



**CITY COUNCIL PUBLIC SAFETY & GOVERNMENT
OPERATIONS COMMITTEE**

March 23, 2022

A well-functioning accountability system in which officers are held to the highest standards of integrity is critical to BPD's relationship with the Baltimore community.



WHAT IS THE PUBLIC INTEGRITY BUREAU (PIB)?



BPD's Public Integrity Bureau (PIB) is responsible for investigating allegations of misconduct by police officers and civilian employees.

- Administrative Unit
- Ethics Unit
- Internal Affairs Investigations
- Equal Opportunity and Diversity Section (EODS)
- Special Investigation Response Team (SIRT)

PIB receives complaints, conducts administrative investigations, and comes to a finding on all allegations of misconduct, whether as a result of a possible violation of policy or criminal statute.

WHAT IS POLICE MISCONDUCT?

- **Action, inaction, and/or failure to act** committed by any member of BPD, civilian or sworn, **that violates BPD policy, or the law**, including but not limited to criminal acts, applicable civil laws, administrative rules, or regulations.
- All misconduct complaints submitted by the public or internal BPD members are investigated **by BPD's Public Integrity Bureau (PIB)**.



EXAMPLES OF MISCONDUCT

- **Abusive or Discriminatory Language**
- **Excessive Force**
- **Failure to Operate Body-Worn Camera (BWC) as Required**
- **False Statement/Untruthfulness**
- **Improper Stop**
- **Retaliation**

A full list of possible misconduct allegations can be found in PIB's Classification Protocol, which is available on BPD's policy page

<https://www.baltimorepolice.org/transparency/bpd-policies/na-pib-internal-operations-training-manual>





MAKING A COMPLAINT

WHY MAKE A COMPLAINT?

Complaints submitted by members of the public help BPD...

- Identify officers/employees who are not complying with BPD policy or engaging in ethical policing,
- Discipline officers/employees for misconduct that they are found to have committed
- Provide corrective training and counseling opportunities to improve performance,
- Inform BPD on potential training or policy deficiencies,
- Improve community relations by holding officers/employees accountable.

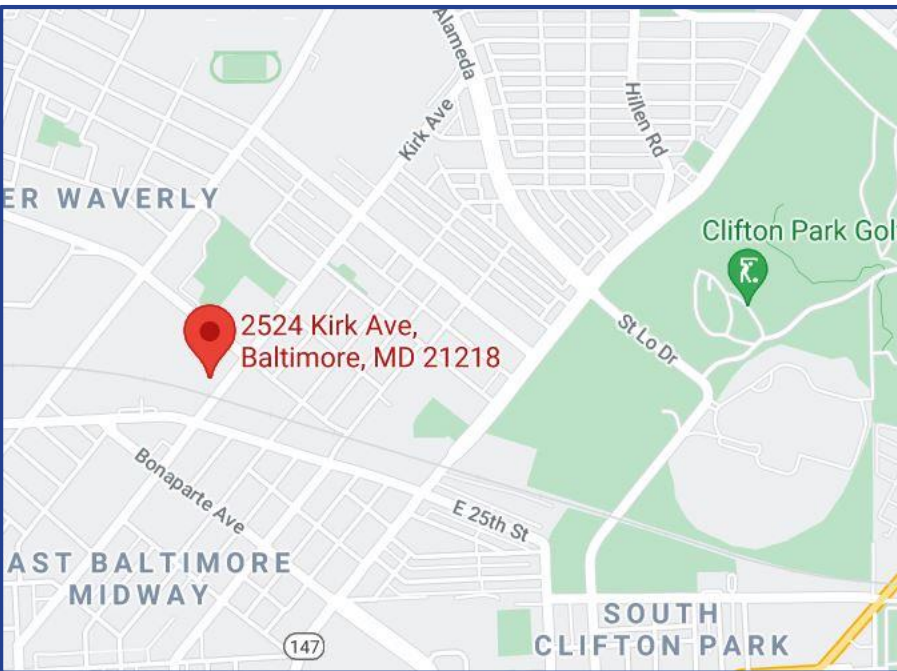
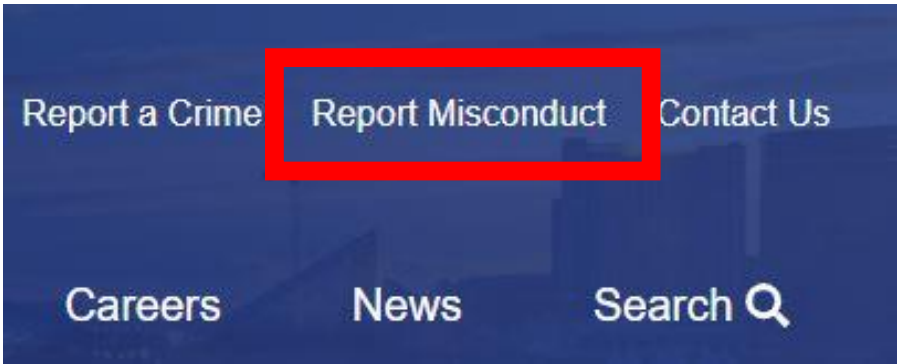


WHO CAN MAKE A COMPLAINT?

- **Anyone can make a complaint, including...**
 - Anyone who has knowledge of or witnessed police misconduct.
 - The individual who directly experienced police misconduct.
 - The parent or guardian of a youth who experienced police misconduct.
 - A fellow officer who has knowledge that another officer committed misconduct.
- **Complainants do not have to be Baltimore residents or U.S. citizens.**
- **Complaints can be made anonymously.**



HOW TO MAKE A COMPLAINT?



Several avenues for making complaints against BPD employees:

- Online at BPD's website: baltimorepolice.org
- Call: 1-833-288-7245 (24-hour hotline) or 410-396-2300 (Internal Affairs)
- Email: Complaints@baltimorepolice.org
- In-person at any district police station or BPD facility
- With a patrol supervisor
- In-person at PIB or mail: 2524 Kirk Ave, Baltimore, MD 21218 (Baltimore Stationery Co. Building)

OTHER METHODS TO FILE A COMPLAINT

- **Members of the public can also submit complaints with Baltimore City's Civilian Review Board (CRB)**
 - Website: <https://civilrights.baltimorecity.gov/civilian-review-board/file>
 - Phone: 410-396-3151
 - Email: civilrights@baltimorecity.gov
- **Complaints can be submitted through BPD social media pages.**
- **BPD may also receive complaints through the Mayor's Office, other elected representatives, or community-based organizations.**
- **The Baltimore Police Monitoring Team that oversees the implementation of a Consent Decree also forwards BPD complaints that it receives.**





WHAT TO EXPECT FROM BPD WHEN MAKING A COMPLAINT

WHAT COMPLAINANTS CAN EXPECT FROM PIB

- Thorough, unbiased, and consistent misconduct investigations
- A call from the investigator within one day of being assigned the case
- Information regarding the status of a complaint upon request
- Respectful and courteous BPD complaint intake personnel
- PIB shall not require any further information beyond what the complainant is willing to provide



PROCESS FOR INTERNAL & EXTERNAL COMPLAINTS RECEIVED BY BPD



■ BPD/Sworn

■ Civilian



STAGES OF A MISCONDUCT INVESTIGATION

Every misconduct complaint received by the Public Integrity Bureau (PIB) will pass through the following stages:



EXPEDITED RESOLUTION OF MINOR MISCONDUCT

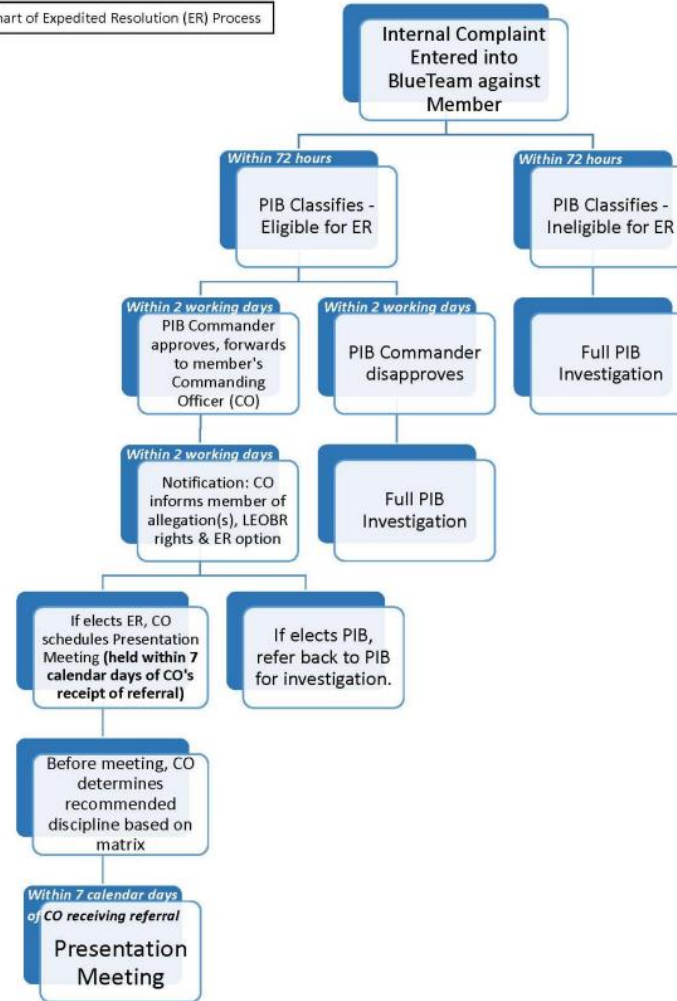
Minor Policy Violation

1. Neglect of Duty - Loss or damage of equipment. (Not to include firearms.)
2. Neglect of Duty - Improper uniform or appearance.
3. Neglect of Duty - Allowing unauthorized persons to use departmental equipment. (Not to include firearms.)
4. Neglect of Duty - Improper maintenance of firearms.
5. Neglect of Duty - Improper inspection of service vehicle.
6. Neglect of Duty - Off post or leaving assignment without permission.
7. Neglect of Duty - Lateness for duty or assignment.
8. Neglect of Duty - Failure to Appear in Court (FTA)
9. Neglect of Duty - Failure to Attend and Complete Required Training
10. Neglect of Duty - Failure to Attend PSI Medical Appointment
11. Absence without Leave (AWOL).
12. Discourtesy (Not to include any allegation involving any member of the public).



EXPEDITED RESOLUTION OF MINOR MISCONDUCT

Flow Chart of Expedited Resolution (ER) Process



CURRENT BPD POLICIES AND PROTOCOLS

PIB Internal Operations & Training Manual (Draft September 2020)

[PIB Internal Operations & Training Manual.pdf \(baltimorepolice.org\)](#)

Policy 308, General Disciplinary Process (Sep. 13, 2017)

[General Disciplinary Process | Baltimore Police Department](#)

Policy 310, Disciplinary/Failure to Appear and Traffic Matrix (Oct. 25, 2017)

[Disciplinary Matrix/Failure to Appear and Traffic Matrix | Baltimore Police Department](#)





ENHANCEMENTS TO THE COMPLAINT PROCESS

PUBLIC INTEGRITY BUREAU PROGRESS

<u>PAST</u>	<u>PRESENT</u>
Paper case files	Electronic case files
Antiquated tech capabilities	Several areas of tech investment (Trial Board and PRB Videos, new computers, and more)
Low applicant pool for postings	High applicant pool for postings
No specialized training	100% of PIB Detectives have received training
Over 300 days to complete an investigation	Roughly 200 days to complete an investigation
Several different protocols governing IA	One comprehensive PIB Manual
EODS under HR	EODS under PIB



3 POLICIES BEING ACTIVATED BY E-LEARNINGS

- **Policy 302, Rules and Regulation**
- **Policy 306, Complaint Intake Process**
- **Police 321, Expedited Resolution of Minor Misconduct (ERMM)**

ERMM Data - Pilot began on 10/01/2019	
Total flagged cases	261
Total closed cases	244
• Sustained	195
• Not Sustained	3
• Unfounded	4
• Exonerated	42
Total ERMM cases not accepted	40
Average days to complete ERMM (if accepted)	78
Average days to complete non-ERMM (since pilot began)	226



STATEWIDE DISCIPLINARY MATRIX

- **Statewide Matrix used the BPD Matrix draft collaborated on last year as the foundation.**
- **Statewide Matrix might only be used on external complaints (awaiting COMAR guidance)**



EXPANDING EQUAL OPPORTUNITY AND DIVERSITY SECTION (EODS)

- **Transferred from Human Resources to PIB July 1, 2021**
- **Selection of a new Director: Olufemi Akanni**
- **Selection of a new Sergeant**
- **Staffing increased to six investigators**



OTHER OPERATIONAL UPDATES AND CHANGES

- IAPro *NextGen* and BlueTeam *NextGen*
- Research Analyst to start on 3/28
- Victims' Rights Advocate position to be posted
- All current PIB investigators trained on basic PIB investigative techniques
- Survey sent to PIB members to assess additional training needs



TRANSPARENCY INITIATIVES

- **Held two public information sessions on the Complaint Intake Process**
 - English session in December 2021
 - Spanish session in February 2022
- **Transparency Initiatives for 2022**
 - Referenceable online portal that informs the status of a complaint
 - Animated video on the role and duties of PIB
 - Public information sessions (Topics may include: the investigative process and implementation of new legislation)



KEY DELIVERABLES IN THE 5TH YEAR MONITORING PLAN

- **Policy 308, General Disciplinary Process**
- **Implementation of the Statewide Disciplinary Matrix**
- **Trainings**
 - Re-training for Trial Board Members
 - Specialized PIB Investigator Training responsive the survey sent to PIB staff
- **Civilian Complaint Intake Testing Program**
- **Transparency Initiatives**
- **BPD Disciplinary Process Audit**





ASSESSING REFORM PROGRESS

7TH SEMI-ANNUAL REPORT SCORES

Misconduct Section

Intake

=

Compliance Score

3 – Training

Investigations

=

4c – Implementation – On Track

Discipline

=

3 – Training

Transparency

=

4c Implementation – On Track



7TH SEMI-ANNUAL REPORT HIGHLIGHTS

- More detailed and comprehensive case files
- Staffing levels moving closer to BPD Staffing Plan recommendations.
- Refined organizational structure
- Tangible signs of progress in investigative efficiency
- Increased efforts to promote transparency about BPD/PIB practices, policies, and procedures



BALTIMORE CONSENT DECREE MONITORING TEAM
SEVENTH SEMIANNUAL REPORT
February 15, 2022

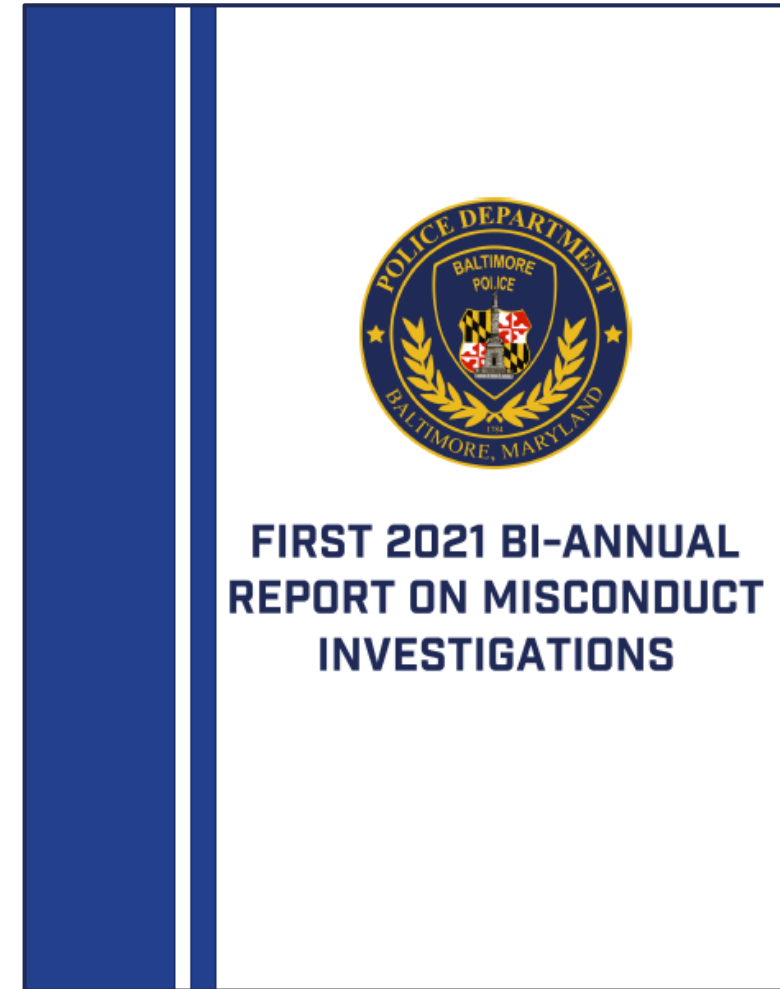
CD
Monitoring
Team

Venable LLP and 21CP Solutions LLC

BI-ANNUAL REPORTS ON MISCONDUCT INVESTIGATIONS

- Meets CD Paragraph 402 requirements by breaking down data by quarter.
- Reports begin with an overview of major trends and key data points.
- Can be found on the BPD website:

[Q1/Q2 2021 Misconduct Investigations Report](#)
[2020 Misconduct Investigations Report](#)
[Q4 2019 Misconduct Investigations Report](#)

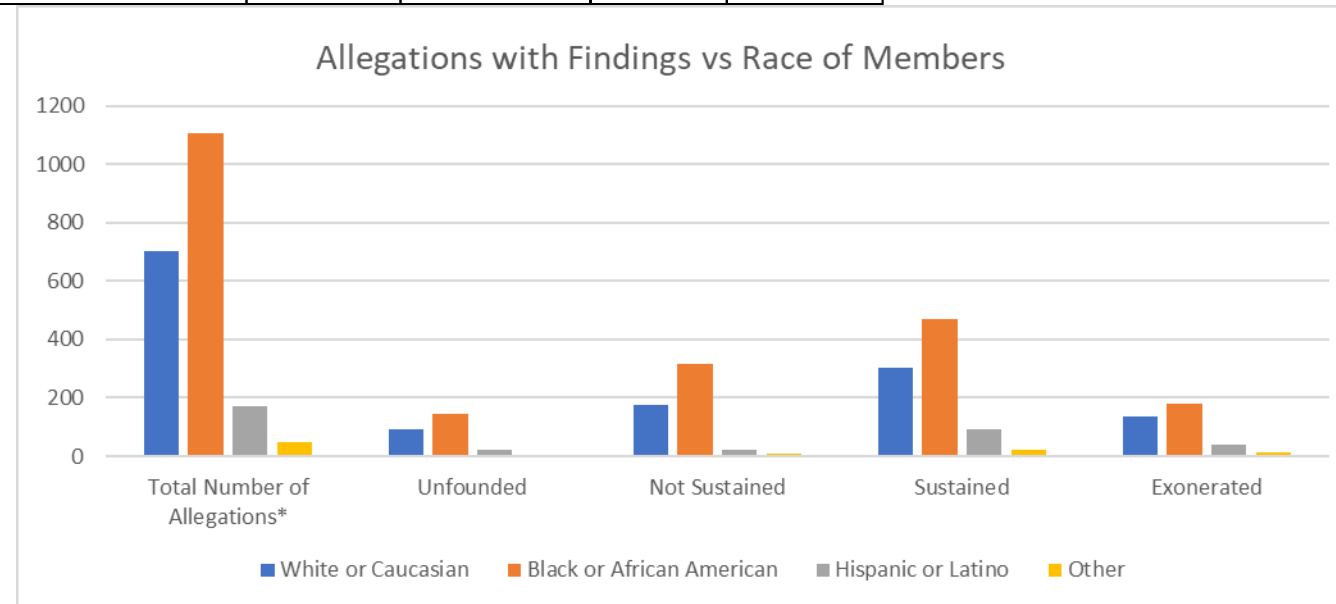




DATA

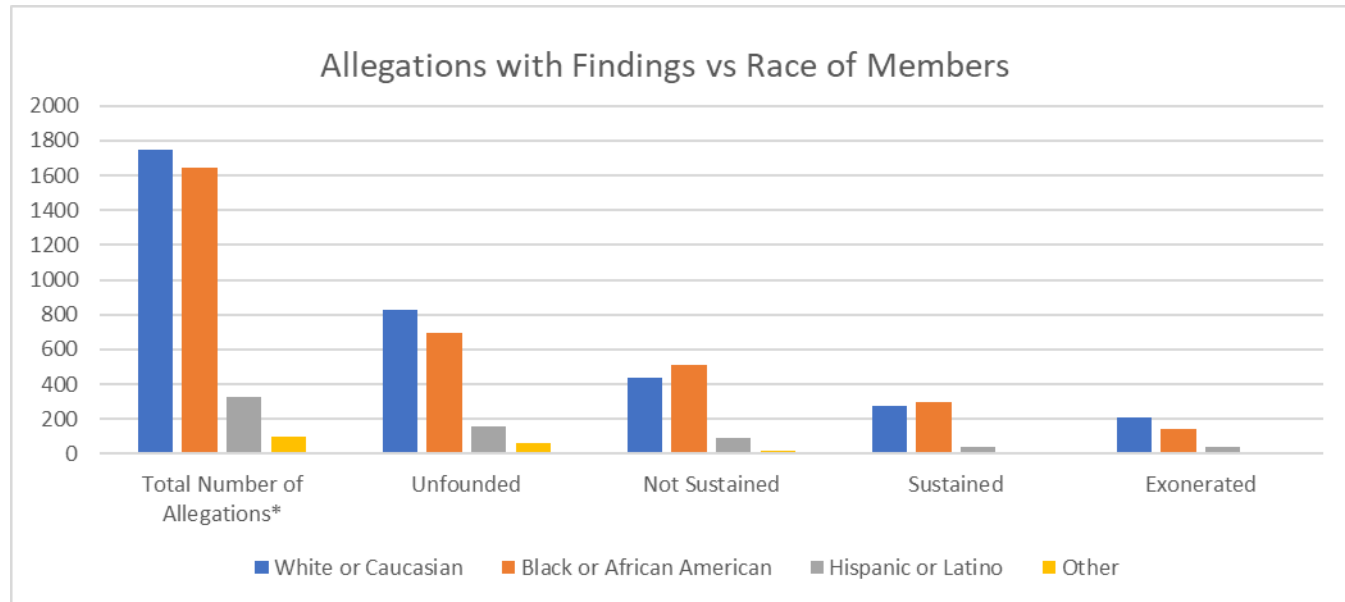
INTERNAL COMPLAINTS 2019-2021

Internal Complaints					
Total Incidents Received	1363				
	Total Number of Allegations*	Unfounded	Not Sustained	Sustained	Exonerated
White or Caucasian	704	91	176	303	134
Black or African American	1105	144	314	469	178
Hispanic or Latino	173	20	21	93	39
Other	49	6	9	22	12
Total	2031	261	520	887	363



EXTERNAL COMPLAINTS 2019-2021

External Complaints					
Total Incidents Received	1636				
	Total Number of Allegations*	Unfounded	Not Sustained	Sustained	Exonerated
White or Caucasian	1748	830	435	272	211
Black or African American	1641	698	509	294	140
Hispanic or Latino	325	155	95	38	37
Other	97	62	16	8	11
Total	3811	1745	1055	612	399





For more information visit:

<https://www.baltimorepolice.org/transparency>

Thank you!