

# Appendices

## Appendix A: Policy Recommendation Status

**Table 28: Monitoring Citizen Complaints That Involve Police Response to Reports of Hate Crime  
(September 30, 2009)**

Recommendation	Status
MPD should collaborate with OPC to establish a system to monitor complaints filed with both agencies that allege inadequate police response to a report of hate crime. MPD should identify relevant complaints even where the complainants may fail to use terms such as “hate crime” or “bias crime.”	<b>Pending.</b> MPD states that both OPC and MPD have systems and processes in place for collaboration, including a sergeant assigned as a regular liaison officer. MPD, therefore, recommends that analysts from both agencies work together to collect and review current data to determine if there is a need to establish another system.
MPD should invite other District agencies, such as OPS (formerly DCHAPD) and OHR, to participate in the information-sharing and monitoring process. In the event patterns or trends are identified that suggest the need for corrective action, such information should be noted and brought to the attention of MPD and PCB. Further, to the extent information about these complaints appears appropriate for inclusion in the Mayor’s statutorily mandated report of bias-related crime issues, such information should be transmitted to the appropriate officials.	<b>Pending.</b> MPD states that it participates in the D.C. Bias Crime Task Force, which is chaired by the United States Attorney and includes representatives from federal and local law enforcement, as well as interested community groups. One of the objectives of the Task Force is to strengthen the partnership between law enforcement and the community in preventing and responding to hate crimes. In February 2010, MPD hosted the quarterly meeting of the Task Force and invited other agencies, such as those suggested by PCB in this recommendation, to attend and discuss ways to enhance the sharing of information and training.
MPD should utilize the existing framework of the Fair and Inclusive Policing Task Force and the D.C. Bias Crimes Task Force to address community concerns about police responsiveness to hate crime and work with its task force partners to ensure that all constituencies covered by the D.C. Bias-Related Crimes Act receive education and outreach, particularly groups for whom hate crimes data suggest underreporting.	<b>Adopted in part.</b> As noted above, MPD is continuing to work with the D.C. Bias Crimes Task Force and states that its active participation in this group provides a means to learn about and address community concerns about hate crime issues. MPD states that it does not plan to reconvene the Fair and Inclusive Policing Task Force for the purpose of addressing community concerns about hate crimes but is willing to utilize this task force in the future if in its view the need arises.

**Table 29: Monitoring of April 2009 IMF/World Bank Protest**

**(September 24, 2009)**

<b>Recommendation</b>	<b>Status</b>
<p>MPD should continue to offer training to its Civil Disturbance Unit (CDU) and, as appropriate, to other officers that emphasizes compliance with the First Amendment Assemblies Act. In the course of its training, MPD should review the incident that unfolded April 25, 2009, and discuss how the outcome could have been better. In particular, the training should focus on provisions of the First Amendment Assemblies Act that address: giving demonstrators the opportunity to comply voluntarily with time, place, and manner restrictions; giving demonstrators reasonable and adequate time to disperse; giving demonstrators a clear and safe route for dispersal; limiting use of police lines; and prohibiting use of chemical irritants except in rare circumstances.</p>	<p><b>Adopted.</b> MPD states that all CDU personnel receive training annually, which includes training in the First Amendment Assembly Act.</p>
<p>The District, through concerted effort by the Mayor, D.C. Council, and MPD Chief of Police, should seek to obtain voluntary compliance with the First Amendment Assemblies Act by those federal law enforcement agencies that routinely assist MPD with First Amendment demonstrations on District-controlled public space. The District may wish to enter voluntary Memoranda of Agreement with these agencies, pursuant to which MPD would provide training and guidance on the operation and application of the First Amendment Assemblies Act in exchange for a voluntary commitment from the cooperating agencies to comply with the terms of the Act when assisting MPD with First Amendment demonstrations.</p>	<p>OPC did not obtain a response to this recommendation from MPD. OPC will follow up with MPD in the coming fiscal year.</p>

**Table 30: Taxicab Drivers and MPD Enforcement of the District’s Taxicab Regulations**

**(September 8, 2009)**

<b>Recommendation</b>	<b>Status</b>
DCTC should review for accuracy and clarity rules and regulations governing taxicab drivers, particularly those that address issues raised in this report, and make such revisions as are necessary to promote understanding and compliance.	<b>Pending.</b> DCTC reports that the review of its rules and regulations is in progress.
DCTC should consider making available translations of important rules and regulations in the non-English languages most commonly spoken by taxicab drivers.	<b>Not Adopted.</b> DCTC states that it does not have funding to meet this recommendation.
DCTC and UDC should assess the current UDC taxicab pre-license training course and work together to incorporate relevant provisions of Title 31 of the D.C. Municipal Regulations into the course content. Efforts should also be made to include a significant number of questions from Title 31 in the UDC simulated final examination.	<b>Pending.</b> DCTC states that it will assess its training material before testing resumes, but could not determine at this time the date that testing will resume.
DCTC and UDC should recruit interested MPD officers and DCTC hack inspectors to serve as instructors or guest presenters.	<b>Pending.</b> DCTC states that it will inform UDC of this recommendation and assess the feasibility of recruiting instructors from MPD and DCTC before the resuming license testing.
DCTC should require taxicab drivers to attend annual refresher training that centers on Title 31 of the taxicab regulations and applicable District law.	<b>Pending.</b> DCTC states that it will consider this recommendation when it conducts its review of all training requirements.
MPD and DCTC should establish regular joint training sessions for hack inspectors and MPD officers.	<b>Not adopted.</b> MPD states that, although the agency provides training to hack inspectors, regular joint training sessions are not currently planned, as training of MPD officers is far more extensive than that provided to hack inspectors.
MPD should review and update its current training materials and general orders, offer annual in-service training on taxicab enforcement to all MPD officers, and continue to provide roll-call training to inform officers of important changes in taxicab rules and regulations.	<b>Adopted.</b> MPD states that it has worked to clarify any confusion on the part of officers by providing updates through its teletype system, as well as training during roll call. All corrections and clarifications will be incorporated into the recruit and professional development training programs, as well as in MPD directives.
Both MPD and DCTC should review taxicab citations issued by their respective agencies and seek to identify any problematic patterns or trends. To address concerns about discriminatory enforcement, MPD and DCTC should develop a system to review individual citations, in order to spot outliers, <i>i.e.</i> officers or inspectors whose citation issue rates are higher than average. This can be accomplished by noting which infraction specified in D.C. Mun. Regs. tit. 31 § 825 was incurred, which officer or inspector issued the citation, and any identifying information about the taxicab driver available from the citation. MPD and DCTC could coordinate to connect driver’s license and vehicle ID numbers to specific individuals.	<p><b>Adopted in part.</b> MPD states that it will review citations pertaining to taxi cab violations in order to discern any potential patterns or trends. An MPD representative of the agency’s Homeland Security Bureau, which oversees the Traffic Safety and Specialized Enforcement Branch, will meet with a DCTC representative on a quarterly basis to review enforcement efforts, and identify and address any existing or potential issues.</p> <p>DCTC states, however, that the volume of complaints received and investigated by OPC would not justify the cost of adopting the recommendation.</p>

**Table 31: Public Drinking Arrests by MPD Officers on Residential Property**

**(August 17, 2009)**

Recommendation	Status
<p>MPD should develop a new POCA general order and corresponding recruit and in-service POCA training. Although the general order and training should cover all aspects of POCA enforcement, special emphasis should be placed on how properly to enforce POCA in the residential context, since this is the area of greatest confusion and the one that presents the greatest potential for civil rights violations, given the primacy of the right of citizens to be free of government intrusion in and around their homes. At a minimum, the new directive and the attendant training should ensure that MPD officers know:</p> <p>a.) Not all residential yard space in the District of Columbia is public property; therefore, not all District yards are subject to POCA;</p> <p>b.) Most backyards are not subject to POCA, even in neighborhoods where “parking” abuts front yards;</p> <p>c.) The front yards of many residential properties adjoined by “parking” consist both of “parking” and privately owned land, and arrests for POCA are not sanctioned on the part of a yard that is not “parking;” and</p> <p>d.) If it is unclear whether residential yard space is “parking,” POCA arrests should not be made.</p>	<p><b>Adopted in part.</b> MPD states that it has updated recruit training and included in roll call training guidance on POCA enforcement. The Department noted, however, that general orders are designed to address MPD procedures and policies. Unless a law necessarily involves new MPD policies or procedures, MPD will not issue a general order, but rather, will address the matter during training.</p>

**Table 32: MPD Provision of Police Service To Persons With Limited English Proficiency (LEP)**

**(July 16, 2009)**

<b>Recommendation</b>	<b>Status</b>
<p>MPD should develop a written policy statement that unequivocally affirms the agency’s commitment to providing language assistance to LEP individuals in order to ensure that persons with LEP have meaningful access to MPD’s services. The policy statement, in addition to voicing support for equalizing the treatment of LEP individuals, should emphasize the legally binding, nondiscretionary nature of this duty. The policy statement should then be included in MPD’s language access plan, in any new or revised language access directives, and in all language access-related training materials.</p>	<p><b>Adopted.</b> MPD has written a policy statement incorporating the suggested language.</p>
<p>Include in MPD’s forthcoming language access general order clear, specific guidance for officers regarding: 1) how to recognize the need for LEP assistance 2) the mandatory legal obligation to provide such assistance, and 3) step-by-step instruction on how, <i>particularly during field encounters with LEP individuals</i>, to employ the various language assistance services currently available. A binding directive that that brings together all of the relevant information would clarify for officers how to handle field stops and routine encounters with LEP individuals. The new general order should:</p> <ul style="list-style-type: none"> <li>- define “LEP;”</li> <li>- explain that LEP individuals may be able to communicate on a basic level but warn that it is easy to overestimate an LEP person’s English comprehension skills;</li> <li>- require officers to provide language assistance to anyone who meets the objective criteria of having difficulty communicating and/or understanding and to anyone who specifically requests language assistance;</li> <li>- discourage officers from relying on family members, friends, or bystanders except in exigent circumstances; and</li> <li>- instruct officers to err on the side of providing language assistance when in doubt.</li> </ul>	<p><b>Pending.</b> MPD is finalizing a general order that incorporates the recommendations and, once the general order is finalized, the Department will commence training on this issue.</p>

Recommendation	Status
<p>With respect to which services to provide, the general order should outline the services and techniques available to be used, such as MPD-certified interpreters and interviewers, the Language Line, qualified outside interpreters, and translated documents. The step-by-step instruction contained in the teletypes and “Dispatch” articles should be included. This directive also should inform officers of any preferable order in which the services should be accessed and spell out when the provision of particular services is mandatory.</p>	<p><b>Pending.</b> MPD is finalizing its LEP general order and is considering these recommendations.</p>
<p>Enhance LEP training by including in MPD’s cultural competency and diversity training a segment that provides step-by-step review of how to identify and provide language assistance to LEP individuals, particularly during field encounters. Additionally, refine MPD’s mandatory online LEP training course to more clearly distinguish between officers’ mandatory legal obligation to provide language assistance to LEP individuals and voluntary customer service standards. In addition, include a section in its cultural competency training on assisting persons with LEP. Finally, the mandatory MPD online LEP training course should be modified to make clearer the legal obligation under Title VI and the Language Access Act to provide language assistance to the LEP community so that officers will understand that it is mandatory, not discretionary, to offer language assistance where it is needed.</p>	<p><b>Adopted.</b> MPD states that the mandatory online LEP training course will be modified to distinguish clearly between voluntary customer service standards and mandatory language access requirements, as well as emphasize the mandatory nature of providing language assistance. In addition, LEP training was incorporated into the 40-hour training given to new members of the Special Liaison Branch, which is composed of the Asian Liaison Unit, the Deaf and Hard of Hearing Liaison Unit, the Gay and Lesbian Liaison Unit, and the Latino Liaison Unit.</p>
<p>Adopt and incorporate the recommendations made by DOJ in its compliance review and those made by OHR in its 2008 ruling in <i>OHR v. MPD</i> (08-264-LA).</p>	<p><b>Adopted.</b> MPD has developed an audit plan to determine the extent of compliance by members of MPD with the principles and standards of Federal and District government laws and regulations that require access to all MPD programs and services by persons who have little or no proficiency in English. The audit will be conducted annually to ensure that all oral and written MPD communications, such as notices, complaint forms, and outreach material, are in a language that individuals can understand. The audit will also ensure that all MPD personnel provide oral interpreters and document translations services in a timely manner.</p>
<p>Consider and utilize the federal, state, and municipal resources identified in the Best Practices section of this report to update and revise MPD’s LEP plan, directives, and training. For example, review the DOJ planning tool and the LEP departmental directives that have been adopted in Philadelphia, San Francisco, and New Jersey, as these serve as clear, relevant examples of how to incorporate and implement many of the improvements recommended by DOJ and OHR.</p>	<p><b>Pending.</b> MPD states that its review of best practices is ongoing and considers best practices in developing both Departmental policy and training of its officers.</p>

**Table 33: Video Cameras in MPD Police Cruisers**

**(August 28, 2008)**

<b>Recommendation</b>	<b>Status</b>
<p>Establish a pilot program to install Mobile Video Recorder (MVR) technology, or video cameras, in 750 police cruisers, approximately 10-20% of the current MPD fleet, with accompanying infrastructure that ensures that officers are trained to operate the camera systems and transmit data. The infrastructure must also provide procedures for data management.</p>	<p><b>Pending.</b> MPD states that the pilot program is still ongoing in MPD's Narcotics and Special Investigations Division. MPD published a Division Memorandum (NSID 09-01) to guide operations during the pilot program. Once the pilot program has concluded, MPD will evaluate whether to seek funding to equip its fleet and, if the program is expanded, the existing policy will be further developed.</p>
<p>Draft a comprehensive policy regarding MVR use by MPD officers that ensures legal and procedural safeguards, such as: prevent arbitrary enforcement, provide notice to citizens, address individual privacy concerns, and inform officers of the consequences resulting from abuse of the system by individual officers.</p>	<p><b>Pending.</b> On December 19, 2008, MPD stated that it would delay drafting a policy until an analysis of the MPD pilot program currently awaiting implementation in the Narcotics and Special Investigations Division is completed.</p>
<p>Provide actual notice to individuals under MVR surveillance by (1) generally publicizing the adoption of MVRs; and (2) personally notifying each person subject to recording whenever practicable and at the first opportunity to do so.</p>	<p><b>Pending.</b> On December 19, 2008, MPD reported that it will incorporate the recommendation instructing officers to personally notify each person who may be subject to being recorded. MPD will delay implementing the PCB proposal to publicize generally the use of MVRs until an analysis of the MPD pilot program is completed.</p>
<p>Develop a comprehensive program that addresses the storage, management, and use of MVR data, as well as training for staff regarding management.</p>	<p><b>Pending.</b> On December 19, 2008, MPD stated that it will delay development of a comprehensive storage and data management program until an analysis of the MPD pilot program has been completed.</p>
<p>Develop a comprehensive retention policy for MVR data that includes formal guidelines for data retention for a reasonable period of time and data disposition, as well as establishing the Chief's authority to extend or amend guidelines. The policy should reflect a balance between the need to retain evidence for possible adjudication and privacy concerns. Data retention time periods should be tailored to the expected use of the data, such as evidentiary support in criminal case or in cases in which MPD may be subject to civil liability, as well as for training purposes. However, a maximum storage time period of three years is recommended, subject to extension by the Chief.</p>	<p><b>Pending.</b> On December 19, 2008, MPD stated that development of a comprehensive retention policy for MVR data will be placed on-hold until it reviewed the results of the MPD pilot program.</p>



<p>Establish an MVR auditing system to ensure that each officer is operating the equipment, recording data, and uploading information in accordance with MPD policies. Periodic checks should be accomplished to ascertain if officers are behaving on camera in a manner consistent with MPD officer standards. Technology that encodes video footage with officer identification codes could facilitate periodic review.</p> <p>If MPD funds are not adequate to establish and maintain an MVR program, seek appropriations from the District council and apply for grant funding from federal and private sources.</p>	<p><b>Pending.</b> On December 19, 2008, MPD reported that an auditing system would not be developed until it concluded its analysis of the MPD pilot program.</p> <p><b>Pending.</b> On December 19, 2008, MPD stated resolution of this matter delayed until it analyzed the results of the MPD pilot program.</p>
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**Table 34: Medical Treatment for Arrestees**

**(August 8, 2007)**

<b>Recommendation</b>	<b>Status</b>
<p>Issue revised and updated general orders that reflect the department’s current reliance on local medical facilities and that explicitly prohibit officers from discouraging arrestees to seek medical treatment. The revised and updated general order would address the procedures that officers should follow now that D.C. General Hospital is no longer the full service inpatient facility it was when MPD General Order 502.7 was issued. Like the policies of the Portland and San Francisco police departments, the updated general order should also list specific and objective criteria for the transportation of an arrestee to a medical facility. By setting forth in its general order a list of illnesses and injuries that require immediate medical attention, MPD would reduce the likelihood of officers making uninformed assessments of an arrestee’s medical state, and would ensure that an arrestee who complains of, or appears to have, a serious injury or medical condition such as chest pains, seizures, or head wounds receives appropriate medical care.</p>	<p><b>Pending.</b> On January 14, 2010, MPD reported that General Order 502.7 (Medical Treatment and Hospitalization for Prisoners) has been slated for revision.</p>

Recommendation	Status
<p>Establish “best practices” and quality assurance mechanisms that would ensure that MPD officers are providing arrestees with prompt access to medical care when needed. Such practices and mechanisms could include cross-checking use of force complaints where the citizen was arrested and alleged an injury with the corresponding PD 313. MPD should also conduct audits of the PD 313s on a regular basis to make sure that the form is being fully and accurately completed by the appropriate officer, that citizens have an opportunity to present on the form their account of how the injury was obtained, and that supervisors are adequately investigating the incident. MPD should post information at its processing stations explaining to arrestees the procedures for seeking medical treatment if the individual needs it.</p>	<p>OPC did not obtain a response from MPD regarding this recommendation. OPC will follow up with MPD in the coming fiscal year.</p>
<p>Explore the feasibility of adopting alternative approaches to MPD’s current method of providing medical treatment to arrestees. One possible approach to consider is having a trained health care or emergency medical professional on call, perhaps from the District’s Fire and Emergency Medical Services, to assess an arrestee’s medical condition and determine the proper mode of transport to a hospital where further medical care is warranted. Another idea would be to staff each district with trained health care or emergency medical professionals who can conduct assessments of arrestees around the clock. A third alternative would be to contract with a local university hospital to have trained health care professionals available and conducting assessments at some or all of the police districts.</p>	<p><b>Adopted.</b> On January 14, 2010, MPD reported that it conducted a seven-month pilot program to assess the feasibility of having a central processing facility and contracting with a medical services provider for non-emergency medical care to arrestees. MPD concluded that the program was not cost effective and, further, the Department could not find additional funding for the program. MPD has, therefore, resumed its policy of having officers take arrestees to the nearest hospital for non-emergency treatment.</p>
<p>Review the MPD Form PD 313, Arrestee’s Injury/Illness Report, and make changes where appropriate. Although the PD 313 appears to be adequate, PCB recommends that MPD review the form and make changes to it based on whatever changes are made to General Order 502.7.</p>	<p><b>Pending.</b> On January 14, 2010, MPD reported that MPD Form PD 313 (Arrestee Injury Report) will be updated as needed pending the revision of General Order 502.7.</p>
<p>Provide enhanced in-service and new recruit training to MPD officers. Such training should focus on making sure that officers are aware that arrestees complaining of medical illness or injury should be treated immediately, and that officers do not have the discretion to refuse medical treatment for an arrestee who requests it. In addition, the training should prohibit the practice of dissuading arrestees from seeking medical care, and explicitly inform officers that under no circumstances can they fail to seek medical treatment for those arrestees who appear to have a serious injury or illness.</p>	<p><b>Adopted.</b> On December 20, 2007, MPD reported that this topic was included in the October 2007 roll call training and was to be included again in December 2007 for new recruit training. Additionally, this subject will be a module in the 2008 in-service training.</p>

**Table 35: Addressing Biased Policing in Washington, D.C.: Next Steps**

**(May 17, 2007)**

<b>Recommendation</b>	<b>Status</b>
<p>MPD officially reconvene and expand the Biased Policing Task Force, with respect to both membership and responsibilities, to provide input to MPD on future steps to address biased policing in the District. At a minimum, the newly organized task force should consist of both new and established members of the District’s African American, Latino, Muslim, Asian, and Lesbian, Gay, Bisexual, and Transgender (LGBT) communities. The task force should also consist of representatives from all levels and ranks of MPD, including patrol officers. Finally, in an effort to pinpoint areas where police-community relations could be strengthened, task force members should come from various geographic areas in the District, and, in particular, those areas where the MPD study found that disproportionate numbers of minorities were being stopped. Having a diverse group of community advocates and MPD officials on the task force would give the task force better practical knowledge about officer and community perceptions throughout the District. Such knowledge would greatly facilitate the department’s efforts to achieve state-of-the-art practices to address the problem and perception of biased policing.</p>	<p><b>Not Adopted.</b> MPD states that the Fair and Inclusive Policing Task Force will meet when a specific need arises. However, OPC notes that the Fair and Inclusive Policing Task Force has not met since March 2008, and MPD does not appear to have any immediate plans to reconvene the Task Force to address the issues raised in this recommendation.</p>
<p>With the input of the Biased Policing Task Force, review MPD’s policy prohibiting racially biased policing and make changes where needed.</p>	<p><b>Adopted.</b> On December 20, 2007, MPD reported that Chief Lanier reissued MPD’s policy on unbiased policing to the entire force in March 2007. The department has shared this with the Biased Policing Task Force, and is open to updating and reissuing the policy as appropriate.</p>
<p>With the input of the Biased Policing Task Force, educate officers on how to most effectively interact with people of varying races, ethnicities, and traditions and provide officers with professional traffic and pedestrian stop training.</p>	<p><b>Adopted.</b> On December 20, 2007, MPD reported that all MPD recruits receive training on cultural understanding while at the academy. In addition, the assistant chief in charge of MPD’s Professional Development Bureau is working with the Task Force to identify ways to enhance recruit training, as well as in-service and roll call training for all members, to address biased policing.</p>

Recommendation	Status
<p>With the input of the Biased Policing Task Force, develop and implement strong police supervision and accountability systems and practices. Such police supervision and accountability mechanisms could possibly include the installation of car surveillance videos to identify and address any biased policing issues.</p>	<p><b>Adopted in part.</b> In 2007, MPD implemented Phase I of the Personnel Performance Management System (PPMS) and the Supervisory Support Program (SSP). PPMS is a comprehensive information management system and SSP provides the tools to link this information to enhance MPD efforts at accountability and early intervention.</p> <p>On December 19, 2008, MPD reported that SSP currently incorporates a tracking mechanism that flags any allegation involving discrimination by assigning an “indicator point.” Once an officer accrues a threshold number of indicator points for allegations involving discrimination, MPD initiates a mandatory assessment and, as necessary, designs and implements an intervention plan in order to correct behavior. MPD also notes that a mandatory assessment and intervention plan is conducted when MPD finds that a single allegation of discrimination is sustained.</p>
<p>With the input of the Biased Policing Task Force, develop screening mechanisms, such as background investigations and personal interviews, to identify biased behaviors in candidates and establish a police workforce that can use its police powers in an unbiased manner and in a manner that reduces perceptions of bias.</p>	<p><b>Pending.</b> On December 19, 2008, MPD stated that it had not selected National Criminal Justice Officer Selection Inventory (NCJOSI) as a replacement for the current entrance examination, due to the extensive availability of study programs and practice examinations designed to prepare individuals for the NCJOSI examination.</p> <p>MPD has not provided an update as to whether the department has concluded its research concerning the use of NCJOSI to identify biased behavior patterns in candidates.</p>
<p>With the input of the Biased Policing Task Force, conduct outreach to diverse communities in order to increase trust and cooperation between police officers and residents.</p>	<p><b>Adopted in part.</b> MPD maintains a Special Liaison Branch (SLB) to support community policing in areas that are often underserved. SLB is composed of the Asian Liaison Unit, the Deaf and Hard of Hearing Liaison Unit, the Gay and Lesbian Liaison Unit, and the Latino Liaison Unit. In December 2009, MPD expanded SLB to include “affiliate” officers, who serve throughout the city and receive specialized training on issues affecting diverse communities and how to better serve these communities. More than 50 officers volunteered to be affiliate officers, who will continue to work in their home police district, but will receive coordinated support, information, and training through SLB. The SLB expansion will allow MPD to provide continuous services to these communities, ensure a flow of information between these communities and MPD to enhance MPD service to these communities, and reinforce MPD training on its policies and procedures across the department.</p>

Recommendation	Status
<p>With the input of the Biased Policing Task Force, evaluate the MPD study and OPC report, and determine whether further stop data collection is needed to address issues raised in the study and report. MPD should also, with the input of the Biased Policing Task Force, determine whether expanded data collection and analysis is needed to examine post-stop practices such as searches and arrests, as well as biased policing issues involving Muslim, LGBT, and other diverse communities.</p>	<p><b>Adopted in part.</b> On December 19, 2008, MPD stated that stop and contact information is currently being entered and maintained in a searchable database.</p>

**Table 36: Drivers and Cellular Telephones: Increasing Public Awareness of District Law  
(September 13, 2007)**

Recommendation	Status
<p>Develop and implement a long-term plan that effectuates the purposes of the Act. The District, under the guidance of DDOT, should develop a comprehensive plan to educate the public about the law. The effort could involve issuing news releases to media outlets asking that they remind the public of the law, creating public service announcements for broadcast on television and radio, and incorporating the other elements below. The plan should take into account the input of the Executive Office of the Mayor, MPD, DMV, and other interested stakeholders.</p>	<p><b>Adopted.</b> On January 12, 2008, the District Department of Transportation (DDOT) informed OPC that it added information about the law to its electronic message boards and was working with MPD to produce and distribute information cards about the law.</p> <p>DDOT now reports that it has developed a Distracted Driving Initiative for fiscal years 2009 and 2010 that is a part of the agency’s annual calendar of events. As part of this initiative, the agency recently conducted a distracted driving campaign on March 1-14, 2010, coordinating informational spots in the media with focused enforcement by MPD.</p>
<p>Place signs at entry points into the District alerting drivers to the law. Placing signs at various entry points to the District is an easy and effective way to notify drivers of the law. DDOT should consider installing signs on major roads leading into and passing through the District, such as Interstate 295, Interstate 395, Route 1, Route 50, and Connecticut, Wisconsin, Georgia, Massachusetts, and Pennsylvania avenues.</p>	<p><b>Not adopted.</b> On December 15, 2008, DDOT informed OPC that it would not consider adding signs concerning the law regarding cell phone usage at entry points into the District because these areas already have too many signs and additional signs would not be seen by citizens.</p> <p>DDOT reports that it continues to display warnings on its message boards.</p>

Recommendation	Status
<p>Use electronic display boards in the District to remind drivers of the law. There are no electronic display boards in the District that alert motorists to the requirements of the law. DDOT should consider strategically placing electronic display boards in high traffic areas to assist with increasing compliance with the law.</p>	<p><b>Adopted.</b> On January 12, 2008, DDOT informed OPC that electronic message boards have been up and running for several weeks, notifying motorists of the District’s cell phone legislation. Display boards are currently in place at ten (10) locations, which are: (1) the inbound Theodore Roosevelt Bridge; (2) the Key Bridge; (3) Reservoir Road and MacArthur Boulevard, N.W.; (4) inbound Rhode Island Avenue, N.E.; at the Metro Station; (5) inbound East Capitol Street outside RFK Stadium; (6) the 14th Street Bridge northbound main lane; (7) the 14th Street Bridge northbound HOV lane; (8) eastbound and westbound at the 11th Street Bridge on the SE/SW Freeway; (9) inbound New York Avenue, N.E., near the Washington Times Building; and (10) southbound 16th Street, N.W., at Columbia Road.</p> <p>The standard messages reads: “DC Cell Phone Law; Hands Free or \$100 Fine.”</p>
<p>Provide informational pamphlets to car rental companies. The District should encourage car rental companies operating in the city to distribute informational pamphlets to customers. If those efforts are unsuccessful, the District should consider requiring that these materials be provided to customers. In addition, the District should encourage car rental companies in the metropolitan area outside of the District, including those located at Reagan National, Dulles, and BWI Marshall Airports, to do the same.</p>	<p><b>Adopted.</b> DDOT reports that MPD has distributed informational brochures to the following enterprises and organizations: T mobile; Verizon; AT&amp;T; Sprint; Simply Wireless; Radio Shack; PC Paging &amp; wireless; Starbucks; Washington Welcoming Center; American Gift Center; Catholic Information Center; National Geographic Museum; AAA Travel Insurance &amp; Information Center; American Express Travel Service; IPC Security; FBI Police; Zipcars &amp; FlexCars; Hotel Monaco Washington; Verizon Center; National Law Enforcement Offices Memorial visitors Center; Thrifty Car Rental; Amtrak Traveler’s Aid center; Amtrak Ticket Information Center; Avis Rental Car; Budget Rental Cars; National Rental Cars; Amtrak Police; Howard University Research Building #1; Protective Services Police; Howard University Bookstore; Howard Plaza Towers-West Side; Enterprise Rent-A-Car; Miners Building #14 (Howard University); Mackey Building (Howard University); Smithsonian American Art Museum; International Spy Museum-Refused to display; American University; Red Roof Inn; Embassy Suites; Hotel Harrington; Four Points by Sheraton; Madam Tussaud’s Wax Museum; Shakespeare Theater; Verizon Center; Science Museum of the National Academy of Sciences; Newseum; and the Grand Hyatt Hotel.</p>
<p>Provide informational pamphlets to mobile phone retailers. The District should encourage mobile phone retailers in the city to display posters and provide informational pamphlets to customers about the law. If those efforts are unsuccessful, the District should consider requiring that information about the law be displayed in stores and distributed to customers. The District should also encourage other mobile telephone retailers in the metropolitan area to provide customers with similar information.</p>	
<p>Provide informational pamphlets to driving school or driver education businesses that operate in the District. The District should develop an informational pamphlet that can be distributed to driving schools and their students in the metropolitan area.</p>	
<p>Provide informational pamphlets to hotels, District visitor centers, museums, and other places of interest. The District should develop an informational pamphlet that can be made available at sites visited by large numbers of people from out of town.</p>	
<p>Ensure that Metrobus and D.C. Circulator operators are aware of the Act. The District should work with the Washington Metropolitan Area Transit Authority (WMATA) and the D.C. Circulator bus system to make sure that all bus drivers know about the law and are complying with it.</p>	

Recommendation	Status
<p>Ensure that overnight delivery companies and their drivers are aware of the Act. The District should work with overnight delivery companies to ensure that their drivers know about the law and are complying with it.</p>	
<p>Place logos or decals about the law on MPD police cruisers. Under this plan, MPD’s efforts would go a long way towards helping to educate residents, commuters, visitors to the city, and MPD officers about the requirements of the Act.</p>	<p><b>Not adopted.</b> On December 20, 2007, MPD notified OPC that it has explored the idea of signs on police vehicles and decided that the risks associated with such decals outweigh the potential benefits. According to a 2006 study commissioned by the American Automobile Association, the odds of a crash more than double when the driver’s eyes are off the road for more than two seconds. Any decals on police vehicles would need to be fairly small; if drivers were focusing on reading small decals, the distraction would be a danger, and therefore not the best option for promoting traffic safety.</p>
<p>Provide continued training to MPD officers on the importance of enforcing and complying with the law. MPD should continue to emphasize to its officers – through roll calls, training opportunities, and internal MPD publications – the importance of officer compliance with the law and of the need to apply it fairly and consistently. Officers who do not follow the law or enforce it fairly should be disciplined.</p>	<p><b>Adopted.</b> On December 20, 2007, MPD reported that MPD officers continue to receive training through roll call training (most recently in September 2007) and 40-hour in-service training. Officers are trained to enforce the law fairly. Disciplinary action is taken if it is determined that officers have violated the law.</p>
<p>Furnish adequate funds to carry out the Act. The District should explore a variety of options to help pay for the initiative, including applying for other federal grants and arranging for intra-District transfers of funds from MPD and DMV to DDOT. Having enacted the law, the District Council also has a special responsibility to ensure that it appropriates sufficient funds to support efforts related to the Distracted Driving Safety Act.</p>	<p><b>Adopted in Part.</b> On December 15, 2008, DDOT informed OPC that grant funding was limited for this type of educational initiative. However, DDOT would continue to explore other funding sources.</p>

**Table 37: Enhancing Police Response to People with Mental Illness in the District of Columbia by Incorporating the Crisis Intervention Team (CIT) Community Policing Model**

**(September 7, 2006)**

On September 7, 2006, PCB issued a report and recommendations concerning police response to people with mental illness. PCB recommended the use of the Crisis Intervention Team (CIT) community policing model in Washington. Since OPC opened to the public in January 2001, it has regularly received complaints about MPD officer treatment of people suffering from mental illness. Until recently, MPD had resisted implementing the CIT model. Our FY 2007 annual report discussed MPD’s reactions to PCB’s recommendations concerning the adoption of a CIT program. In February 2009, however, we were informed by the District Department of Mental Health (DMH) that MPD has decided to go forward with a CIT program in conjunction with DMH. The new CIT program is called the Crisis Intervention Officers (CIO) Initiative and, since January 2009, DMH has conducted six classes and trained

approximately 130 MPD officers, who will be dispatched in service calls involving the mentally ill. Officers are trained in discerning if a mentally ill citizen is in need of emergency hospitalization and evaluation, as well as determining if a Mobile Crisis Team should also assist.

Recommendation	Status
The District Government should designate a subgroup of the Criminal Justice Coordinating Council's (CJCC) Substance Abuse and Mental Health Workgroup (SAMHW) to serve as the District's CIT task force.	<b>Adopted in part.</b> On August 30, 2006, the CJCC's SAMHW established a subgroup to examine all of the alternatives available for responding to people with mental illness to create a model unique to the District.
MPD should select a CIT coordinator now so this person can participate in the development of the program.	<b>Adopted in part.</b> MPD states that it has adopted the CIT model by creating a Crisis Intervention Officer (CIO) Initiative, in which MPD identifies officers who possess advanced expertise by virtue of their experience in interacting effectively with the mentally ill and provides these officers with 40 hours of additional training in handling service calls involving the mentally ill. Officers who complete the training will be certified and their names will be entered into a database. While performing assigned duties within their designated patrol service areas, the CIO will be dispatched when requested to handle service calls involving the mentally ill and will become the primary officer for that service call. The CIO engages and collaborates with other community services providers, including the DMH Mobile Crisis Unit and the Homeless Outreach team where appropriate and necessary.
The District should apply for CIT grant funds.	<b>Pending.</b> MPD has not indicated if it has applied for a grant to fund its CIT initiative.
A subcommittee of the CIT task force should participate in a two-day planning workshop in Memphis.	<b>Adopted.</b> On December 19, 2008, MPD stated that it had met with representatives from the Memphis Police Department to examine the Memphis CIT model. MPD has recently initiated the CIO program.
Following receipt of the subcommittee's report, the CIT task force should outline key elements of the District's CIT program.	<b>Adopted.</b>
Task force members responsible for CIT officer training should participate in 40-hour training program in Memphis.	<b>Adopted.</b> The CIO initiative provides forty hours of training for officers that include basic information on various mental illnesses and how to recognize the symptoms, the local mental health system, laws related to the mentally ill, and verbal de-escalation training and role-playing. Representatives from various District government agencies and community-based organizations serve as trainers. Involvement by the community is coordinated by the District of Columbia chapter of the National Alliance on Mental Illness.
The District should prepare dispatch operations for changes necessitated by CIT.	<b>Adopted.</b> CIO officers are identified on a database and will be dispatched upon the request of a beat officer or an officer assigned to a call.
The District should coordinate with the Emergency Medical Services Bureau of the D.C. Fire and Emergency Medical Services.	<b>Adopted.</b> FEMS has participated in a pilot project that is examining the agencies' joint responses to the mental health community. In addition, FEMS is working closely with DMH to develop an agreement to address training and other issues involving services to people with mental illness.



<b>Recommendation</b>	<b>Status</b>
MPD should prepare to collect and analyze CIT service call data.	<b>Adopted in part.</b> Although MPD has adopted the CIT model, it has not provided information concerning the collection and analysis of service calls.
DMH should prepare to collect and analyze data on outcome of CIT officer referrals.	<b>Not adopted.</b> DMH has partnered with MPD to develop the CIO initiative, but did not state if the agency would be reviewing any data.
MPD should ensure that CIT officers develop knowledge of and a close working relationship with community-based mental health service providers.	<b>Adopted.</b> During service calls, the CIO engages and collaborates with other community service providers, including the DMH Mobile Crisis Unit and Homeless Outreach team.
DMH should strengthen and expand its mobile crisis unit.	<b>Adopted.</b> DMH states that it has implemented its Mobile Crisis Services (MCS) program in November 2008. MCS is a component of the agency’s CPEP program and offers services 16 hours a day, seven days a week. In the 11 months that MCS has been active, the program has served almost 1,500 individuals. .
DMH’s Comprehensive Psychiatric Emergency Program (CPEP) should be relocated to a facility that includes emergency medical treatment and alcohol and drug detoxification services.	<b>Adopted in part.</b> Although there are no plans to relocate CPEP, DMH added eight extended observations beds. Only about 35% of the individuals seen at CPEP require hospitalization.
DMH should ensure that CPEP policies emphasize use of community-based resources and outpatient observation, evaluation, and treatment to the greatest extent possible.	<b>Adopted.</b> DMH has worked to establish strong relationships with MPD and other District government agencies and coordinates with community providers to reduce the number of individuals who are hospitalized. DMH has hired individuals who were employed as caseworkers at nonprofit agencies serving the mentally ill to man the MCS unit.