
SO-18-221	Facebook Post	9/20/2018	12/13/2018	N/A	Admin			Physical/Equipment Rules/Regulations	Not Sustained Not Sustained	N/A N/A	None	Albert Tranghese Linda Caron	Investigation into report authored by Lt S Wyszynski
SO-18-227	1 MGM Way	9/25/2018	12/13/2018	N/A	18-050	Male	Black	Physical/Hands	Not Sustained	N/A	None	Albert Tranghese Linda Caron	Complainant states he was punched, kicked, hair pulled and chipped tooth
SO-18-261	130 Pearl St	9/29/2018	12/13/2018	N/A	Admin			Rules/Regulations	Not Sustained	N/A	None	Albert Tranghese	Investigation into the report authored by Sgt A Witkowsky
PI-18-051	818 Carew St	8/3/2018	12/4/2018	N/A	18-054	Male		Rules/Regulations Rules/Regulations	Not Sustained Not Sustained	N/A N/A	Retraining Retraining	Pastor Gail Hill Paul A. Phaneuf	Complainant states officer would not take a report as he was requesting
SO-18-217	91 Newhall St	8/22/2018	12/4/2018	N/A	18-047	Female		Rules/Regulations Rules/Regulations	Not Sustained Not Sustained	N/A N/A	None	Pastor Gail Hill Paul A. Phaneuf	complainant states officers wouldn't listen to her and made her children afraid
SO-18-220	130 Pearl St	9/21/2018	12/4/2018	N/A	Admin			Physical/Equipment Rules/Regulations	Not Sustained Not Sustained	N/A N/A	Retraining	Pastor Gail Hill Paul A. Phaneuf	Investigation into the prisoner injury report relating to arrest report #18-3282-AR

Complaint Number	Address	Incident Date	Review Date	Hearing Date	Citizen or Internal	Gender	Race	Nature of Complaint	Review Disposition	Hearing Disposition	Final Action	Board Member	Summary
SO-18-223	11 Garland St	8/8/2018	12/4/2018	N/A	18-049	Female	White	Rules/Regulations		N/A		Pastor Gail Hill	Complainant feels officer falsified reports
								Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	
								Rules/Regulations	Not Sustained	N/A	Retraining		
SO-18-197	388 Page Blvd	8/11/2018	11/14/2018	N/A	18-044	Male	Black	Rules/Regulations		N/A		Pastor Gail Hill	Complainant feels he had unfair treatment by the police
								Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	
								Rules/Regulations	Not Sustained	N/A	None		
PI-18-043	85 Orchard St	8/26/2018	10/22/2018	N/A	18-046	Female	Other	Rules/Regulations		N/A		Pastor Gail Hill	Complainant feels the Sergeant humiliated her in front of her neighbors
								Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	
SO-18-191	36 Summit St	5/26/2018	10/22/2018	N/A	18-043	Male	Other	Physical/Hands		N/A		Pastor Gail Hill	Complainant states officers slammed him to the pavement and pepper sprayed him
								Physical/Hands	Not Sustained	N/A	None	Paul A. Phaneuf	
								Physical/Hands	Not Sustained	N/A	None		
								Physical/Hands	Not Sustained	N/A	None		
SO-18-195	Plainfield St	8/11/2018	10/22/2018	N/A	Admin	Female	White	Physical/Hands		N/A		Pastor Gail Hill	Investigation into the Prisoner Injury Report relating to arrest report #18-2710-AR [REDACTED]
								Physical/Hands	Not Sustained	N/A	None	Paul A. Phaneuf	
PI-18-040	400 Cannon Cir	7/5/2018	10/1/2018	N/A	18-041	Female	Other	Rules/Regulations		N/A		Pastor Gail Hill	Complainant states officer took her to the hospital against her
								Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	
PI-18-039	1500 Main St	7/27/2018	9/25/2018	N/A	18-039	Male	White	Rules/Regulations		N/A		Gary Berte	Complainant states officers put cuffs on him to tight and had him the cruiser for an hour. They also had him trespass from Tower Square
								Rules/Regulations	Not Sustained	N/A	None	Robert C. Jackson	
PI-18-042	101 Lowell St	8/16/2018	9/25/2018	N/A	18-045	Male	Other	Rules/Regulations		N/A		Gary Berte	Complainant feels the sgt was not professional and condescending to him
								Rules/Regulations	Not Sustained	N/A	None	Robert C. Jackson	



Complaint Number	Address	Incident Date	Review Date	Hearing Date	Citizen or Internal	Gender	Race	Nature of Complaint	Review Disposition	Hearing Disposition	Final Action	Board Member	Summary
SO-18-160	Belmont Ave@Forest St	7/3/2018	9/25/2018	N/A	Admin			Physical/Equipment	Not Sustained	N/A		Gary Berte	Investigation into report authored by Cpt B Keenan. Shooting of [REDACTED] (Arrest Rpt #18-2121-AR)
SO-18-161	57 High St	6/29/2018	9/25/2018	N/A	18-030	Male		Physical/Hands	Not Sustained	N/A		Gary Berte	Complainant states officer hurt his ankle and lost his backpack
SO-18-183	114 Cardinal St	7/16/2018	9/13/2018	N/A	18-040	Male		Rules/Regulations	Not Sustained	N/A		Linda Caron	Complainant feels officers didn't take a report and didn't help in the situation of his roommate taking things out of his home
SO-18-190	99-57 Orange St	6/19/2018	9/13/2018	N/A	18-042	Female	Other	Rules/Regulations	Hearing	N/A		Paul A. Phaneuf	complainant states restraining order was not served to an officers son in a timely matter
PI-18-029	118 Colton St	7/12/2018	9/4/2018	N/A	18-036	Female		Rules/Regulations	Not Sustained	N/A		Gary Berte	Complainant states officers did not make a report of her daughter being assaulted
PI-18-036	126/128 Maynard St	6/4/2018	9/4/2018	N/A	18-038	Female	Other	Rules/Regulations	Not Sustained	N/A		Linda Caron	Complainant states Off Espinosa was used by Code Enforcement to intimidate her

Complaint Number	Address	Incident Date	Review Date	Hearing Date	Citizen or Internal	Gender	Race	Nature of Complaint	Review Disposition	Hearing Disposition	Final Action	Board Member	Summary
SO-18-164	77Worthington St	7/8/2018	9/4/2018	N/A	Admin			Rules/Regulations	Not Sustained	N/A	None	Gary Berte Linda Caron	Investigation into report authored by Sgt Chris Collins
PI-18-031	156 Spikenard Cir	4/27/2018	8/10/2018	N/A	18-029	Female	Other	Rules/Regulations	Not Sustained	N/A	None	Albert Tranghese Linda Caron	Complainant states officer was trying to intimidate her
PI-18-033	Pine St	6/2/2018	8/10/2018	N/A	18-031	Female	Black	Rules/Regulations	Not Sustained	N/A	None	Albert Tranghese	Complainant states officer was rude
PI-18-034	McDonald's Main St	7/7/2018	8/10/2018	N/A	18-034	Male	White	Rules/Regulations	Not Sustained	N/A	None	Albert Tranghese Linda Caron	Complainants (3) feel the officer was harassing and being rude to them
PI-18-035	Maple and Union Sts	7/10/2018	8/10/2018	N/A	18-035	Female	Other	Rules/Regulations	Not Sustained	N/A	None	Albert Tranghese	Complainant feels officer would not help her
SO-18-137	27 Stony Hill Rd	5/17/2018	8/10/2018	N/A	18-023	Male	Other	Rules/Regulations	Not Sustained	N/A	None	Albert Tranghese Linda Caron	Complainant states that officer driving by his home is soon to be ex of his daughter and he is trying to intimidate him
SO-18-147	CIJS	5/1/2017	8/10/2018	N/A	18-024	Female	Other	Rules/Regulations	Not Sustained	N/A	Retraining	Albert Tranghese Linda Caron	Complainant states officer is giving someone her personal information
PI-18-025	50 Gold St	4/25/2018	8/1/2018	N/A	18-025	Female	White	Physical/Hands	Not Sustained	N/A		Pastor Gail Hill Paul A. Phaneuf	Complaint states she is disabled and was humiliated and grabbed by the arms and forced to go to the hospital
								Physical/Hands		N/A			
								Physical/Hands		N/A			
								Physical/Hands		N/A			
								Physical/Hands		N/A			
								Physical/Hands		N/A			
								Physical/Hands		N/A			

Complaint Number	Address	Incident Date	Review Date	Hearing Date	Citizen or Internal	Gender	Race	Nature of Complaint	Review Disposition	Hearing Disposition	Final Action	Board Member	Summary
SO-18-130	299 Bay St		8/1/2018	N/A	Admin			Criminal	Hearing	N/A		Pastor Gail Hill	Investigation into incident Report #18-569-OF involving Officer Daniel Cintron
PI-18-027	North End	5/10/2018	7/20/2018	N/A	18-026	Female	Black	Bias/Race	Not Sustained	N/A	None	Albert Tringhese	Complainant feels husbands arrest was cruel and unjust
PI-18-028	374 Springfield St	6/2/2018	7/20/2018	N/A	18-027	Female		Rules/Regulations	Not Sustained	N/A	None	Albert Tringhese	Complainant feels she was arrested for something she did not do and that the officers filed a false report to DCF
SO-18-142	72 Methuen St	5/24/2018	7/20/2018	N/A	Admin			Rules/Regulations	Not Sustained	N/A	None	Albert Tringhese	Investigation into email recvd from SFD Commissioner Bernard Calvi regarding officer slapping a patient during a medical assist
SO-18-118	79 Thompson St	4/30/2018	7/12/2018	N/A	Admin			Physical//Hands	Not Sustained	N/A	None	Pastor Gail Hill	Investigation into Arrest Report #18-1293-AR
PI-18-020	State St @ Dwight St	3/28/2018	6/22/2018	N/A	18-017	Female	Black	Rules/Regulations	Not Sustained	N/A	None	Pastor Gail Hill	Complainant states officers were rude and would not wait for her tow company to come
SO-18-101	Springfield Public Day School	4/11/2018	6/22/2018	N/A	18-018	Male	Other	Physical//Hands	Not Sustained	N/A	None	Pastor Gail Hill	Complainant states officer pushed and threatened him
SO-18-136			6/22/2018	N/A	Admin			Rules/Regulations	Hearing	N/A		Pastor Gail Hill	Investigation into report authored by Sgt Ricky Moran Arrest Rpt #18-1502-AR
PI-18-021	18 David St	9/22/2016	6/15/2018	N/A	18-019	Male		Rules/Regulations	Not Sustained	N/A	None	Linda Caron	complainant states officers lied about serving him with a 205A
								Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	
								Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	
								Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	

Complaint Number	Address	Incident Date	Review Date	Hearing Date	Citizen or Internal	Gender	Race	Nature of Complaint	Review Disposition	Hearing Disposition	Final Action	Board Member	Summary
PI-18-022	160 Joan St	4/25/2018	6/15/2018	N/A	18-022	Female	Black	Rules/Regulations		N/A		Linda Caron	Complainant states officer forced her son to leave school grounds
								Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	
								Rules/Regulations	Not Sustained	N/A	None		
SO-18-110	Pride/ West & Plainfield Sts	3/27/2018	6/15/2018	N/A	18-021	Female	Other	Rules/Regulations	Not Sustained	N/A		Linda Caron	Complainant states officer grabbed both her arms and she was denied medical attention
								Physical/Hands	Not Sustained	N/A		Paul A. Phaneuf	
SO-18-112	433 Walnut St	4/24/2018	6/15/2018	N/A	Admin			Rules/Regulations	Not Sustained	N/A		Linda Caron	Officer J. Hernandez violation of restraining order
												Paul A. Phaneuf	
PI-18-023	Armory at Liberty St	4/11/2018	5/29/2018	N/A	Admin			Rules/Regulations	Not Sustained	N/A		Linda Caron	Investigation into report authored by Sgt Louis Rosario
								Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	
								Rules/Regulations	Not Sustained	N/A	None		
								Rules/Regulations	Not Sustained	N/A	None		
SO-18-073	111 School St	3/12/2018	5/29/2018	N/A	Admin	Male	Other	Physical/Hands		N/A		Linda Caron	Investigation into Arrest Report #18-763-AR/Injury Report
								Physical/Hands		N/A		Paul A. Phaneuf	
								Physical/Hands		N/A			
								Physical/Hands		N/A			
								Physical/Hands		N/A			
								Physical/Hands		N/A			
PI-18-009	115 Dwight St	3/5/2018	5/16/2018	N/A	18-011	Male	Unknown	Rules/Regulations	Hearing	N/A		Gary Berte	Complainant states the officer was rude and he believes asked for information from him that was not needed in the arrest report
												Paul A. Phaneuf	
PI-18-017	School/High Sts	3/26/2018	5/16/2018	N/A	18-014	Female	Other	Rules/Regulations	Not Sustained	N/A		Gary Berte	complainant states officer accused of her of using drugs. She felt harassed and embarrassed
								Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	
								Rules/Regulations	Not Sustained	N/A	None		

Complaint Number	Address	Incident Date	Review Date	Hearing Date	Citizen or Internal	Gender	Race	Nature of Complaint	Review Disposition	Hearing Disposition	Final Action	Board Member	Summary
PI-18-018	Price Rite/ Boston Rd	4/2/2018	5/16/2018	N/A	18-015	Female	Other	Rules/Regulations	Not Sustained	N/A	None	Gary Berte	complainant feels officer was rude to her and other people in the store
SO-18-072	Pendleton @ Eastern Ave	3/16/2018	5/16/2018	N/A	Admin			Physical/Equipment	Not Sustained	N/A		Gary Berte	Investigation into Arrest Report #18-705-AR
SO-18-107	FaceBook Posts	4/8/2018	5/16/2018	N/A	18-020	Male		Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	Complainant states he is being threatened and harassed through FB
SO-18-057	130 Pearl St	2/1/2018	5/1/2018	N/A	Admin			Rules/Regulations	Not Sustained	N/A	None	Albert Tranchese	Investigation into the Calls for Services Report received from Khristy Lord
PI-18-007	Page Blvd @ Brookdale Dr	12/26/2017	4/26/2018	N/A	18-009	Female	White	Discourtesy	Not Sustained	N/A	None	Linda Caron	Complainant states officer was rude and unprofessional at MVA
PI-18-019	Holyoke Ma	3/18/2018	4/26/2018	N/A	18-016	Unknown	Unknown	Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	Facebook post and picture
SO-18-041	Van Sickle	1/31/2018	4/26/2018	6/27/2018	18-004	Female		Rules/Regulations	Hearing	Not Sustained	None	Linda Caron	Complaint states officers don't take report of threats to her daughter at school
SO-18-042	Industry Ave	2/5/2018	4/26/2018	N/A	Admin	Male	Other	Physical/Hands	Hearing	Not Sustained	None	Linda Caron	Investigation into arrest #18-350-AR/ Injury Rpt
								Physical/Hands	Not Sustained	N/A	None	Paul A. Phaneuf	
								Physical/Hands	Not Sustained	N/A	None		

Complaint Number	Address	Incident Date	Review Date	Hearing Date	Citizen or Internal	Gender	Race	Nature of Complaint	Review Disposition	Hearing Disposition	Final Action	Board Member	Summary
SO-18-045	Washburn and Orchard Sts	9/30/2015	4/26/2018	N/A	18-005	Male		Rules/Regulations	Not Sustained	N/A	None	Linda Caron	Complainant states that officers state he had gun
								Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	
								Rules/Regulations	Not Sustained	N/A	None		
								Rules/Regulations	Not Sustained	N/A	None		
								Rules/Regulations	Not Sustained	N/A	None		
PI-18-012	130 Maple St	3/19/2018	4/19/2018	N/A	18-012	Female	Other	Rules/Regulations	Not Sustained	N/A	None	Linda Caron	Complainant states officer was rude and had an attitude with her
								Rules/Regulations	Not Sustained	N/A	Retraining	Paul A. Phaneuf	Investigation into report by CAD Operations Manager Angelina Santiago
PI-18-014	130 Pearl St	3/18/2018	4/19/2018	N/A	Admin			Rules/Regulations	Not Sustained	N/A	Retraining	Linda Caron	
								Rules/Regulations	Hearing	Not Sustained	None	Linda Caron	Complainant states his rights were violated and officers broke 2 things in his car
SO-18-051	322 Main St	2/8/2018	4/19/2018	6/20/2018	18-007	Male	Black	Rules/Regulations	Hearing	Not Sustained	None	Paul A. Phaneuf	
								Rules/Regulations	Hearing	Not Sustained	None		
								Rules/Regulations	Hearing	Not Sustained	None		
								Rules/Regulations	Hearing	N/A	None		
								Rules/Regulations	Hearing	N/A	None		
PI-18-008	Boston Rd	3/1/2018	4/3/2018	N/A	18-010	Male	Other	Rules/Regulations	Not Sustained	N/A	None	Albert Trangese	Complainant feels threatened by the SPD
								Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	
								Rules/Regulations	Not Sustained	N/A	None		
PI-18-013	1000 Hall of Fame Ave	3/17/2018	4/3/2018	N/A	18-013	Female	Other	Rules/Regulations	Sustained	N/A	Retraining	Gary Berte	Complainant states that the reporting officers put her as the suspect in report
								Rules/Regulations	Sustained	N/A	Retraining	Linda Caron	
								Rules/Regulations	Sustained	N/A	None	Paul A. Phaneuf	officers were hostile and beat/kicked the complainant
SO-18-024	Main St & Fremont	1/9/2018	4/3/2018	5/22/2018	18-004	Male	Black	Physical/Hands	Hearing	Not Sustained	None	Linda Caron	
								Physical/Hands	Hearing	Not Sustained	None	Paul A. Phaneuf	

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SO-18-032	Northampton	1/24/2018	4/3/2018	N/A	Admin			Rules/Regulations	Hearing	N/A		Linda Caron	Investigation into the arrest of Off.D. Goffe by Northampton PD
PI-18-001	755 Worthington St	11/18/2017	3/21/2018	N/A	18-001	Male	White	Rules/Regulations	Not Sustained	N/A	None	Albert Trangese	Complainant states was rude to him and would not give his name
PI-18-006	Allen St/Summer Ave	2/14/2018	3/21/2018	N/A	18-008	Female	Unknown	Rules/Regulations	Not Sustained	N/A	None	Albert Trangese	Complainant alleges she had an incident with an older male claiming to be an off duty SPD officer
SO-17-273	491 Bridge Rd Northampton	12/26/2017	3/21/2018	N/A	Admin			Rules/Regulations	Hearing	N/A	None	Albert Trangese	Investigation into officer arrest ***Officer Resigned prior to Hearing****
SO-18-006	165 Stapleton Rd	1/9/2018	3/21/2018	N/A	Admin			Rules/Regulations	Not Sustained	N/A	Suspended	Albert Trangese	Investigation into report authored by Lt Jessica Henderson re: Eddie Sierra domestic issue (1)
SO-17-275	45 Moxon St	10/1/2017	3/7/2018	N/A	Admin			Physical/Hands	Hearing	N/A	Suspended	Linda Caron	Domestic reported by Springfield Housing Authority by officer
PI-17-049	CVS parking lot	12/5/2017	2/15/2018	N/A	17-077	Male	Black	Rules/Regulations	Not Sustained	N/A	None	Linda Caron	Complainant states officer complained he was taken up two parking spaces
SO-17-249	Chestnut St/Union Station	11/19/2017	2/15/2018	N/A	17-075	Male	Other	Physical/Equipment	Not Sustained	N/A	None	Linda Caron	Complainant states officer maced him and injured his wrist while putting on cuffs
SO-17-265	Unknown		2/15/2018	N/A	17-077	Female	Unknown	Rules/Regulations	Not Sustained	N/A	None	Linda Caron	Complainant states people are stalking her and going into her apartment
PI-18-002	13 Redfern Dr	1/12/2018	1/26/2018	N/A	18-002	Female	White	Rules/Regulations	Not Sustained	N/A	None	Linda Caron	Complainant feels officer sent her a false ticket for an unregistered car on her property
SO-17-233	128 Elijah St	11/6/2017	1/26/2018	N/A	Admin			Rules/Regulations	Not Sustained	N/A	Retraining	Linda Caron	Investigation into Police Response at [REDACTED]
												Paul A. Phaneuf	

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SO-17-268	Walnut St	12/7/2017	1/26/2018	N/A	17-079	Female	Black	Rules/Regulations	Not Sustained	N/A	None	Linda Caron Paul A. Phaneuf	Complainant states when in the cruiser the officer slammed on the breaks and she hurt her neck and right side, had to go to the hospital
SO-17-270	91 Park St East	12/9/2017	1/26/2018	N/A	17-080	Female	Other	Physical/Hands	Not Sustained	N/A	None	Linda Caron Paul A. Phaneuf	Complainant states he was arrested for the way he looks and where he lives they think he is a drug dealer. Pushed him to the ground upon arrest
SO-18-017	18 Wilmont St	1/13/2018	1/16/2018	6/11/2018	Admin			Rules/Regulations	Hearing	Sustained	Suspended	Linda Caron Paul A. Phaneuf	Investigation into report authored by Sgt Erwin Greene
PI-17-045	136 Sanderson St	11/6/2017	1/12/2018	N/A	70-071	Female	Other	Rules/Regulations	Not Sustained	N/A	None	Linda Caron Paul A. Phaneuf	Complainants feel that officer was not compassionate and left out details from report
SO-17-231	189 Morton St	11/1/2017	1/12/2018	N/A	Admin			Physical/Hands	Not Sustained	N/A	None	Linda Caron Paul A. Phaneuf	Investigation into report authored by Sgt John Wadlegger
SO-17-234	Dearborn St	11/3/2017	1/12/2018	N/A	17-065	Female	Other	Physical/Hands	Hearing	Sustained	Terminated	Linda Caron Paul A. Phaneuf	Complainant states officer hit her two times in the chest and pepper sprayed her
SO-17-244	Berkshire Ave	11/14/2017	1/12/2018	3/27/2018	17-069	Male	Black	Rules/Regulations	Hearing	Not Sustained	None	Linda Caron Paul A. Phaneuf	Complainant believes he was wrongfully pulled over
SO-17-258	Princeton St	11/29/2017	1/12/2018	N/A	17-076	Male	Black	Physical/Hands	Not Sustained	N/A	None	Linda Caron Paul A. Phaneuf	Complainant states officer used excessive foul language and shoved him
SO-17-266	Kibbe Ave @ Taylor St	12/11/2017	1/12/2018	4/9/2018	Admin	Female	Black	Physical/Equipment	Hearing	Sustained	Verbal Reprimand	Linda Caron Paul A. Phaneuf	Traffic stop by officer Basovskiy #17-4886-AC
PI-17-042	21 Mooreland St	11/7/2017	1/2/2018	N/A	17-066	Female	Other	Discourtesy	Not Sustained	N/A	None	Linda Caron Paul A. Phaneuf	Complainant states officer said to her son that he was going to shoot his dog



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PI-17-043	798 Carew St	11/8/2017	12/18/2017	N/A	17-067	Male	White	Rules/Regulations	Not Sustained	N/A	None	Linda Caron	Complainant states officer told him to shut up and called him a loser
PI-17-044	Rte 291	10/24/2017	12/18/2017	N/A	17-068	Female	Black	Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	Complainant feels the officers were very aggressive upon pulling her over
PI-17-046	Ashmun at Central St	10/16/2017	12/18/2017	N/A	17-072	Female	White	Rules/Regulations	Not Sustained	N/A	None	Linda Caron	Complainant states officer was very verbally aggressive and disrespectful
SO-17-219	44 Byers St	3/25/2017	12/18/2017	N/A	17-059	Male	White	Physical/Hands	Not Sustained	N/A	None	Linda Caron	Complainant states officers violently hurled him into cruiser and he suffered injuries when he was in an altered state
SO-17-229	86 Rittenhouse Ter	10/26/2017	12/18/2017	N/A	17-063	Male		Physical/Equipment	Not Sustained	N/A	None	Linda Caron	Complainant states officer charged him with billy club and shoved him down
PI-17-039	Boston Rd	10/7/2017	12/7/2017	N/A	17-060	Female	Black	Rules/Regulations	Not Sustained	N/A	None	Gary Berte	Complainant states officer over used his authority upon given her a m/v violation ticket
PI-17-041	99 Savoy Ave	11/6/2017	12/7/2017	N/A	17-064	Female	Other	Rules/Regulations	Not Sustained	N/A	None	Gary Berte	Complainant states officer has it out for her, lives on her street
SO-17-226	59 Fort Pleasant Ave	9/20/2017	12/7/2017	N/A	17-062	Male	Black	Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	Complainant states they are charging him with drug possession
SO-17-385	252 Hillside Rd	9/9/2017	11/20/2017	N/A	17-052	Female	White	Rules/Regulations	Not Sustained	N/A	None	Linda Caron	Complainant reported domestic issues involving officer
PI-17-029	80 East St	7/6/2017	11/8/2017	N/A	17-048	Female	Black	Rules/Regulations	Not Sustained	N/A	None	Pastor Gail Hill	Complainant states officer wouldn't take her statement of a car accident
PI-17-032	Prentice and Jenness Sts	9/16/2017	11/8/2017	N/A	Admin		Rules/Regulations	Not Sustained	Not Sustained	N/A	None	Pastor Gail Hill	Investigation into email from Bill Baker(City Hall) regarding Prentice and Jenness Streets
								Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	

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PI-17-033	Oak St (I.O.)	9/18/2017	11/8/2017	N/A	17-053	Female	Other	Rules/Regulations	Not Sustained	N/A	None	Pastor Gail Hill	Complainant states officer was swearing when they were pulled over
PI-17-034	91 Ames Rd	9/2/2017	11/8/2017	N/A	17-054	Male		Rules/Regulations	Not Sustained	N/A	None	Pastor Gail Hill	Complainant states he is being targeted by police since Sam's incident
PI-17-036	FaceBook Post	9/25/2017	11/8/2017	1/24/2018	17-055	Female		Discourtesy	Hearing	Sustained	Suspended	Pastor Gail Hill	Complainant states officer made slanderous comments on Facebook
PI-17-037	Union St near Williams St	9/28/2017	11/8/2017	N/A	17-056	Female	Other	Discourtesy	Not Sustained	N/A	None	Pastor Gail Hill	Complainant feels the officer was disrespectful
PI-17-038	70 Pinevale St	10/3/2017	11/8/2017	N/A	17-058	Male	Other	Rules/Regulations	Not Sustained	N/A	None	Pastor Gail Hill	Complainant feels officers is inconsistent with parking on treebelt
SO-17-213	271 Carew St	9/8/2017	11/8/2017	N/A	17-057	Female		Rules/Regulations	Not Sustained	N/A	Written Reprimand	Pastor Gail Hill	Head of security at MMC requesting officer not be assigned to extra detail at hospital due to an employee be uncomfortable working near officer
PI-17-025	1277 Liberty St	8/10/2017	10/13/2017	N/A	17-042	Male	White	Discourtesy	Not Sustained	N/A	None	Albert Trangese	Complainant states officer was aggressive on his approach of him
PI-17-031	Hancock at King St	9/11/2017	10/13/2017	N/A	17-051	Male	Other	Discourtesy	Not Sustained	N/A	None	Albert Trangese	Complainant states officer harasses him
SO-17-162	Oak Grove Ave	7/17/2017	10/13/2017	N/A	17-048	Female	Black	Physical/Hands	Not Sustained	N/A	None	Albert Trangese	complainant states officer pushed her to the ground for no reason

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SO-17-157	668 Liberty St	8/2/2017	10/3/2017	N/A	17-043	Male	Other	Physical/Hands	Not Sustained	N/A	None	Albert Trangese Linda Caron	States that officer struck him in the face because he did not like the way complainant was driving.
PI-17-026	Boston Rd	8/8/2017	9/28/2017	N/A	17-046	Female	Black	Rules/Regulations	Not Sustained	N/A	None	Albert Trangese Linda Caron	Complainant says officer gave her a citation for speeding when she was not and searched her car
PI-17-027	11 Merwin St	8/14/2017	9/28/2017	N/A	17-047	Female	Other	Rules/Regulations	Not Sustained	N/A	None	Albert Trangese	Complainant states officers pushed their way into her house looking for a person
SO-17-156	1666 Main St	8/1/2017	9/28/2017	N/A	17-042	Male	Black	Physical/Hands	Not Sustained	N/A	None	Albert Trangese Linda Caron	Officer harrases him, grabbed him roughly and squeezed handcuffs tightly
SO-17-161	130 Pearl St	8/15/2017	9/28/2017	N/A	Admin	Male	White	Rules/Regulations	Not Sustained	N/A	None	Albert Trangese Linda Caron	Complainant wanted the Police Department to look into an inappropriate comment made on Facebook by Sergeant McBride
SO-17-168	23 Delaware Ave	6/1/2017	9/28/2017	N/A	17-049	Male	White	Physical/Hands	Not Sustained	N/A	None	Albert Trangese	Complainant states he was beat on arrest
SO-17-140	130 Pearl St	6/29/2017	9/22/2017	1/16/2018	Admin			Physical/Hands	Hearing	Not Sustained	None	Albert Trangese	Invest report by Cpt Kent made by [REDACTED] on 6/29/17 Re: missing money and officers causing injury to his wrist and being rude
								Physical/Hands	Hearing	Not Sustained	None	Gary Berte	
								Physical/Hands	Hearing	Not Sustained	None	Linda Caron	
								Physical/Hands	Hearing	Not Sustained	None	Paul A. Phaneuf	
								Physical/Hands	Hearing	Not Sustained	None	Robert C. Jackson	
SO-17-159	Facebook Post	8/12/2017	9/22/2017	11/21/2017	17-044	Male	Unknown	Rules/Regulations	Hearing	Sustained	Terminated	Albert Trangese	Officer posted disturbing comment on Facebook
								Rules/Regulations	Hearing	Sustained	Terminated	Gary Berte	
								Rules/Regulations	Hearing	Sustained	Terminated	Linda Caron	
								Rules/Regulations	Hearing	Sustained	Terminated	Paul A. Phaneuf	

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SO-17-175	29 Foster St	9/5/2017	8/29/2017	N/A	17-050	Male	Black		Not Sustained	N/A	None	Linda Caron	Complainant states no reason why he was arrested
								Rules/Regulations		N/A		Paul A. Phaneuf	
SO-16-120	Redfern Dr	5/21/2017	8/2/2017	10/17/2017	17-034	Male	White	Rules/Regulations	Hearing	Sustained	Retraining	Gary Berte	
								Rules/Regulations		N/A		Linda Caron	
								Rules/Regulations		N/A		Pastor Gail Hill	
								Rules/Regulations		N/A		Paul A. Phaneuf	
SO-16-223	22 Hudson St	10/14/2016	1/26/2017	11/16/2017	16-107	Female	White	Discourtesy	Hearing	Sustained	Retraining	Gary Berte	Officers didn't make arrest or make report. Also falsified report
								Rules/Regulations		Not Sustained		Robert C. Jackson	
								Discourtesy		Sustained			
								Rules/Regulations		Not Sustained			
								Discourtesy		Not Sustained			
								Rules/Regulations		Not Sustained			
								Discourtesy		Not Sustained			
PI-16-085	83 Federal St	9/9/2016	1/13/2017	N/A	16-082	Female	White	Discourtesy	Not Sustained	N/A	None	Albert Trangese	Complainant stated that officer rough with son
								Rules/Regulations		Not Sustained			
PI-16-096	45 Eddy St	10/22/2016	1/13/2017	N/A	16-094	Female	White	Discourtesy	Not Sustained	N/A	None	Albert Trangese	Complainant stated that officer came into house without permission
								Rules/Regulations		Not Sustained			
PI-16-101	514 Belmont Av	10/2/2016	1/13/2017	N/A	16-098	Male	Unknown	Discourtesy	Not Sustained	N/A	None	Albert Trangese	Complainant stated that officer was harassing her son
								Rules/Regulations		Not Sustained			
SO-16-198	130 Pearl St	2/27/2016	1/13/2017	N/A	Admin	Male	White	Rules/Regulations	Not Sustained	N/A	None	Albert Trangese	Officers drank in office while on duty

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								Rules/Regulations	Not Sustained	N/A	None		
								Rules/Regulations	Not Sustained	N/A	None		
								Rules/Regulations	Not Sustained	N/A	None		
								Rules/Regulations	Not Sustained	N/A	None		
								Rules/Regulations	Not Sustained	N/A	None		
								Rules/Regulations	Not Sustained	N/A	None		
								Rules/Regulations	Not Sustained	N/A	None		
								Rules/Regulations	Not Sustained	N/A	None		
SO-16-216	Main / Boland Way	11/1/2016	1/13/2017	N/A	Admin	Male	White	Physical/Hands	Not Sustained	N/A	Retraining	Albert Trangese	Officers involved shooting
								Rules/Regulations	Not Sustained	N/A	Retraining		
								Physical/Equipment	Not Sustained	N/A	Retraining		
								Rules/Regulations	Not Sustained	N/A	Retraining		
								Physical/Equipment	Not Sustained	N/A	Retraining		
								Rules/Regulations	Not Sustained	N/A	Retraining		
PI-16-093	146 Longhill Rd	10/7/2016	12/29/2016	N/A	Admin	Female	Black	Rules/Regulations	Not Sustained	N/A	None	Linda Caron	Complainant stated that officer was slow to respond to her and e investigation.
												Paul A. Phaneuf	
PI-16-102	82 Mattoon	11/12/2016	12/29/2016	N/A	16-100	Male	Unknown	Discourtesy	Sustained	N/A	Retraining	Linda Caron	Complainant stated that officer was rtd.
								Discourtesy	Not Sustained	N/A	None	Paul A. Phaneuf	
PI-16-103	50 Foster	11/12/2016	12/29/2016	N/A	16-101	Male	Other	Rules/Regulations	Not Sustained	N/A	None	Linda Caron	Complainant stated that officer did not take a report
												Paul A. Phaneuf	
PI-16-105	143 Main St	12/12/2016	12/29/2016	N/A	16-104	Female	White	Discourtesy	Not Sustained	N/A	None	Linda Caron	Complainant stated that officer harassed her while walking to rehab
												Paul A. Phaneuf	
SO-16-206	691 State St	11/15/2016	12/29/2016	N/A	Admin	Female	White	Physical/Hands	Not Sustained	N/A	None	Linda Caron	Officers k-9 bit 2 yr old on leg
								Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	

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PI-16-088	16 Newland	9/17/2016	11/27/2016	N/A	16-085	Female	White	Discourtesy	Not Sustained	N/A	None	Pastor Gall Hill	Officer was harassing Complainant.
								Discourtesy	Not Sustained	N/A	None	Paul A. Phaneuf	
PI-16-076	State St	5/28/2016	11/25/2016	N/A	16-076	Female	White	Bias/Race	Not Sustained	N/A	None	Albert Trangese	Complainant stated that she suspected profiling by officers during vehicle stop.
								Discourtesy	Not Sustained	N/A	None	Paul A. Phaneuf	
								Rules/Regulations	Not Sustained	N/A	None		
								Bias/Race	Not Sustained	N/A	None		
								Discourtesy	Not Sustained	N/A	None		
								Rules/Regulations	Not Sustained	N/A	None		
PI-16-087	130 Pearl St	10/17/2016	11/25/2016	12/9/2016	Admin	Unknown	Unknown	Rules/Regulations	Hearing	Sustained	Written Reprimand	Albert Trangese	Complainant stated that did not take a report and told him to go back to scene of the crime and call police.
								Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	
SO-16-182	130 Pearl St	10/2/2016	11/25/2016	N/A	Admin	Male	Black	Physical/Hands	Not Sustained	N/A	None	Albert Trangese	Complainant stated that officer punched him the the face while he was in his cell.
								Rules/Regulations	Not Sustained	N/A	None	Paul A. Phaneuf	
								Physical/Hands	Not Sustained	N/A	None		
								Rules/Regulations	Not Sustained	N/A	None		
								Physical/Hands	Not Sustained	N/A	None		
								Rules/Regulations	Not Sustained	N/A	None		
PI-16-080	20 Worthington	9/3/2016	11/4/2016	N/A	16-078	Unknown	Unknown	Discourtesy	Not Sustained	N/A	None	Albert Trangese	Complainant stated that officers did nothing after they were assaulted.
								Discourtesy	Not Sustained	N/A	None	Linda Caron	
PI-16-086	58 Albemarle St	9/7/2016	11/4/2016	N/A	16-083	Male	White	Rules/Regulations	Not Sustained	N/A	None	Albert Trangese	Complainant stated that officers entered his house w/o casue.
								Search & Seizure	Not Sustained	N/A	None	Linda Caron	
PI-16-090	Nassau Dr	9/3/2016	11/4/2016	N/A	16-089	Male	White	Discourtesy	Not Sustained	N/A	None	Albert Trangese	Complainant stated that officers spoken to him like he was a criminal.
								Discourtesy	Not Sustained	N/A	None	Linda Caron	

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SO-16-153	364 Belmont Ave	8/12/2016	11/4/2016	N/A	16-062	Male	White	Rules/Regulations	Sustained	N/A	Retraining	Albert Trangese	Complainant stated that officers allowed her drunk boyfriend to drive.
PI-16-087	10 Bloomfield	8/10/2016	10/18/2016	N/A	16-061	Male	White	Rules/Regulations	Not Sustained	N/A	None	Richard Muise	Officers wouldn't allow complainant to tow vehicle to yard of her choice. Felt it was a racist decision.
PI-16-073	104 Bevier	8/23/2016	10/18/2016	N/A	16-073	Female	Unknown	Rules/Regulations	Not Sustained	N/A	None	Richard Muise	Officers mishandled a situation in which a woman was threatening her.
PI-16-074	200 Union St	8/23/2016	10/18/2016	N/A	16-074	Unknown	Unknown	Discourtesy	Not Sustained	N/A	None	Richard Muise	Officer was nude, scared his 10 year old son during traffic stop
SO-16-158	Guacher/State St	8/27/2016	10/18/2016	N/A	16-077	Male	White	Discourtesy	Not Sustained	N/A	Retraining	Richard Muise	Improper use of non-contract towing company.
SO-16-129	130 Pearl St	6/28/2016	10/10/2016	N/A	16-047	Male	White	Discourtesy	Not Sustained	N/A	None	Albert Trangese	Complainant stated that he had jewelry missing upon his release from police custody.
PI-16-061	Walnut / Pine	7/21/2016	9/30/2016	N/A	16-053	Female	White	Rules/Regulations	Not Sustained	N/A	None	Pastor Gail Hill	Complainant stated that officer did not control violent woman who hit her car at accident scene.
PI-16-072	867 Boston Rd	7/16/2016	9/30/2016	N/A	16-072	Male	Black	Rules/Regulations	Not Sustained	N/A	None	Pastor Gail Hill	Complainant stated that officer improperly put an abandoned sticker on car.

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SO-16-138	291 W / Exit 5	8/2/2016	9/30/2016	N/A	16-057	Male	Unknown	Criminal	Not Sustained	N/A	None	Pastor Gall Hill	Complainant stated that off duty officer hit his vehicle and left scene and officer was discourteous to him.
PI-16-071	74 Michigan St	8/8/2016	9/26/2016	N/A	16-071	Male	White	Discourtesy	Not Sustained	N/A	None	Paul A. Phaneuf	
SO-16-131	130 Pearl St	6/6/2016	9/26/2016	N/A	16-049	Female	White	Rules/Regulations	Not Sustained	N/A	None	Richard Mulise Robert C. Jackson	Complainant stated that traffic officer did poor job investigating her hit and run accident.
SO-16-102	360 Cooley St	6/4/2016	8/5/2016	10/5/2016	16-035	Male	White	Physical/Hands	Hearing	Not Sustained	None	Linda Caron	Complainant stated that two off duty officers and a friend of the lot of Christophers Sprots Bar, possible used a hockey stick.



**APPENDIX 2 –**  
**SPRINGFIELD POLICE DEPARTMENT MISCONDUCT LAWSUITS**  
**2006 - 2018**

	NAME	COURT	CASE #	Disposal of case	Closed	Paid
1	Charvis	Superior	3:03-CV-30204	Settled	2006	\$32,500
2	Sheppard	Federal	3:07-CV-30166	Dismissed on City Motion	2007	0
3	Alexander	Federal	3:07-CV-30085	Dismissed on City Motion	2007	0
4	Greer	Federal	3:05-cv-30001	Settled	2007	\$180,000
5	Mc Creary	Superior	3:98-CV-30101	Settled	2007	\$38,000
6	James	Federal	3:07-CV-40169	Dismissed on City Motion	2008	\$0
7	Baldwin	Federal	3:07-CV-30167	Dismissed on City Motion	2008	\$0
8	Jones, Lucy	Federal	3:09-CV-30003	Dismissed on City Motion	2008	0
9	Williams	Federal	3:07-CV-30087	Defense verdict at trial	2008	0
10	Pinkney	Federal	3:07-CV-30165	Settled	2008	\$13,000
11	Self	Superior	HDCV 2009-00280	Dismissed on City Motion	2009	0
12	Schubert	Federal	3:06-CV-30033	Defense verdict at trial	2009	0
13	Caraballo	Federal	3:09-CV-30155	Defense verdict at trial	2010	0
14	Hill	Federal	3:08-CV-30175	Settled	2010	\$1,000
15	Jiles	Federal	3:09-CV-30064	Settled	2010	\$38,000
16	Skroback	Federal	3:09-CV-30063	Settled	2010	\$40,000
17	Henriquez	Federal	3:09-CV-30232	Settled	2011	\$13,900
18	Malik	Federal	09-00394	Dismissed on City Motion	2012	0
19	Bessette	Federal	3:10-CV-30190	Settled	2012	\$7,500
20	Thomas	Federal	3:10-CV-30090	Defense verdict at trial	2012	0
21	Jones, Melvin	Federal	3:10-CV-30244	Settled	2012	\$575,000
22	Bakath	Federal	3:09-CV-30229	Settled	2012	\$23,000
23	Ayyub	MCAD	13SPA01180	Lack of Probable Cause	2013	0
24	Blakeslee	Federal	3:12-CV-30001	Settled	2013	\$28,000
25	Bari	Federal	3:11-CV-30157	Dismissed on City Motion	2013	0
26	Sein	Federal	3:12-CV-30015	Settled	2013	\$27,500
27	Larkins	Federal	3:11-CV-30001	Defense jury verdict	2013	0
28	Holmes	Federal	3:09-CV-11219	Dismissed - by Motion	2013	0

29	Donovan	Superior	HDCV2-1400622	Dismissed by Motion	2014	0
30	Palacio	Federal	3:13-CV-30149	Settled	2014	\$32,000
31	Charlemagne	Federal	3:12-CV-30090	Settled	2014	\$15,000
32	Vasquez	Federal	12-1665	Defense jury verdict	2014	0
33	Walker	Federal	3:12-CV-30119	Pltf jdgmt/settld after	2014	\$1,000,000
34	Hall	Federal	3:13-CV-30002	Dismissed -City Motn	2015	0
35	Ridley	MCAD	13SPA01504	Lack of Probable Cause	2015	0
36	Stanek	MCAD	12SPA03338	Lack of Probable Cause	2015	0
37	Ververis	Federal	3:13-CV-30175	Settled	2015	\$175,000
38	Cayo	Federal	3:13-CV-30113	Settled	2015	\$53,000
39	Rennex	Federal	3:13-CV-30185	Settled	2015	\$35,000
40	Gasperini	Federal	3:15-CV-30028	Settled	2015	\$10,000
41	Jones, Lucy	Superior	HDCV 03-00604	P's Hear. on Dam.	2015	\$85,003
42	Cabrera	MCAD	MCAD 12SPA01934	Lack of Probable Cause	2016	0
43	Jamison	Federal	3:13-CV-30161	Settled	2016	\$9,000
44	Iglesias	Federal	3:14-CV-30067	Settled	2016	\$18,500
45	Cruz	Federal	3:15-CV-30058	Settled	2016	\$36,250
46	Wilhite	Federal	3:14-CV-30023	Settled	2017	\$1,400,000
47	Douglas	Federal	3:14-CV-30210	Settled	2017	\$45,000
48	Brown, L	Federal	3:17-CV-3003	Settled	2018	\$ 9,000
49	Bradley, J	No lawsuit	N/A	Settled	2018	\$75,000
50	Cumby	Federal	3:18-cv-30049	Settled	2018	\$750,000
51	Cintron	Federal	3:18-cv-30053	Settled	2018	\$15,000
52	Cintron	Federal	3:18-cv-30053	Settled	2018	\$15,000
53	Ligon	Federal	3:18-cv-30053	Settled	2018	\$15,000
54	Henry	Federal	3:16-CV-30188	Settled	2018	\$18,750
	TOTAL PAID					\$4,828,903
	<b>PENDING CASES (as of 12/31/2018)</b>					
1	Schand	Federal	3:15-CV-30148	pending m/sj w/Ponsor, J	Pending	
2	Hutchins	Federal	3:16-CV-30008	P's jury verdict - \$250K	Pending	
3	Cartagena, J	Federal	3:16-CV-30134	Settled	2019	12000
4	Cartagena, E	Federal	3:16-CV-30133	Settled	2019	8000
5	Montel	Federal	3:16-CV-30135	Dismissed – MSJ for Defendant	2019	
6	Gunter	Federal	3:16-CV-30183	Jury verdict for Defendants	2019	
7	Ramos	Federal	3:17-CV-30050	pending	pending	
8	Rivera, Jose	Federal	3:17-CV-30083	pending	pending	
9	Davis, Tyndal	Federal	3:18-cv-30165	Pending	Pending	

10	Bernal	Federal	3:18-cv-30076	Pending	Pending	
11	Perott	Federal	1:18-cv-10147	Pending	Pending	
12	Penate	Federal	3:16-cv-30119	Pending	Pending	
13	Bradley	Federal	3:18-cv-30039	Pending	Pending	
14	FE v. Bigda et al	Federal	3:18-cv-30142	stayed pending criminal case	Pending	
15	Vigneault	Superior	1779CV00060	Pending	Pending	
				<b>TOTAL</b>		<b>\$20,000.00</b>

**APPENDIX 3**  
**Executive Order**  
**Effective January 1, 2018**

RECEIVED

2017 DEC 29 P 3:25

COMMUNITY POLICE  
SPRINGFIELD, MA

**THE CITY OF SPRINGFIELD, MASSACHUSETTS  
MAYOR DOMENIC J. SARNO  
EXECUTIVE ORDER  
Revised December 29, 2017  
Effective January 1, 2018**

**Community Police Hearing Board  
For Springfield Police Department**

I, Domenic J. Sarno, by authority vested in me as Mayor of the City of Springfield, Massachusetts, do hereby order that the Community Police Hearing Board (CPHB or "Board"), originally created by Executive Order, February 2010, and as revised March 2, 2016, is further revised and shall operate as follows under the following revised order:

**1. Selection of Board Members**

The Mayor shall appoint the members of the Board. In doing so he may give consideration to recommendations made from a broad array of groups across the City.

The Board shall consist of 7 members who are residents of the City. Members shall participate in all training and preparatory meetings and act without conflict of interest on the part of any member thereof.

The Board will be chaired by an Attorney with experience in administrative procedures. The chairperson will lead quarterly full Board meetings and work with the Board to determine the full Board meeting schedules and agendas and administration of the Board. However, in the event of a vacancy in opening in the chairperson, an Acting Chair need not be an Attorney so long as all other qualification and requirements are met.

The term of appointment of members shall be three-years, however, the initial appointments shall include 1 member who shall serve an initial one year appointment, and two members who shall serve two years in order to stagger the terms for future appointments.

## 2. Qualifications for Board

The members of the CPHB do not need to have had investigatory experience. However, they must be persons of integrity with diverse backgrounds. Potential Board members should recognize the significant commitment of time that Board membership requires and be willing to commit sufficient time to the effort. In addition to bi-weekly Board meetings to conduct reviews of reports conducted by the Internal Investigation Unit of all citizen complaints, and such internally generated complaints as determined by the Police Commissioner, Board members are required to participate in Hearings conducted pursuant to M.G.L. c. 31, and will be occasionally asked to participate in community outreach and education activities.

The members of the Board must agree to keep information on specific complaints or investigations confidential as is the present practice within the IIU. This is a fundamental responsibility and failure to keep private information confidential will be grounds for removal from the Board.

## 3. Training for Board Members

The Personnel Department and the Law Department shall develop a training program for all new Board members. This training shall include:

- The current procedures for filing and investigating a complaint.
- The elements of a thorough investigation including a review of a number of actual case files from closed investigations.
- The Policies of the SPD regarding respectful treatment of civilians.
- The Policies of the SPD regarding appropriate use of force.
- The Role of Civilian Oversight Boards in this and other jurisdictions.
- Legal Requirements for protection and confidentiality of private governmental documents.
- Hearing procedures and requirements under the provisions of Civil Service Laws and collective bargaining agreements for the conduct of administrative disciplinary hearings.
- The Massachusetts Open Meeting Law.

As part of this training a set of reference materials should be provided to each Board member. These materials should include copies of all relevant Massachusetts statutes, all SPD policies and procedures regarding officer misconduct and use of force, and a copy of this Executive Order. This training should be repeated annually or when new members are appointed to the Board.

## 4. Responsibility of Board Members

It shall be the responsibility of the Board to:

A. Authorized to Receive Complaints. Accept civilian complaints otherwise filed with the Springfield Police Department (SPD) or any other city or state agency regarding the activities of the SPD (The Police Commissioner may take appropriate actions to maintain the security of police documents, reports or files examined by the Board).

B. Perform Case Reviews to Determine Sufficiency of Investigation and Whether Reasonable Cause to Discipline. In light of the significant commitment of time that Board membership requires, completed internal investigations that have been sufficiently investigated, initial case reviews may be conducted individually or as a group for the purpose of recommending to the Commissioner whether or not to issue a letter to an officer alleging that that there is reasonable cause to believe the officer violated the Policies and Procedures of the Police Department. Where a complaint involves a minor instance of alleged misconduct by an officer, such as rude or discourteous behavior, and the complaint does not involve repeated instances of such behavior by the officer involved, or any other evidence that such rudeness involved a racial slur, any threat, or other incident that compromises an officer's effectiveness to continue employment with the SPD, the recommendation to the Commissioner may include an alternative to formal disciplinary charges.

C. Comply with Open Meeting Law while Conducting Case Reviews. A notice of any review meetings where determinations of the sufficiency of an IIU investigation or whether reasonable cause exists to believe the officer violated the Policies and Procedures of the Police Department shall be posted in compliance with the Open Meeting Law.

D. Act as Hearing Officers. The CPHB is authorized to act, individually or as a group, as Hearing Officers, designated by the Police Commissioner as the appointing authority pursuant to Chapter 31 of the General Laws, in complaints under jurisdiction of the Board, taking into account the need for the training and qualifications required for a hearing officer. Although Chapter 31 authorizes determinations by an individual Hearing Officer, where the CPHB is designated to act as the Hearing Officer on determining the merits of the disciplinary charges issued by the Police Commissioner alleging a violation, at least three members of the CPHB shall review and vote on the recommendation prior to filing with the Police Commissioner. A notice of any hearing under this paragraph shall be posted in compliance with the Open Meeting Law.

E. Perform Duties Fair and Impartially. A Hearing Officer who cannot consider a case in a fair and impartial manner because of personal prejudice or bias, shall not consider a particular case and shall so inform the Board. Examples of personal bias include, but are not limited to:

- (a) Familial relationship or friendship with parties to the complaint;
- (b) Being a party to the complaint;
- (c) Witnessing material events relevant to the complaint;
- (d) Having a financial interest in the outcome of the case;
- (e) Holding a bias for or against a party that is sufficient to impair the examiner's impartiality.

F. Avoid Public Comment on Complaints. A Hearing Officer shall avoid making public comment on all pending complaints, investigations and matters, whether or not they are serving on particular cases.

G. Follow All Applicable Laws. After issuance of a letter from the Police Commissioner alleging charges against an employee for violation of Department rules, policies or procedures, and when designated by the Police Commissioner, in his capacity as the appointing authority as the designated Hearing Officer pursuant to Chapter 31 of the General

Laws, the CPHB shall consider the complaint in a fair and impartial manner, ensure that facts are fully elicited, adjudicate all issues and avoid undue delay and shall be conducted in accordance with the applicable provisions of state and federal law, including but not limited to M.G.L. c. 31, pertaining to Civil Service, as well as any applicable provisions of a collective bargaining agreement.

H. Take Evidence through Sworn Testimony. Action to The Hearing Officer is also authorized, pursuant to the provisions of Chapter 31 of the General Laws, in the case of any unresolved complaint where a hearing is held, to subpoena witnesses, compel their attendance, administer oaths, take the testimony of any person under oath and to require the production of any evidence relating to any matter in question before the Board.

I. Determine Whether Substantial Evidence of Just Cause to Discipline Exists Based on the Record of a Hearing. At the conclusion of a hearing, the CPHB shall determine whether there is substantial evidence of just cause to impose discipline.

J. Make Findings of Fact, Make a Recommendation as to Whether Discipline is Warranted, Recommend a Range of Discipline to the Police Commissioner. If the Hearing Officer determines at the conclusion of a hearing that one or more allegations in the complaint are supported by substantial evidence the Hearing Officer shall: a) make written findings of fact relating to the merits of the complaint; b) make a recommendation as to whether any discipline is warranted, c) make a recommendation as to a range of discipline to the Police Commissioner, after receiving disciplinary guidance, on a cases by case basis, from the City's Department of Labor Relations, that takes into account any mitigating or aggravating circumstances, consistency with past discipline, and the Police Department's progressive discipline policy.

K. Opportunity for Officer to be Heard. Prior to making such determinations, the CPHB shall provide the employee with an opportunity to speak personally or through a representative. In considering whether to recommend that discipline is appropriate, and any recommended range of discipline, the CPHB shall take into account the employee's work history, including but not limited to any commendations or other exemplary acts of service to the community. If discipline is recommended, the CPHB shall also take into account the officers disciplinary history.

L. Filing of Findings and Recommendations. The Hearing findings and recommendation shall be filed with the Police Commissioner in accordance with the provisions of G.L. Chapter 31, section 41. Within seven days after the filing of the report of the CPHB with the Police Commissioner, the Commissioner shall issue a written decision and provide a copy to the employee, which shall state fully and specifically the reasons therefore, and shall be subject to the present means of review by civil service appeal or arbitration as provided by the applicable collective bargaining agreement.

M. Obtain Follow Up Information on Complaints Where Hearing Recommended but Resolved Without Hearing. Whenever charges arising from a citizen's complaint are resolved prior to a hearing through mediation between the Police Department and the Union, the Police Commissioner shall advise the CPHB and keep a record of any comments received from the CPHB in response to such notice.



N. Utilize City Resources. The Board shall utilize staff of the Personnel, Labor Relations, SPD Crime Analysis Unit (in so far as authorized by the Commissioner), City Clerk and Law Department of the City, subject to appropriation, and such other staff, as are necessary to carry out its duties pursuant to this ordinance. The City Solicitor or his designee shall be responsible for the administrative operation of the Board and providing legal advice to the Board. The Director of Labor Relations shall arrange for presentation of cases at hearing.

O. After Action Review. The Law Department shall consider each matter reviewed by the CPHB to determine whether a structured after action review or de-brief process is required to analyze what happened, why it happened, and whether it recommends any proposed changes in Police Department policies or procedures and shall work with the Police Department to implement any such changes required by the Police Commissioner.

P. Obtain Follow Up Information on Outcomes. The Board shall receive notice of the final outcome of each matter it has reviewed and shall review the final outcome of each matter to determine: 1) whether the Commissioner adopted the recommendation of the Board; 2) the discipline imposed, if any, prior to or after a hearing; 3) whether retraining occurred; 4) whether the Law Department recommended any after action review of SPD policies or procedures; and 5) the outcome of any such after action review.

#### 5. Removal from Board

The Mayor may remove a member from the Board, before their term expires in accordance with provisions of the City Charter.

#### 6. Public Outreach and Communication

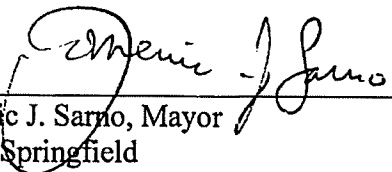
A. To help increase the open access to the complaint process the department will need to educate the public about the complaint reporting process, including information about when and how to file a complaint. Presentations to community groups, schools, community organizations and religious groups about the complaint reporting process may be necessary as part of a broader effort to help people increase trust and confidence in the complaint investigation process. This communication process should involve both members of the IIU and members of the Board. Joint presentations will help reflect the openness of the department. Such presentations should be made in the neighborhoods of Springfield and should be done in conjunction with existing community organizations whenever possible.

B. In addition to general education and outreach, the Board shall communicate with complainants about the status of investigations, and (where appropriate) the public. With the assistance of the Police Department, the Board shall keep track of all Citizen Complaints, hearings, and findings, and identify each with an incident number, date of incident, location of incident, the nature of the alleged misconduct, the name of the complainant and name of officer or officers alleged to have committed the misconduct. The CPHB shall disseminate notice of the review of any such incidents on a quarterly basis to the City Clerk, and the City Clerk shall post the information on the City website, but the Board shall not disseminate the names of any participants or disciplinary action imposed on a named individual in any incident without the consent of such party.

C. The data gathered by the Board as well as any reports or recommendations voted by the Board with regard to the interaction of police officers and members of the community shall be reviewed by the Police Commissioner when considering disciplinary actions, promotions, assignments, training or adoption or amendments of the policies and procedures of the Springfield Police Department.

D. After a complaint is closed the Board shall promptly notify the complainant of the findings and may provide copies of any portions of the internal affairs file which are a public record. Any actual order of disciplinary action addressed to an officer is not a public record, and shall not be disclosed by the Board. For the complainant, correspondence shall be sent by certified mail to help ensure they receive notice of the outcome. The Board may send satisfaction surveys, similar to those used by the Cambridge Police Department, to both complainant and officers when each complaint is closed.

This Executive order, as amended, shall take effect on January 1, of, 2018.

  
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Domenic J. Sarno, Mayor  
City of Springfield