



## March & April 2020 COB Executive Director's Report

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### Executive Summary MARCH

**Tornado**—On March 3, 2020 a tornado ripped through Middle Tennessee and the Nashville Community, leaving behind a trail of devastation. I offer heartfelt thanks to our first responders and the Mayor's office during this time. The MNCO staff, in the spirit of service, collected funds and made donations of food and supplies to several outreach collection centers in the city and a few assisted with the tornado cleanup efforts.

**Emergency Meeting & COVID-19**—Days after the tornado, Nashville was again hit with devastation by the onset of the coronavirus, known as COVID-19. Its first presumptive case reported on March 8<sup>th</sup> and “social distancing” became a new phrase and safety practice in our office. In the aftermath of the Tornado and with social distancing in place, immediate action was taken, and the emergency meeting that the Board requested in February was delayed. Chair Davis and Dr. Hildreth were made aware of the decision to delay the meeting until the city was out of danger and back to some sort of normalcy. The location issue has not been addressed since February. However, the MNCO investigators have been in contact with the complainants and continue to keep them updated on progress.

**Board Meeting Cancellation**—After conversations with Chair Davis about the issues surrounding the COVID-19 pandemic and its effects on Nashville and the State of TN, she decided to cancel our March general board meeting for the safety of the Board, the Nashville Community and especially for the seniors that attend our meetings who are most vulnerable to the virus.

**Asst. Director & Telecommuting**—Our new Assistant Director, Christopher Clausi, started work Monday, March 16<sup>th</sup> and March 17<sup>th</sup>, the Mayor's office, sent out a directive with information on how departments should move forward during this unprecedented and challenging time. On Wednesday, March 18<sup>th</sup>, the MNCO staff began telecommuting to practice social distancing and protection from the spread of COVID-19. The office stayed open until Friday, March 23<sup>rd</sup> but has remained closed to the public since that date.

**MNCO Staff**—The MNCO staff successfully transitioned to working remotely. AD Clausi and I spent time collaborating on the priorities and how to effectively move our office from providing direct in-person services to providing those services remotely. With the aid of Metro ITS, our services have not experienced any interruptions or setbacks. The continuity continues, and we are available to receive and investigate complaints. We set up an informative social media platform and moved forward on research projects that were in the works. MNCO staff received special projects and we have worked earnestly on our internal processes with great progress.

The special projects included pieces of training, research, community endeavors and the creation of new methods and guidelines.

## Executive Summary

### APRIL

**Teleconference**—We have been fortunate to have a METRO ITS employee temporarily assigned to offer tech support as we navigate through the process of having virtual Board meetings. Also, we have established a dedicated phone line for Community members to leave a public comment for our Board meetings. The telephone number is 629-255-1906 and the voice mail prompts will walk them through the process.

**IAPRO**—Dr. Peter Vielehr, who also serves as the MNCO in-house IT administrator, has been instrumental in the IAPRO installation. IAPRO is the Internal Affairs Professional Case Mgmt. System that many police departments across the country use for management of investigations and the MNPD Office of Professional Accountability use IAPRO to manage their cases as well. Dr. Vielehr, AD Clausi and Lead Investigator Enrique Ramirez are diligently working on personalizing the system to meet the needs of the MNCO investigative team.

**Training**—The MNCO team have attended two NACOLE webinars in April and will join in for NACOLE's April Round Table Discussions with other Civilian Oversight Agencies from across the country.

**Complaints**—The MNCO continue to receive calls from the public who want to initiate complaints for alleged misconduct of MNPD officers and we have been able to offer our investigative services seamlessly.

**Body Worn Camera Update**—An email was sent to MNPD Captain Whited, who heads up the BWC unit, to get an update on the progress or next steps. He responded with a very detailed report of what is a successful launch of the pilot program. There are 46 BWC's (2 per officer) and 23 ICC's (In Car Cameras) and as of 04/11/20 they have recorded 3,373 videos with 30% of those being daily test videos. The March tornado struck several locations and damaged key infrastructure needed for the camera program. Because of this damage the May rollout is in a holding pattern until the damage can be repaired.

**Emergency Communications Notifications**—We have received a total of 13 notifications (JAN-APR) for the use of non-lethal force. The 108/108T use of force reports for those incidents has been requested. Deputy Chief Hagar is assisting with the request and ED Fitchard asked that MNCO have access to those reports for review and statistical data collection, whether connected to a criminal case or not. As an oversight agency, the review of the use of force incidents is an integral component of the work of the MNCO and helps to ascertain and track patterns of abuse or misconduct. DC Hagar cited Rule 16 as the reason for denial of some of the records requested and referred ED Fitchard to the District Attorney's Office for approval of the reports that have an open criminal case.

**Budget**—Meeting with Mayor's Budget & Performance Management Team resulted in eight monthly performance metrics for the Mayor which are due by the 3<sup>rd</sup> Monday of each month beginning July 2020. The Key Performance Indicators (KPI's) are –

- Complaints received
- Complaint dispositions
- Time spent on complaint investigations
- Community engagement events
- Residents reached through community engagement
- Non-complaint calls for service
- Time spent on non-complaint assistance
- MNPD records requests

**Policy Advisory Report**—The MNCO research analyst’s work on “The Policy Advisory Report Examining Local Law Enforcement Policies and Immigration Enforcement Actions” was approved and adopted by the Board on 04-14-2020. The advisory report was then emailed to Chief Steve Anderson on April 16, 2020, as well as to the Mayor’s Office, Vice Mayor, City Council Members, Department of Emergency Communications, Criminal Justice and Community Stakeholders.

**Research Proposal**—The MNCO research analysts will submit a proposal for a policy advisory report to the Board in May. The title is “Law Enforcement Accessibility and Community Outreach in Limited English Proficient and Deaf, deaf and Hard-of-Hearing Communities,” and it will address issues that pertain to levels of access to law enforcement assistance within these communities and focus on language barriers.