



Citizens Police Oversight Commission Agency Report

September 25, 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
- 



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 August 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 Oversight Commission
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CPOC August 2025 Complaint Referral Report

In August 2025, 27 complaints of police misconduct were received by CPOC and referred to the Philadelphia Police Department (PPD) Internal Affairs Division (IAD).

Summaries of the 27 complaints from August 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
8/1/2025	F – B/AA	South West	The complainant was pulled over and the officers did not explain why they were being pulled over. The officers reached into the car window, unlocked the car, opened the door, and pulled the complainant out of the car. As they were pulled out of the car, they hit their head against the frame of the car. The officers searched the car for no reason and patted them down for no reason. The complainant was put in handcuffs in the back of the police vehicle and started to the officer several times the handcuffs were too tight, mentioned they were in pain. They were eventually released without being arrested or charged.
8/1/2025	M – Prefer not to answer	East	The complainant is dealing with a landlord tenant issue which escalated to threats of violence, including someone brandishing a gun. The complainant immediately called 911. The complainant stated that the officer failed to take action or provide service and was also rude and dismissive.
8/5/2025	F – B/AA	North East	The complainant's sibling who is a minor was kidnapped by a known estranged family member. The complainant called police to file an abduction report but was denied by police.
8/6/2025	F – Not listed	North West	The complainants called for service to help with their partner's injury. Police were rude and dismissive when responding and escalated the situation. Firemen and Fire EMT were much more helpful dealing with the situation.
8/11/2025	F – B/AA	South	Police responded to a shooting, the complainant believes officer did not properly secure the crime scene, which could result in the destruction of evidence. The complainant stated police falsely arrested their spouse and were not listening to the information that they were providing to police. Overall, the complainant was upset that their family called PPD for assistance and protection from harm, but instead they were subjected to false allegations of criminal behavior and physical as well as verbal abuse from the responding officers.



Summaries of some complaints filed in August


These summaries are allegations made by complainants which have not been investigated.

They do not represent any findings of fact or conclusions.

The complainant is dealing with a landlord tenant issue which escalated to threats of violence, including someone brandishing a gun. The complainant immediately called 911. The complainant stated that the officer failed to take action or provide service and was also rude and dismissive.

Complainant was walking down the street when an officer began to cat call them. They also used racial slurs and may have been intoxicated. The officer followed them down the street making the complainant very uncomfortable, their younger sibling was also present.

The complainant was walking down the street, an officer in plain clothes, driving an unmarked car, pointed a taser out of the vehicle window in their direction. The officer threatened to deploy the taser at the complainant. The complainant stated that the officer attempted to insinuate that the complainant had a gun and that would be the justification for this action. The complainant states that the officer then approached and began searching their person without providing any explanation or notice of intent to conduct a search. The complainant further claims that the officer later admitted to bystanders that the search was unlawful, stating that they were wrong and that the complainant did not have a gun. The complainant reports that during the search, the officer touched the complainant in a way that felt inappropriate, leaving them feeling violated.






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A group of individuals who claimed to be police officers and federal agents came into the bar intoxicated. They were obnoxiously yelling gay jokes, then called two men gay slurs.

The Complainant reported there was extremely loud music being played after 11pm at a block party on their street. The complainant called PPD to request service to ask for the noise to be turned down. The complainant felt that the dispatcher they spoke with was dismissive. Also, the complainant was taken back by the dispatcher's tone of voice, as they felt the dispatcher was minimizing their concern.

Complainant reported their child called 911, identified themselves as a teenager in crisis and stated they needed help. Despite this, the dispatcher repeatedly asked, "What do you need?" The complainant's child reiterated that they needed help. Instead of offering assistance, the dispatcher disconnected the call. The complainant reported that the call was only 40 seconds and reported that the dispatcher did not attempt to get the child's location, a phone number, or other necessary information. No emergency personnel were dispatched to their location, leaving their child confused, scared, and without support in a very vulnerable moment.

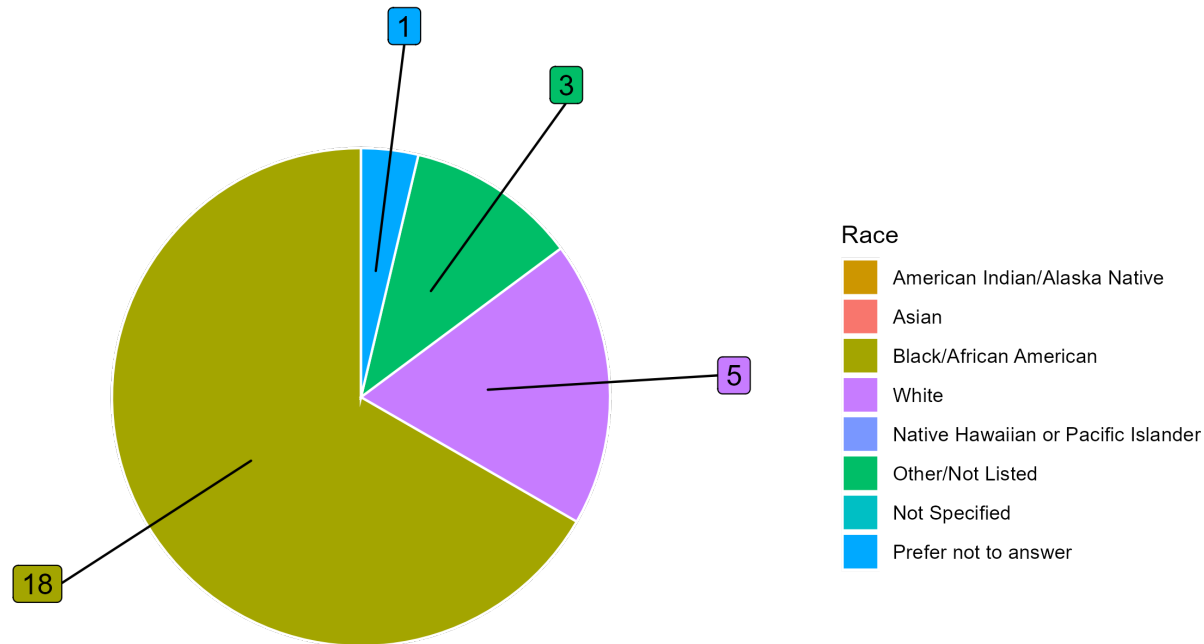


Complaint Data: Demographics (Aug)

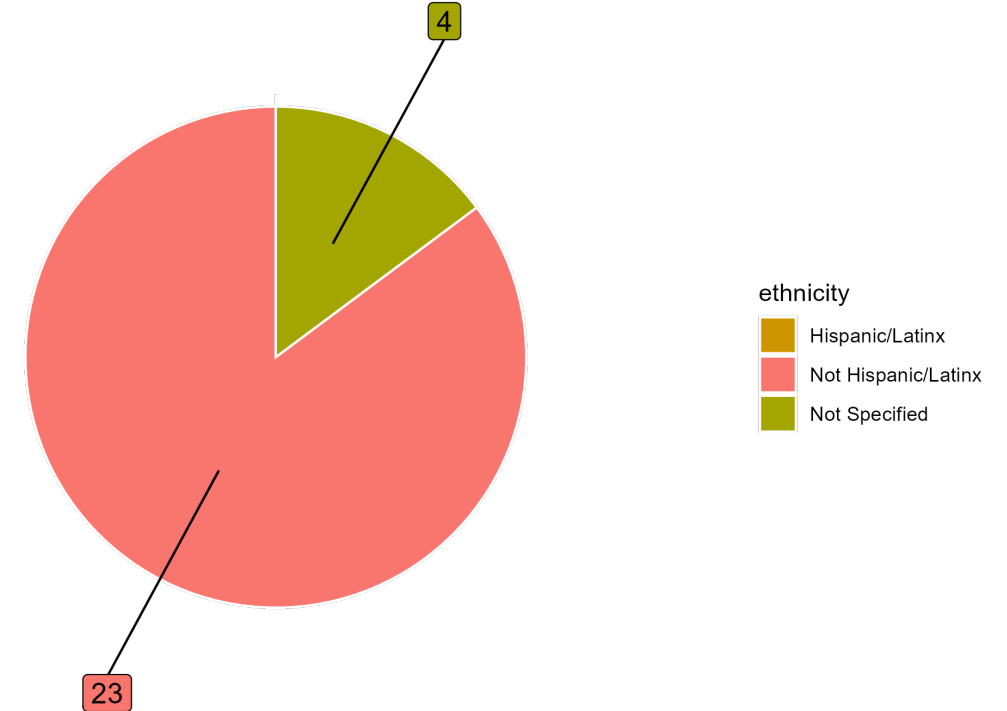
In August 2025, CPOC referred 27 complaints to PPD's Internal Affairs Division (IAD).

These charts show race and ethnicity demographic data from August complaints, as reported by complainants.

Race Distribution – August 2025



Ethnicity Distribution - August 2025

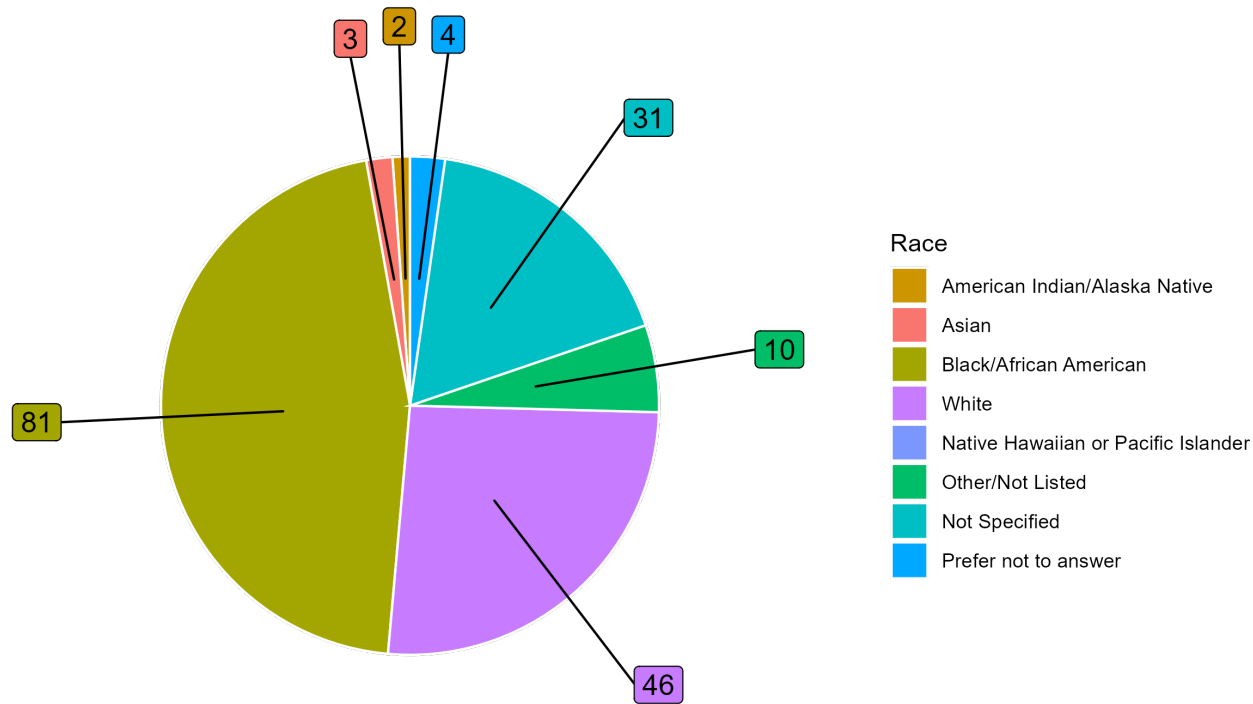


Complaint Data: Demographics (YTD)

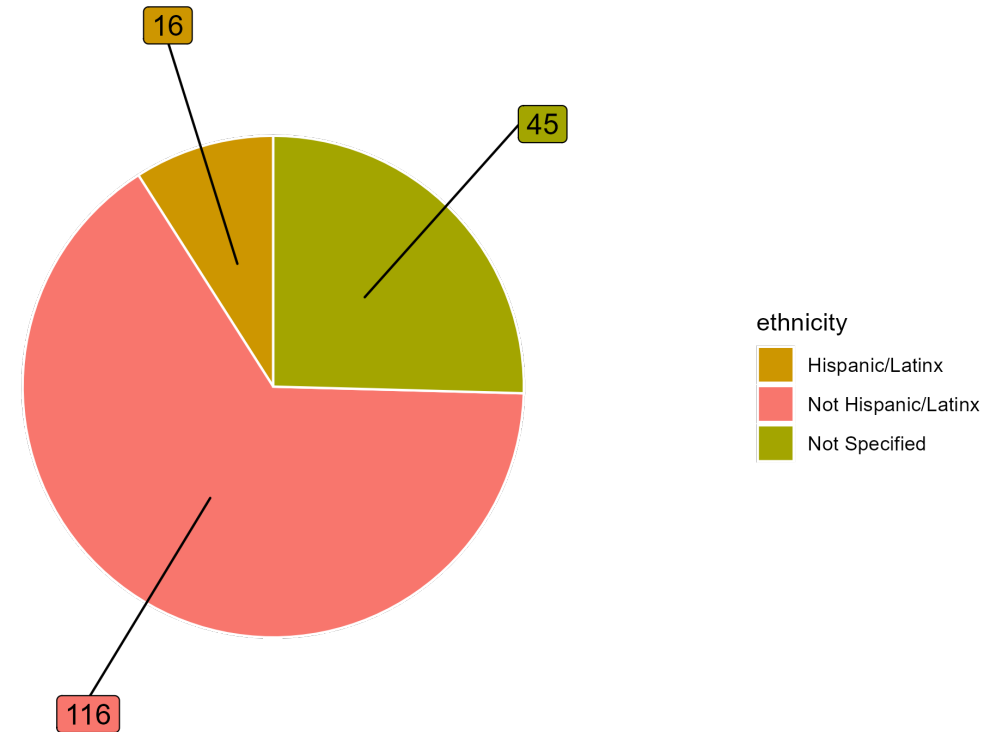
CPOC has referred a total of 177 complaints to PPD's Internal Affairs Division (IAD) in calendar year 2025.

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

Race Distribution - YTD



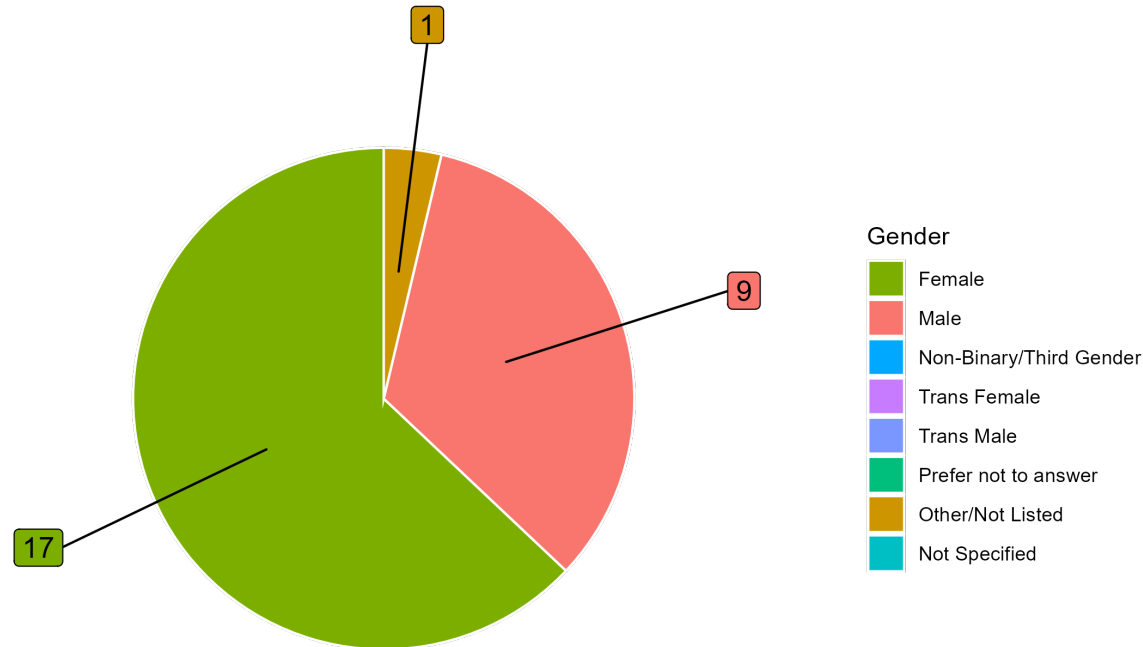
Ethnicity Distribution - YTD



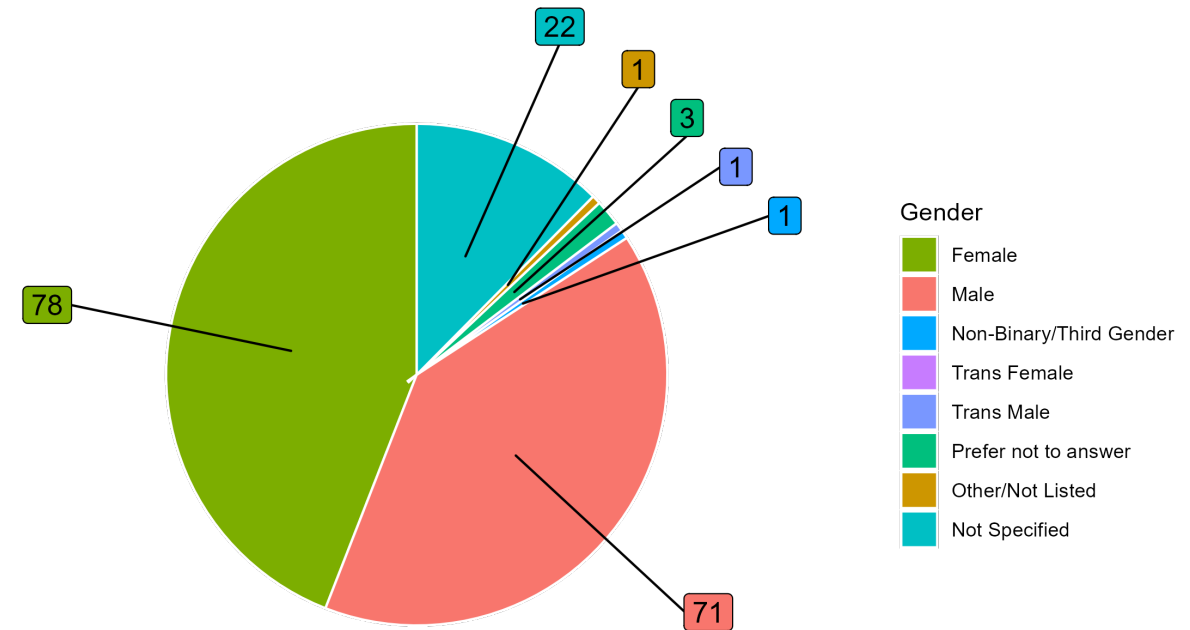
Complaint Data: Gender Demographics

These charts show gender demographic data for the 27 complaints referred to IAD in the month of August 2025 (left) and all 177 complaints referred in calendar year 2025 (right), as reported by complainants.

Gender Distribution – August 2025



Gender Distribution - YTD



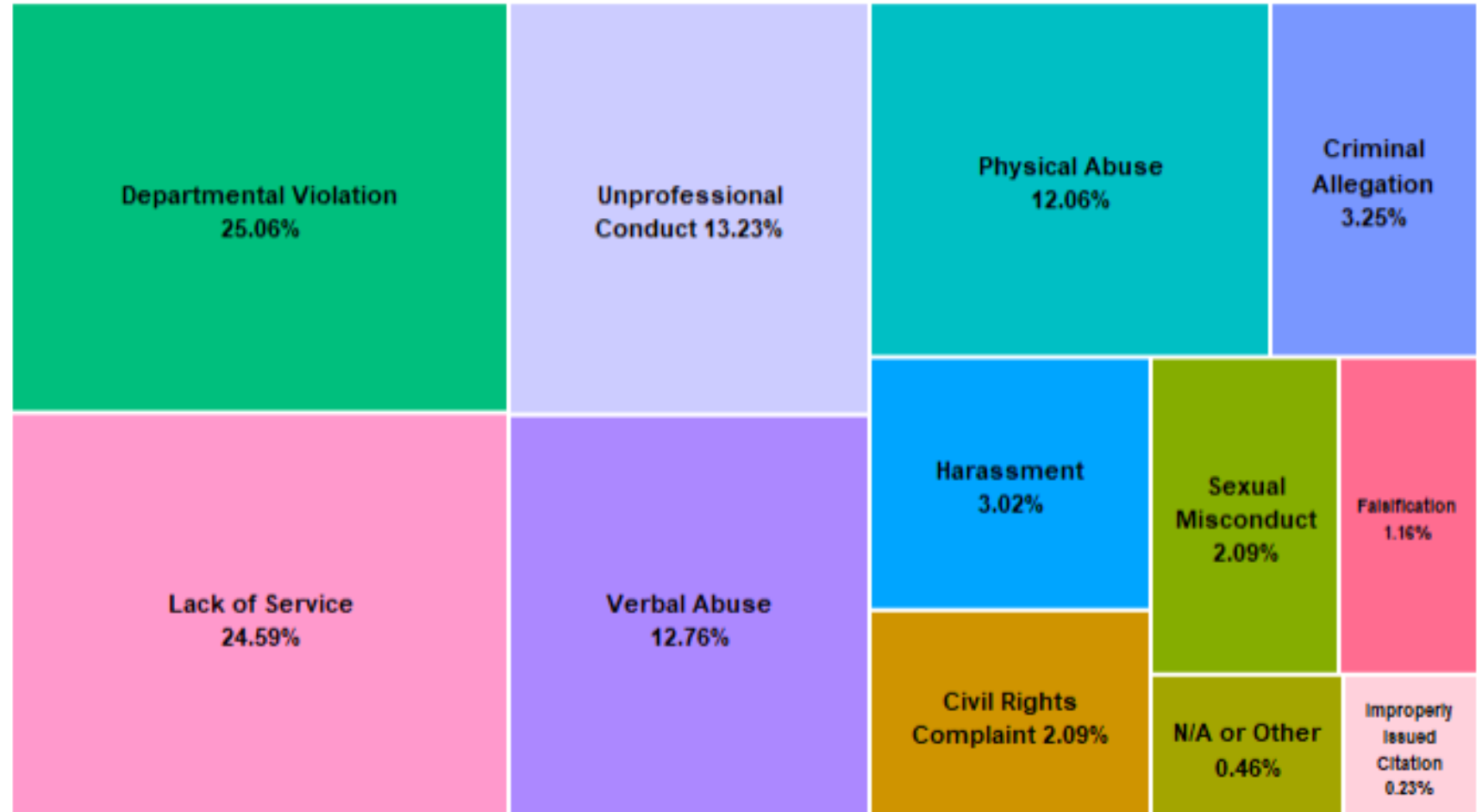
Complaint Data: Allegations (Aug 2025)

Percentage of Allegation Types

The most common allegations reported by complainants are related to Departmental Violation which are explained further on the next slide

A single complaint can have multiple allegations.

Lack of Service is our second most reported allegation.

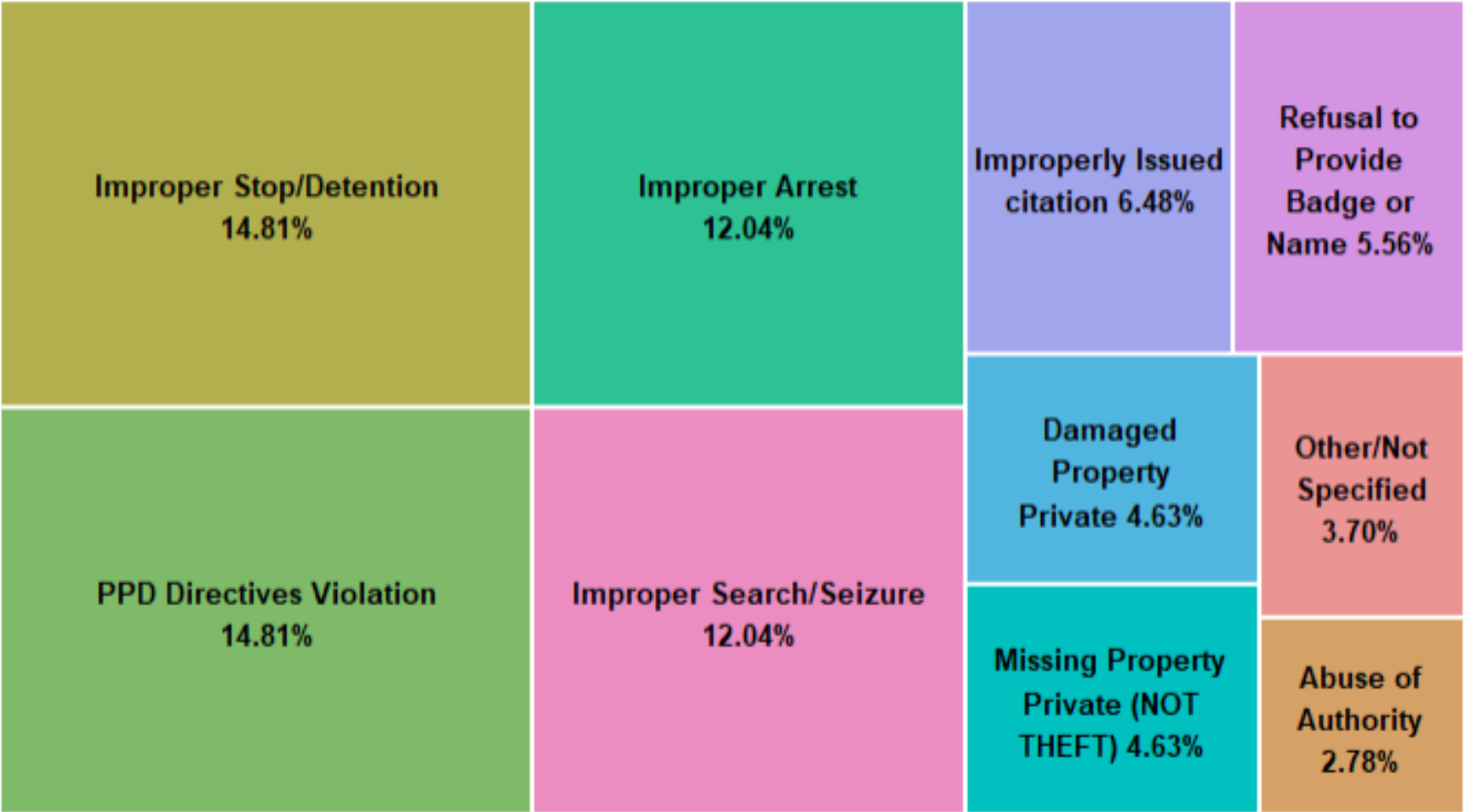


Complaint Data: Departmental Violation subcategories

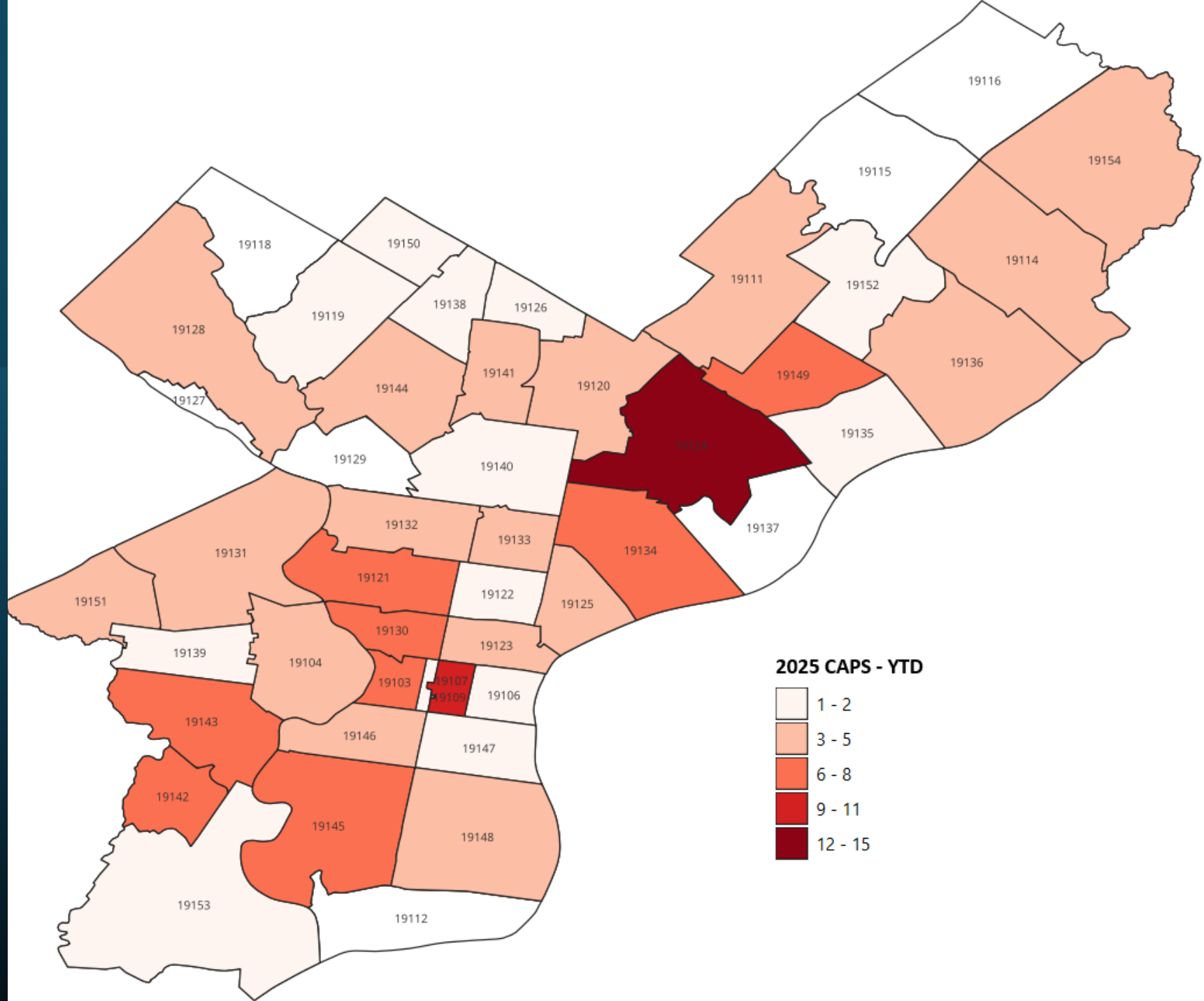
Top 10 Sub Allegation Types

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






APR Division: Special Presentation

- BWC Audit Report of the 24th District released publicly 9/24
 - Tonight we will review the goals of this project and present the findings of the first report
 - We will report on regular IAD investigation audits for August and September next month
 - The full report is available to review on CPOC's website and linked through CPOC's social media sites
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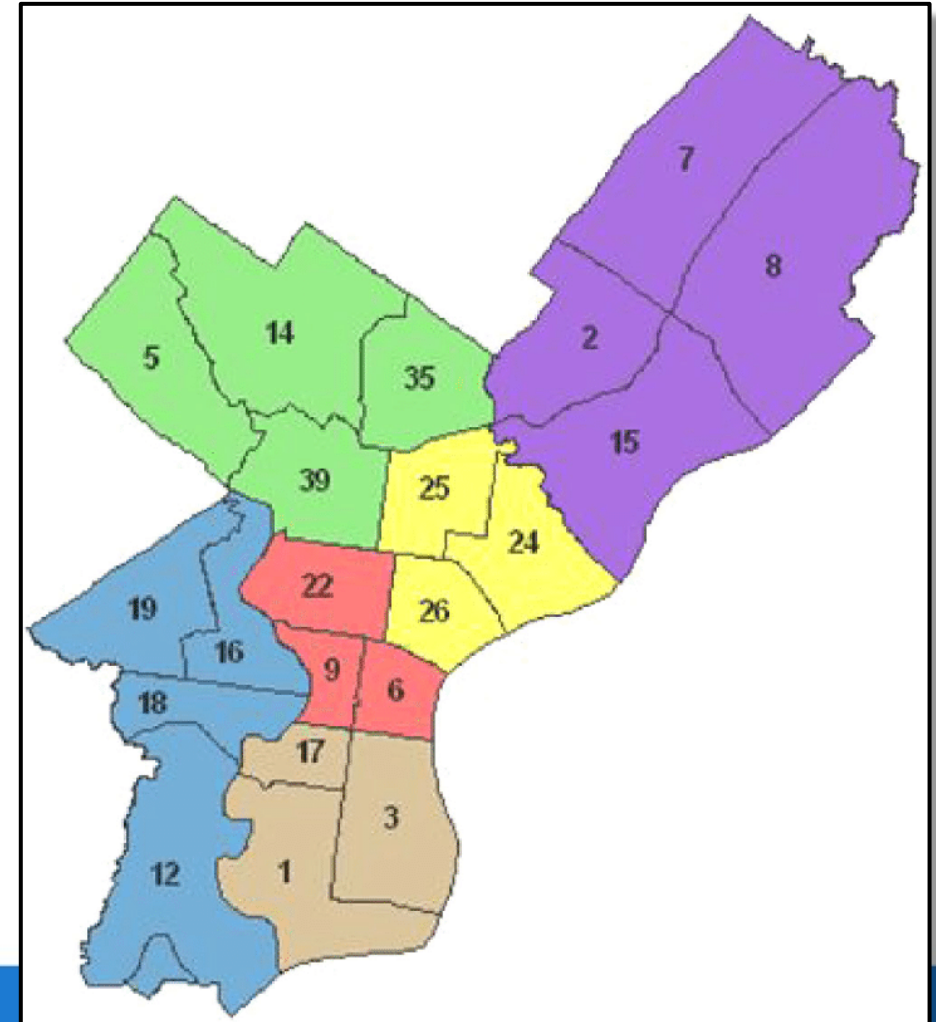


APR Division: BWC Audit Project

- Re-launch of the BWC compliance audit project in 2025
 - It took a while to develop workflows to ensure this project could go forward as envisioned
 - How does this project work?
 - ✓ Generate a random sample of incidents in a police district for a month
 - ✓ Request copies of the incident reports (75-48) for the random sample
 - ✓ Allows us to determine if BWC footage *should* exist
 - ✓ Request access to BWC footage for these 75-48s
 - ✓ CPOC is able to see all but not view all videos on evidence.com, and can request access to additional relevant videos if needed
 - ✓ Review BWC footage to determine compliance with BWC policy
 - ✓ Staff use a survey to review each video and ask series of questions about each video
 - ✓ See report for full list of criteria
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APR Division: BWC Audit Project


- Audit 4 districts to check for compliance with the BWC directive:
 - Keeping camera in standby mode
 - Activating and turning off properly
 - Tagging/labeling videos properly
- Provide findings to relevant leadership and release publicly
- Audit each district a second time a few months later to check again
- Districts selected to cover different police divisions, and also account for districts with high complaint volume and high activity



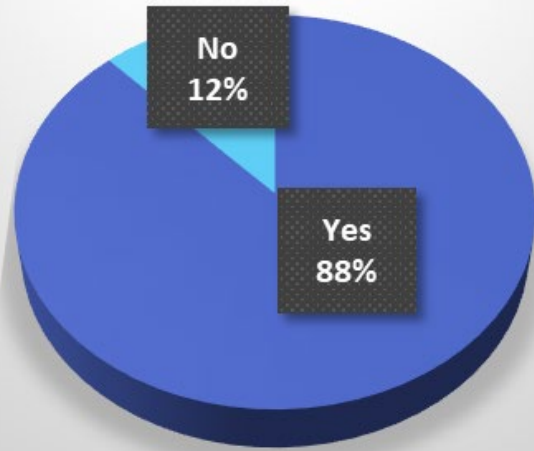


APR Division: BWC Audit Project

Why do this type of audit?

- BWC cameras are a critical tool for accountability, but only if they are used properly
 - CAP audits show issues with BWC activation, so it was important to gather data on this issue specifically
 - Direct feedback to the districts can highlight where districts are succeeding with BWC usage, and also where improvement is needed
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Was BWC Recorded for the Encounter?



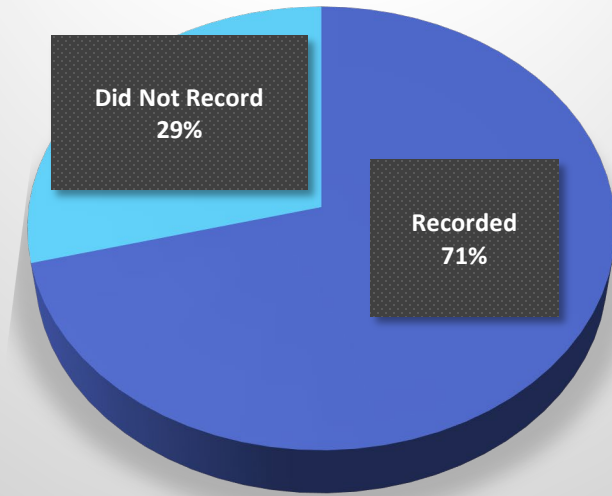
- We review the hard copy of the 75-48A to determine if the incident should have been recorded.
- NOTE: Our Sample only consisted of vehicle stops.
- Of the 73 total 75-48A's in our sample, 64 included a BWC recording 64/73 (88%).

Directive 4.21 Section 3A

A. Officers shall place and maintain their BWC in "Stand-by" mode immediately after receiving them at the beginning of the tour. BWCs will be activated prior to responding to all calls for service, during all law enforcement related encounters, and during all activities involving the general public. **This shall include, but not be limited to, the following instances (PLEAC 2.4.2 B):**

1. Whenever responding to in-progress crimes and priority one (1) assignments.
2. Whenever initiating any vehicular or foot pursuit.
3. Whenever conducting any vehicle or pedestrian investigation.
4. Whenever initiating a sight arrest or citation.
5. Whenever taking a statement or information from a victim or witness.
6. Whenever handling a disturbance or crisis related incident.
7. Whenever handling any protest or demonstration.
8. Whenever conducting a security check.
9. Whenever confiscating or counting currency, opening and sealing evidence/property bags or whenever there is an error in the tabulation or the amount is different from what the property receipt states when given the currency to the Operations Room Supervisor. For additional information, officers will refer to Section 9, "Cash Intake Procedure" of Directive 12.15, "Property Taken into Custody."
10. Whenever confronted by any member of the general public that is or likely to become confrontational, antagonistic or hostile.
11. Whenever handling a situation or incident that the officer, through their training and experience, believes should be visually preserved.
12. Whenever conducting a suspect confrontation (i.e., show-up identification of a suspect by a victim or witness). A view of the suspect should be recorded during the confrontation, when reasonable (PLEAC 2.9.1 e).

Percentage of Officers that Recorded BWC



- CPOC reviewed 119 BWC videos for this sample of 75-48A's.
- CPOC observed 179 total officers with a BWC device during these videos.
- Of those 179 officers, 127 of them recorded a BWC video.

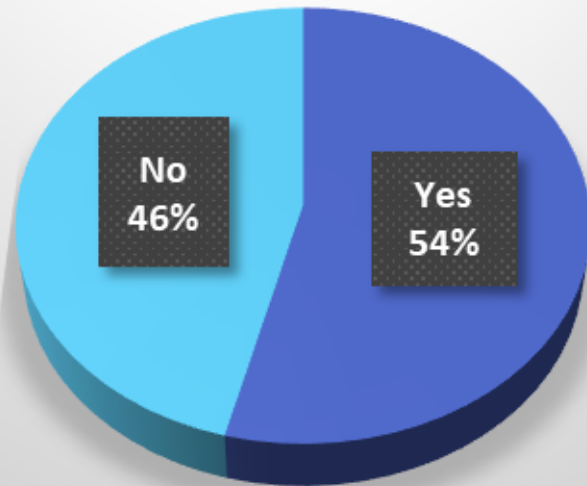
CPOC's APRD staff conduct an extensive search of PPD's Digital Evidence Management System to locate BWC related to the 75-48A's in our sample.

To ensure the most accurate data, CPOC was conservative regarding this estimate.

CPOC's APRD staff only recorded officers that we could confirm were wearing BWC in each video observed.

There are several units that are not trained and do not have the expectation to operate BWC devices. We did not want the presence of those officers in the videos we observed to affect the data.

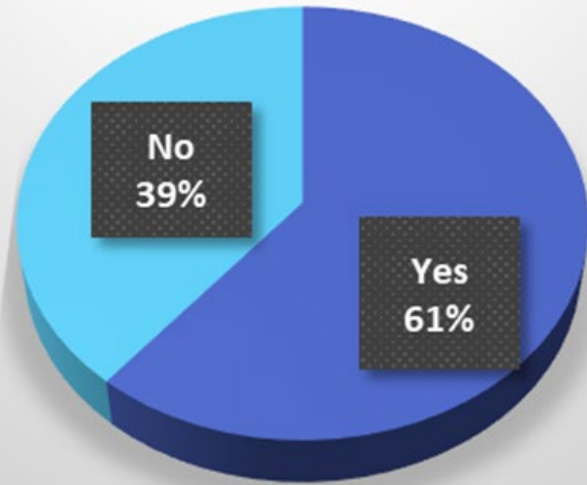
**Was BWC Activated by All Available Officers
with BWC on Scene?**



Of the **119** total BWC videos audited by CPOC, **64 (54%)** depicted incidents in which all officers equipped with BWC recorded the incident.

CPOC maintains the position that secondary officers who respond to back up the primary officer(s) during an incident are still obligated to record the incident using their BWC devices per Directive 4.21.

Did BWC Footage Capture the Duration of the Encounter?



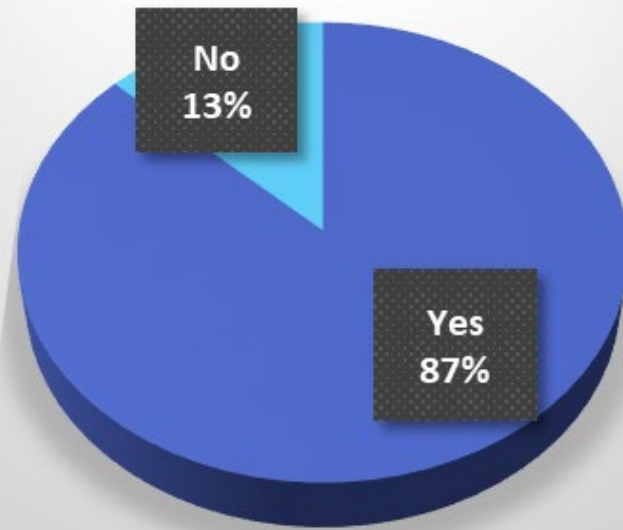
Of the **119** total BWC videos audited, **73 (61%)** of these instances were captured in their entirety by the recording officer.

Why is this Important for oversight practitioners & other investigative agencies?

Why is this important for PPD?

Why is this important for civilians?

Was BWC Activated from Standby Mode?

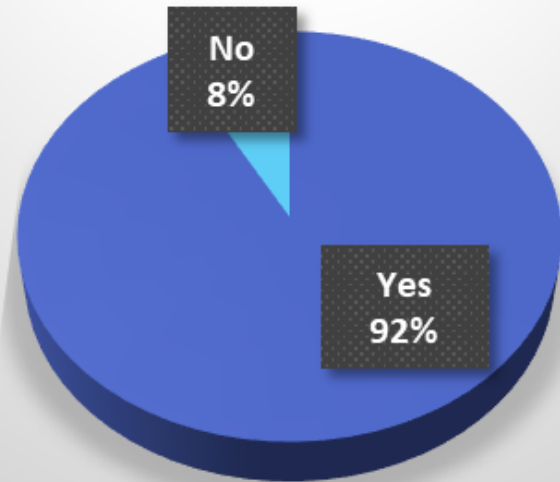


Of the **119** total BWC videos audited, **104 (87%)** of these recordings were activated from standby mode. This indicates that the recording officers had their cameras properly turned on prior to activation.

What is standby mode?

Why is it important?

Was BWC Recording Categorized Correctly?



Of the **119** total BWC videos reviewed by CPOC, **109 (92%)** were categorized appropriately according to the nature of the incident and the information provided on the 75-48s. Proper categorizing is critical for evidence preservation and locating relevant BWC footage within the digital evidence storage system.

NOTE: BWC Footage Retention Periods are based on how the BWC is categorized.

Additional Findings:

Did a search / review of digital evidence management system produce any notable errors in the titling, naming, or categorizing of the BWC video by the officer?

84 /119 (71%) of BWC videos audited did not contain any notable errors in the titling, naming, or categorization of the BWC video, 35/119 (29%) contained at least one of these errors.

BWC videos Activated in compliance with Directive 4.21 (captured full incident, BWC activated from standby mode, did not record anything prohibited).

63 /119 (53%) of BWC videos audited captured the entire incident, were activated from standby mode, and did not record anything prohibited (as defined in Directive 4.21), 56/119 (47%) did not meet these conditions.

Did BWC footage capture the duration of the encounter? (Did the BWC start late? End early?)

46/119 (39%) of the BWC videos audited were not captured in their entirety. 33 of the BWC videos ended early and 19 of the BWC videos started late (6 videos fit into both categories).

Did the officer state why they were turning their BWC off before doing so?

33 BWC videos in the sample were deactivated before the end of the incident (which would require the officer to state out loud the reason for deactivation per Directive 4.21).

2/33 (6%) of these BWC videos depicted an instance in which an officer stated why they were shutting off their BWC before doing so. In 31/33 (94%) BWC videos audited, the officer did not provide a reason for the deactivation of their BWC device.

Was the officer's BWC used to record any of the following prohibited activities/behaviors?

(Non-work-related personal activities / conversations, Places where a reasonable expectation of privacy exists (i.e., locker rooms, dressing rooms or restrooms), Conversations with confidential informants and undercover officers., Strip searches, Operational strategies or tactics, Conversations of fellow employees or supervisors during routine administrative activities not related to those incidents or events described in Section 3-A., Media captured on a BWC to another recording device i.e., cell phone)

No officers (0/119) in this sample were observed using their BWC to record any of the above listed prohibited activities/behaviors.





Action Steps


CPOC Recommends the following actions steps to improve compliance with Directive 4.21,

Action Step 1: During roll call prior to the start of each shift supervisors should remind officers to activate their BWC while providing backup during calls for service. Officers should be instructed that BWCs should be activated prior to responding to all calls for service, during all law enforcement related encounters, and during all activities involving the general public.

Action Step 2: During roll call prior to the start of each shift supervisors should reiterate the importance of using BWC to capture the entire encounter between officers and members of the public. Officers should be reminded to activate the BWC before they exit their vehicle for car stops, before they interact with a civilian during ped stops, and prior to contact with civilians when the situation allows them to do so safely. Officers should be instructed to deactivate their BWC after the incident is over, they have cleared the scene and are available for radio calls.

Action Step 3: During roll call prior to the start of each shift supervisors should ensure that officers are aware of standby mode procedures outlined in Directive 4.21. While assisting officers on the street supervisors should check to make sure that officers are patrolling with their BWC in standby mode and ready to record.

Action Step 4: CPOC was previously advised that there is an officer assigned to tag and label BWC videos in the 24th district. When tagging and labeling, the assigned officer should check the contents of the BWC video and refer to the written copies of the 75-48 to ensure that information concerning the encounter is correctly entered into PPD's evidence management database.





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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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