



## MEMORANDUM

**TO:** Board of Police Commissioners  
**FROM:** QuanTez Pressley, Chairperson Citizen Complaint Committee  
**DATE:** April 8, 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 April 8, 2025:

**Board Attendees:** Committee Chairperson QuanTez Pressley, Commissioner (Board Chair) Woods

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

- **Dashboard Usage Data:** Civilian Oversight Analyst, Mary Barber explains that in Q1 of 2025, collaboration with the IT department helped track dashboard engagement. Daily views averaged between 10–11, with a peak of 26 at the end of December.

Fluctuations in traffic—especially on certain weekdays like Thursdays—and spikes in early January and mid-March suggest public mentions or events may drive higher engagement.

To boost usage, we'll analyze high-traffic days to replicate successful strategies and increase promotion, especially among officers. We're also working with IT to better understand which dashboard sections users engage with most. Establishing quarterly viewership goals will help track progress and refine our approach.

Looking ahead to Q2, we'll continue monitoring views, assess Q1 strategies, and collect user feedback to guide improvements. A major enhancement is the upcoming upload of over 2,000 redacted incident reports from 2021 and 2022. These will be linked as PDFs on the dashboard, providing users with greater transparency.

- **Follow-Up on Dashboard Enhancement Progress:** Quality assurance is a priority. While I reviewed and scrubbed the reports thoroughly, the IT team will perform a secondary check. A follow-up system is being considered to track any further redactions and ensure consistency across the process.

- **Update from Chief Investigator:**

- i. *API Development Update – Status of API for Data Extraction:* The API development is now underway, connecting our internal system (CMTS) with Wingswept, with an expected build time of 4–6 weeks. All 35,000 historical cases have been successfully transferred to CMTS. We're working to ensure officer history reports remain consistent with past formats. While DPD will begin pulling their own disciplinary files, we'll still verify the data to ensure accuracy and maintain public trust.

In 2024, we received 1,971 cases and investigated over 5,400 allegations. Of those, 937 were officially closed, with many more still under review. The rise in complaints is likely due to a younger police force, more outreach, and greater public awareness.

So far in 2025, case intake continues to outpace last year, with a 12% increase in sustained findings—indicating more confirmed policy violations. These are being shared with DPD for training. Q1 shows strong progress in both volume and quality of case handling.

- ii. *Case Closure Review – Verification of Closed Cases (1/1/2025 - 3/31/2025) with WingSwept:* The recent case migration skewed some data—cases opened for transfer into CMTS were incorrectly logged as new. IT has since corrected this, and updated numbers are expected soon. Despite that, CMTS reports that **614 cases were officially closed in Q1**, averaging over **200 per month**—the highest since the Consent Decree. This marks real progress, as **more cases are being closed than received**.

**Investigator caseloads are also improving.** With **21 trained staff now in rotation** (up from 13 last year), each investigator receives fewer cases, helping quality and pace. However, the **backlog remains over 2,200 cases**, which is lower than before but still a concern.

- iii. *Backlogged Cases SOP Addendum – Draft Review & Next Steps:* There's a clear commitment to **addressing this backlog ethically and transparently**. Leadership is exploring **SOP changes** and triaging efforts—prioritizing serious complaints over minor or repeated low-level ones. New strategies will focus on speeding up resolution without compromising quality, informed by both internal discussions and support from the city.

This plan activates when there are 50 or more backlog cases, at the direction of the Chief Investigator. It allows for faster resolution of four types of complaints: 1) cases where the complainant is unresponsive and no misconduct is found after a preliminary review, 2) cases over one year old that are not egregious, 3) cases with additional findings (handled as usual), and 4) cases showing signs of process abuse. "Egregious" is defined as something that would clearly embarrass the department if shown publicly. The goal is to streamline case handling while maintaining fairness and transparency.

- iv. *General Updates & Next Actions:* Chief explains OCI undertook an unprecedented parallel investigation into a bail issue, focusing on policy violations. The report is complete, and the investigator, despite being with the team for only a year and a half, did an outstanding job. Both the board and department reviewed the findings, with some differences in their perspectives, but overall the results were aligned. The department's investigation is still ongoing, with some findings overlapping. The process for responding to the complainant, Victoria Camille, involves signing off on the findings before she receives them. After the sign-off, the findings will be shared with the board and the public, depending on the department's investigation status.

Commissioner Woods was recognized for his strong negotiating skills in making this unprecedented investigation happen.

Moving forward, this process may set a precedent for complex cases in the future. The next board meeting will be on May 13, 2025 at DPSH. Time and conference room are TBD.

Sincerely,

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