



Citizens Police Oversight Commission Agency Report

May 20, 2025




City of
Philadelphia



Citizens Police Oversight Commission

The mission of the Citizens Police Oversight Commission (CPOC) is to oversee and investigate the conduct, policies, and practices of the Philadelphia Police Department (PPD).

CPOC currently:

- Receives complaints of police misconduct
 - Audits and monitors Internal Affairs investigations and police disciplinary processes
 - Sits and votes on PBI panels at police discipline hearings
 - Conducts oversight of police shootings
 - Analyzes police data
 - Develops policy recommendations and reports
 - Engages in outreach and training
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Why Civilian Oversight Is Necessary

- **Protects** human rights
 - **Promotes** constitutional policing
 - **Increases** public confidence and trust in the police
 - **Builds** bridges between law enforcement and the public
 - **Supports** effective policing
 - **Ensures** greater accountability
 - **Enhances** risk management
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CPOC April Complaint Report

CPOC issues a monthly complaint report, summarizing the complaints received by CPOC and referred to the Internal Affairs Division (IAD) of PPD.

You can find the report on CPOC's website:
<https://www.phila.gov/documents/citizens-police-oversight-commission-meeting-agendas-and-minutes/>



**Citizens Police
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CPOC April 2025 Complaint Referral Report

In April 2025, 22 complaints of police misconduct were received by CPOC and referred to the Philadelphia Police Department (PPD) Internal Affairs Division (IAD).

Summaries of the 22 complaints from April 2025 are below. All demographic data is reported by complainants. These complaints only represent complaints submitted directly to CPOC and do not include complaints filed directly with PPD.

These summaries are allegations made by complainants, they do not represent any findings of fact or conclusions.

Date Received	Demographics	Division	Summary
4/01/2025	M – B/AA	North East	The complainant called the district to speak with the Community Relations Officer regarding a neighbor dispute. The officer on the phone told them that the Community Relations Officer was not in yet. The conversation became hostile, and the complainant requested a supervisor and asked for the badge number and name of the officer on the phone. The officer refused to give that information and hung up the phone.
4/02/2025	M – H/L	Not Available	The complainant alleged that officers falsified information in a police report in order to have a search warrant issued for their arrest.
4/03/2025	F – B/AA	South West	The complainant called the police to report that their child was being harassed by school staff. Police arrived after the complainant had left the premises. The complainant reported that police told the school false information that the complainant had not said on the 911 call. The complainant felt police were failing to properly respond to their concerns.
4/04/2025	Anonymous	North East	The complainant observed a police officer asleep in their vehicle. They went to the district to report the incident and share pictures. The supervisor just said, "What do you want me to do about it?"
4/09/2025	F – O/NL	South West	The complainant, whose child was a homicide victim, has had negative experiences with various detectives assigned to their case. The complainant felt that the first detective was rude, heartless, and did not listen. The complainant reported that the detective would disregard them as well as witnesses by not following up with them, including not interviewing the spouse of the victim. The complainant was also frustrated at being passed around by the unit, as they have been reassigned to several detectives.
4/10/2025	M – B/AA, H/L	Not Available	A detective was assigned to investigate an incident involving a physical altercation between the complainant and another individual. The detective did not complete a thorough investigation or collect the necessary evidence while investigating this incident.




Summaries of some complaints filed in April

These summaries are allegations made by complainants which have not been investigated. They do not represent any findings or conclusions.

The complainant observed a police officer asleep in their vehicle. They went to the district to report the incident and share pictures. The supervisor just said, “What do you want me to do about it?”

The complainant’s spouse was struck by a car and taken to the hospital for medical treatment. The complaint reported that the police never came to the scene of the incident to take a police report. The complainant had to go to the district the next day to get the police report.

The complainant was waiting at a bus stop when two officers came up and began to question them. One officer ordered the complainant to stand up, and they began to forcefully frisk them. The officer attempted to go through the complainant’s belongings, but stopped when the complainant verbally told them that they did not have consent to search. The complainant felt the officers acted unprofessionally and that they were condescending and demeaning.

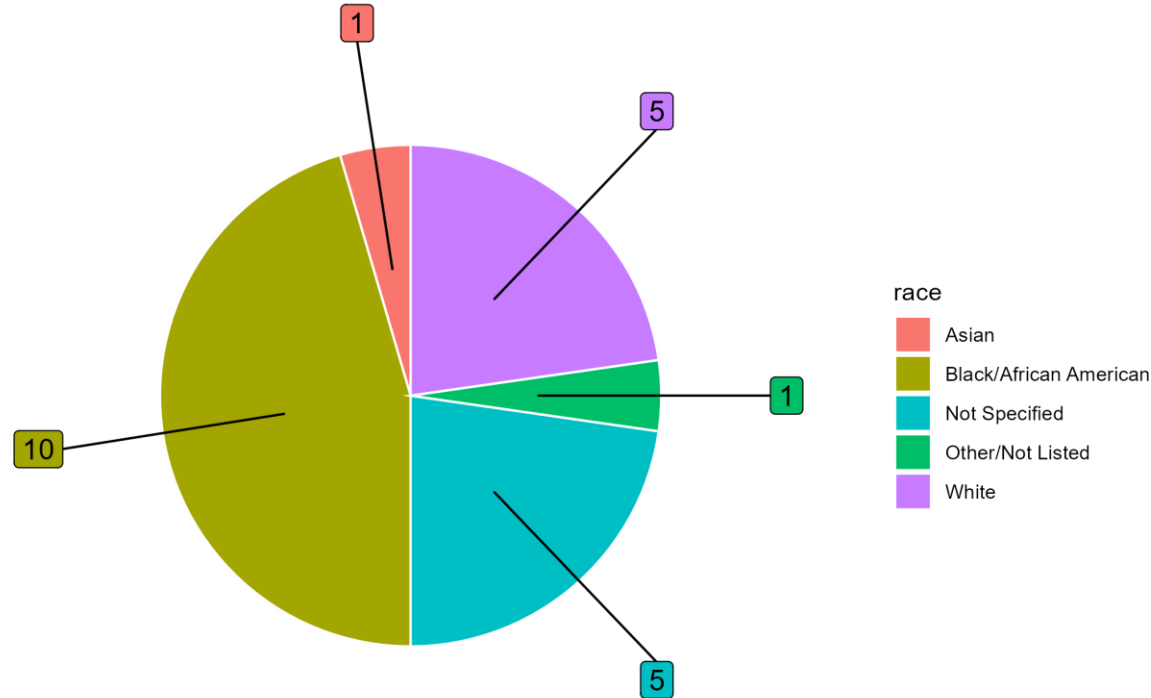


Complaint Data: Demographics (April)

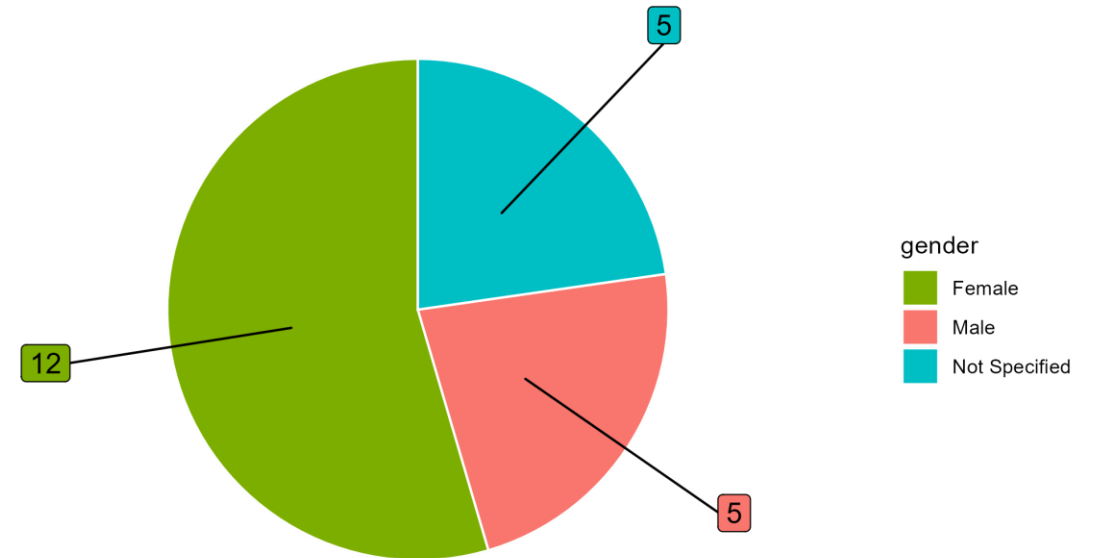
In April 2025, CPOC referred 22 complaints to PPD's Internal Affairs Division (IAD).

These charts show demographic data from April complaints, as reported by complainants.

Race Distribution - April 2025



Gender Distribution - April 2025

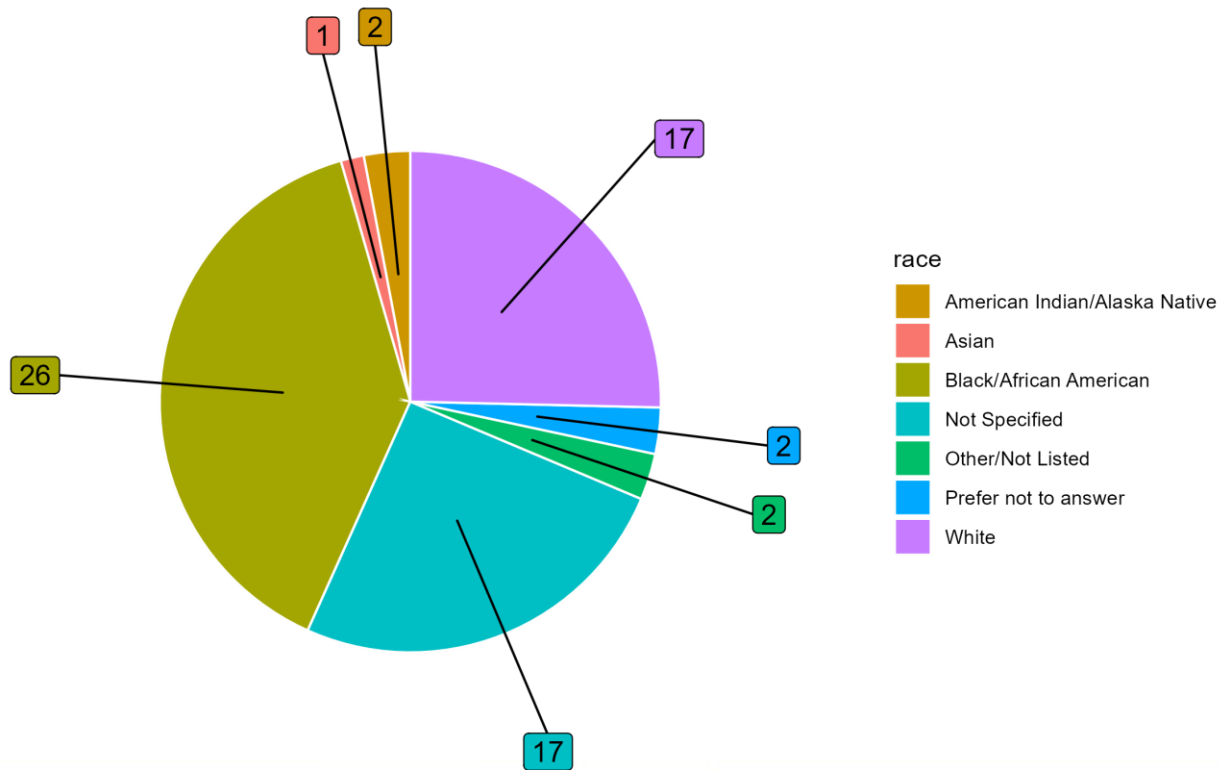


Complaint Data: Demographics (YTD)

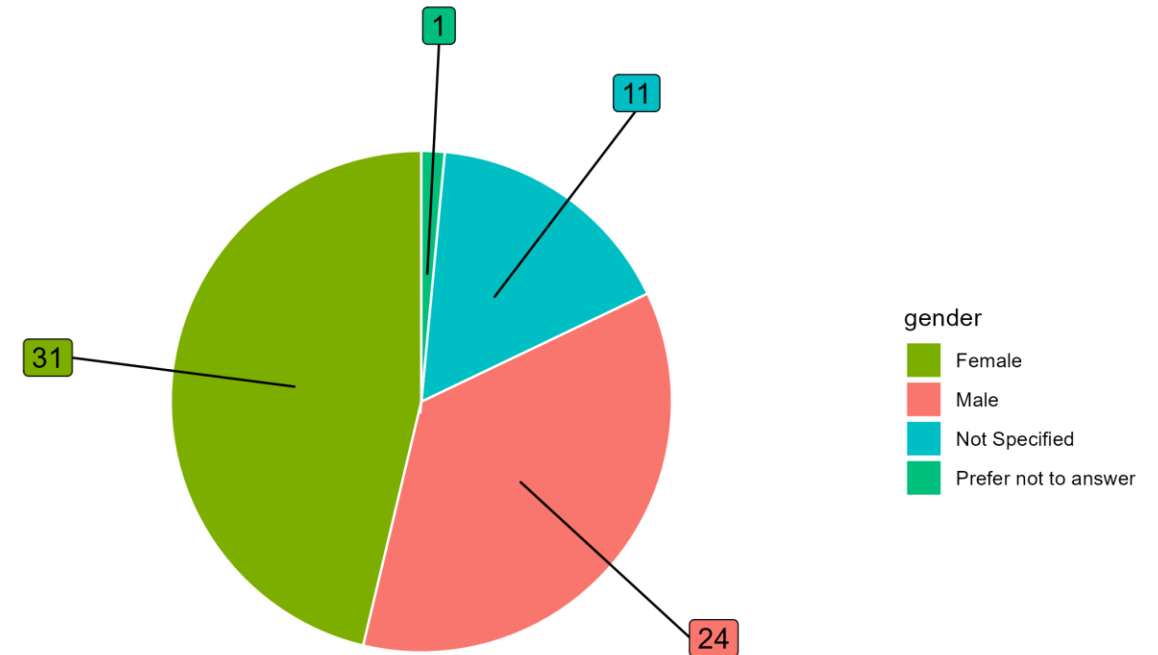
CPOC has referred a total of 67 complaints to PPD's Internal Affairs Division (IAD) in calendar year 2025.

These charts show demographic data from 2025 complaints, as reported by complainants.

Race Distribution - YTD



Gender Distribution - YTD



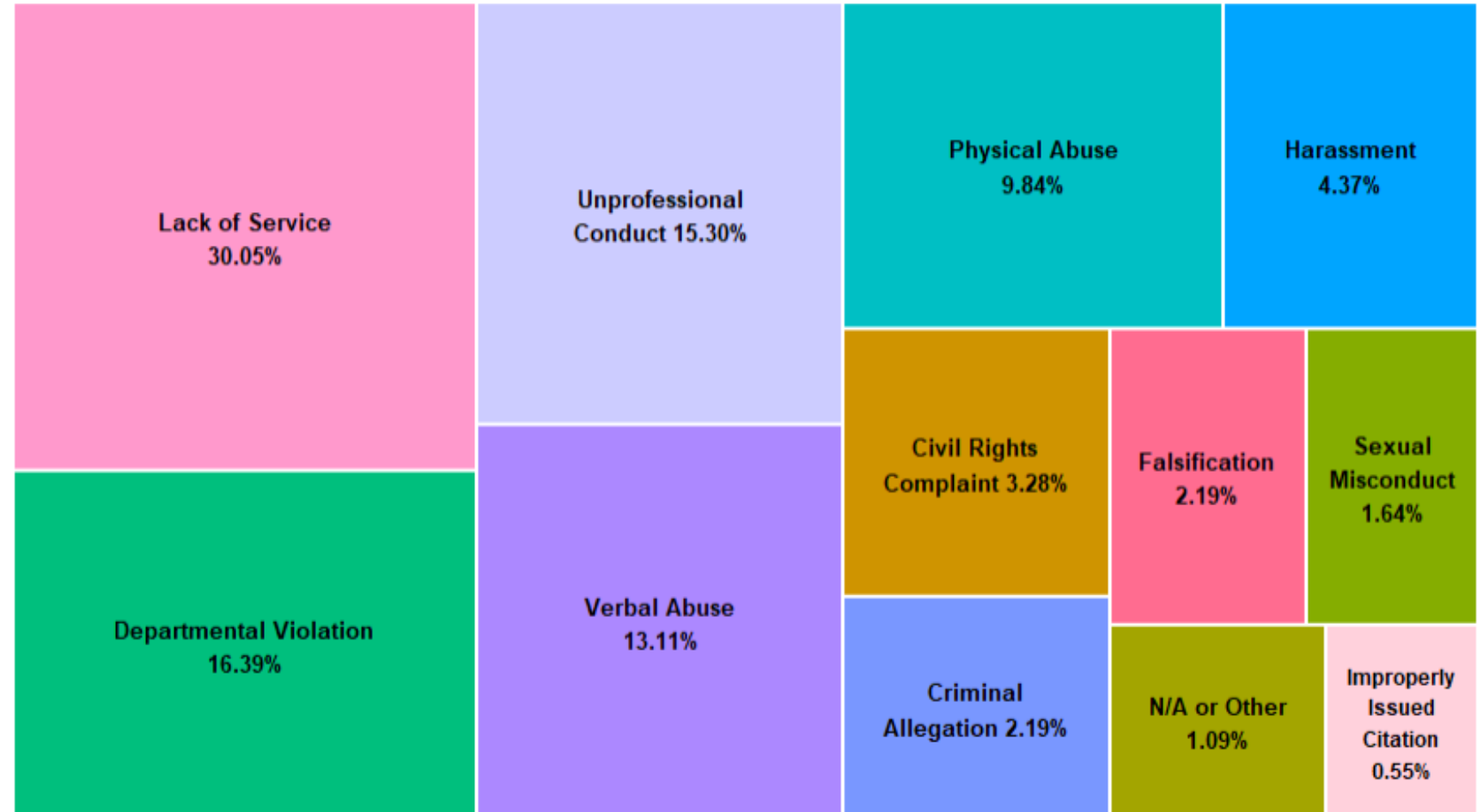
Complaint Data: Allegations

Percentage of Allegation Types

The most common allegations reported by complainants are related to Lack of Service.

A single complaint can have multiple allegations.

“Departmental violations” which are explained further on the next slide.

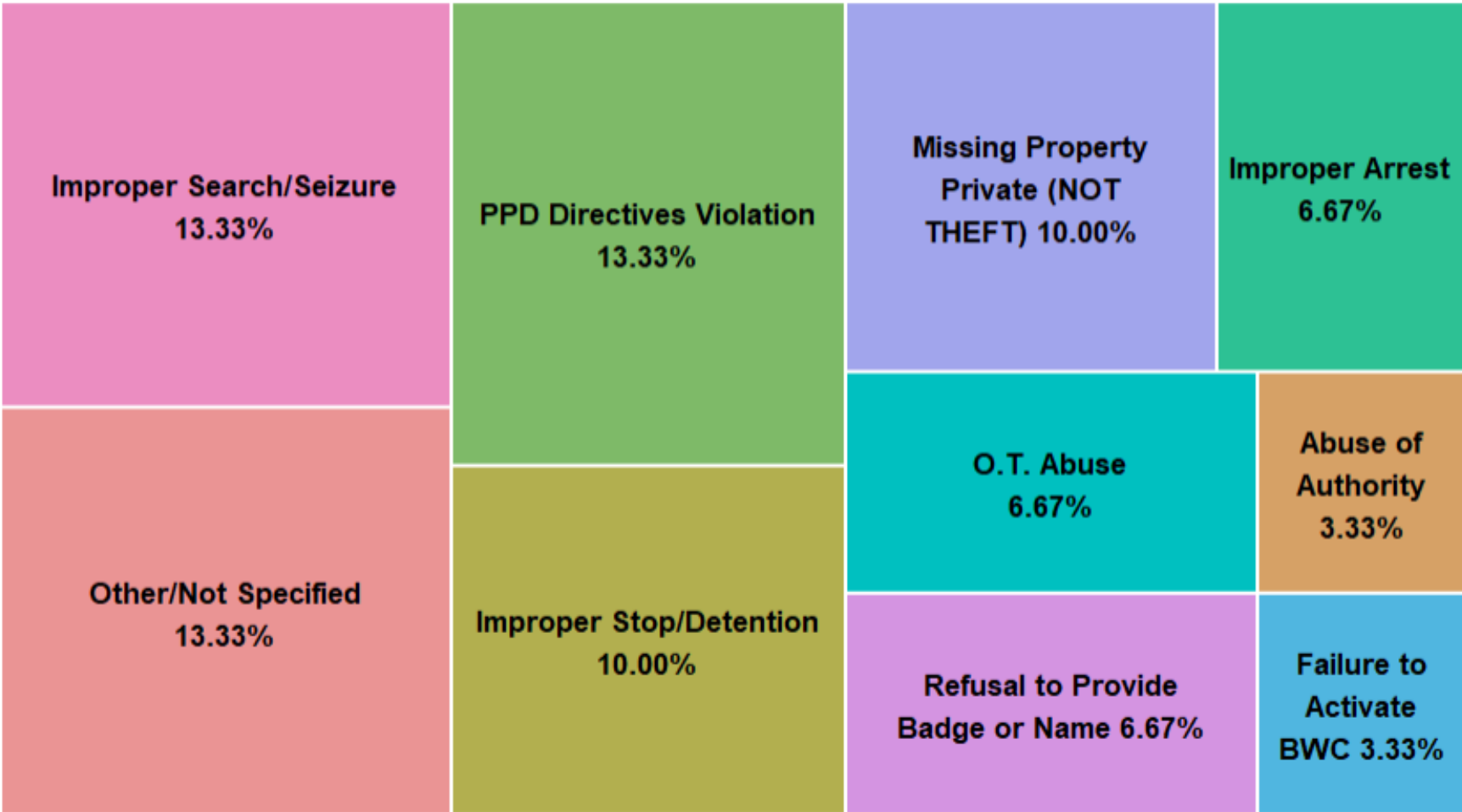


Complaint Data: Departmental Violation subcategories

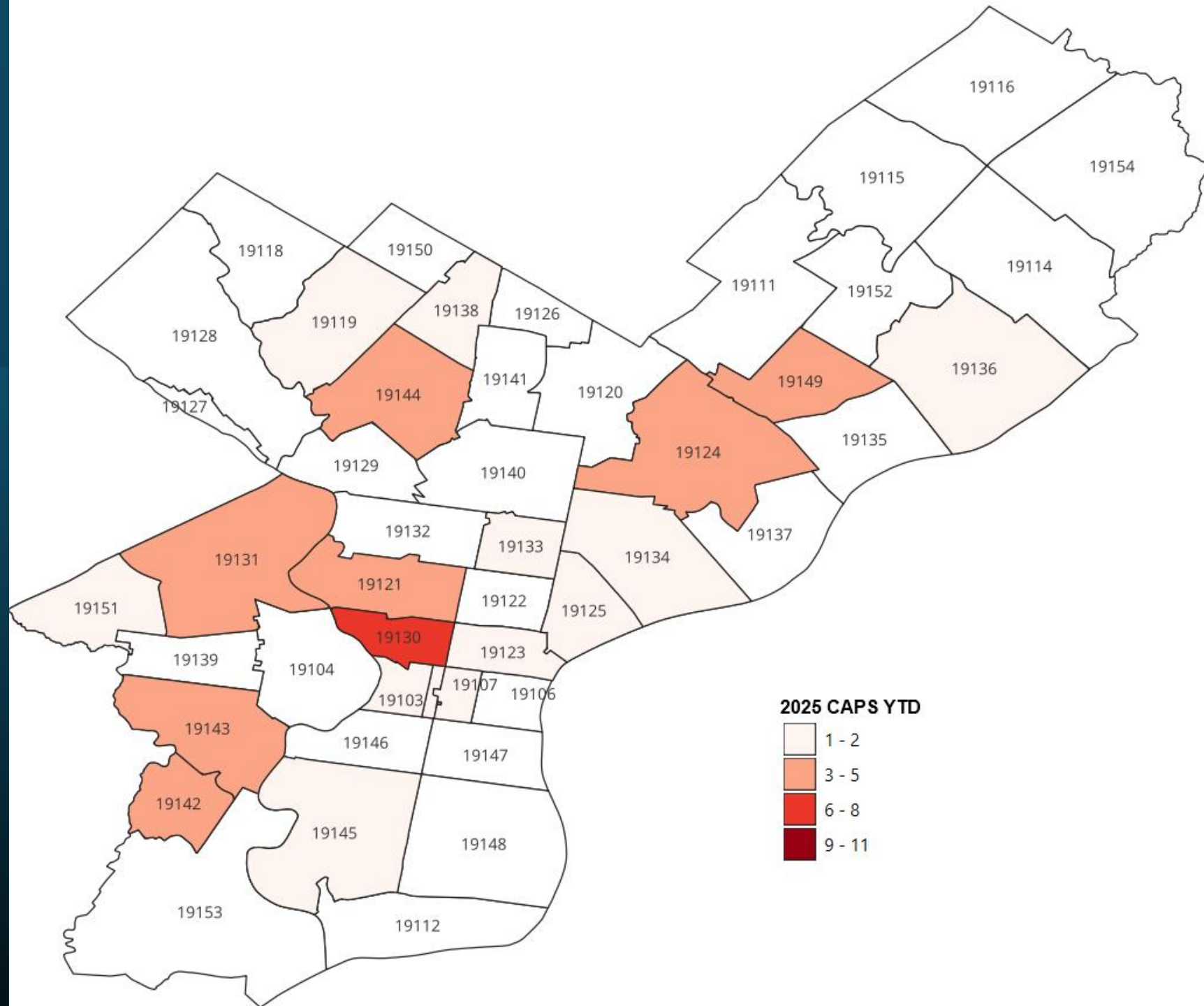
Top 10 Sub Allegation Types

This data shows the breakdown of each sub-category within the Departmental Violation Allegation type.

A single complaint can have multiple misconduct allegations.

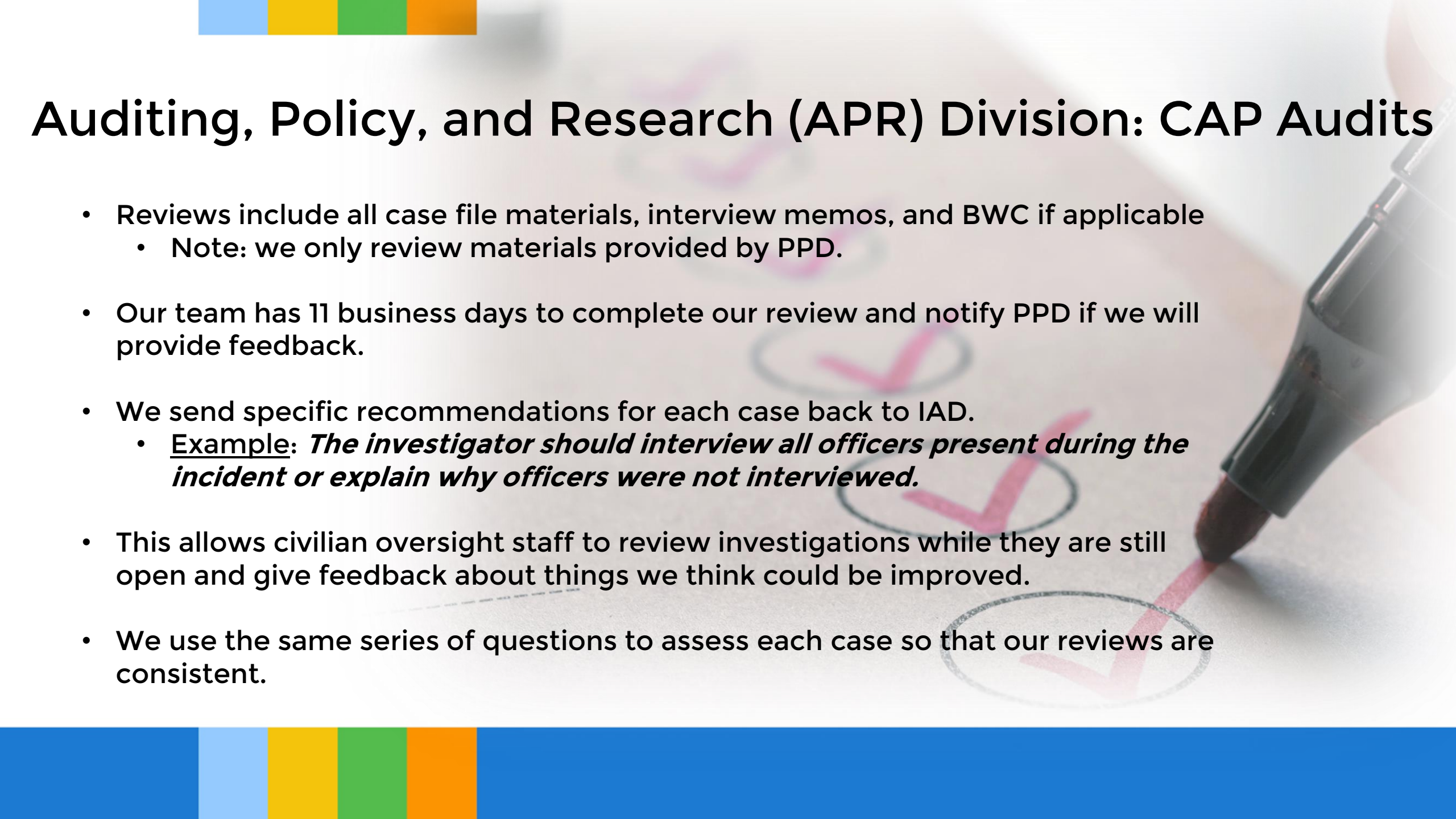


Complaint data (YTD) by zip code



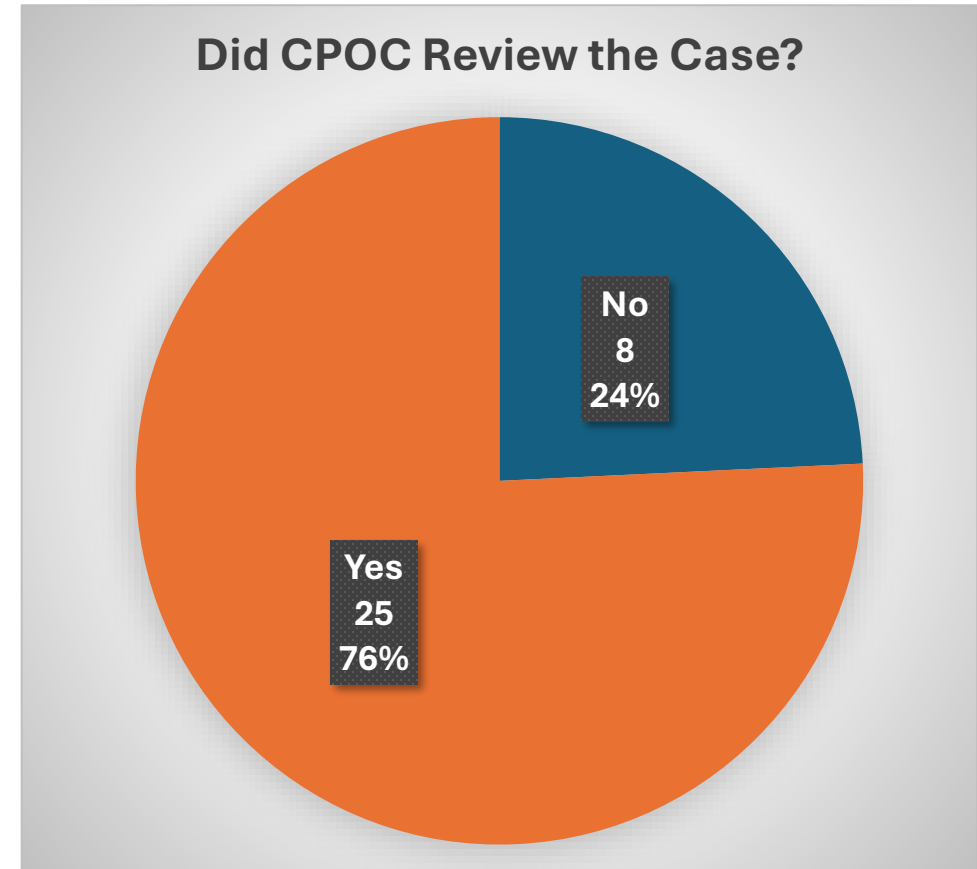


Auditing, Policy, and Research (APR) Division: CAP Audits

- Reviews include all case file materials, interview memos, and BWC if applicable
 - Note: we only review materials provided by PPD.
 - Our team has 11 business days to complete our review and notify PPD if we will provide feedback.
 - We send specific recommendations for each case back to IAD.
 - Example: ***The investigator should interview all officers present during the incident or explain why officers were not interviewed.***
 - This allows civilian oversight staff to review investigations while they are still open and give feedback about things we think could be improved.
 - We use the same series of questions to assess each case so that our reviews are consistent.
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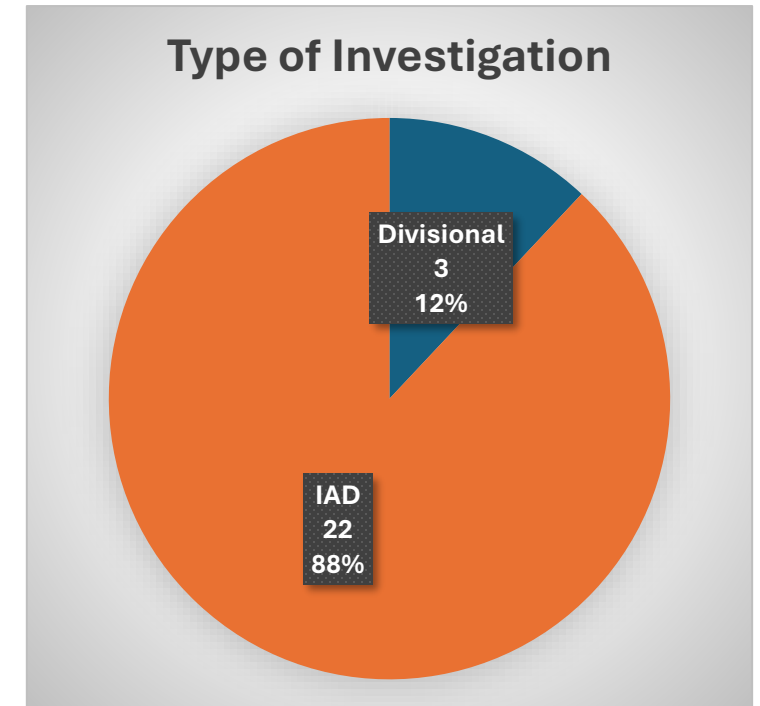
APR Division: April Audits

- This report will cover the 25 cases we reviewed by their due dates during the month of April.
- Received 33 cases from IAD and completed 25 reviews (76%)

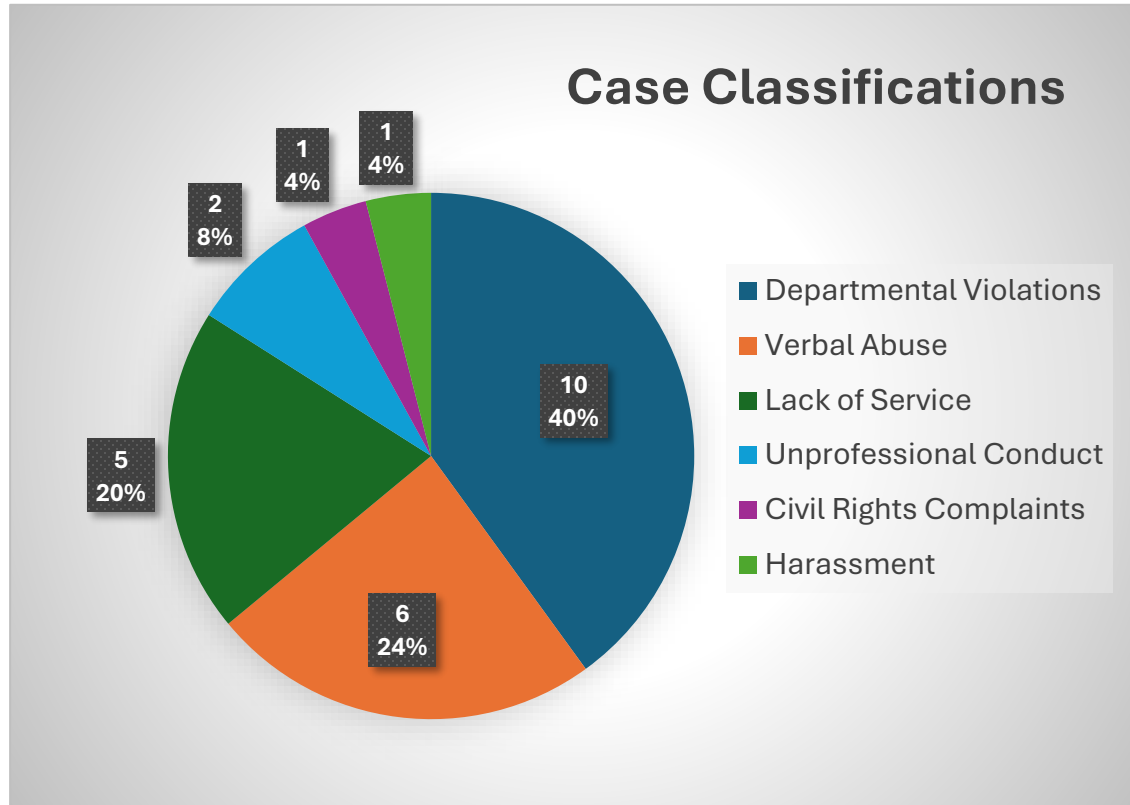


APR Division: April Audits

- Of the cases reviewed, 3 were divisional cases and 22 were IAD investigations
- Complaints are handled at the division level by a Captain or other supervisor when the complaint contains *only* verbal abuse or lack of service allegations *and* it is the officers first similar complaint in 2 years. Contract provision.
- This is intended to quickly resolve low level complaints.
- Resolved with a meeting between the officer and their supervisor to discuss the encounter and they receive instructions/guidance for how to handle things better in the future.



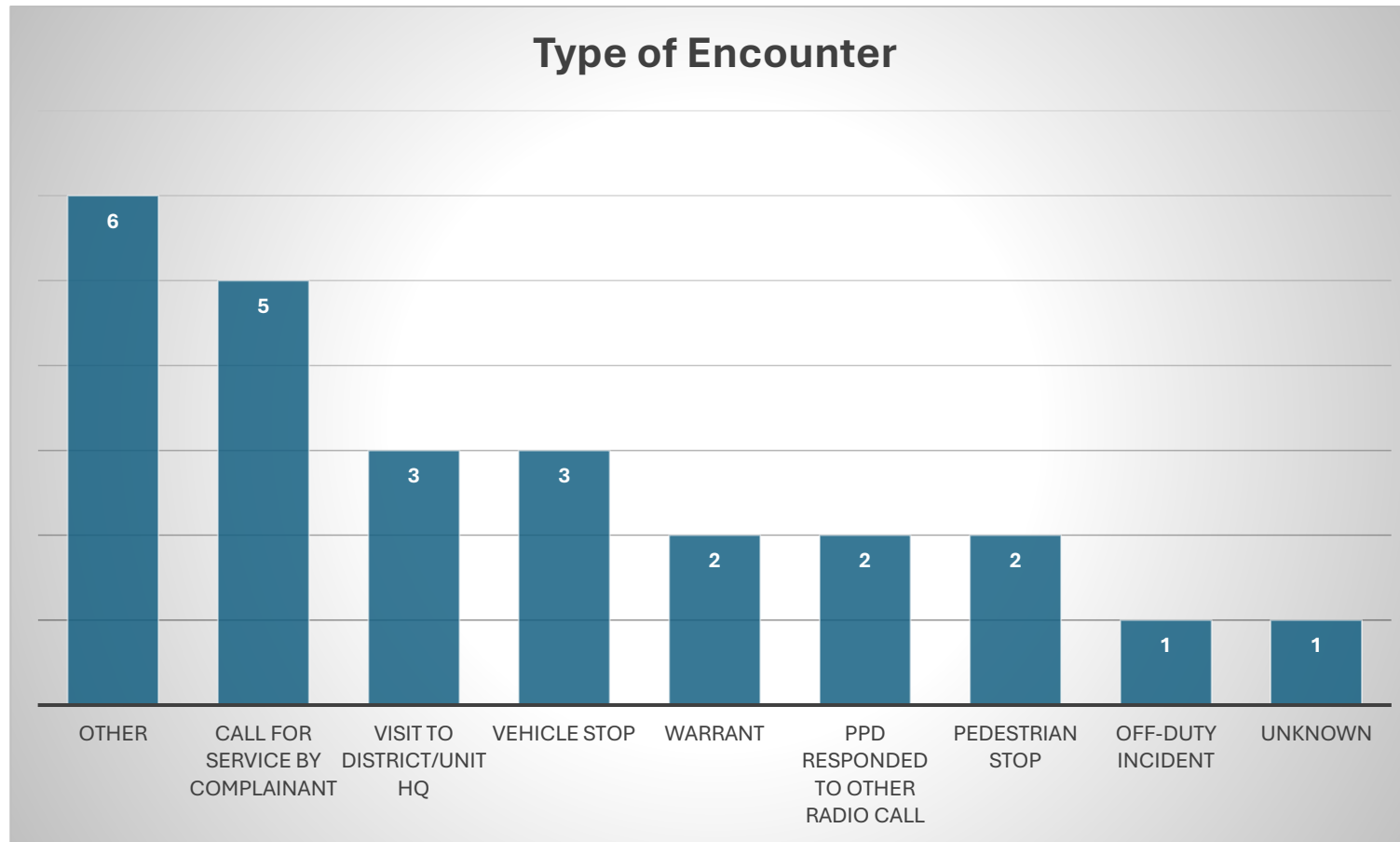
APR Division: April Audits – Case Classification



- Departmental Violations cases were the most common in April, with lack of service and verbal abuse cases the next most common. These three categories typically are the most common.
- Departmental Violations was slightly more common this month than usual –the subclassification shed light specifics of the cases:

Improper Search/Seizure	2
Improper Stop/Detention	2
Failure to Follow Departmental Policy	2
Damaged Property Private	1
Refusal to Provide Name and Badge	1
Improper Arrest	1
Improper Entry to Private Property	1

APR Division: April Audits – Incident Type



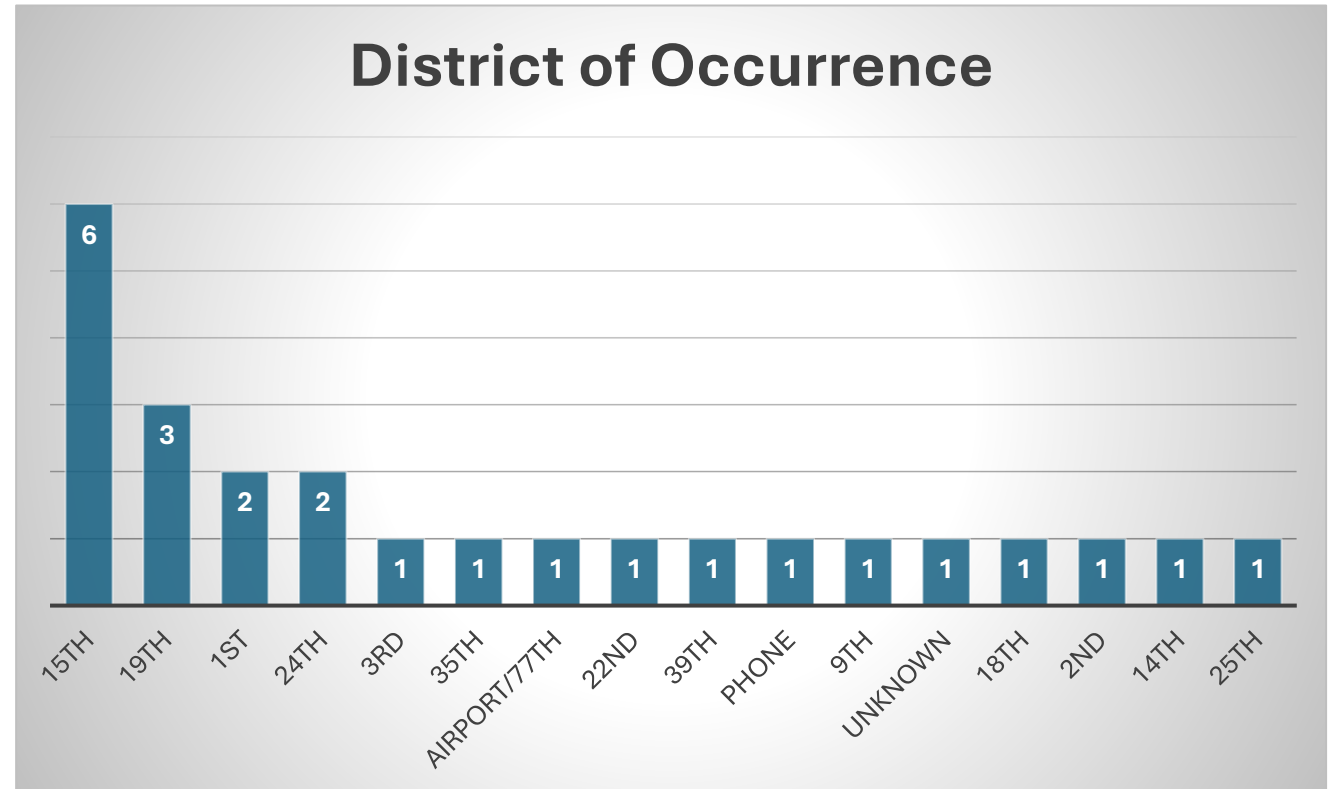
- The graph shows the types of encounters that ultimately led to the complaints being filed
- There was an unusually high number of “other” – it can be difficult to classify the encounters because each encounter is different.
Example:
 - A man at the airport approached officers to ask them about a woman in police custody

APR Division: April Audits - District

This graph shows the geographic location of the incidents that gave rise to the complaints that we reviewed in April.

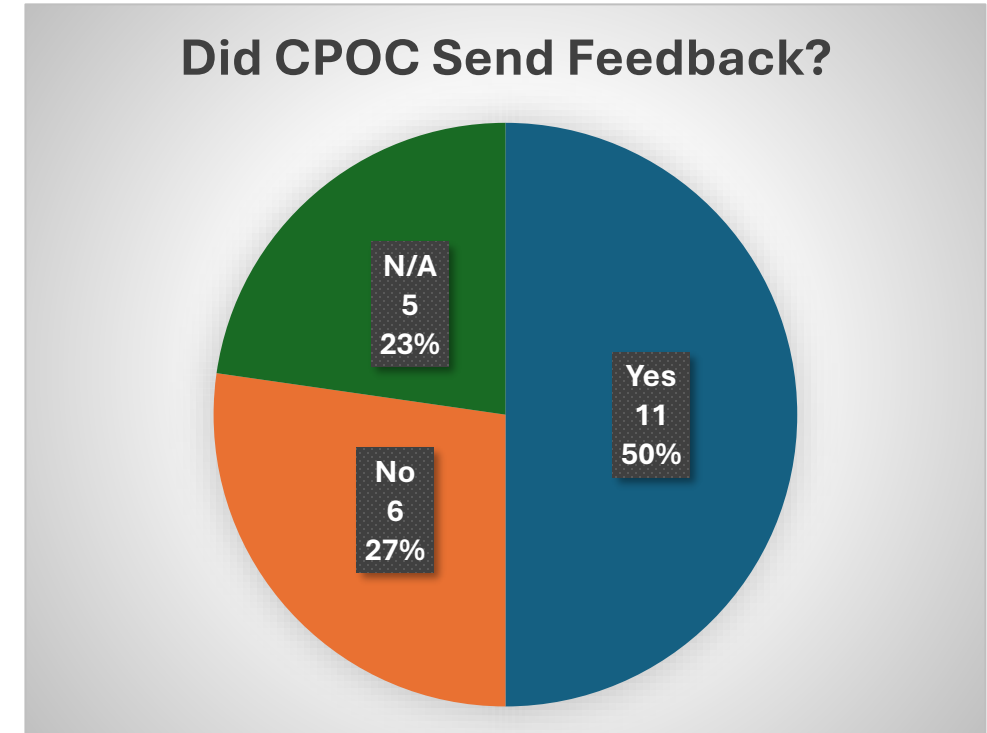
The 15th District had a high number of cases this month – the subclassifications are listed below:

Harassment By Authority
Improper Stop/Detention
Failure to Follow Departmental Policy (for directives violations)
Improper Arrest
Failure to Provide Service/Take Police Action
Refusal to Provide Name and Badge



APR Division: April Audits - Feedback

- Of the 22 full investigations we audited, we sent feedback memos for 11.
 - 6 cases we definitively had no feedback
 - Due to vacations/staff unavailability, we did not send memos on 5 cases. Staff reviewed them - no major issues with those.





APR Division: April Audits - Recommendations

- In the 11 feedback memos we sent, we made a total of 26 recommendations.
- “Add missing admin violation(s)” was the most common
 - Note that this list means all allegations made by complainants were addressed – but we spotted other violations that would not be known to complainants
 - Importance of include admin violations in these cases

Add missing admin violation(s)	4
Other recommendation	3
Contact all witnesses/make all attempts	3
Add missing CAP allegation(s)	3
Adjust analysis/findings to match evidence	3
List allegations against correct officers	2
Adjust allegation	2
Index/missing documents	2
Check for BWC/note existence of BWC	1
Summarize all videos	1
Intake/white paper	1
Interview all officers	1
Grand Total	26



APR Division: Other Recent Work

- BWC audit project
 - Team is squeezing this work in between audit work - very time consuming because videos can be very long
 - Working through our process and trying to determine strategies to be efficient
- IAD Meet and Greet
 - Communication
 - Clarity around procedures
 - Outreach





Citizens Police Oversight Commission

Thank you for coming

Questions or comments?

Please raise your hand, type your question in
the chat, or contact us:

cpoc@phila.gov or (215) 685-0891



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