



## MEMORANDUM

**TO:** Board of Police Commissioners  
**FROM:** QuanTez Pressley, Chairperson Citizen Complaint Committee  
**DATE:** February 11, 2025  
**RE:** Citizen Complaint Committee Meeting Memo

Dear Colleagues,

On behalf of the Board of Police Commissioners Citizen Complaint, please see the key updates from the committee meeting held on February 11, 2025:

**Board Attendees:** Committee Chairperson QuanTez Pressley, Commissioner Woods

**Community/Committee Attendees:** Chief Investigator – Rev. Jerome Warfield, Board Secretary – Lydia Garnier, Civilian Oversight Analyst– Mary Barber, Budget Fiscal Manager – Drew Fries

- **Update on WingSwept Case Management System by Chief Investigator:** The Chief Investigator provided an update on the official launch of the Citizen Complaint Tracking Management System (**CTMS**), which went live on **Monday, February 3, 2025**. This new case management system represents a significant upgrade in how citizen complaints are processed, tracked, and managed.

During the update, the Chief Investigator commended the IT team for their diligent efforts in transferring case files from the MAS system, used by the Detroit Police Department (DPD), into the new CTMS platform. The transition required extensive coordination to ensure data integrity and minimize disruptions to ongoing cases. A key enhancement of **CTMS** is its integration with Tableau, which provides data visualization and reporting capabilities. This integration will allow for **real-time tracking** of case progress, trend analysis, and streamlined reporting, ultimately improving transparency and accountability within the complaint management process.

The committee will continue to monitor the system's performance and provide updates on its effectiveness as it becomes fully operational.

- **Update on CCR Case Improvement:** The Chief Investigator provided a **Citizen Complaint Review (CCR) Improvement Report**, highlighting key progress and performance metrics for 2024. The report, supported by data from recent **OCI investigations**, outlined improvements in case resolution efficiency, investigative quality, and reporting trends focused on refining these features to enhance transparency and accessibility for the public.

- **Key Updates from the Report:**
  - **Case Closures:** OCI Investigators successfully **closed 937 cases** to date in 2024, reflecting a 3% **increase** compared to 2023 (908 cases closed).
  - **Complaints Received:** The total number of **citizen complaints rose from 1,742 in 2023 to 1,971 in 2024**, marking a **13% increase**. This rise could indicate **greater public awareness and reporting activity**.
  - **Sustained Cases:** There was a **12% increase in sustained cases**, with **179 cases sustained in 2024** compared to 160 in 2023. The Chief Investigator noted that this could be a result of improved investigative processes, better case handling, or changes in the nature of allegations leading to more substantiated outcomes.
  - **Allegations:** The number of allegations received remained relatively stable, with a **2% increase (5,296 allegations in 2023 vs. 5,408 in 2024)**. This suggests consistency in complaint volume while reflecting possible improvements in documentation and classification.
  
- The Chief Investigator highlighted a significant improvement in investigator staffing levels, noting that in 2023, there was an average of **13 investigators** in rotation, whereas in 2024, that number has increased to **22**. This marks the highest number of investigators he has seen during his tenure as Chief.
  
- This increase in staffing is expected to have a major impact on case resolution efficiency, reducing backlog, improving the thoroughness of investigations, and ensuring quicker response times to citizen complaints. With more investigators handling cases, the Office of the Chief Investigator (OCI) is in a stronger position to process and close complaints at a more effective rate while maintaining the integrity of civilian oversight.
  
- **Brief Dashboard Enhancement Updates/Improvements from Analyst:** The Analyst reported that the Police Accountability Dashboard has received **2,727** visits since launch, with notable spikes during media coverage and renewed interest in late December. Additionally, the dataset on the City's **Open Data Portal** has been accessed **3,132 times** since October 2024, reflecting strong public engagement beyond just viewing the dashboard.

Committee Chair Pressley and Board Chair Woods expressed interest in highlighting sustained cases and posting follow-up actions on discipline with DPD to enhance transparency and accountability. The Analyst will continue monitoring usage trends to support these efforts and improve public access to critical data.

The next Citizen Complaint Committee meeting is Tuesday, March 11, 2025 at 3pm at Detroit Public Safety and Health Headquarters in the Skylar Herbert Room.

Sincerely,

QuanTez Pressley  
 Commissioner, Member at Large  
 Chairperson, BOPC Citizen Complaint Committee