



MEMORANDUM

TO: Board of Police Commissioners
FROM: Robert P. Jones, Chairperson Citizen Complaint Committee
DATE: May 12, 2026
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 May 12, 2026:

Board Attendees: Committee Chairperson Robert P. Jones, Commissioner Camille, Commissioner Lavish T. Williams

Community/Committee Attendees: Chief Investigator – Rev. Jerome Warfield, Board Secretary – Lydia Garnier, Civilian Oversight Analyst –Mary Barber, Bridge News Rep- Lavonia Perryman

Meeting Called to Order

Chairperson Jones called the meeting to order at 3:00 p.m., and the agenda was approved by motion and voice vote. In opening remarks, Chair Jones commended OCI for the lighter caseload and visible progress. Commissioner Camille noted that the committee is now reviewing more recent, actionable cases, while Commissioner Williams emphasized the importance of continuing to reduce outdated matters so complaints may be addressed within a more timely window.

Appeal and Findings Letter Update

Chief Investigator Warfield reported that OCI received a citizen appeal and, after review, determined the matter warranted reinvestigation. Senior Investigator Destiny Staffney completed the second review. While the sustained findings remained the same, OCI revised the case posture so it may proceed for disciplinary review rather than remain classified as aged beyond one year. Chief Warfield also advised that OCI is revising its standard findings letters to improve clarity for complainants. Commissioners discussed the appeal process and the need for letters to explain not only the findings, but also the reasons behind them in clearer language for residents.

OCI April Caseload Update

Chief Warfield reported that from January through April 2026, OCI closed 1,234 complaints and received 743 new complaints. He noted that complaint volume remains ahead of the same period in 2025, when OCI had received 664 complaints and closed 522. As of April 30, 2026, OCI had 1,610 open cases total: 466 within 90 days, 1,008 between 91 days and one year, and 36 over one year. OCI expects to eliminate

the over-one-year category by June 30, 2026.

Complaint Trends and Policy Discussion

Chief Warfield stated that the main complaint categories continue to be demeanor, service, and procedure. He advised that the increase in complaints appears tied more to public awareness than to a major shift in complaint type. Commissioner Williams asked whether complaint types had changed, and Chief Warfield stated that the categories remain largely the same, but more residents appear aware of the process. Commissioner Camille asked whether the ratio of complaint submission pathways is changing as direct office, online, and precinct complaints increase, and Chief Warfield stated he would run those statistics through CMTS for the committee. The committee also discussed recurring concerns related to traffic stops, pedestrian stops, and residents' understanding of their rights.

Systems and Operations Update

Chief Warfield advised that CMTS and the City's IT Department are still refining allegation-level reporting. He also reported that DPD transitioned to Benchmark on May 1, 2026, except for the citizen complaint module, which remains in MAS while concerns are addressed. Commissioner Camille requested a one-page reference sheet defining allegations and findings for committee packets and asked for a Benchmark update. Chief Warfield stated OCI has already prepared the reference sheet, is meeting with DPD regarding concerns with Benchmark, and is also exploring whether CMTS could support complaint intake as a supplemental option. In addition, OCI has expanded Garrity interview hours to better accommodate officer schedules and keep investigations moving.

Analyst Update

Mary Barber reported that CMTS reporting discrepancies have made allegation analysis more difficult, but recent communication suggests progress is being made. She expects to provide a deeper review of allegation trends from the prior year at the next committee meeting.

Public Comment and Closing Remarks

No public comments were raised online. During committee discussion, Commissioner Williams expressed interest in the upcoming presentation on resident rights during traffic stops, particularly for younger residents who may not understand police procedure. Commissioner Camille emphasized that officers should clearly state the reason for a stop rather than ask residents to explain why they were pulled over, and noted the importance of protecting residents from self-incrimination. In closing remarks, commissioners reiterated appreciation for OCI staff and emphasized the importance of continuing timely complaint review and clear communication with residents.

With no further business before the committee and no public comments raised online, the meeting was adjourned at 3:42 pm.

The next Citizen Complaints Committee meeting will be on June 9, 2026 at DPSH at 3pm in Woodward Conference room.

Sincerely,

Robert P. Jones
Commissioner, Appointed
Chairperson, BOPC Citizen Complaint Committee