



Fire and Police Commission

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Executive Director

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Commissioners

May 5, 2009

To The Honorable
Common Council
City Hall-Room 205
Milwaukee, WI 53202

RE: Report on Milwaukee Police Department Citizen Complaint Process

Dear Honorable Council Members:

In September 2008, RFP 2030 resulted in awarding Contract #B000007841 to Prism Technical Management and Marketing Services, LLC to conduct a survey of the citizen complaint processes used by the Milwaukee Police Department (MPD) and Fire and Police Commission (FPC). This RFP was commissioned by the Common Council to assist the FPC in evaluating the citizen complaint process.

The survey began in October 2008 and used the 2007 data as the most recent year in which complaint information was complete. In 2007, a total of 624 citizen complaints were received, of which 539 complaints were filed with the MPD and 85 complaints were filed with the FPC. Out of this total, the vendor was able to interview a total of 95 complainants, which included 74 MPD complaints and 21 FPC complaints.

The survey instrument, methodology, and assessment are detailed in the attached report. In general, survey respondents expressed a desire for a citizen complaint process that is more accessible, transparent, and meaningful. The report corroborates the anecdotal assessment of the complaint process that was identified in our internal review. The report validates our understanding of the reforms necessary to improve the citizen complaint system and provides a baseline of measurement to gauge the effectiveness of modifications to the process.

During the past year, the FPC has initiated many significant reforms to the citizen complaint process. The reforms include an independent investigation process, a mediation program, satellite community locations for filing complaints, an exit survey of all complainants, a Rapid Resolution complaint component, and most importantly, an emphasis on customer satisfaction. We will issue a report detailing these reforms separately.

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We invite your questions concerning the attached report and any of the subsequent remedial measures that we have undertaken. The vendor will also be available to answer any questions directly when the report is submitted at an oral presentation to the Fire and Police Commission at its regular meeting on May 7, 2009 at 5:30 P.M. As always, we welcome the attendance and participation of all members of the Common Council at our public meetings. In addition, please feel free to contact me directly at any time regarding any fire or police matter.

Sincerely,



Michael G. Tobin
Executive Director

MGT:mk

Att.: Citizen Complaint Process Review

cc: Chief Flynn
Chief Holton
Ald. Hines, President
Ald. Donovan