CPOC Audit & Monitoring Unit's Auditing Work:

CPOC
Citizens Police
Oversight Commission
CITY OF PHILADELPHIA

- At CPOC, auditing a complaint against police involves gathering data about the facts underlying the complaint and the investigation conducted by Internal Affairs investigators to assess the process for quality, thoroughness, and objectivity.

- CPOC only receives investigations based on complaints made by members of the public (known as "Complaints Against Police" or "CAPS").

- CPOC utilizes a series of questions to systematically evaluate the investigation described in each PC memo. These questions provide space for auditors to highlight areas of concern, such as missing allegations against an officer or discrepancies between the evidence presented and the investigation's conclusion.

- The live auditing process, established July 2024, allows CPOC to have more direct oversight of the CAP investigations. Now, CPOC staff can make recommendations for changes to an investigation before it is closed!

Auditing Analysis:

GOAL OF AUDITING: to identify patterns, trends, and potential areas of improvement in (active or) recently completed IAD investigations. In 2024, CPOC reviewed a total of 357 investigations that involved 687 PPD personnel and contained 1,146 individual allegations.

OUTCOMES

- The Philadelphia Police Department's (PPD) policy states that IAD investigations should be completed within 90 business days. It is worth noting that investigations can be unpredictable and there are many reasons why they can become lengthy.
  — 67% of all cases audited were completed within this timeframe.

- The process of labeling a case in a way that matches the substance of the original complaint is called classification.
  — In 83% of cases, the classification most accurately fit the details of the complaint.

- In 90% of cases, the investigator obtained audio/visual evidence (including body-worn camera) before it got deleted.
  — In 20% of cases, CPOC's review of video footage identified additional allegations/violations.

- Of the cases with sustained findings (see chart on backside for an explanation of common findings), 57% sustained at least one allegation made by the complainant.
  — Notably, in 43% of the cases audited, civilian complainants did not respond to IAD outreach attempts.

- In 45% of the cases, CPOC identified missing allegations that were present in case file materials but were not formally addressed in the PC memo.
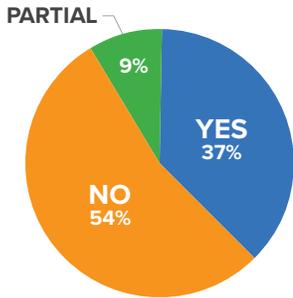
RECOMMENDATIONS

- CPOC's Auditing Report makes a total of 7 procedural recommendations. Here are a few that cover areas with the greatest impact on community trust and perceptions of fairness:
  — IAD should develop a policy related to minimum contact attempts to all civilian complainants, victims, and witnesses to ensure consistency across cases.
  — IAD investigators should begin audio recording all interviews they conduct to remove the burden of live transcription and allow for the free flow of information and follow up questions during interviews.
  — IAD should develop a policy related to virtual interviews for civilian complainants and witnesses to increase accessibility and efficiency.

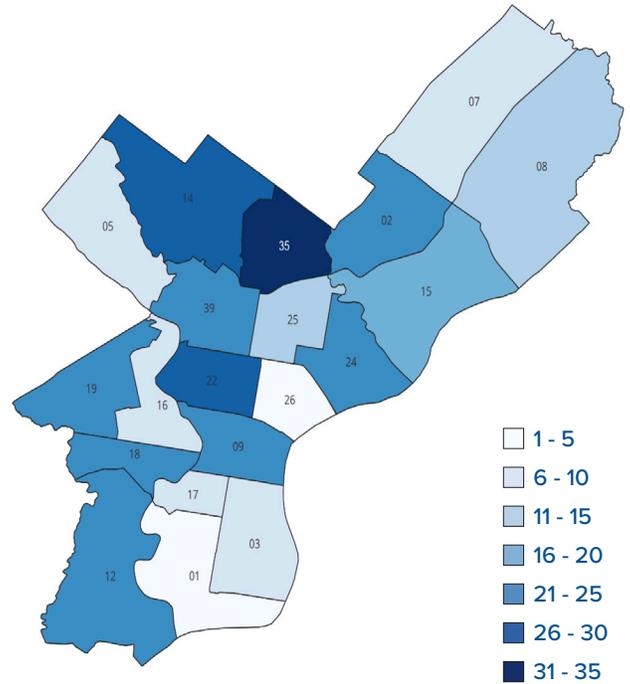**See back for snapshots of our data!**

Through sharing results of these case audits, CPOC hopes to open a dialogue with the PPD about areas for focused improvement in the Internal Affairs process.

DID IAD ACCEPT CPOC'S RECOMMENDATIONS?

PARTIAL

YES
37%

NO
54%

9%

133 live audits were done starting in July 2024. CPOC made a total of 238 recommendations. As part of the live audit process, investigators respond to the recommendations made by CPOC, and then it is submitted through their chain of command for the final decision on whether the case should be updated to account for CPOC's recommendations.

MOST COMMON OUTCOMES EXPLAINED

FINDING	DID INCIDENT OCCUR?	WAS POLICY VIOLATED?
SUSTAINED	✅	✅
NOT SUSTAINED	❓	❓
UNFOUNDED	❌	❌
EXONERATED	✅	❌
WITHDRAWN	❌	❓

MISCONDUCT ALLEGATIONS BY DISTRICT

- ☐ 1 - 5
- ☐ 6 - 10
- ☐ 11 - 15
- ☐ 16 - 20
- ☐ 21 - 25
- ☐ 26 - 30
- ☐ 31 - 35

The below chart breaks down the variation in outcomes among the different allegation classifications.

PPD IAD OUTCOMES BY ALLEGATION

- CIVIL RIGHTS COMPLAINT
- CRIMINAL ALLEGATION
- DEPARTMENTAL VIOLATION
- DISCIPLINARY CODE VIOLATION
- DOMESTIC
- DRUGS
- FALSIFICATION
- HARASSMENT
- LACK OF SERVICE
- NON-INVESTIGATORY
- OTHER MISCONDUCT
- PHYSICAL ABUSE
- SEXUAL MISCONDUCT
- UNPROFESSIONAL CONDUCT
- VERBAL ABUSE
- N/A

OUTCOME
- Other
- Complete
- Exonerated
- Unfounded
- Not Sustained
- Sustained