

Government of the District of Columbia
Police Complaints Board
Office of Police Complaints

Annual Report 2024



MESSAGE FROM
THE EXECUTIVE DIRECTOR



Police reform and accountability is a major topic of discussion in communities across the nation. Community trust of law enforcement continues to erode with every video posted and story told on social media and news broadcast of a negative police encounter. Calls from the community to “reimagine policing” have substantially increased and fueled discussions on what it takes to rebuild community trust in law enforcement.

One of the most effective methods to improve community trust is to provide a means for our community to participate directly in oversight of our police departments. In the District of Columbia, the role of community participation in police oversight is provided by the full-time staff of the Office of Police Complaints (OPC) and the volunteers that comprise the Police Complaints Board (PCB).

As an agency independent of the Metropolitan Police Department (MPD), OPC impartially investigates complaints of police misconduct, offers mediation of appropriate complaints, and refers officers to individual training improvement programs. We are also tasked with independently monitoring First Amendment assemblies for compliance with the constitutional right to peaceably protest. In conjunction with the PCB, we issue policy recommendations when a pattern of conduct in need of improvement is identified through data trends, and we review and publicly report on all use of force incidents.

OPC’s primary task is to investigate complaints, and Fiscal Year 2024 continued a six-year consecutive trend of all-time highs for number of complaints with a total of 942 filed. This is a record number of complaints for OPC. The high volume of complaints resulted in a tremendous increase in workflow, yet we maintained an average investigation completion time of just 85 days. As we move forward in this era of changes in policing, the voice of our community is more important than ever.

Our staff and dedicated board members will continue to work together to help drive change and improve trust in our police forces by providing timely, fair, and thorough investigations for those we serve.

Sincerely,

Michael G. Tobin

Michael G. Tobin

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MISSION AND FUNCTION

The primary mission of the Office of Police Complaints (OPC) is to increase community trust in the police forces of the District of Columbia. By increasing community trust in our police forces our community will be safer. OPC increases community trust by providing a reliable complaint system that holds police officers accountable for misconduct.

The primary function of OPC is to receive, investigate, and resolve police misconduct complaints filed by the public against sworn officers of the Metropolitan Police Department (MPD) and the D.C. Housing Authority Police Department (DCHAPD). OPC has jurisdiction over complaints alleging seven types of police officer misconduct: harassment, inappropriate language or conduct, retaliation, unnecessary or excessive force, discrimination, failure to identify, and failure to intervene.

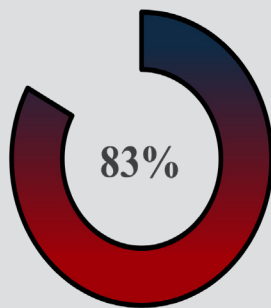
OPC also reviews police policies and practices to assist in ensuring the District police forces are using the best practices available, with a special emphasis on constitutional policing methods. These policy reviews often result in formal and informal recommendations for improvement. The policy recommendations may involve issues of training, procedures, supervision, or general police operations.

OPC's mission also includes helping bridge the gap in understanding that often exists between community members and D.C.'s police forces. OPC's rapid resolution and mediation programs help facilitate conversations to eliminate any misunderstandings between complainants and officers, while community outreach programs include activities focused on both the public and police officers to improve mutual understanding and awareness throughout the District of Columbia.

FY24 KEY FINDINGS SUMMARY

7% 

In complaints since FY23;
OPC received 942 complaints
in FY24



83% of cases in FY24 were
completed within 180 days

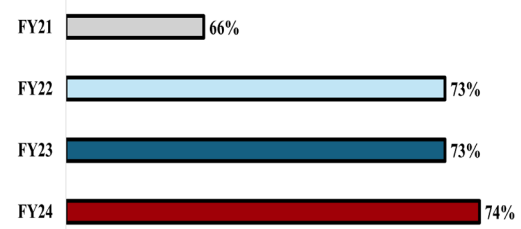


Policy Recommendations in FY24

1. FY22 Implementation Update
2. Education-Based Development
in Lieu of Discipline
3. Improved Guidance on Involuntary
Emergency Hospitalization
Procedures
4. Differentiating Field Contacts from
Investigatory Steps
5. Improved Guidance on Protective
Pat Downs



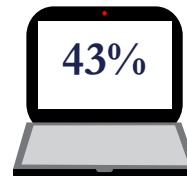
Cases with BWC were less
likely to be withdrawn by
the complainant



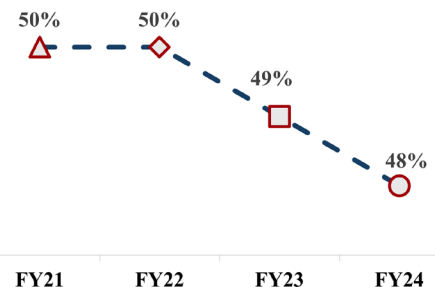
74% of complainants in FY24
were Black

September

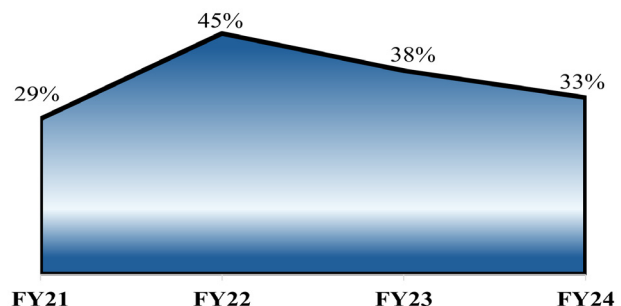
Was the month with the most complaints; 103
complaints were received



Of complaints
received through online
complaint form in FY24



Most frequent allegation was
harassment; 48% in FY24



33% of cases contained at least one form of BWC non-
compliance; 5% decrease from FY24

POLICE COMPLAINTS BOARD

OPC is governed by the five-member Police Complaints Board (PCB). Prior to July 2020 one member of the PCB had to be a member of the Metropolitan Police Department, while the other members had to be residents of the District. In July 2020 there were changes made to the PCB enacted by emergency legislation. The emergency legislation stated: “The Board shall be composed of 9 members, which shall include one member from each Ward and one at-large member, none of whom, after the expiration of the term of the currently serving member of the MPD, shall be affiliated with any law enforcement agency.”¹ The emergency legislation also granted more decision-making power to the Executive Director of OPC. PCB members are nominated to staggered three-year terms by the Mayor and confirmed by the Council of the District of Columbia (the Council).

The PCB actively participates in the work of OPC, offering guidance on many issues affecting OPC’s operations. The PCB reviews the Executive Director’s determinations regarding the dismissal of complaints, monitors and evaluates MPD’s handling of First Amendment assemblies, and observes MPD’s demonstrations held in the District. Further, the PCB makes policy recommendations to the Mayor, the Council, MPD and DCHAPD, where appropriate, to improve police practices. The current PCB includes the following members:

Paul D. Ashton II, appointed chair of the PCB on October 4, 2016, is the Deputy Executive Director for the Justice Policy Institute (JPI), a national nonprofit dedicated to criminal justice reform. As Deputy Executive Director, Mr. Ashton directs organizational operations and works to enhance JPI’s effectiveness across justice reform projects. Prior to assuming this role, Mr. Ashton spent over a decade at JPI in a variety of roles, most recently as the Interim Executive Director where he led the organization through a 10-month leadership transition. He has authored several publications at JPI, including: *Gaming the System*; *Rethinking the Blues*; *Moving Toward a Public Safety Paradigm*; *The Education of D.C.*; and *Fostering Change*.



Prior to joining JPI, Mr. Ashton spent time conducting research examining intimate partner violence in the LGBTQ community and served as a sexual assault victim advocate at the University of Delaware. He is an active member in the Washington, D.C. community, having served on the Young Donors Committee for SMYAL, an LGBTQ youth serving organization, and on the Board of Directors of Rainbow Response Coalition, a grassroots advocacy organization working to address LGBTQ intimate partner violence.

Mr. Ashton received his bachelor’s degree in Criminology from The Ohio State University, a master’s degree in Criminology from the University of Delaware, and completed an Executive Program in Social Impact Strategy from the University of Pennsylvania. He was appointed by Mayor Vince C. Gray, confirmed by the Council in October 2014, and sworn in on December 22, 2014. Mr. Ashton was re-nominated by Mayor Muriel Bowser and appointed on February 6, 2024, for a new term ending January 12, 2025.

Earl Fowlkes II, is the President/CEO Emeritus of the Center for Black Equity, Inc. (formerly the International Federation of Black Pride -IFBP) after recently retiring. He founded the IFBP in 1999 as a coalition of organizers in the United States, Canada, United Kingdom and South Africa formed to promote a multinational network of Black LGBTQ Pride and community-based organizations. There are over fifty plus Black Pride events with over 450,000 attendees each year.



Prior to working at the Center for Black Equity, Earl previously served fifteen years as the Executive Director of the DC Comprehensive AIDS Resources and Education Consortium (DC CARE Consortium) and Damien Ministries, organizations that provided services to persons living with HIV/AIDS in Washington, DC. Earl has worked on health, political and LGBTQ issues in many communities for over thirty years. Earl currently serves as Chair or Co-Chair of several non-profit Boards of Directors and Advisory Boards including the Damien Ministries and the National Gay & Lesbian Chamber of Commerce Communities of Color Initiative. Earl is very much committed to a progressive political agenda and currently serves as the Democratic

National Committee (DNC) LGBT Caucus Chair and as an appointed member of the DNC Executive Committee.

Bobbi Strang, Bobbi Strang is a Claims Examiner with the District of Columbia Department of Employment Services (DOES) Office of Workers' Compensation. She was the first openly transgender individual to work for DOES, where she provided case management for Project Empowerment, a transitional employment program that provides job readiness training, work experience, and job search assistance to District residents who face multiple barriers to employment.



Ms. Strang is a consistent advocate for the LGBTQ community in the District of Columbia. She has served as an officer for the Gertrude Stein Democratic Club, a board member for Gays and Lesbians Opposing Violence, and a co-facilitator for the DC LGBT Center Job Club. Ms. Strang was also awarded the 2015 Engendered Spirit Award by Capital Pride as recognition for the work she has done in the community. Currently, she volunteers at the D.C. Center as the Center Careers facilitator.

Ms. Strang holds a bachelor's degree in Sociology and English Literature from S.U.N.Y. Geneseo as well as a Master of Arts in Teaching from Salisbury University. She was first appointed by Mayor Muriel Bowser and confirmed by the District Council on November 3, 2015. Ms. Strang was reappointed on February 6, 2024, for a term to end on January 12, 2026.

Jeffrey H. Tignor, leads the Office of Communications Business Opportunity at the Federal Communications Commission. Mr. Tignor is also an adjunct professor at the Duke University School of Law. Mr. Tignor is the former Chairman of Advisory Neighborhood Commission (ANC) 4B. He was elected as the ANC Commissioner for ANC 4B-08 in November 2002 and served as the Chairman of ANC 4B during 2003 and 2004, often working on issues affecting public safety. Mr. Tignor is currently the Chair of the Board of Washington Episcopal School and Immediate Past President on the Board of the Harvard Club of Washington, D.C.



Mr. Tignor graduated from Harvard with an AB in Government in 1996 and from the Duke University School of Law in 1999. He moved to Washington, D.C. to live in his grandfather's former home in Ward 4, where he still lives today with his wife, Kemi, and son, Henry. Someone in the Tignor family has been living in Washington, D.C. continually, as far as he knows, since just after the Civil War. Mr. Tignor was appointed by Mayor Muriel Bowser on November 15, 2018, and confirmed by the Council for a term ending January 12, 2021. On July 8, 2021, Mr. Tignor was confirmed by the Council for a second term ending January 12, 2024.

Derrick Colbert, a certified business management professional, is a strategic leader with a wealth of 25 years of experience in the business development, workforce development, and community economic development sectors. His extensive experience has been the cornerstone of providing growth strategies and solutions that enable business enterprises, workforce development organizations, and community economic development organizations to scale their market share, client retention, and social impact.



His prior government professional experience includes Associate and Director-level positions with the Executive Office of the DC Mayor, including the Workforce Investment Council, the Office of the Deputy Mayor for Greater Economic Opportunities, and the Office on Returning Citizens Affairs. In addition to a BS degree in Business Administration from Strayer University, Washington, DC, Derrick holds multiple Certifications, including Business Management Essentials, Continuous Improvement Management, Business Success and Leadership, and Project Management. His community and civic services experience ranges from being the Corresponding Secretary for the Fort Stanton Civic Association, Advisory Committee Member for the Kennedy Street Revitalization Task Force, and Former Vice Chairman for Advisory Neighborhood Commission 8C. Mr. Colbert was appointed by Mayor Muriel Bowser and confirmed by the DC Council on February 6, 2024, for a term ending January 12, 2026.

PERSONNEL

OPC has a full-time staff of 24 talented and diverse employees. Many employees have advanced degrees and six possess a law degree. In addition, since its establishment, OPC has administered an internship program that has attracted many outstanding students from schools in the Washington D.C. area and beyond.

Michael G. Tobin, was appointed OPC's Executive Director on November 3, 2014. Prior to joining the agency, Mr. Tobin served as the Executive Director of the Milwaukee Fire and Police Commission, where he oversaw the Commission's work in a range of functions, including the implementation of police policies and procedures, conducting independent investigations of officer-involved shootings, deaths in custody, and misconduct allegations, ensuring police internal investigations are conducted appropriately and providing mediation between community members and fire or police department employees.

Mr. Tobin began his career with the City of Milwaukee, Wisconsin, as a police officer and upon graduation from law school he joined the Milwaukee City Attorney's Office as an assistant city attorney. There, he was a police legal advisor, guided internal affairs investigations, prosecuted police employees for misconduct, and represented the city's interests in police department matters for almost twenty years in state courts and administrative agencies. Mr. Tobin is also a former Army National Guard Colonel and combat veteran. In 2005, he was appointed Rule of Law Officer to manage the U.S. military program to reconstruct the civilian justice system nation-wide for the country of Afghanistan. Mr. Tobin received his bachelor's degree in criminal justice from the University of Wisconsin-Milwaukee and his law degree from the University of Wisconsin-Madison.

Marke Cross, OPC's Deputy Executive Director, joined the agency as an investigator in March 2017. Mr. Cross was promoted to Senior Investigator in October 2018 before being appointed to the Legal Counsel position in October 2021. Mr. Cross also served as an Assistant State's Attorney in the Office of the State's Attorney for Baltimore City's Police Integrity Unit before returning to OPC in January 2024 as the Deputy Executive Director. Prior to joining OPC, Mr. Cross investigated complex multi-claimant schemes designed to defraud the Deepwater Horizon Economic and Property Damage Settlement Program in the wake of the 2010 British Petroleum Oil Spill disaster. Mr. Cross received his bachelor's degree from the University of Richmond, where he triple majored in International Studies, Political Science, and History, and he received his law degree from the Widener University Delaware Law School.

Mona G. Andrews, OPC's Chief Investigator, joined the agency in December 2004 as a Senior Investigator. She was promoted to Team Leader in December 2005, Investigations Manager in October 2008, and Chief Investigator in October 2011. Ms. Andrews came to OPC with 10 years of investigative experience. Prior to joining the agency, Ms. Andrews worked with the Fairfax County, Virginia Public Defender's Office as a Senior Investigator where she investigated major felony cases including capital murder, and she also developed and coordinated an undergraduate internship program. Ms. Andrews obtained her undergraduate degree in Political Science and English from Brigham Young University.

Jacqueline Hazzan, OPC's Legal Counsel, joined the agency as an investigator in August 2021. Ms. Hazzan was promoted to Senior Investigator in May 2022 before being appointed to the Legal Counsel position in June 2023. Prior to joining OPC, Ms. Hazzan worked at the International Association of Chiefs of Police (IACP), the Special Victim's Unit at the Erie County District Attorney's Office in New York, the Cybersecurity Unit at the United States Attorney's Office, and the United States Coast Guard's Office of Legal Affairs. Ms. Hazzan received her bachelor's degree from John Carroll University, her master's degree in forensic psychology from George Washington University, and her law degree from Case Western Reserve University School of Law.

INVESTIGATIVE UNIT

OPC has an outstanding staff of talented and diverse employees who conduct and resolve investigations. By law, the investigators cannot have worked for either police department under OPC's jurisdiction. The Fiscal Year 2024 (FY24) staff of investigators and supervisory investigators had approximately 140 total years of combined investigative experience. The senior investigators and supervisory investigators each have 8 or more years of investigative experience. Investigators attend a substantial amount of training and professional development. Each investigator participates in at least two MPD or DCHAPD ride-alongs with officers per year.

INVESTIGATIVE UNIT TRAINING

All investigative unit members attended:

In addition:

- 5 subject matter and legal training sessions;
- 32 hours of MPD officer in person training at the academy; and
- 8 hours of MPD officer virtual training

- Several investigative unit members attended either a four-day training on interviewing techniques, or virtual or in person sessions of civilian oversight practitioner training; and
- Several investigative unit members attended other professional development and management training

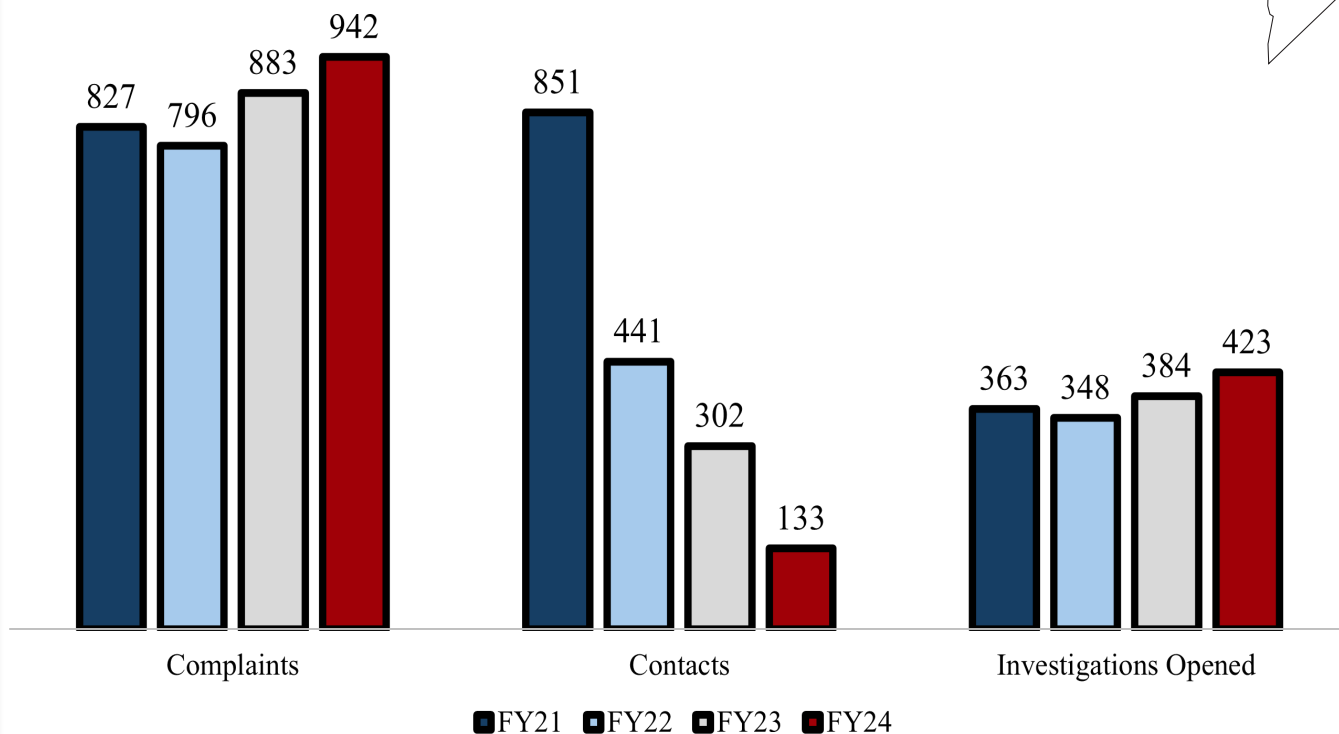
INVESTIGATOR Courtney Baez
 INVESTIGATOR Dana Bridgewater
 INVESTIGATOR Onyee Clarke
 PUBLIC AFFAIRS SPECIALIST Nykisha Cleveland
 INVESTIGATOR Witney Comeau
 INVESTIGATOR Samuel Davis
 INVESTIGATOR Allison Donahoe
 STAFF ASSISTANT Darlene Grant
 INVESTIGATOR Shaylah Hailes
 SENIOR INVESTIGATOR Quentin Jackson
 INVESTIGATIVE CLERK Kevin Maldonado
 RESEARCH ANALYST Corina McCullough Vidal
 INVESTIGATOR Brandon Mottley
 INVESTIGATIONS MANAGER Lindsey Murphy
 INVESTIGATIONS MANAGER Natasha Smith
 RECEPTIONIST Crystal Stevenson
 SENIOR INVESTIGATOR Danielle Sutton
 INVESTIGATOR Amicaela Valerio
 SENIOR INVESTIGATOR Tamika Walker
 PROGRAM COORDINATOR Christopher Weber



Complaints and Contacts

COMPLAINT
ACTIVITY

Community members contact OPC every year and hundreds file formal complaints. OPC then determines jurisdiction, and initiates an investigation or refers the complaint to the right entity.



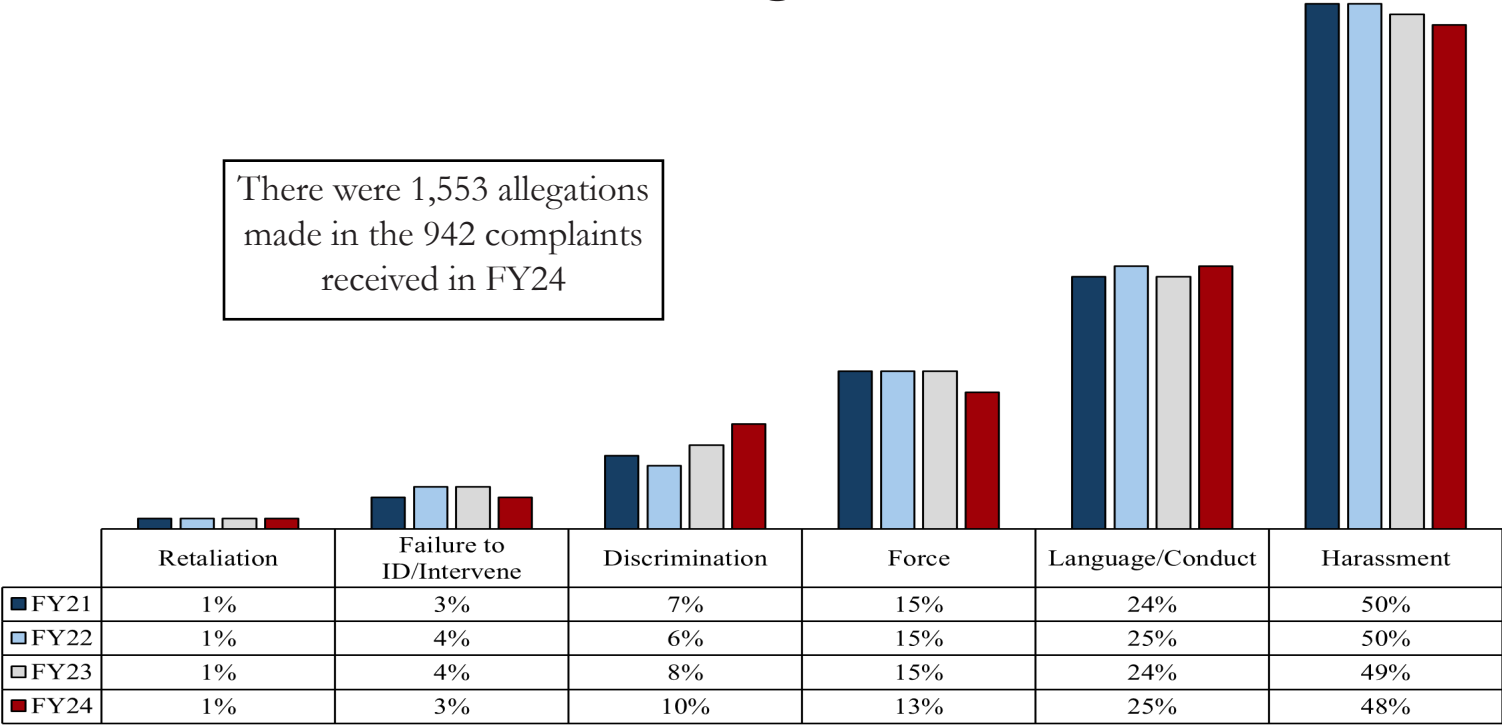
CONTACTS AND COMPLAINTS RECEIVED

Following a record year in FY23, OPC received 942 complaints in FY24, which is a seven percent increase from FY23, and is the most complaints OPC has ever received since its inception. In FY24, OPC received 133 contacts, which was a 56% decrease from the 302 in FY23, and a 70% decrease from FY22. In April 2021, OPC streamlined the way in which contacts are tracked. In order for a contact to be tracked by OPC it must be regarding allegations of police misconduct involving MPD/DCHAPD or a law enforcement agency in the DMV area.² Some complaints filed with OPC are outside of the agency's jurisdiction and therefore not investigated by OPC. Examples of complaints outside of OPC's jurisdiction are 1) complaints involving an officer or officers from departments other than MPD or DCHAPD; 2) a complaint that was filed more than 90 days after the incident; or 3) a complaint that does not fall into one of the categories of allegations that OPC has jurisdiction to investigate. These complaints are administratively closed and/or referred to the appropriate agency. All other cases are investigated by OPC. This likely explains the continued decrease in contacts for FY24.

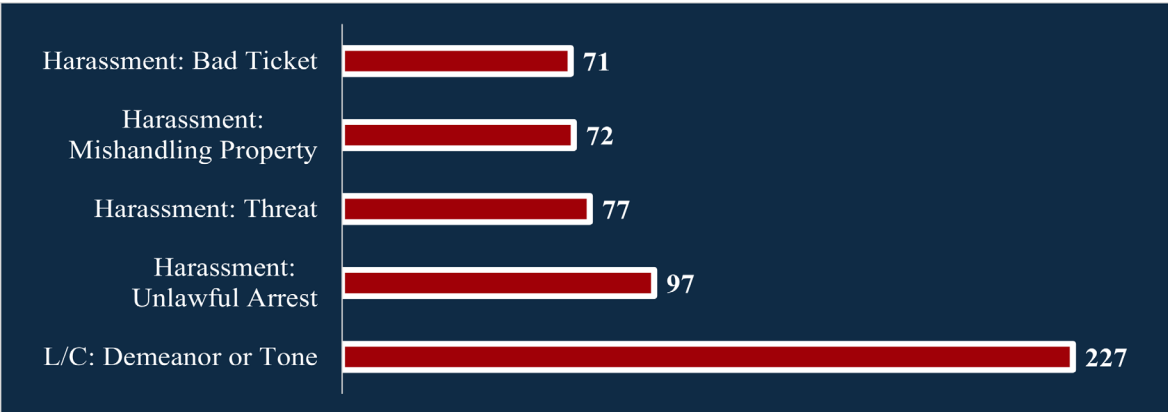
The 942 complaints OPC received in FY24 contained 1,553 allegations of misconduct against officers, a 6% increase from the 1,459 allegations in FY23. Each complaint OPC receives contains one or more allegations against one or more officers, and OPC is authorized to investigate seven categories of allegations: harassment, inappropriate language/conduct, retaliation, unnecessary or excessive force, discrimination, failure to identify, and failure to intervene. In July 2020 emergency legislation was passed in D.C. which added the allegation of failure to intervene to OPC’s jurisdiction. Furthermore, OPC may now add allegations to a complaint if there is evidence of abuse or misuse of police powers discovered during an investigation into a submitted complaint. In FY24 OPC added 13 allegations to 10 different complaints. Eleven of these allegations were for inappropriate language/conduct and two were for failure to provide name and badge information.

Harassment and language/conduct allegations were the most frequent types of allegations received by OPC in each of the last seven fiscal years. In FY24 allegations of harassment accounted for 48% of all allegations OPC received and language/conduct complaints accounted for 25% of all allegations. The third most common allegations for FY24 were force, with 13%. This was followed by discrimination, which accounted for 10% of all allegations in FY24. Allegations of retaliation and officers failing to identify themselves or intervene are the least frequent allegation categories reported. Failure to identify/intervene accounted for 3% of the allegations for FY24. Retaliation generally accounts for less than 1% of allegations received per year, and this trend continued in FY24. These allegation trends are comparable to the allegations OPC has received in previous years. The most frequent allegation sub-category in FY24 was for demeanor or tone within the language/conduct category with 227 allegations. The second most common sub-allegation was for unlawful arrest within the harassment category with 97 allegations.

FY24 Allegations

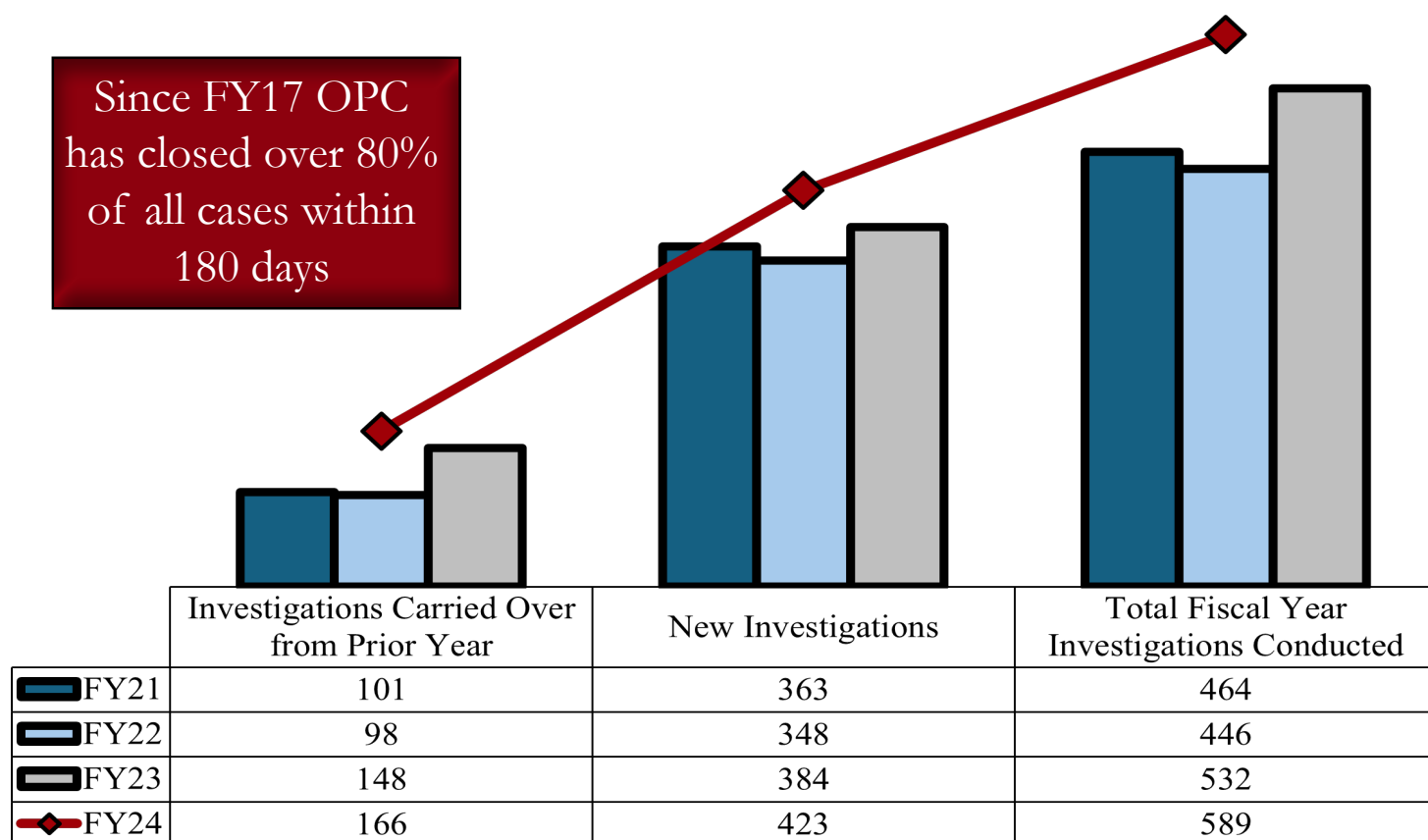


Top 5 FY24 Sub-Allegations



INVESTIGATIONS CONDUCTED

OPC opened 423 new investigations in FY24. OPC also continued investigating 166 cases that were opened in FY22 and FY23 that carried over into FY24. Between the 166 carryover cases and the 423 new cases, OPC investigated a total of 589 cases in FY24.³ Of these 589 cases, 147 were still open at the end of FY24, though only 14 were more than 180 days old. Cases that are carried over from one fiscal year to the next are typically cases received late in the fiscal year, cases that OPC sends to the United States Attorney's Office to review for possible criminal prosecution, or cases that are sent to a complaint examiner for review and determination of merits. Of the 589 cases investigated in FY24, OPC completed 433, which means each complaint was within OPC jurisdiction, a disposition was determined, and the cases were closed.



INCREASED INVESTIGATIVE EFFICIENCY

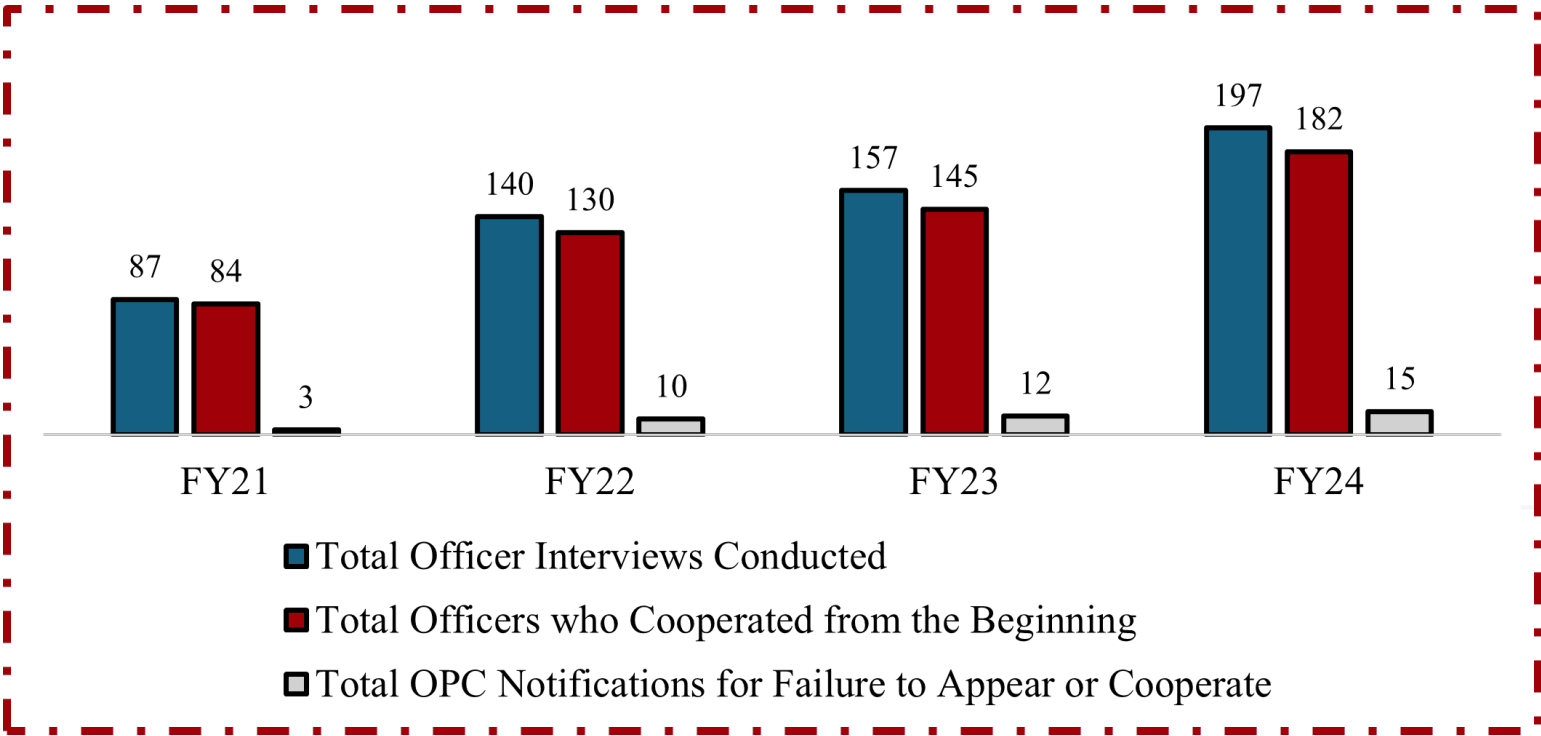
OPC continued to efficiently manage its caseload in FY24. The average number of days between an investigation being opened and being completed has decreased from more than 355 days in FY15 to 85 days in FY24. Similarly, the percentage of investigations completed within 180 days has increased from 42% in FY15 to 83% in FY24. Increasing the speed and efficiency of investigations increases community members' satisfaction and trust in the civilian police oversight process. Better case processing and efficiency of civilian oversight investigations are important aspects of ensuring community members' complaints are properly addressed in a fair and independent forum.

OPC's investigations generally include some or all of the following investigative steps: interviewing the complainant and witnesses; identifying and interviewing the officers; collecting evidence; reviewing MPD or DCHAPD documents; visiting the location of the incident; reviewing officers' BWC videos; and reviewing any other photographic or video evidence. OPC investigations can be complex due to the number of witnesses who must be interviewed and the amount of other evidence that must be gathered and analyzed. In FY24, OPC investigators conducted 492 complaint-related interviews, including 339 community member interviews and 153 officer interviews. An additional 44 officers participated in mediations.

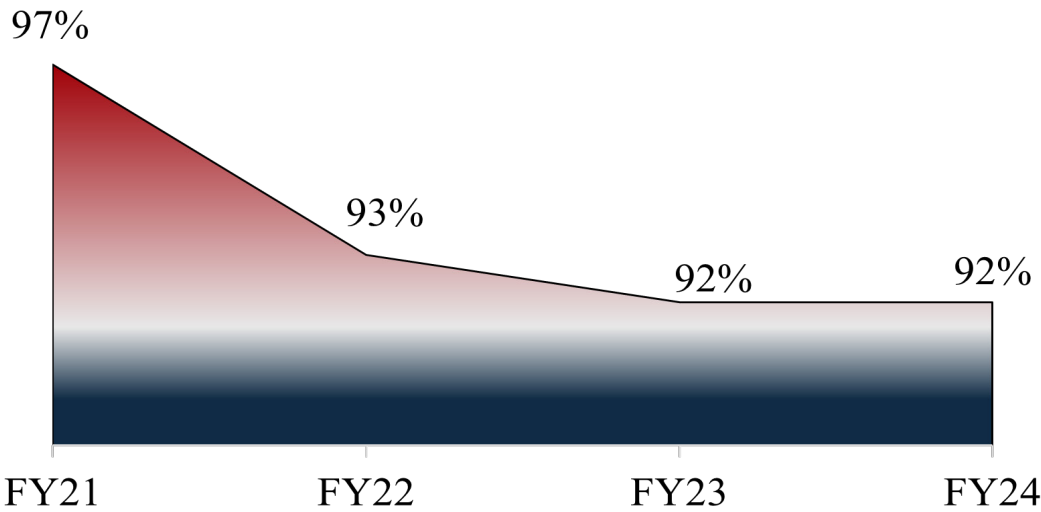
FAILURE TO COOPERATE

District law requires MPD and DCHAPD officers to cooperate fully with OPC investigations. Each time an MPD or DCHAPD officer fails to appear or fails to cooperate in the investigation or mediation, OPC issues a discipline memorandum to their department, as required by District law. Absent extenuating circumstances, the department disciplines the officer, and the officer is then required to resume cooperation with OPC’s investigation. The rate of officers failing to cooperate with OPC has been relatively low in recent years, with lower than 10% non-cooperation for FY17 to FY24. In FY24, 8% of the 197 officers failed to cooperate, which was the same rate in FY23. In FY21 the cooperation rate was 97%, which is the lowest rate of officers failing to cooperate with OPC since OPC began operating in 2001. Four of the 15 failure to appear notifications were issued to officers who did not show up to a scheduled mediation.

FY24 Officer Interviews



FY24 Compliance Rates

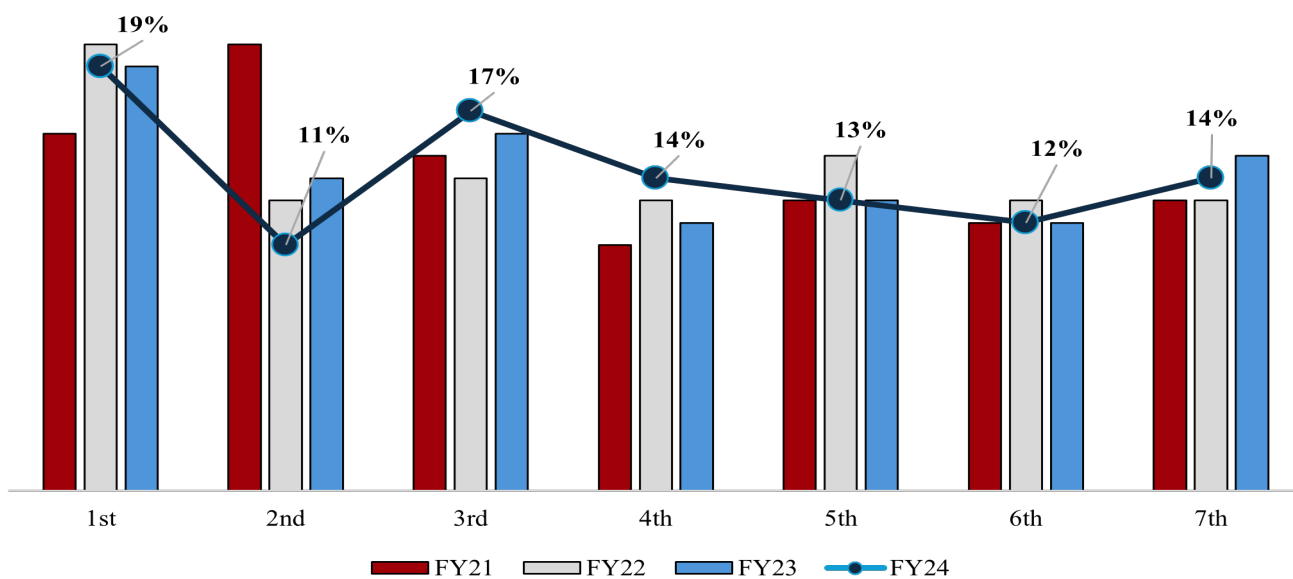


WHERE INCIDENTS OCCURED

Each of the seven police Districts accounted for between 11% and 19% of complaints received in FY24. The First, Second, Third, Fourth, and Fifth Districts have fluctuated between 11% and 20% of complaints received per year since FY16. Complaints received from the Sixth District decreased from 22% in FY16 to 12% in FY24. Complaints from the Seventh District increased from 6% in FY16 to 14% in FY24. The First District had the most complaints with 19% in FY24, followed by the Third District with 17% in FY24.

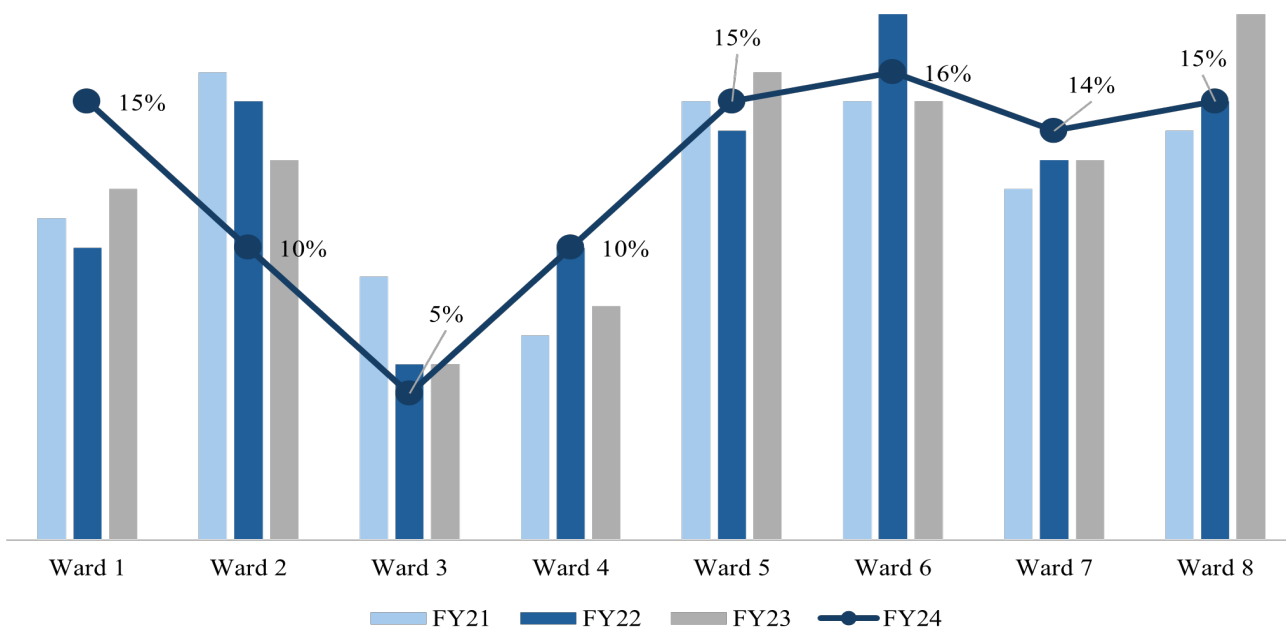
Police districts do not overlap completely with D.C. Council Wards. Therefore, OPC also reports the distribution of complaints by Ward. Please see the table in the appendix on page 31 that reports the complaint percentages by Ward since FY17. Each of the eight Council Wards⁴ in D.C. accounted for between 5% and 16% of complaints received in FY24.

Complaints by District



The First District had the most complaints in FY24

Complaints by Ward

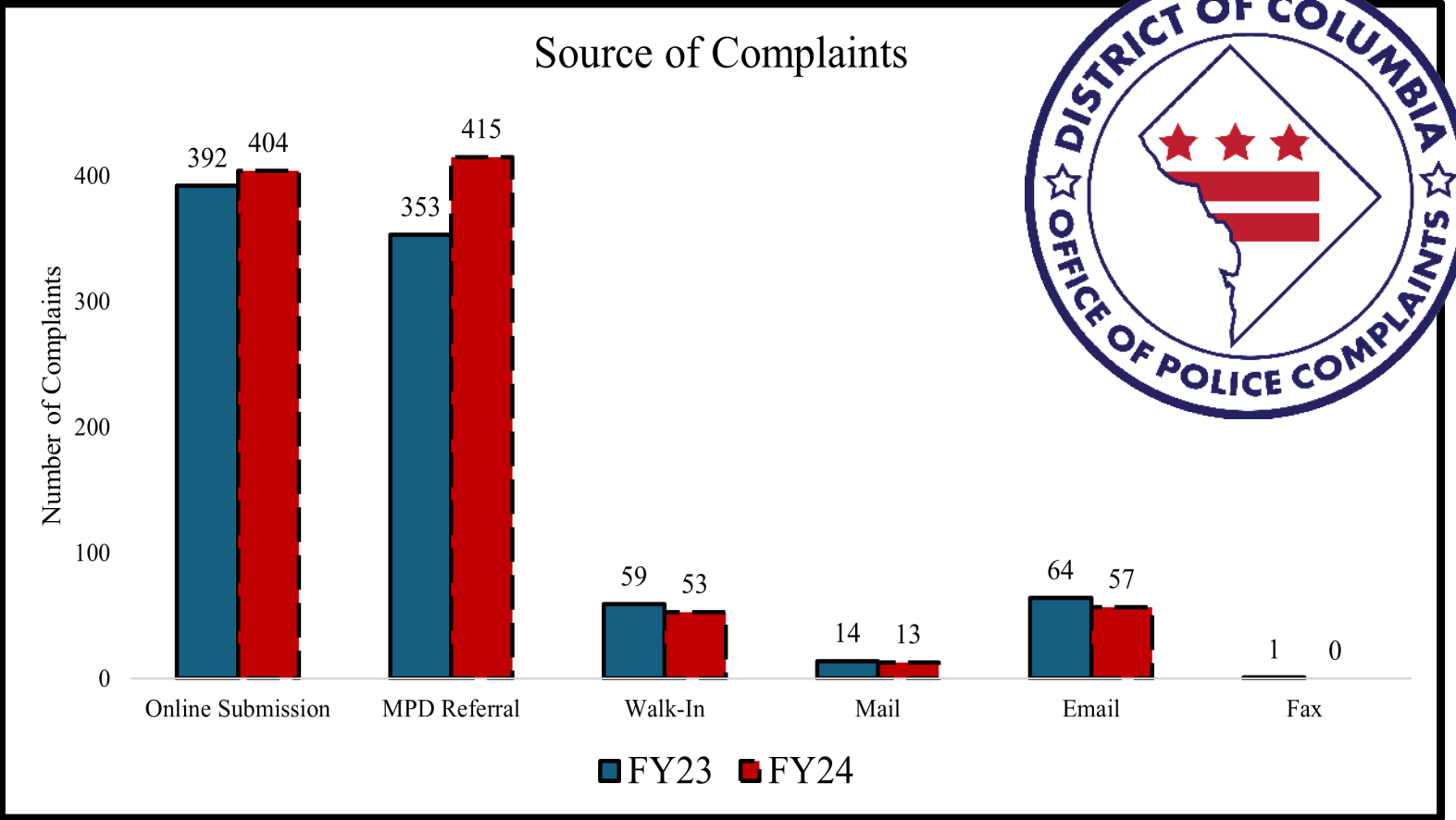


Ward 6 had the most complaints in FY24

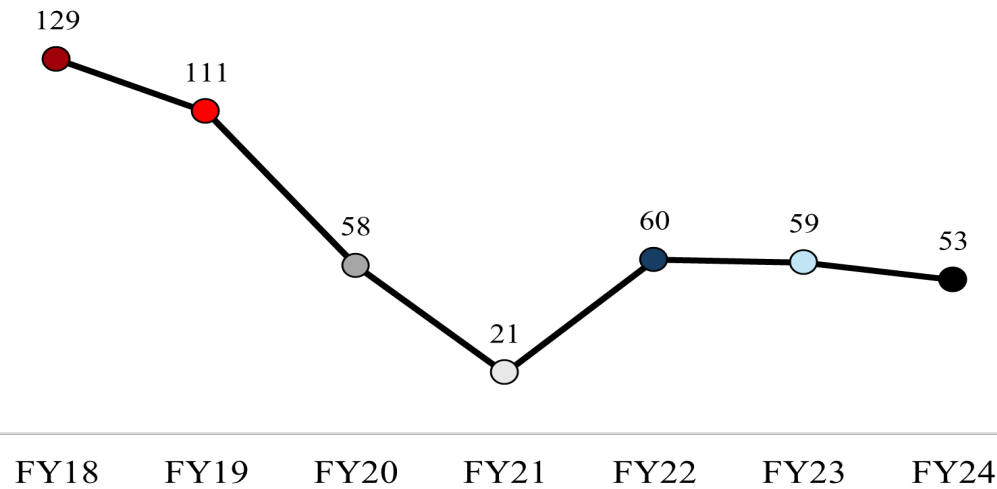
SOURCE OF COMPLAINTS

OPC now receives the majority of its complaints from the online complaint form and MPD/DCHAPD referrals. In the last 8 years since the implementation of the NEAR Act in FY16,⁵ there has been over a 2,000% increase in the number of complaints referred from MPD/DCHAPD. In FY24, the number of cases forwarded to OPC was 415, an 18% increase from FY23. The most referrals made by MPD/DCHAPD occurred in FY24.

Online submissions are often the most frequently used method to file a complaint. In FY20, the percentage was 51%, slightly higher than the percentage of FY19, and in FY21 online submissions comprised 58% of all complaints filed with OPC which is the highest percentage since the inception of the online complaint form. In FY22, online submissions dropped to 52% of all complaints. In FY23 the percentage was 44%, and in FY24 the percentage was 43%.

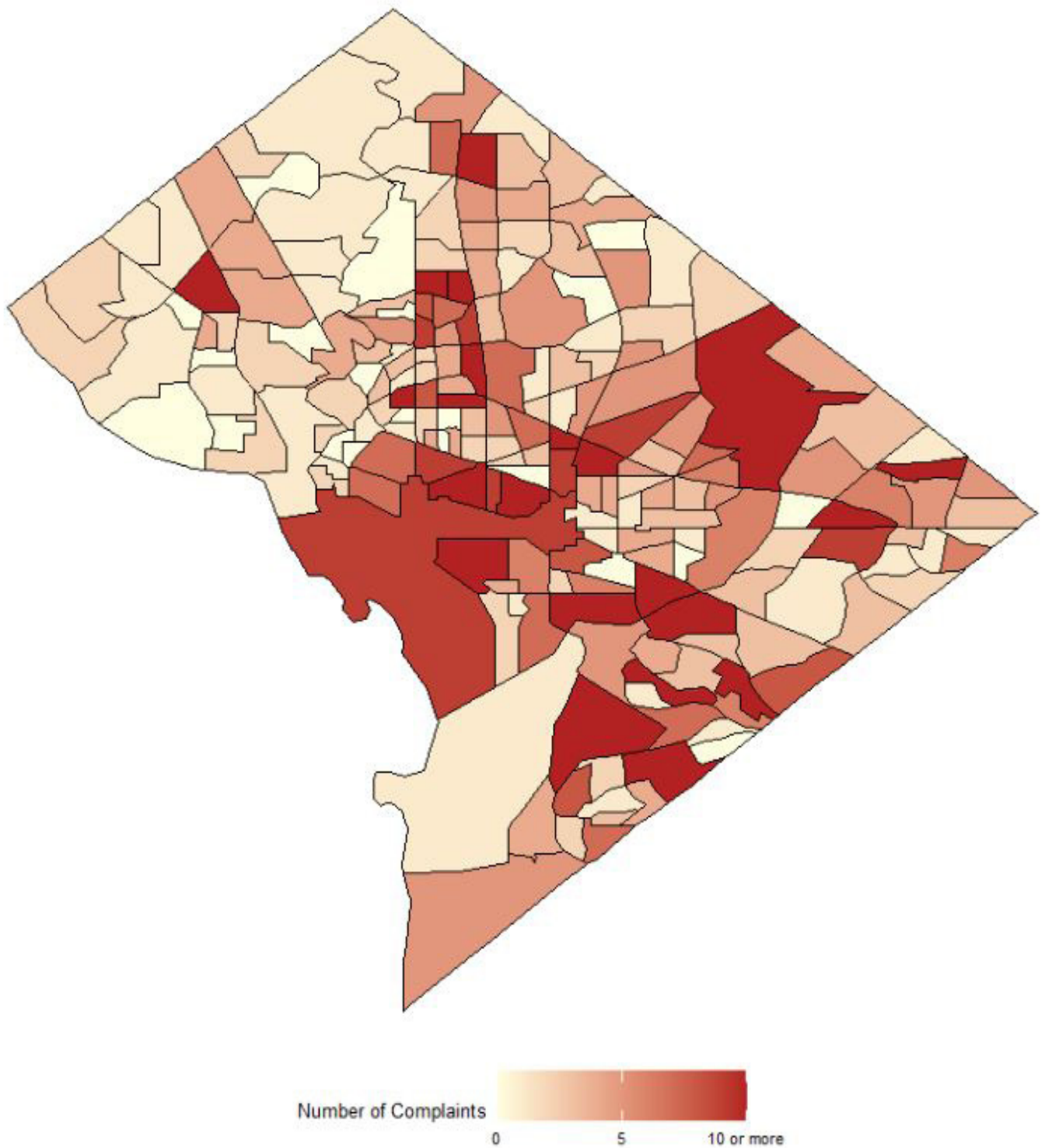


Walk-In Complaints FY18-FY24



Walk-in complaints are 59% lower than they were in FY18, before the COVID-19 pandemic.

Map of FY24 Complaints

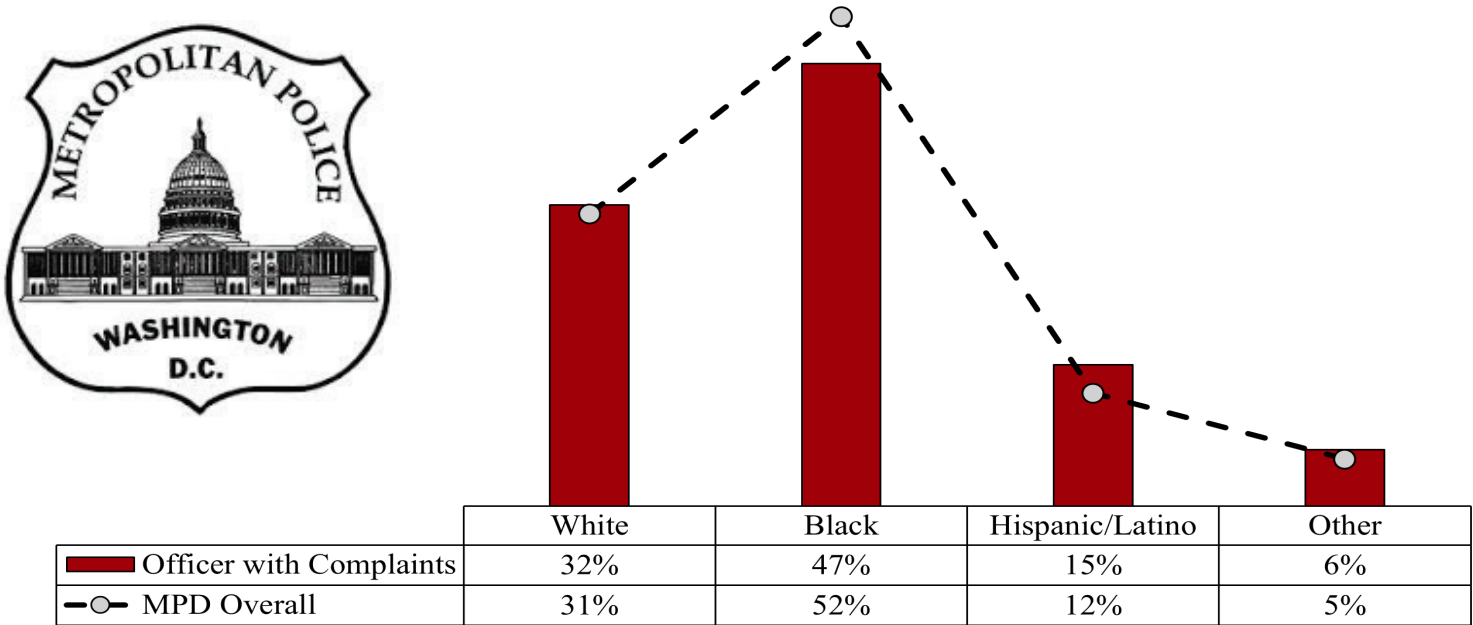


Above is a map depicting the locations of all FY24 complaints involving incidents that occurred within D.C. and had a valid address.

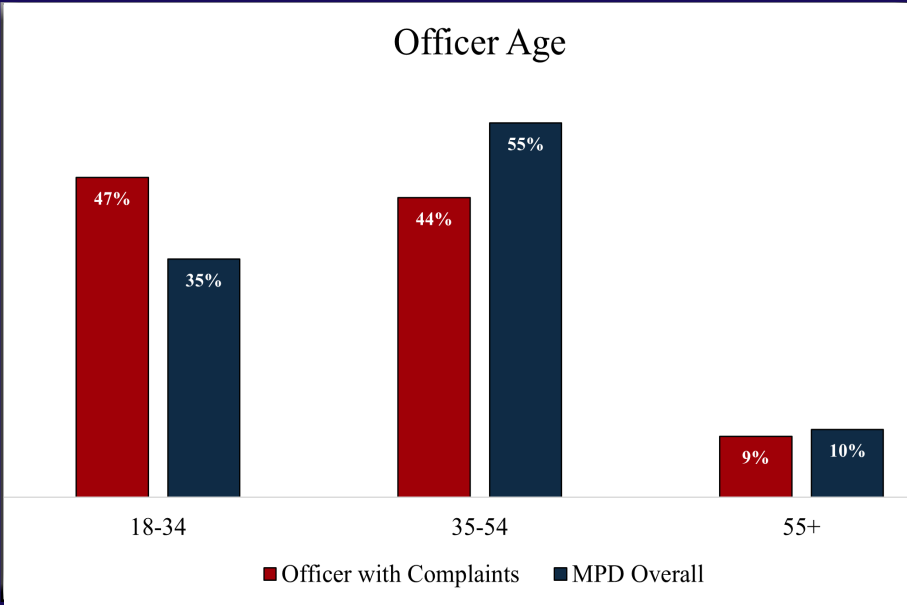
OFFICER DEMOGRAPHICS

A total of 812 MPD officers and 3 DCHAPD officers received complaints in FY24, with 241 (30%) receiving more than one complaint. In FY24, 46 officers received three complaints; 12 officers received four complaints; 11 officers received five complaints; 1 officer received six complaints; and 1 officer received twelve complaints. OPC tracks the demographics of MPD officers. Male officers are typically the subjects of 80% or more complaints per year and that trend continued in FY24 with 83% of complaints made against male officers. Female officers were the subjects of 17% of complaints received in FY24. Black officers accounted for about 47% of complaints, White officers accounted for 32% of complaints, and Hispanic/Latino officers accounted for 15% of complaints. Furthermore, Asian officers accounted for 4% of all complaints in FY24, while Multi-Racial and Native American officers accounted for less than 2% of all complaints. Compared to the department overall, younger officers tended to receive a higher proportion of complaints: officers younger than 35 comprise 35% of officers and were the subjects of 47% of the complaints filed in FY24. This is probably due to the fact that newer officers are more likely to be on patrol and thus have more interactions with the public. Officers aged 35 to 54 were the subjects of 44% of complaints; and officers 55 and older were the subjects of 9% of complaints.

Officer Race



Officer Age

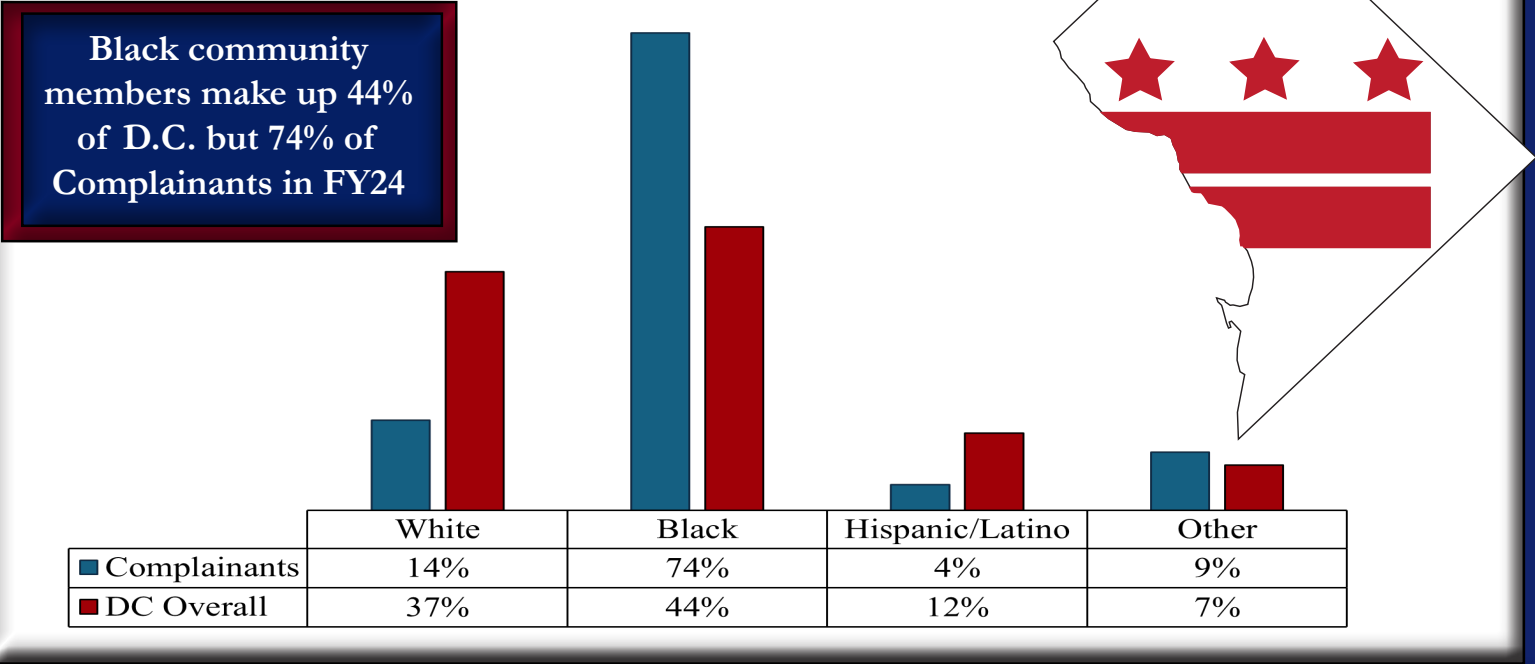


83% of MPD officers with a complaint in FY24 were male

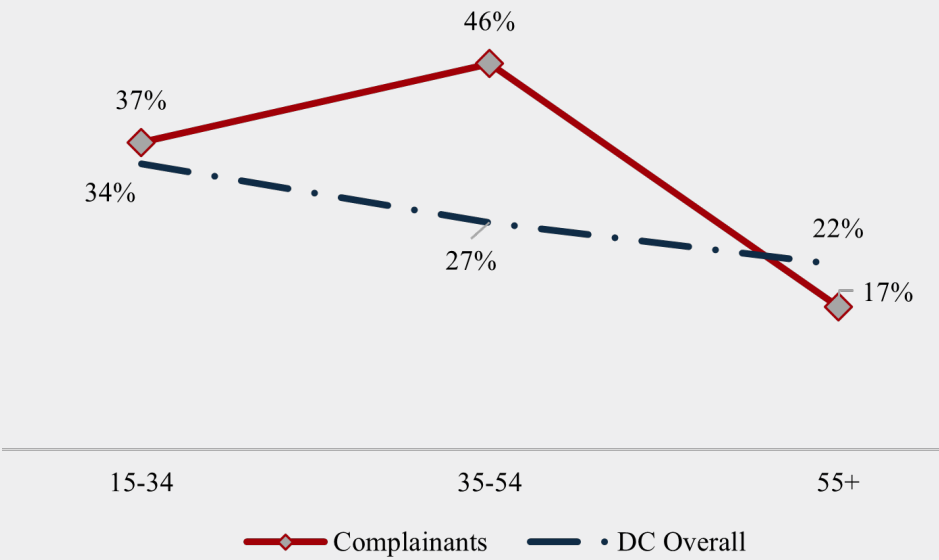
COMPLAINANT DEMOGRAPHICS

The demographics of complainants in FY24 were very similar to those of complainants in FY16 through FY23. The majority of the complainants, 74%, in FY24 were Black, 14% were White, and 4% were Hispanic/ Latino. Complainants younger than 35 accounted for 37% of complainants in FY24, while complainants aged 35 to 54 comprised 40% to 47% of complainants in each of the last eight fiscal years. Complainants aged 55 years and older increased slightly from 13% in FY23 to 17% in FY24.

Community Member Race



Community Member Age⁶

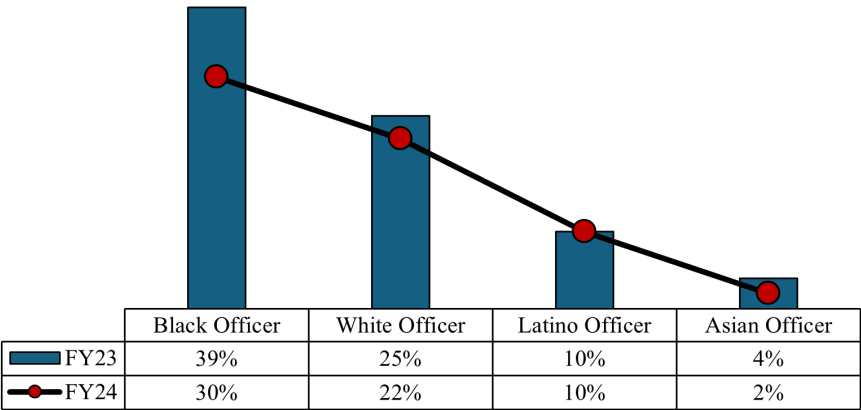


In FY24, two complainants identified as non-binary

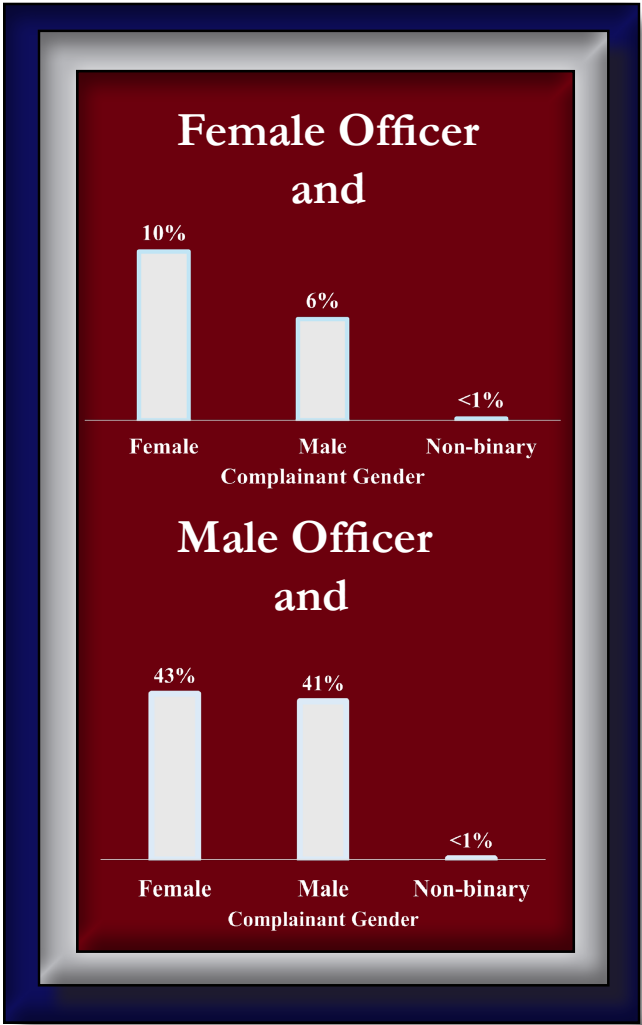
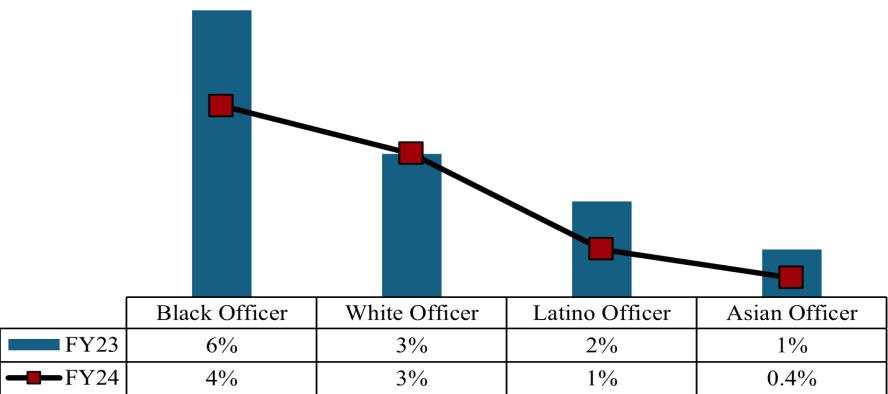
COMPLAINANT AND OFFICER DEMOGRAPHICS PAIRINGS

The most frequent complainant-officer pairings were Black complainants filing complaints against Black officers, accounting for 30% of complaints received in FY24. Black complainants filing complaints against White officers comprised 22% of all complaints received. White complainants filing complaints against Black and White officers comprised 4% and 3% respectively. The remaining pairings are shown in the figures on page 16 and the pairings less than 2% are included in the endnotes.⁷


Black Complainant and




White Complainant and




Officers With Complaints



87% of officers with 3 or more complaints were male

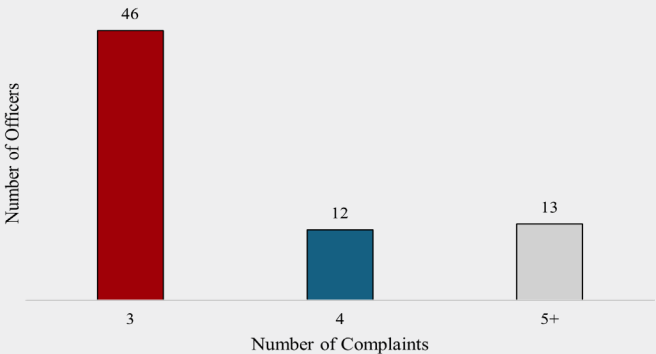


37% of officers with 3 or more complaints were on the force for 5 years or less



42% of MPD officers who received a complaint in FY24 were on the force 5 years or less

71 Officers had 3 or more Complaints in FY24



OVERVIEW

OPC has full access to the MPD⁸ BWC videos that are relevant to OPC complaints. Specifically, OPC has access to BWC footage once a complaint within OPC's jurisdiction has been filed and investigators are permitted to view BWC as it pertains to the complaint received. Therefore, the statistics regarding BWC presented in this report do not reflect the entirety of MPD's BWC usage, but only complaints within OPC's jurisdiction. Furthermore, not all investigations into complaints warrant investigators to watch the available BWC, and these instances are not included in the presented statistics.

IMPACT OF BWCs

The availability of MPD's BWC videos appeared to have an effect on the outcomes of cases investigated. Cases completed in FY24 containing BWC video resulted in a lower percentage of withdrawals than cases without BWC video. This was also true for cases completed in FY17 to FY23. This elevated complainant cooperation may be a result of investigations taking less time when BWC video is available. Complainants may also have more confidence in pursuing their complaints knowing BWC video of the incident exists. Additionally, with BWC evidence, investigators are able to move quickly to determine whether allegations have merit, resulting in less time for investigations to be completed and fewer officer interviews.

In FY24, cases with BWC video resulted in higher percentages of policy training referrals, adjudications, and dismissals based on merit. Cases in which BWC evidence was present had a lower percentage of dismissals based on merit as compared to cases without BWC (45% and 49%, respectively). In FY24, cases with BWC had a higher percentage of sustained cases than those without BWC (4% and 0%, respectively). In FY24, cases without BWC had fewer mediation agreements than cases with BWC (6% and 9%, respectively).

One of OPC's statutory requirements is to make policy recommendations to MPD and DCHAPD to improve police practices. OPC's access to BWC video has greatly improved OPC's ability to identify patterns and practices that may become relevant recommendations. The availability and access to BWC video capturing the actual actions and conduct of officers and complainants is a powerful accountability tool.

OFFICER COMPLIANCE WITH BWC POLICIES

MPD policy requires officers to activate BWCs when an interaction with a community member is initiated. In 2024, the DC Council passed DC Act 25-410, Secure DC Omnibus Emergency Amendment Act of 2024, which stated that officers were no longer required to inform community members of the activation of their cameras when responding to calls for service.⁹ Although MPD reached full deployment of BWCs in 2017, not every case investigated by OPC in FY24 had BWC video. In FY24, OPC found relevant BWC video in 299 out of 387¹⁰ cases with dispositions, accounting for 77% of the total investigations, which is similar to the 80% in FY23. In some cases, OPC was able to determine that the officer or officers involved had BWCs but did not activate them as required. In other cases, there may not be BWC footage because there was not a direct interaction between MPD and a community member (e.g., communication via email), or the officer was unidentified in the complaint and investigators were unable to make an identification. There are also certain members of MPD, such as detectives, who do not wear BWCs.

In each case there can be more than one instance of BWC non-compliance, and in FY24 33% of cases had at least one instance of BWC non-compliance. In 9% of cases the BWC was turned on late; in 13% the BWC was not turned on at all; and in 3% the BWC was obstructed in FY24. The percentages of cases where officer(s) failed to properly use their BWCs by: (1) not notifying the community members that they were being recorded; and (2) turning it off early were 21% and 5% respectively. Overall, a total of 33% of investigated cases in FY24 with BWC video included some form of BWC non-compliance, which is a 5% decrease from the 38% in FY23 cases with BWC non-compliance.

77%

CASES HAD BWC VIDEOS

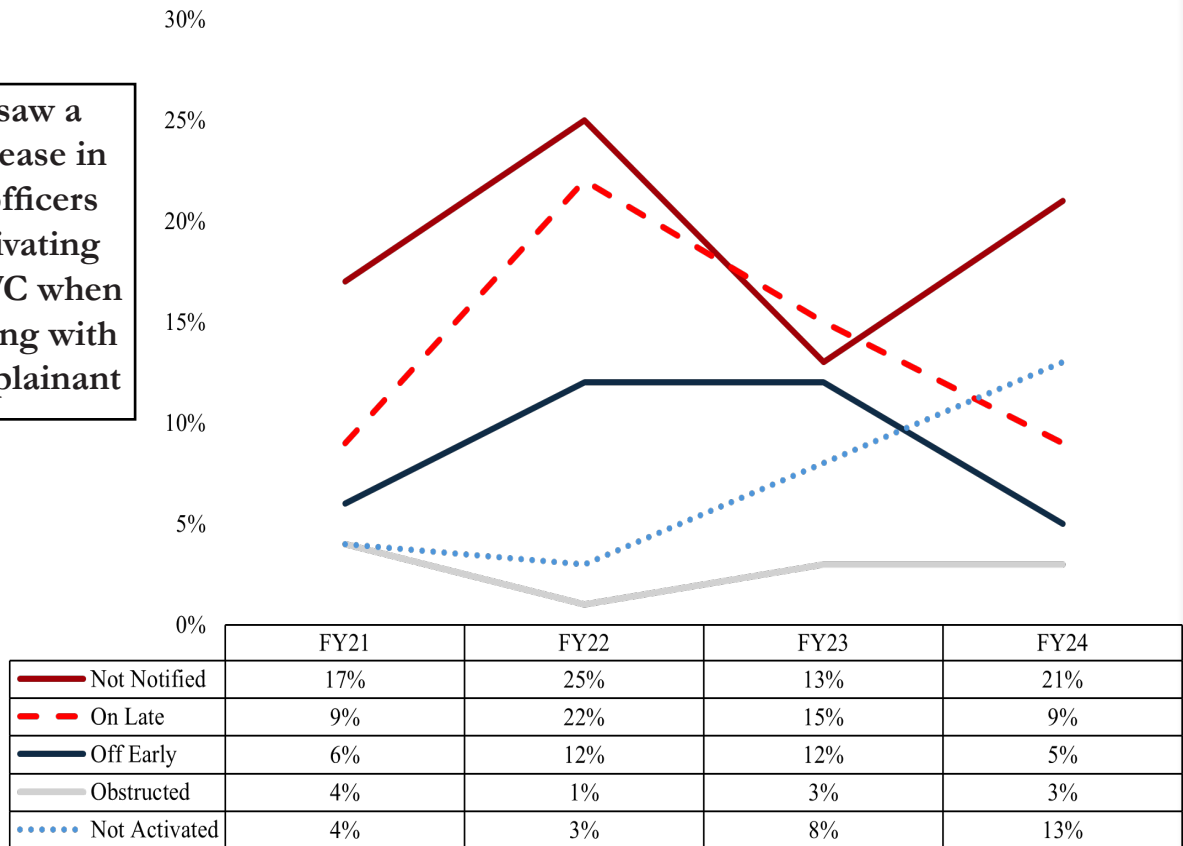


33%

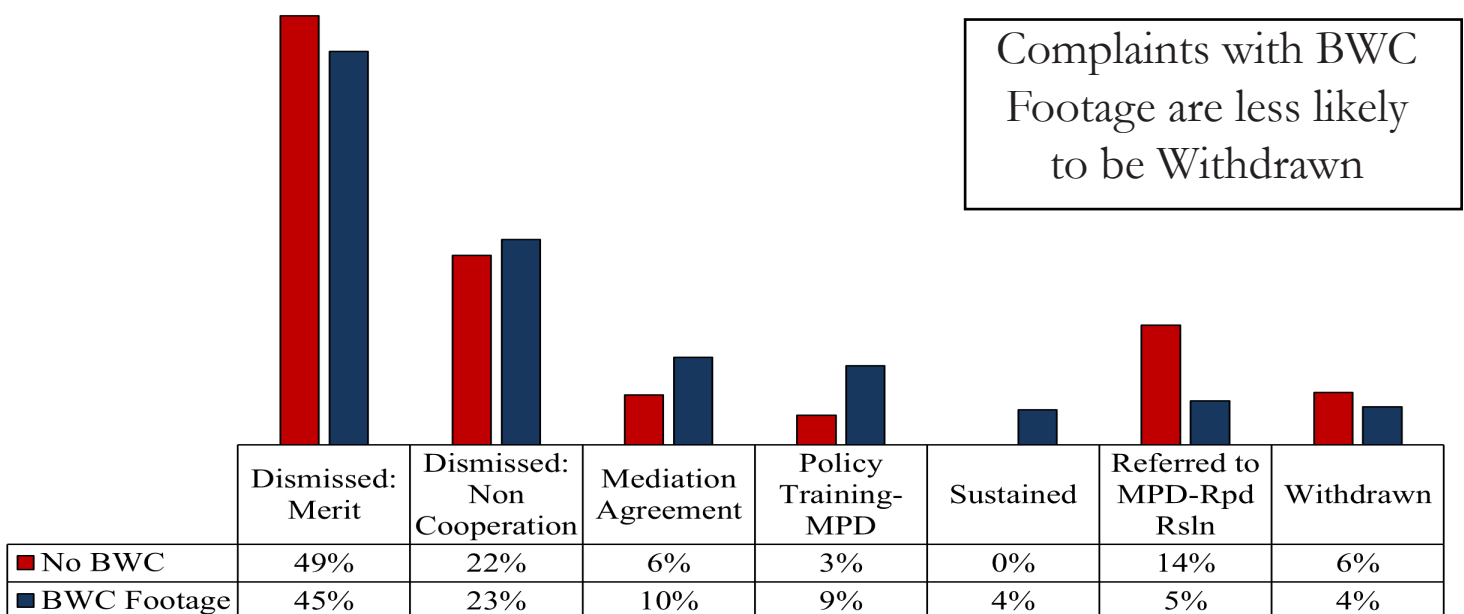
CASES HAD BWC NON-COMPLIANCE

FY24 BODY-WORN CAMERA MISCONDUCT

FY24 saw a 5% increase in MPD officers not activating their BWC when interacting with the complainant



FY24 CASE DISPOSITIONS BY BODY WORN CAMERA



OVERVIEW

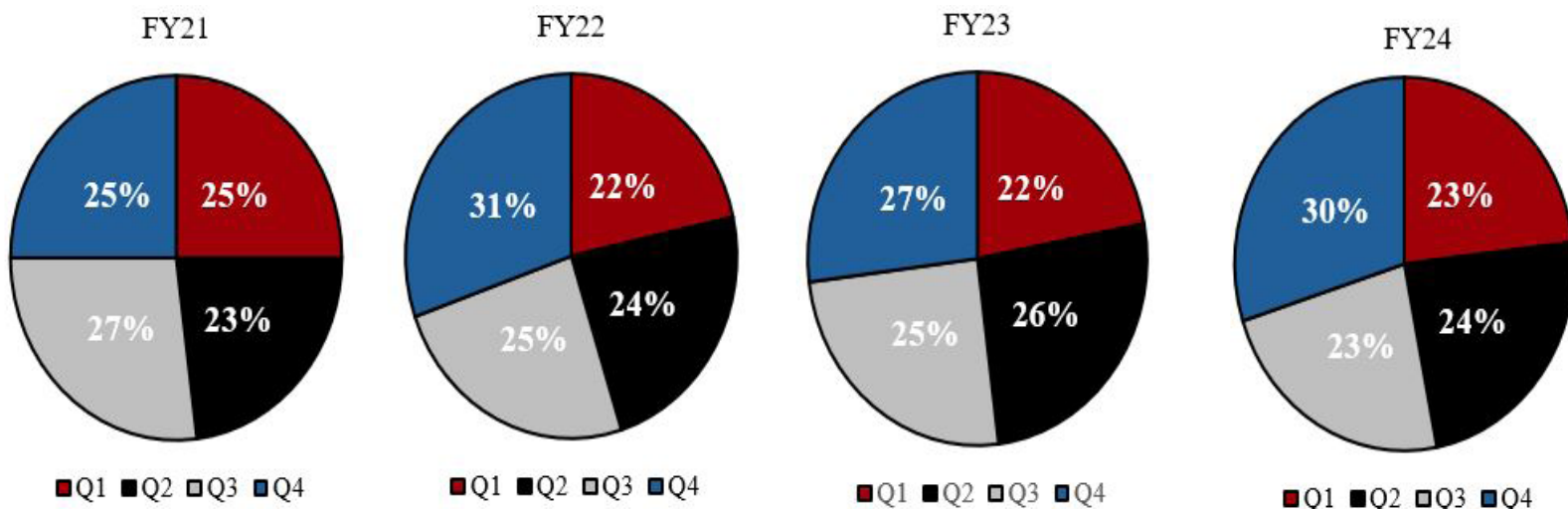
Each month in FY24 accounted for between 7% and 11% of all complaints received, and in each quarter OPC received between 23% and 30% complaints.

OPC received the fewest complaints in May of FY24, with 68 complaints received in those months. OPC received the most complaints in September, with 103 complaints received. Quarter 4 – comprised of July, August, and September – was OPC's busiest quarter

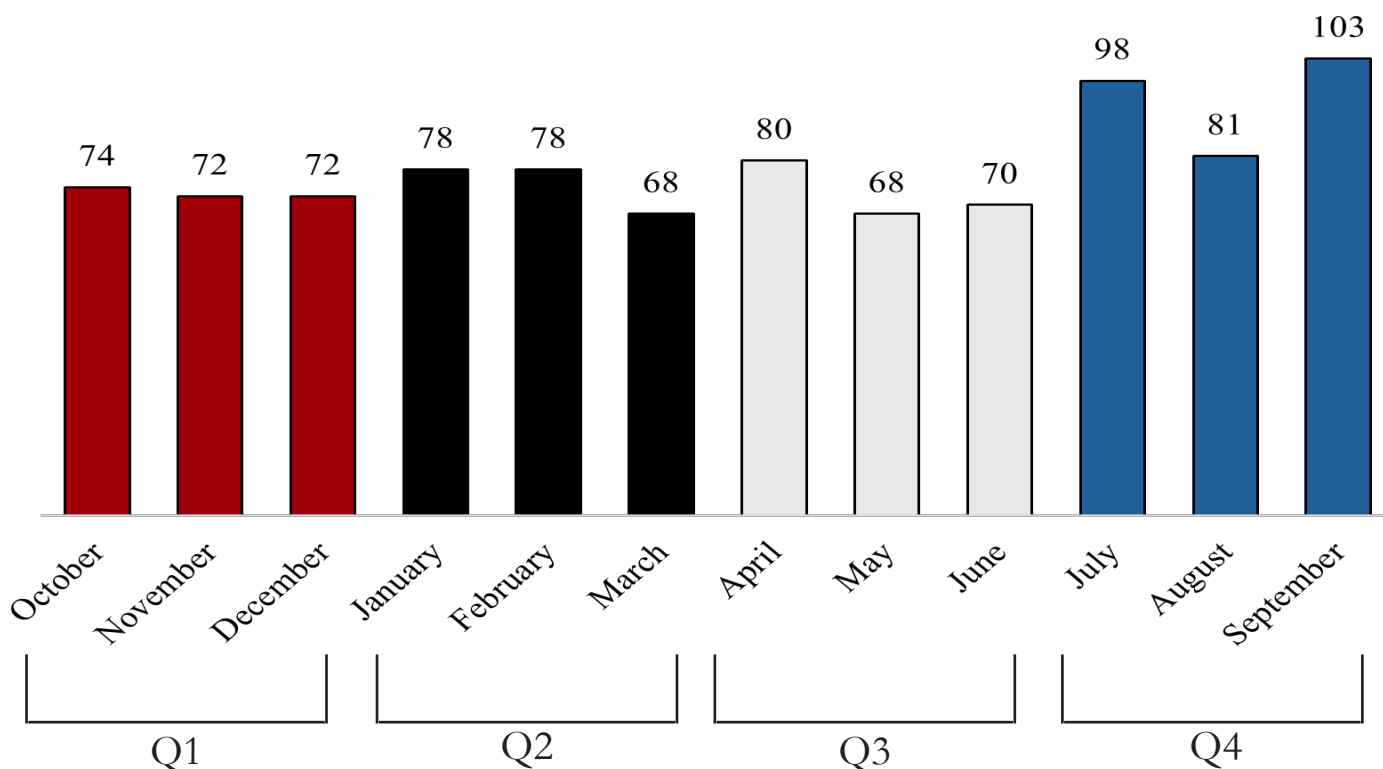
of FY24, with 282 complaints received. OPC received the fewest complaints in the first quarter – comprised of October, November, and December – with 218 complaints.

Quarter 1 and Quarter 3 of FY24 had the lowest percentage of complaints with 23%, respectively. Quarter 4 of FY24 had the highest percentage of all complaints with 30%.

Complaints by Quarter and Year



Complaints by Month in FY24



OVERVIEW

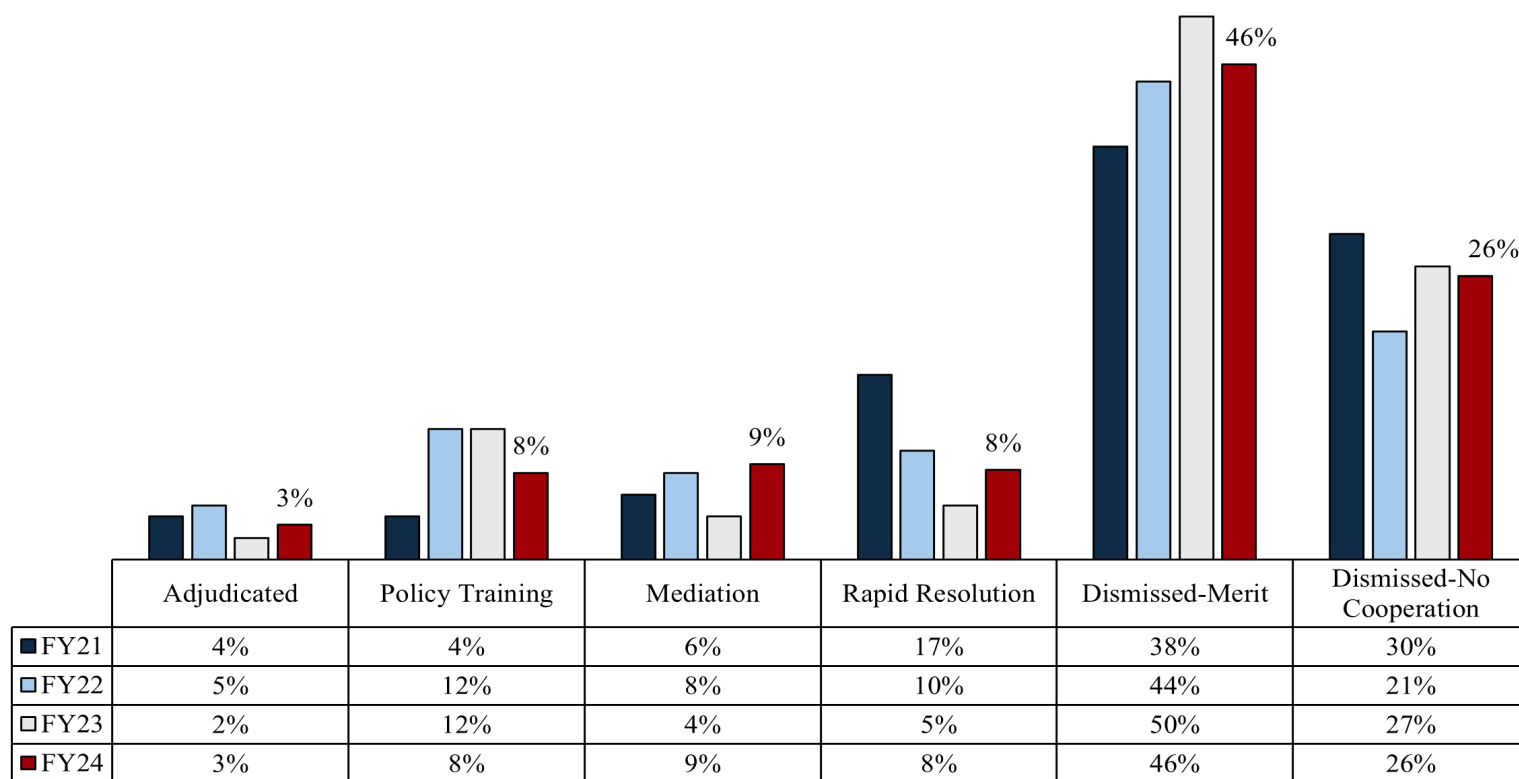
OPC has five primary disposition types - adjudication, policy training, mediation, rapid resolution referral, and dismissal. Cases may be dismissed due to a lack of cooperation from the complainant or because OPC has found that the allegations lack merit. Cases may also be withdrawn by the complainant. These disposition types are discussed in more detail on pages 21 through 25.

CASE DISPOSITIONS

375¹¹ of the cases in FY24 reached one of OPC's primary dispositions. This was a 14% increase¹² from the 330 dispositions reached in FY23. The percentage of cases dismissed based on merit decreased by 4% from FY23 to FY24. Those dismissed based on merit comprised 46% of all dispositions in FY24 and had the highest percentage of the five dispositions. Dismissals due to the complainant not cooperating with the investigation or with the mediation process, decreased by 1% from FY23 to FY24 with 26% of all cases in FY24 being dismissed for non-cooperation. The percentage of sustained adjudications in FY23 was

2% and in FY24 they comprised 3% of all cases. In FY24, 12 out of the 12 decisions contained sustained allegations of misconduct. Adjudicated cases are referred to an independent complaint examiner, who assesses the merits of each case and reaches a determination based on an analysis of the facts. The proportion of cases closed through mediation has more than doubled from 4% in FY23, to 9% in FY24. Policy training accounted for 8% of all dispositions and rapid resolution comprised 8% of all dispositions in FY24. In FY23 there were 40 cases referred to policy training and in FY24 there were 30. This translates to a 25% decrease.

Case Disposition by Year



■ FY21 ■ FY22 □ FY23 ■ FY24

COMPLAINT EXAMINATION

When OPC determines there is reasonable cause to believe misconduct has occurred, the agency refers the matter to a complaint examiner, who adjudicates the merits of the allegations. OPC's pool of complaint examiners, all of whom are distinguished resident attorneys in the District of Columbia, have included individuals with backgrounds in private practice, government, non-profit organizations, and academia.

The complaint examiner may either make a determination of the merits based on the investigative report and its supporting materials or conduct an evidentiary hearing. If a complaint examiner determines that an evidentiary hearing is necessary to adjudicate a complaint, OPC takes steps to ensure that complainants have counsel available to assist them at no cost during these hearings. For complainant representation, OPC currently has an arrangement with Arnold & Porter LLP, an internationally recognized Washington-based law firm with a demonstrated commitment to handling pro bono matters. Generally, officers are represented by attorneys or representatives provided to them by the police union, the Fraternal Order of Police (FOP).

In FY24, a total of 13 complaints involving 21 officers went through the complaint examination process, resulting in 12 merits determination decisions. There were no evidentiary hearings held for cases adjudicated in FY24. All twelve decisions sustained at least one allegation of misconduct, resulting in a complaint examination sustain rate of 100%.¹³

OPC posts all complaint examiner decisions on its website at: www.policecomplaints.dc.gov/page/complaint-examiner-decisions.¹⁴

FINAL REVIEW PANELS

The statute governing OPC¹⁵ allows the chiefs of police of MPD and DCHAPD to appeal complaint examiner decisions. If the chief of police determines that a decision sustaining any allegation "clearly misapprehends the record before the complaint examiner and is not supported by substantial, reliable, and probative evidence in that record," the chief may return the decision for review by a final review panel composed of three different complaint examiners.¹⁶ The final review panel then determines whether the original decision should be upheld using the same

standard. There were no Final Review Panels requested in FY24.

DISCIPLINARY OUTCOMES FOR SUSTAINED CASES

OPC does not have the authority to recommend or determine the type of discipline to be imposed when allegations are sustained by complaint examiners. OPC forwards all complaint examiner decisions that sustain at least one allegation of misconduct to the appropriate chief of police to impose discipline. MPD and DCHAPD are required by statute to inform OPC of the discipline imposed for sustained allegations in each complaint.¹⁷

In FY24, MPD chose to impose discipline of suspension without pay for 8 days for two officers, two officers received an official reprimand, and nine officers received education-based development. Four cases are still pending discipline.

For a list of cases with sustained allegations in FY24 and the discipline imposed in those cases, see Appendix C on page 36.

EDUCATION-BASED DEVELOPMENT

When an allegation of misconduct is sustained by a complaint examiner or upheld by a final review panel, MPD is statutorily required to impose discipline.¹⁸ MPD defines education-based development as "an alternative to discipline." MPD used education-based development instead of discipline in two of 85 cases requiring discipline between FY09 and FY16; in eleven of 14 cases in FY17; in nine of 18 cases in FY18; in two of the 16 cases FY19; in three cases in FY20; two cases in FY21; one case in FY22; five cases in FY23; and six cases in FY24.

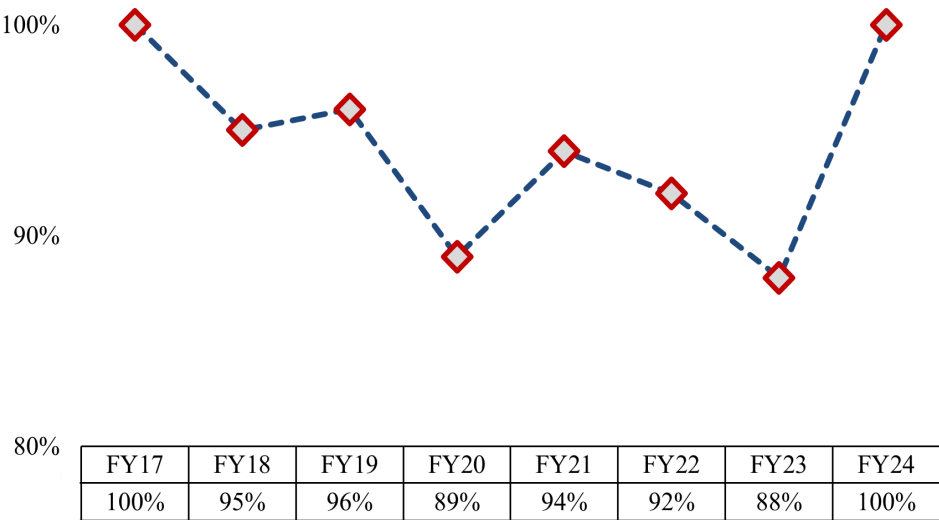
When OPC's Executive Director determines that training is appropriate rather than discipline, OPC refers the case to MPD for policy training rather than referring it to a complaint examiner. The NEAR Act provided OPC with the authority to refer cases for policy training in FY16 Q3, and OPC referred 30 cases to MPD for policy training in FY24.

DISCIPLINE IMPOSED FOR SUSTAINED COMPLAINTS

INVESTIGATIVE
OUTCOMES

Discipline or Action Taken	Total FY09- FY22	Outcome for Cases sustained in FY23	Outcome for Cases sustained in FY24
Suspension Without Pay 11 Days or More	22	3	-
Suspension Without Pay 1 to 10 Days	34	-	2
1-Day Leave Forfeiture	4	-	-
Official Reprimand	31	-	2
Letter of Prejudice	15	-	-
Dereliction Report (PD 750)	41	-	-
Formal Counseling	2	-	-
Education-Based Development	30	5	6
Merits Determination Rejected/No Action Taken	7	-	-
Job Performance Documentation (PD 62-E)	5	-	-

Percent of Cases Where Misconduct Was Found by
Complaint Examiners



12 of 12
decisions by complaint
examiners had at least one
allegation of misconduct
sustained in FY24

POLICY TRAINING REFERRALS

OPC refers cases to MPD or DCHAPD for policy training when OPC finds that the officer has likely violated an MPD/DCHAPD policy or general order and determines that the best corrective action is for the officer to receive additional training. In order to refer cases for policy training, OPC must determine that the officer likely violated an MPD/DCHAPD policy or general order. Therefore, unlike rapid resolution referrals and mediations, policy training cases are fully investigated before being referred to MPD, with OPC investigators interviewing officers and complainants, reviewing BWC footage, and conducting any other investigative steps deemed necessary. In this sense, policy trainings most closely resemble cases sent to complaint examiners for adjudication. The difference is that before the complaint is sent to complaint examination, OPC's investigative supervisors and Executive Director determine that the best corrective action is for the officer to receive policy training rather than discipline.

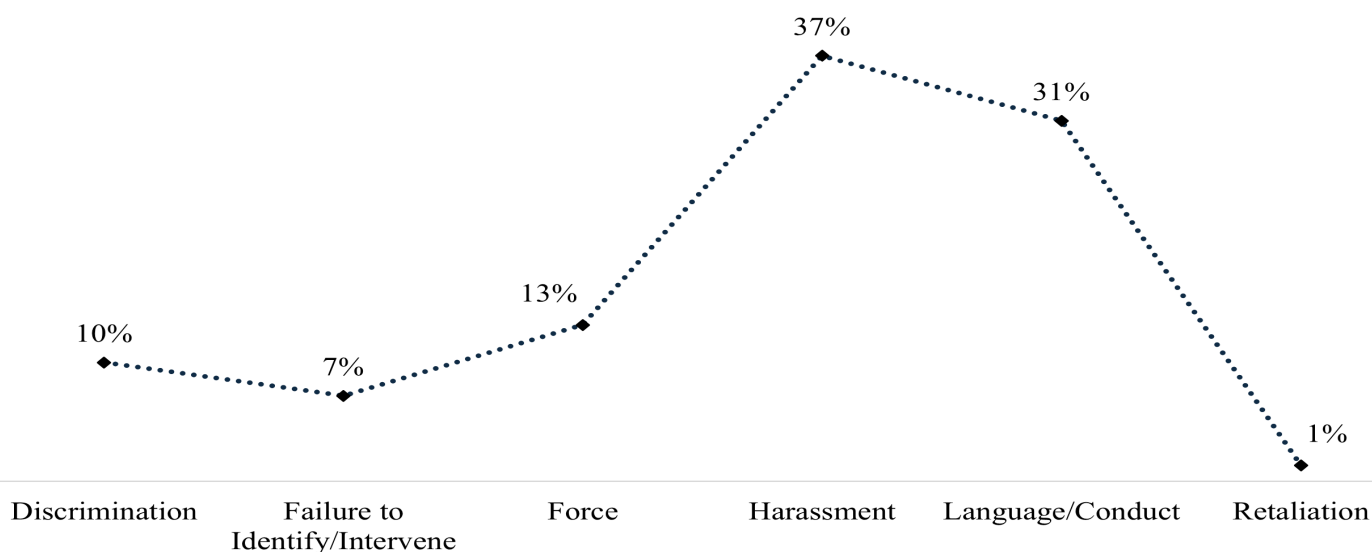
When OPC determines that policy training is the appropriate course of action, it must notify MPD or DCHAPD of 1) the allegations; 2) the rationale for policy training; and 3) the type of policy training OPC

thinks would be most appropriate. The department then notifies OPC when the training has been completed, and the case is closed. Officers must complete the training in order for the case to be closed. With policy training, officers are instructed on the conduct that led to the complaint, and they are provided the necessary skills to better enable them to follow policies and procedures in the future. If the subject officer does not complete the training the case may go to a complaint examiner for review.

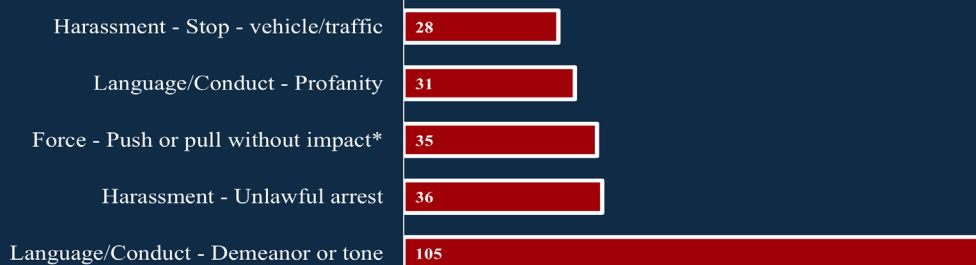
OPC has referred cases for policy training since FY16, when OPC received the authority from the NEAR Act. The number of referred cases steadily increased since FY17, and MPD has completed training for 230 policy training referrals through FY24.

MPD sends most policy training referrals to the Metropolitan Police Academy (MPA), where the training sessions are conducted. An added benefit of this process is that not only are policy and general order violations being addressed and corrected with the individual officer(s) against whom the complaint was filed, but MPA training staff are also able to use the referred cases to apply training and policy updates department-wide when deemed appropriate.

Allegations Referred to Policy Training FY21-FY24



Top 5 Sub-Allegations



RAPID RESOLUTION REFERRALS

When OPC receives a complaint but determines there was no misconduct, OPC can refer the case to MPD for rapid resolution, in which an MPD supervisor will typically contact the complainant to discuss the incident and clarify MPD's policies.

OPC has referred 270 cases for rapid resolution since it gained the option to do so in FY16. OPC did not send any cases for rapid resolution in FY16. OPC sent 19 cases for rapid resolution in FY17, 29 cases in FY18, 17 cases in FY19, 98 cases in FY20, 63 in FY21, 27 in FY22, 17 in FY23, and 31 in FY24.

MEDIATION

Mediation is an important program OPC employs to directly impact community trust in the District police forces at the individual level. The mediation program is used as a direct tool to help foster better community trust in the District police forces and allows community members and officers to have a mediator-facilitated conversation that fosters better rapport in future interactions.

Mediation allows the complainant and the officer to civilly discuss the interaction that led to the complainant's decision to file a complaint. OPC screens all cases for mediation regardless of merit and discusses the option of mediation with the complainant, explaining the goals of the program prior to any mediation referral. OPC has procedural steps in the mediation referral process that introduce the complainant to the mediator assigned to their case before the mediation is scheduled.

Due to the Covid-19 health pandemic, OPC adapted its mediation program in FY20 to support virtual mediations. The resolution rate prior to virtual mediations in FY20 was 71% and rose to 76% after OPC implemented virtual mediations. FY21 was the first year OPC completed all mediations virtually, as there were no in-person mediations and achieved a resolution rate of 86%. In FY24 the resolution rate for mediations was 75%.

MEDIATION SURVEY RESPONSES

An important part of OPC's mediation program includes participant surveys immediately before and after the mediation session. 100% of complainants in the survey, before the mediation took place, felt it was very important the officer understand their perspective. In FY24, 80% felt it was important for them to understand the officers' perspective.

Before the mediation complainants were asked an open-ended question inquiring, "Why did you agree to participate in mediation?" With complainants responding with answers such as; "for answers only," "I had a police complaint," and "communication is the way to resolve this issue." After the mediation complainants were asked if they had signed a resolution agreement after the mediation, and what their level of satisfaction was. The majority of respondents who answered the survey responded that they were very satisfied.

Before the mediation, officers were asked an open-ended question inquiring, "What do you hope to get out of this mediation?" Officers answered they would like to reach a satisfactory resolution and resolve the complainants' concerns.

After the mediation officers were asked the open-ended question, "After today's mediation, how do you think future interactions with the complainant will be?" One officer explained that "I now understand how communication is needed and without it, it leads to misunderstanding." Another officer answered, "I believe we shared our thoughts and opinions in a productive way concerning the incident." Finally, one officer wrote, "We both learned a little about each other's different perspective and how the interaction reached a level of OPC."

Improving officer-community member relations is the mission of OPC and the goal of OPC's mediation program, and these responses from both the complainants and the officers indicate that the mediation program is an effective tool in pursuing that goal.

MEDIATION

MEDIATION PROCESS

Step
01

Investigators review all cases to determine whether the parties might benefit from mediation

Step
02

If investigators determine mediation may be beneficial, they discuss the option of mediation with the complainant

Step
03

The case is referred to a mediation contractor

Step
04

The mediator coordinates a time for the mediation. Parties are required to participate in good faith

Step
05

During the mediation both the complainant and officer will discuss their perspective of the incident and how it made them feel. If both parties are satisfied, they sign a mediation resolution agreement and the case is closed. If unresolved, the case is returned to the investigator and the investigation resumes.

MEDIATION STATISTICS

Number of Cases Referred to Mediation

FY22	FY23	FY24
40	35	55

Average Days Between Referral and Mediation

FY22	FY23	FY24
18	22	23

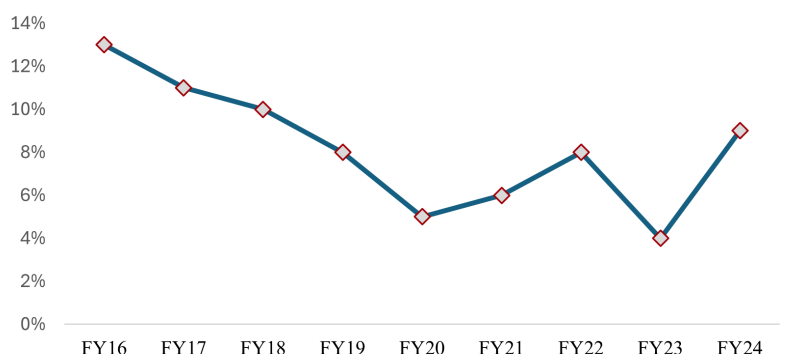
Percent of Mediations Resolved

FY22	FY23	FY24
79%	67%	75%

Percent of Investigations Resolved Through Mediation

FY22	FY23	FY24
8%	4%	9%

Percent of cases resolved through mediation since FY16



OVERVIEW

The statute creating the Police Complaints Board (PCB) authorizes it to “make recommendations, where appropriate, to the Mayor, the Council, the Chief of the Metropolitan Police Department (“Police Chief”), and the Director of the District of Columbia Housing Authority (“DCHA Director”) concerning the status and the improvement of the complaint process. The Board shall, where appropriate, make recommendations to the above-named entities concerning those elements of management affecting the incidence of police misconduct, such as the recruitment, training, evaluation, discipline, and supervision of police officers.”¹⁹ This authority allows OPC to examine broader issues that lead to the abuse or misuse of police powers.

The PCB issues policy recommendations that address large-scale concerns about District law enforcement policies, training, or supervision. In addition, the PCB issues policy reports that address substantive or procedural law enforcement matters, which, if corrected immediately, could greatly improve community trust in the police. In FY24 the PCB issued 5 policy reports with recommendations, that are discussed in more detail below. At the close of FY24, PCB had issued 76 detailed reports and sets of recommendations for police reform since 2002. All reports with recommendations are available on OPC’s website.²⁰

1. Implementation Update on the Reports and Recommendations of the Police Complaints Board from Fiscal Year 2022

On April 1, 2024, OPC published the *Implementation Update on the Reports and Recommendations of the Police Complaints Board from Fiscal Year 2022* to assess the implementation of previously made recommendations. The policy recommendations from Fiscal Year 2022 included four reports and eleven recommendations to the Council and MPD. Of the 11 recommendations, two have been fully implemented, one has been partially implemented and eight have not been implemented. The recommendations are included below.

A. Warrantless Misdemeanor Arrests

On May 27, 2022, the PCB published the *Warrantless Misdemeanor Arrests* policy report, which focused on unlawful misdemeanor arrests made by members of the Metropolitan Police Department (MPD) that are inconsistent with D.C. Code § 23–581, Arrests Without Warrant by Law Enforcement Officers. The PCB recommended that MPD: 1. Issue additional guidance for its members with respect to warrantless misdemeanor arrest procedures; 2. MPD should provide updated training for all MPD members to ensure they are familiar with the law and regulations for warrantless misdemeanor arrests and the changes that are made to past general orders; and 3. MPD should advise its members to verify that the crime is an arrestable offense under D.C. Code § 23–581 prior to making any warrantless misdemeanor arrest. The PCB considered the first recommendation fully implemented, while the second and third are considered not implemented.²¹

B. Enabling Sound During the Pre-Event Buffer on Body-Worn Cameras

On September 27, 2022, the PCB published the *Enabling Sound During the Pre-Event Buffer on Body-Worn Cameras* policy report. In the report, the PCB noted that enabling sound during the pre-event buffer, would help MPD document evidence, resolve and reduce community complaints, improve officer training, reduce civil liability and provide police officer’s perspective of events. The PCB also stated that changing the sound setting could help improve and facilitate better relations and increase trust between MPD officers and community members. The PCB recommended that MPD enable sound during the entire two-minute pre-event buffer on all department issued BWCs. The PCB considered this recommendation not implemented.

C. Improved Guidance on Communicating with Deaf and Hard of Hearing Community Members

On September 27, 2022, the PCB published the *Improved Guidance on Communicating with Deaf and Hard of Hearing Community Members* policy report. In the report, the PCB noted that MPD has policies in place that provide guidance to its officers with respect to interacting with community members who are deaf or hard of hearing (D/HH). However, General Order 304.14, Interaction with Deaf and Hard of Hearing Persons, only provides guidance on how officers

should respond after an officer has already identified a member of the community as D/HH and, does not provide guidance on how to identify someone who is part of the D/HH community. The PCB recommended that MPD: 1. Update General Order 304.14 and SO-00-19 to comply with all DOJ guidelines for interacting with D/HH community members; 2. Update General Orders 901.07, 304.14, and SO-00-19 to require that officers take meaningful steps to ensure any perceived non-compliance by a community member is not the result of a disability before using any level of force unless there is an immediate threat to the health and safety of another member of the community or the officer; 3. MPD should reissue the updated version of SO-00-19 as a standalone general order; 4. MPD should provide updated training for all members to ensure they are familiar with the best practices for interacting with members of the D/HH community and the changes made to General Orders 901.07, 304.14, and SO-00-19.; and 5. MPD should offer ASL and Signed English trainings to its officers outside of the DHHU and incentivize its officers to attend. The PCB considered recommendations 1-4 not implemented and 5 as partially implemented.

D. Use of Hair Holds by Metropolitan Police Department Officers

On September 27, 2022, the PCB published the *Use of Hair Holds by MPD Officers* policy report. In the report, the PCB noted in recent years the Office of Police Complaints (OPC) received several complaints involving MPD officers who utilized unnecessary or excessive force against community members by pulling their hair. The PCB noted that hair holds are a dangerous tactic and when improperly applied they create a serious risk of severe scalp and neck injuries. The PCB recommended: 1. MPD should update General Order 901.07, Use of Force, to either prohibit the use of hair holds or discuss their appropriate use; and 2. MPD should provide updated training to all members with respect to the use of hair holds and include hair holds in its use of force trainings for new recruits. The PCB considered the first recommendation not implemented and second recommendation fully implemented.

For more information regarding this recommendation, please visit <https://policecomplaints.dc.gov/node/1716421>.

2. Education-Based Development in Lieu of Discipline

On August 29, 2024, the PCB published the *Education-Based Development in Lieu of Discipline* policy report. Currently, the Metropolitan Police Department (MPD) has sole discretion in issuing discipline for officers with sustained allegations of misconduct based on community member complaints to the Office of Police Complaints (OPC). OPC has recognized a trend wherein after an independent Complaint Examiner sustains one or more allegations of misconduct, officers are often issued Education-Based Development (EBD), in lieu of actual discipline. DC Official Code § 5- 1112(b) requires that when a sustained OPC complaint is referred to the Chief of Police, they must impose an appropriate penalty from the Table of Penalties Guide in General Order 120.21 (Disciplinary Procedures and Processes). EBD is not listed in the Table of Penalties Guide in General Order 120.01, thus it is not considered a form of discipline, but additional training. The PCB recommended:

1. MPD follow DC Code § 5–1112 and its own general order by imposing discipline from the Table of Penalties Guide in General Order 120.21 for sustained OPC complaints to ensure fairness and consistency; and
2. MPD should be more consistent in its initial and final disciplinary notices.

For more information regarding this recommendation, please visit <https://policecomplaints.dc.gov/node/1741201>.

3. Improved Guidance on Involuntary Emergency Hospitalization Procedures

On August 29, 2024, the PCB published the Improved Guidance on Involuntary Emergency Hospitalization Procedures policy report, which highlighted the need for MPD to ensure that there are proper procedures and training in place, as well as oversight, to ensure that when officers detain individuals for involuntary hospitalization, they are balancing the goals of safety and treatment with respect for the constitutional rights of individuals with mental health conditions. This is because OPC has received several complaints with allegations of unlawful involuntary hospitalization of people experiencing a mental health crisis by MPD officers. Currently, the District and MPD, have policies in place in the event emergency hospitalizations are required in the form of DC Code § 21–521, MPD General Order 308.04, and Form FD-12. DC Code § 21–521, the law governing involuntary emergency hospitalization by law enforcement officers, allows officers

to transport subjects to a public or private hospital if they believe the person is mentally ill, and likely to injure themselves or others if they are not immediately detained. MPD General Order 308.04, has regulations and training in place to provide guidance to its officers on interacting with community members experiencing mental health conditions, but does not provide guidance to officers on how to determine whether someone may be suffering from a mental illness or poses a danger or risk of injury to oneself or others. The Form FD-12 is the application that an MPD member, or another authorized agent, must complete in order to involuntarily hospitalize an individual in the District. The PCB recommended that:

1. MPD should update General Order 308.04 to include detailed guidance for members on recognizing signs of mental health crises, interacting with mental health consumers, when and how to lawfully detain someone for emergency hospitalization, and the liberty interests of those involuntarily hospitalized.; and
2. MPD should provide updated training for all members to ensure they are familiar with the changes made to General Order 308.04.

For more information regarding this recommendation, please visit <https://policecomplaints.dc.gov/node/1741191>.

4. Differentiating Field Contacts from Investigatory Stops

On September 24, 2024, the PCB published the *Differentiating Field Contacts from Investigatory Stops* policy report. This report recommended that MPD incorporate additional guidance on the distinction between field contacts and stops into its general orders and officer training. The PCB recommended that:

1. MPD should add additional guidance to General Order 304.10 regarding specific police actions, suspect characteristics, and other factors that distinguish field contacts from stops. Furthermore, MPD should ensure the additional guidance is consistent with the most recent D.C. case law.
2. MPD should provide training to all sworn officers on the updates to General Order 304.10.

For more information regarding this recommendation, please visit <https://policecomplaints.dc.gov/node/1745366>.

5. Improved Guidance on Protective Pat Downs

On September 24, 2024, the PCB published the *Improved Guidance on Protective Pat Downs* policy report. This report sheds light on issues regarding the Fourth Amendment, which arms people with the right to be free from unreasonable searches and seizures and protects individuals against government intrusion on individual liberty. OPC has received multiple complaints involving allegations of unlawful frisks, with at least ten being sustained by a Complaint Examiner since 2019. In order to reduce the number of Fourth Amendment violations in the District, the PCB encouraged MPD to ensure all stops and pat downs of individuals, and their items are lawful and to reinforce training for officers on the reasonable articulable suspicion needed for pat downs. The PCB recommended that:

1. MPD should provide additional guidance to its members on General Order 304.10, specifically that members do not have the legal authority to perform a protective pat down merely because an individual is stopped. Rather, MPD should reinforce that officers must have reasonable suspicion that the individual is armed and presently dangerous before conducting a frisk.
2. MPD should reinforce to its members that General Order 304.10 requires officers to remove bags that are immediately separable from an individual before performing a frisk.

For more information regarding this recommendation, please visit <https://policecomplaints.dc.gov/node/1745371>.

OUTREACH EVENTS

In FY24, OPC expanded its outreach efforts across the District of Columbia, conducting and participating in over 25 events that focused on educating the public about the agency's mission, function and the importance of civilian oversight in law enforcement.

As part of its continued outreach efforts, OPC conducted its Student Interactive Training (SIT) program, reaching students across multiple schools and community groups. This program, which engages the youth with interactive scenarios on knowing their constitutional rights and fostering positive interactions with law enforcement, was presented at various D.C. public and charter schools, including Ballou, Capital City, Dunbar, and School Without Walls. Additionally, the SIT program was conducted for participants of the D.C. Department of Parks and Recreation summer camps, with the program expanding to a new location at Stead Park Recreation Center.

OPC reinforced its commitment to supporting the district's immigrant community by engaging in events such as Briya Public Charter School's Know Your Rights Fair. This year also saw the agency's involvement in a new Collaboration for Immigrant Families initiative and a partnership with Ayuda. Presentations to Ayuda covered OPC's mission and services to the community, while a brown bag session allowed OPC staff to learn more about Ayuda's efforts in supporting low-income immigrants across the Washington, DC metropolitan area.

Additionally, agency staff continued to present to newly sworn members of the Metropolitan Police Department as well as other police departments across the United States. This presentation focuses on educating officers about OPC's mission and complaint process.

On the international front, OPC hosted a group of visitors from Kazakhstan as part of the U.S. Department of State's International Visitor Leadership Program. The visit provided OPC with an opportunity to discuss its investigative process and civilian oversight of law enforcement policies, procedures, and training. The agency also welcomed



officials from the nation of Georgia, sponsored by the U.S. Department of State, to consult on civilian oversight practices.

Further, OPC participated in numerous community-centered events, including the DC Housing Authority Police Department's National Night Out and the 2024 DC State Fair. These outreach events underscore the agency's dedication to building community trust and awareness through engaging, informative interactions.

In FY24, OPC continued to heighten the public awareness of its Community Partnership program. The purpose of the partnership program is to collaborate with a wide range of organizations to provide the public with greater access to information about the agency.

APPENDICES

Table Reporting Percent of Complaints Per Ward Since FY17

	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Ward 1	13%	11%	15%	8%	11%	10%	12%	15%
Ward 2	18%	18%	17%	20%	16%	15%	13%	10%
Ward 3	4%	5%	7%	7%	9%	6%	6%	5%
Ward 4	10%	9%	7%	8%	7%	10%	7%	10%
Ward 5	16%	14%	14%	16%	15%	14%	16%	15%
Ward 6	15%	17%	17%	15%	15%	18%	15%	16%
Ward 7	13%	14%	12%	13%	12%	13%	13%	14%
Ward 8	12%	11%	12%	14%	14%	15%	18%	15%

Harassment Subcategories	FY21	FY22	FY23	FY24
Bad Ticket	51	54	69	71
Contact	49	60	38	33
Entry (no search)	27	14	15	11
Frisk	9	12	11	7
Gun: Touch Holstered Weapon	9	6	12	4
Intimidation	27	43	51	59
Mishandling Property	41	52	60	72
Move Along Order	10	9	22	27
Prolonged Detention	11	9	17	15
Property Damage	29	30	23	12
Refusing Medical Treatment	9	8	18	15
Search: Belongings	5	11	6	5
Search: Car	20	33	17	21
Search: Home	12	16	9	6
Search: Person	14	21	10	13
Search: Strip or Invasive	2	1	4	5
Stop: Bicycle	-	1	-	-
Stop: Pedestrian	40	31	29	32
Stop: Vehicle/Traffic	48	60	50	69
Stop: Boat	-	-	1	-
Threat	45	56	76	78
Unlawful Arrest	83	87	95	97
Other	84	63	88	94
Total Harassment Allegations	625	677	721	746
Percent Change from Previous Fiscal Year	9% Decrease	8% Increase	6% Increase	3% Increase

Force Subcategories	FY21	FY22	FY23	FY24
ASP: All Types	2	-	2	-
Canine	-	-	-	-
Chokehold	6	3	4	2
Forcible Handcuffing	20	20	21	10
Gun: Drawn, but not Pointed	3	5	1	3
Gun: Fired	6	3	1	1
Gun: Pointed at Person	11	7	4	9
Handcuffs too Tight	18	22	23	19
OC Spray	5	8	7	13
Push or Pull with Impact	39	36	44	36
Push or Pull without Impact	44	68	63	69
Strike: Kick	1	2	3	-
Strike: with Officer's Body	1	1	3	5
Strike: Punch	4	3	7	6
Strike: While Handcuffed	-	-	2	1
Strike: with Object	3	-	2	1
Vehicle	3	2	4	4
Other	26	20	24	21
Total Force Allegations	192	200	215	200
Percent Change from Previous Fiscal Year	26% Decrease	4% Increase	8% Increase	7% Decrease

Discrimination Subcategories	FY21	FY22	FY23	FY24
Age	4	2	4	4
Color	3	2	3	1
Disability	4	5	7	12
Family Responsibilities	-	-	-	1
Language	-	-	-	-
Marital Status	1	-	-	-
National Origin	10	7	11	7
Personal Appearance	3	2	6	10
Physical Handicap	3	-	-	-
Place of Residence or Business	4	2	5	6
Political Affiliation	2	-	2	1
Race	37	44	54	63
Religion	3	1	1	6
Sex	8	5	3	13
Sexual Orientation	5	2	3	3
Source of Income	1	-	-	1
Other	5	8	15	23
Total Discrimination Allegations	93	80	114	151
Percent Change from Previous Fiscal Year	12% Decrease	14% Decrease	43% Increase	32% Increase

Failure to Identify Subcategories	FY21	FY22	FY23	FY24
Display Name and Badge	5	5	5	2
Provide Name and Badge	34	37	48	44
Other	-	3	2	9
Total Failure to Allegations	39	45	55	55
Percent Change from Previous Fiscal Year	11% Increase	15% Increase	22% Increase	0% Change

Failure to Intervene Subcategories	FY21	FY22	FY23	FY24
Total Failure to Intervene Allegations	3	3	4	6
Percent Change from Previous Fiscal Year	200% Increase	0% Change	33% Increase	50% Increase

Language and Conduct Subcategories	FY21	FY22	FY23	FY24
Demeanor or Tone	202	206	218	228
Gesture or Action	56	50	59	46
Other Language	19	27	33	61
Profanity	17	37	22	35
Racial/Ethnic Slur	-	4	3	4
Other	11	7	7	6
Total Language and Conduct Allegations	305	331	342	380
Percent Change from Previous Fiscal Year	<1% Decrease	9% Increase	3% Increase	11% Increase

Retaliation Subcategories	FY21	FY22	FY23	FY24
Total Retaliation Allegations	6	10	8	13
Percent Change from Previous Fiscal Year	57% Decrease	67% Increase	20% Decrease	63% Increase

FY24 Complaint Examiner Decisions by Allegation and Disciplinary Outcomes

Complaint Number	Harassment	Force	Language or Conduct	Failure to Identify/ Intervene	Retaliation	Discrimination	Discipline Determination
23-0558	Sustained	-	-	-	-	-	Education Based Development
23-0586	Sustained	-	-	-	-	-	Education Based Development
23-0260	Sustained/ Unfounded	-	-	-	-	-	Education Based Development
23-0164	-	Sustained	Sustained	-	-	-	8 Day Suspension; Official Reprimand; Education Based Development
23-0707 & 23-0857	-	-	Sustained	-	Insufficient Facts	-	Official Reprimand
23-0772	Sustained	-	-	-	-	-	Education Based Development
23-0735	Sustained	-	-	-	-	-	8 Day Suspension
23-0657	Exonerated/ Sustained	-	-	-	-	-	Pending
23-0708	Sustained	-	-	-	-	-	Pending
24-0198	Sustained	-	-	-	-	-	Pending
24-0195	-	Sustained	Sustained	-	-	-	Pending
23-0079	Sustained	Sustained	-	-	-	-	Education Based Development

FY23 Complaint Examiner Decisions by Allegation and Disciplinary Outcomes Updates

22-0342	Exonerated/ Sustained		Sustained				Education Based Development; PD 750
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FY19 Complaint Examiner Decisions by Allegation and Disciplinary Outcomes Updates

19-0732 ²²	Sustained			Sustained			Pending
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ENDNOTES

1. To see the emergency legislation please visit: <https://code.dccouncil.us/us/dc/council/acts/23-336>.
2. In order for a contact to be tracked by OPC it needs to fit 1 of these 3 requirements: 1) contact regarding any type of police complaint in D.C., Maryland, and Virginia (DMV); 2) all customers contacting OPC about a MPD or DCHAPD officer – regardless of location; and 3) all out-of-state complaints (i.e. complaint forms) that we receive.
3. For investigations opened and completed OPC does not include cases that were referred to MPD/DCHAPD due to 90 days or jurisdiction, or referred to another police jurisdiction, in these statistics.
4. In 2022 D.C. changed the boundaries of Wards 6, 7, and 8. Specifically, the Navy Yard neighborhood from Ward 6 became part of Ward 8 and the part of the Capitol Hill area in Ward 6 became part of Ward 7.
5. For more information on the NEAR Act of FY16 please visit: <https://saferstronger.dc.gov/page/near-act-safer-stronger-dc>
6. The remaining 17% of the population not included in the graph are individuals aged 0-14. For more information on D.C. demographics please visit: <https://www.dchealthmatters.org/demographicdata>
7. Other officer and complainant demographic pairings were not listed because they each made up less than 2% of all pairings. These include 1) Latino officer and Asian complainant; 2) Officer of another Race/Ethnicity or Multi-Racial and Asian complainant; 3) White officer and Asian complainant; 4) Officer of another Race/Ethnicity or Multi-Racial and Black complainant; 5) Latino officer and Latino complainant; 6) Asian officer and complainant of another Race/Ethnicity or Multi-Racial; 7) Latino officer and complainant of another Race\Ethnicity or Multi-Racial; 8) Asian officers and White complainants; 9) Officer of another Race/Ethnicity or Multi-Racial and White complainant.
8. As of FY24 DCHAPD had still not implemented a BWC program.
9. To see D.C. Act 25-410. Secure DC Omnibus Emergency Amendment Act of 2024, please visit: <https://code.dccouncil.gov/us/dc/council/acts/25-410>
10. Withdrawn cases are included when discussing BWC footage and dispositions.
11. This number does not include administration closures, referred to MPD/DCHAPD 90 days or jurisdiction, referred to other, and those that were withdrawn.
12. In FY21 OPC changed how the agency deals with certain complaints that are forwarded from MPD . Specifically, if the complaint forwarded from MPD does not have contact information for the complainant, OPC now sends the complaint back to MPD as their jurisdiction as opposed to issuing a summary dismissal.
13. The sustain rate reflects the percentage of decisions adjudicated by a complaint examiner that were sustained. It does not reflect the percentage of all complaints resolved by OPC that were sustained.
14. To see complaint examiner decisions by calendar year please visit: <https://policecomplaints.dc.gov/page/complaint-examiner-decisions>.
15. D.C. Code §5-1104. <https://code.dccouncil.us/dc/council/code/sections/5-1104.html>
16. D.C. Code §5-1112(c). <https://code.dccouncil.us/dc/council/code/sections/5-1112.html>
17. D.C. Code §5-1112(e). <https://code.dccouncil.us/dc/council/code/sections/5-1112.html>
18. D.C. Code §5-1112(e). <https://code.dccouncil.us/dc/council/code/sections/5-1112.html>
19. D.C. Code §5-1104 (d). <https://code.dccouncil.us/dc/council/code/sections/5-1104.html>
20. <https://policecomplaints.dc.gov/page/policy-recommendations>
21. OPC now considers the third recommendation fully implemented after MPD incorporated the training in its 2024 annual professional development training.
22. This case is still pending discipline due to an ongoing civil suit.



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