



# POLICE CIVILIAN OVERSIGHT BOARD

City of Charlottesville

"TO BE A PLACE WHERE EVERYONE THRIVES"

## NOVEMBER 2024 MONTHLY REPORT

**Purpose:** The purpose of the Police Civilian Oversight Board (PCOB) is to establish and maintain trust between and among the Charlottesville Police Department (CPD), the city council, the city manager, and the public (Ord. No. XVI 2-452.a). The Board aims to provide objective and independent civilian-led oversight of CPD in an effort to enhance transparency and accountability, to promote fair and effective policing, and to protect the civil and constitutional rights of the people of the City of Charlottesville.

### IN THIS ISSUE



#### Citizen Complaints

Provides a high-level summary of complaints received, pending, and closed during the month. Includes additional monitoring activities and a breakdown of investigative allegations and findings.



#### Oversight Developments

Offers a synopsis of developments related to data or tracking systems, reporting, and training activities by PCOB staff to enhance oversight capacity and effectiveness.



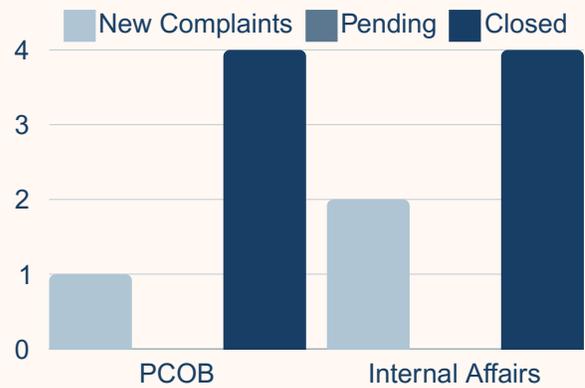
#### Operational Highlights

Summarizes operational initiatives and accomplishments, focusing on policy mandates of community outreach, budget development, and other core administrative functions.



## CITIZEN COMPLAINTS

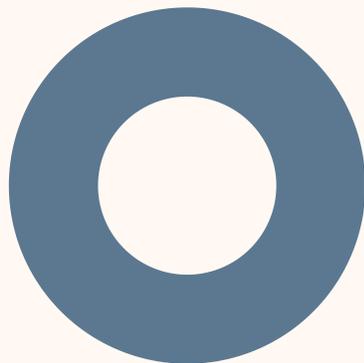
Includes citizen complaints and inquiries submitted both to PCOB and to CPD Internal Affairs during the month. All PCOB-initiated citizen complaints are shared with CPD during the investigative process in accordance with section 2-452.e of the ordinance. This month shows two new complaints, one of which came also through PCOB, no pending complaints, and four closed investigations with findings issued. Pending cases extend back to the prior month or earlier.



### Additional Oversight Activity

The PCOB regularly receives inquiries and requests that fall outside of its core investigative duties, yet align with its commitment to support and serve Charlottesville citizens. This month, staff members provided guidance and support on several community outreach matters. One case involved a request for an animal welfare assessment, where previous CPD checks had been conducted. Through review of report logs and body-worn camera (BWC) footage, PCOB staff confirmed that adequate welfare checks had been completed, including a follow-up inspection in response to the new concern. In another instance, an individual sought assistance regarding an incident involving CPD presence, though the matter fell under Albemarle County's jurisdiction as the primary law enforcement agency. PCOB staff provided the individual with appropriate guidance and contact information for relevant county and community resources.

### Pending & New Allegations by Category



**Service-Related Inquiry**  
100%

This chart represents allegations from new and pending complaints which are currently under investigation. Allegations refer to relevant *potential* CPD General Order policy violations and should *NOT* be considered findings. Final determinations for completed cases are reported in the chart below with appropriate classifications.

**Service-Related Inquiry:** A matter which does not rise to a violation(s) of departmental policy and/or a violation of the law.



## CITIZEN COMPLAINTS CONTINUED

For the purpose of enhanced data collection and reporting, a clear priority going forward is to update the tracking methodology within the Sivil system to capture all ordinance-directed and citizen-focused work done by the Executive Director and Management Analyst. These revisions are being planned for implementation in January 2025 and are currently in development. Examples include additional Sivil tracking categories like “Inquiry” and “Other” to capture communication with the PCOB staff and any resulting actions that do not fall within the traditional scope of an investigation, monitoring, review, or auditing. Additionally, new case subtypes are being added to indicate if a complaint was received through PCOB or CPD Internal Affairs and to better document staff activity.

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### Closed Case Findings

Closed case findings include all allegations from all officers involved in each investigation. This month’s findings include allegations from **four** closed cases representing **ten** total officers involved. Findings include both primary complaints alleged as well as collateral findings discovered as part of the investigative process. All findings are based upon CPD General Order policy violations.

Allegation	Sustained	Unfounded	Exonerated	Not Resolved
Unsatisfactory Performance	3			
Reporting Requirement	3			
Evidence Collection	1			
Voluntary Statements	1			
Citizen Complaint	1			
Associations		3		
Abuse of Authority		3		
Constitutional Procedures		1		
Respect		1		
Audio/Visual Recording	3			
Use of Force		3		
Marked-Vehicle Use	2			
Use of Tobacco	1			
Unbecoming Conduct	1			

- »»» **Sustained** - Allegations true, & the officer is determined to have acted in violation of applicable procedures, techniques, and regulations.
- »»» **Unfounded** - No basis of fact to support the allegation.
- »»» **Exonerated** - Allegations true, but not misconduct due to adherence to applicable procedures, techniques, and regulations.
- »»» **Not Resolved** - Unable to verify the truth or falsity of complainant's allegations.



## OVERSIGHT DEVELOPMENTS

The PCOB operates under a framework which outlines specific requirements for training, reporting, and information management. These requirements ensure transparency, accountability, and effective oversight while maintaining appropriate information security protocols. Progress summaries below include three key oversight activities: the development of integrated case management systems between the PCOB staff and CPD, compliance with annual reporting requirements, and the implementation of professional development for Board members and staff. These components address compliance with ordinance requirements and identify opportunities for enhanced effectiveness in oversight.



### Axon Standards

A meeting between PCOB staff and CPD leadership was facilitated with Axon to discuss an opportunity to utilize an independent instance of the Standards portal to conduct and hold investigative files for PCOB. The system would allow for PCOB to operate within a separate permission-controlled team with direct access to BWC footage, Internal Affairs investigation files, and open the possibility of a full data dashboard with other incidents like use of force, detentions, and officer early intervention.



### 2023 Annual reporting

Development of the 2023 PCOB annual report is underway and will form the basis for a consistent reporting process going forward. The aim is to have this report completed and available to the Board by the January 2025 meeting. The report covers a time period of transition and change for the PCOB but will serve as a cornerstone of retrospective progress and achievement to be continuously documented in 2024 and beyond.



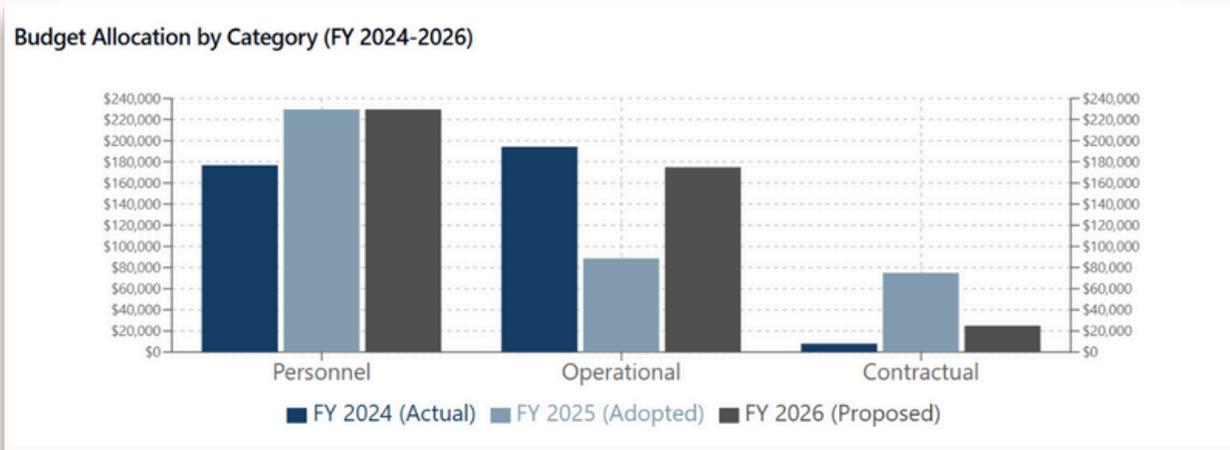
### Professional Development

This month, the PCOB Executive Director and Management Analyst participated in several professional development opportunities. Lexipol and Axon led webinars on the role of artificial intelligence in modern law enforcement, highlighting legal and ethical implications as well as showcasing several new tools available to agencies. Additionally, PCOB staff and board members participated in a parliamentary procedures training hosted by the Clerk of Council.



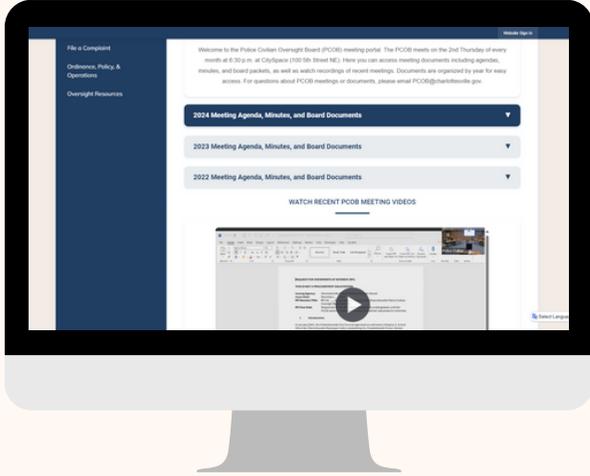
# OPERATIONAL HIGHLIGHTS

Early in the month, the Executive Director proposed a fiscal year 2026 PCOB budget and presented recommendations to the City Manager’s Office. Budget requests were based upon prior year spending, consideration of future needs, and adjustments to categorical line items. Personnel considerations for an Investigator/Auditor and Community Outreach Specialist were also proposed.



## Website Updates

Website updates have started with a simplification of side menu options in order to reduce page depth and complexity. The “Board Meeting” tab has been updated to provide a fresh look and better direct access to prior board meeting agendas, minutes, documents, and recordings.



## Office Signage

The PCOB office signage has been updated with replaced lighting and an external marquee sign installation, which are small but meaningful improvements that help visitors locate the office.

## WHERE TO FILE A COMPLAINT



By Mail:  
 Attn: PCOB  
 PO Box 911  
 Charlottesville, VA 22902

Phone: (434) 970-3794  
 Email: [pcob@charlottesville.gov](mailto:pcob@charlottesville.gov)

The Charlottesville Police Department is informed of all PCOB complaints. Any personal information submitted through a complaint may be subject to a Freedom of Information Act request, but is protected for privacy to the extent allowed by law.

