

OFFICE OF CITIZEN COMPLAINTS

CITY AND COUNTY OF SAN FRANCISCO

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Joyce M. Hicks
Executive Director

May 3, 2017

To: The Honorable Edwin Lee, Mayor
The Honorable London Breed, President, San Francisco Board of Supervisors
Members, the San Francisco Board of Supervisors
President L. Julius Turman and Members, the San Francisco Police
Commission
San Francisco Police Chief William Scott

Re: Office of Citizen Complaints 2016 Third Quarter Statistical Report

I. INTRODUCTION

A. Statistics

Attached is the Office of Citizen Complaints'¹ statistical report for the 2016 third quarter. The OCC received an adjusted total of 144 complaints of police misconduct or failure to take action and closed 131 complaints this third quarter. It sustained allegations of misconduct or failure to take action in 12 complaints against San Francisco Police officers, which is a 9% sustained rate. The OCC mediated 12 cases, which is also a nine percent (9%) mediation rate.

II. ORGANIZATIONAL AND BUDGET MATTERS

A. Staffing

By the close of this period, 14 permanent line investigators (8124) staffed the OCC, but only 12 of them had full caseloads during this quarter. One permanent line investigator, who had two officer-involved shooting cases, did not have a full caseload at the close of the third quarter. Another permanent line investigator had been recently hired and therefore did not have a full caseload at the close of the third quarter.

The OCC's budget provided for 22 line investigators, five senior investigators, and a deputy director/chief of investigations. Eighteen employees staffed the 28

¹ The Office of Citizen Complaints was renamed the Department of Police Accountability pursuant to an amendment of the City and County of San Francisco Charter in 2016.

investigator positions. Four (4) of the 22 line investigator positions and one (1) Senior Investigator position were added to the OCC's budget on July 1, 2016 but could not be filled until the fourth quarter. Since two (2) line investigators positions were left vacant to satisfy the City and County of San Francisco's attrition requirements, this left eight (8) line investigator vacancies. Three (3) line investigators, Steve Ball, Sherry Fletcher and Sara Mauder, were promoted to Senior Investigator on July 1, 2016, creating three (3) of the eight (8) line investigator vacancies. Carlos Villarreal, who was recruited and hired as an 8124 investigator during the second quarter, began his employment on August 1, 2016. Mr. Villarreal was hired to fill the vacancy created when an 8124 investigator resigned in May.

Interviews for four (4) line investigator positions, one (1) senior account clerk position and one (1) information systems business analyst position were conducted in September. During the third quarter, the OCC met with the City's Real Estate Division to develop plans for housing the OCC's significantly increased staffing. Phase One, which would house four (4) investigators, was scheduled to be completed in the fourth quarter of 2016. Phase Two, which would house two investigators, and Phase Three which would house support staff, were scheduled to be completed in the first quarter 2017.

During the entire third quarter, in addition to her own assignments which included personnel and budget work, Pamela Thompson, the executive assistant to the director, performed the work of the 1632 Senior Account Clerk who took an unplanned retirement on June 30, 2016. The executive assistant's assignments were reprioritized so the office would meet payroll and timely bill paying.

Aaron Zisser, the temporary 8177 attorney who was hired during the second quarter to assess processes at the DPA, interviewed OCC investigators about their areas of responsibilities. During the third quarter, the OCC's clerical unit remained understaffed due to a clerk typist who had been on leave since 2014.

B. Technology

During the third quarter, Information Systems Business Analyst, Chris Wisniewski, (hereinafter "IS Analyst") and the Executive Director interviewed candidates for the Information Systems Business Analyst Assistant position.

Attending further training on Office 365 administration, the IS Business Analyst also set up phones, various accounts and oriented new staff on OCC systems. Additionally he took delivery of new multi-function printing and scanning devices integrating them into the existing environment.

He continued coordination with the Mayor's Office, GSA, COIT and vendors regarding purchases to address OCC's growth and future needs. He also prepared special reports for the Feminist Majority Foundation regarding Use of Force and, as always, assisted investigators and other staff with technical aspects of their work.

C. Training

During the third quarter, the OCC Director and OCC staff members, including its newest investigators, attended the National Association for Civilian Oversight of Law Enforcement Annual Training Conference in Albuquerque New Mexico. In the third quarter, John Alden provided the investigators with three training sessions, each of which was approximately two hours long. The training sessions were titled:

- a. The Government Code section 3304 Time Limit and Related Time Limits in the San Francisco Police Discipline Process;
- b. Consensual Encounters, Detentions, and Pat Searches;
- c. Arrests and Search Incident to Arrest.

D. Budget

The budget for fiscal year 2016/17 was adopted by the Board of Supervisors on July 26, 2016 and signed by Mayor Edwin Lee on August 1, 2016. The OCC's approved budget for FY 2016/17 is \$7,770,373. The budget was enhanced by \$1,744,993 consistent with the Board of Supervisors Budget and Finance Committee's recommendation. The enhancement increased the OCC's professional services and equipment account by \$276,158, allowing for transcription services and the purchase of a vehicle for on call Officer Involved shootings and field work by line investigators. The remaining enhanced amount provided for hiring four (4) additional 8124 Investigators and one 8126 Senior Investigator to be filled no sooner than pay period seven, October 4, 2016.

III. INVESTIGATION OF CASES

A. Case Inventory

By the end of the 2016 third quarter, the OCC opened 152 new cases with an adjusted total of 144 opened cases², and closed 138 cases. During this period, the OCC closed 21 less cases than its unadjusted opened cases. The OCC closed the quarter with 418 pending cases, which are 22 more pending cases than the close of the second quarter in 2016. By the end of the 2016 third quarter, there were 316 pending cases from 2016, 91 pending cases from 2015, seven (7) pending from 2014, two (2) pending cases from 2013 and two (2) pending cases from 2011.

² The OCC adjusts its total of opened cases when it merges one case with another, voids a case due to clerical or other error or a complainant withdraws a case.

B. Caseloads and Disposition of Cases

With only 12 investigators assigned full caseloads by the close of the third quarter of 2016 and only 13 investigators assigned full caseloads by the close of the third quarter of 2015, caseloads were higher than best practices both years.³ In the third quarter of 2015, the caseloads were 28 cases per investigator. In the third quarter of 2016, the caseloads were 29 caseloads per investigator. What is remarkable for 2016 is that by the close of the third quarter, investigators managed to continue to sustain complaints exceeding those in 2015 despite their staggering caseloads. What continued to suffer in the third quarter of 2016 was timeliness of case closures. Comparing the third quarter of 2015 to the third quarter of 2016, the average number of days to close cases increased from 177 days to 249 days. The OCC's goal is to conclude its investigations within 270 days.

During the third quarter of 2016, OCC investigators closed 131 cases with 45% of them closing within 270 days. Thirty-two (32) cases, only one (1) of which had a sustainable allegation, took more than a year to close. The one (1) sustained case which took more than one year closed timely because it was tolled due to the officer's unavailability. This differs by twenty-seven (27) percentage points from the third quarter of 2015 where the OCC closed 40 more cases, with 73% of them closing within 270 days.

C. Sustained Cases

The number of sustained cases in the third quarter of 2016, 12, a nine percent (9%) sustained rate, combined with the number of sustained cases in the first and second quarters, 17 and 14, respectively, resulted in a 10% sustained rate for the first nine months of 2016.

The ongoing impediments to prompt completion of sustained cases are attributable to at least three factors: 1) Larger than best practices caseloads for investigators resulting in longer times to complete investigations due to investigator vacancies, 2) Several high profile and complex investigations, and 3) Increased policy work for the policy analyst attorneys who also serve as advice attorneys on sustained cases and sustainability reviews.

During the third quarter of 2016, there were sustained allegations of neglect of duty in 11 of the sustained complaints. Three (3) of the neglect of duty sustained allegations were for failure to issue a certificate of release. In one case, the failure to issue a certificate of release resulted from officers having their weapons drawn when the officers entered the complainants' residence for a well-being check. The OCC

³ In its January 27, 2007, audit report on the OCC, the Controller's CSA division found that 16 cases per investigator was a best practices caseload for civilian oversight investigators

made a proper conduct finding on the entry. Acting Chief Chaplin concluded the officers' conduct was proper for the entire event. The second case involved failure to issue a certificate of release after handcuffing. Acting Chief Chaplin did not take action on this case during the third quarter. The third case involved the failure to issue a certificate of release after the prolonged detention of the complainant and witnesses. Acting Chief Chaplin did not take action on this case during the third quarter. In both the second and third cases, the OCC recommended Commission level discipline on other allegation.

Nine (9) of the 12 sustained complaints had at least one (1) sustained allegation that was identified by the complainant. In the three (3) cases which resulted in only an added allegation sustained, due to the state mandated peace officer privacy protections, the complainant was not advised of the finding on the added allegation.⁴ In the remaining 13 cases, the complainants were notified that the complained of officer(s) had been found to be in violation of SFPD policies but the complainants were not notified the nature of the officer's discipline or other corrective action, again due to state mandated peace officer privacy protections.

Additional sustained allegations included unwarranted action and conduct reflecting discredit. (Appendix A, pp. 10-17.)

D. Chief of Police's Adjudication of OCC Sustained Cases

When the OCC Director forwards a sustained case to the Chief of Police, she can recommend that the Chief of Police file charges with the Police Commission. After meeting and conferring with the Police Chief, if the Police Chief declines her request, the OCC Director can file charges on her own with the Police Commission.

Alternatively, the OCC Director can determine that a case warrants ten days or less of suspension. The Police Chief determines the level of discipline in OCC cases that the OCC Director determines would warrant no more than ten days of suspension and are adjudicated by the Chief of Police. The Chief of Police determines whether or not to sustain the OCC's findings and what discipline to impose. The OCC Director recommends discipline to the Chief of Police but the Chief of Police determines whether in his opinion the sustained allegations are merited, and if so, what level of discipline or corrective action he will impose. While police officers may appeal the Chief's discipline to the Police Commission, neither the Charter section 4.127 nor the Administrative Code provide for the OCC Director to appeal the Chief's decision.

⁴ In three (3) cases there were combinations of complainants' and added allegations. The complainants were only notified of the sustained findings in the allegations identified by them (complainant's allegations) and not the allegations identified by the OCC (added allegations).

During the third quarter, the Chief of Police proposed discipline in 12 OCC sustained cases as follows:⁵

In July 2016, Acting Chief of Police Toney Chaplin proposed discipline in three (3) cases investigated by the OCC and determined by the OCC Director to have sustainable allegations. The OCC's findings and recommended discipline and the Chief's proposed discipline were as follows:

1. An officer failed to facilitate a private person's arrest in violation of DGO 5.04; failed to process an Emergency Protective Order in violation of DGO 6.09 and Department Bulletin No. 14-181; and failed to write a complete and accurate incident report, including failing to classify the incident as "Elder Abuse" and the officer failed to refer the matter to the Special Victims Unit. (Complainant's Allegations) A sergeant failed to supervise by approving the incident report. (OCC Added Allegation)

The OCC Director recommended a written reprimand and retraining for the sergeant who had no previous history of discipline but the OCC recommended a one-day suspension and retraining for the officer because the officer committed multiple violations in this incident. Of greatest concern was the officer's failure to recognize a battery against an elder, instead, classifying it as a dispute between neighbors.

In concurrence with the OCC Director the Chief of Police imposed a written reprimand and retraining for the sergeant. However, the Chief of Police also imposed a written reprimand and retraining for the officer.

According to the Police Commission Disciplinary Penalty and Referral Guidelines, the penalty for Class D neglect of duty misconduct is a written reprimand for a first offense.

2. In violation of DGO 5.03, Certificate of Release, two officers failed to issue the two complainants certificates of release after entering the complainants' home through an open bathroom window to conduct a well-being check. The complainants' neighbor reported seeing flashes of light and hearing loud bangs like the sound of gunshots. The officers had their guns drawn when they contacted the complainants and the officers said they re-holstered them when they determined that the complainants had no weapons, did not appear to be injured, and had no drugs. While the complainants were not handcuffed, the

⁵ Cases adjudicated by the Chief of Police during this third quarter are not necessarily cases that were sustained by the OCC during this third quarter.

threat of lethal force represented a greater restraint to the complainants than handcuffing which requires the issuance of a certificate of release. DGO 5.03 provides that, if there is doubt, a certificate of release should be issued. Finally, while an incident report was prepared, it does not provide the name of one of the co-complainants, the complainant's wife.

The OCC Director recommended a written reprimand for one officer. The OCC recommended a one-day suspension for the other officer because the officer had received admonishments for neglect of duty in two previous incidents.

The OCC Director met and conferred with the Chief of Police and he determined the officers' conduct was proper conduct because he determined that DGO 5.03 did not apply.

According to the Police Commission Disciplinary Penalty and Referral Guidelines, the penalty for Class D misconduct is a written reprimand for a first offense.

3. In violation of DGO 5.04, Arrests by Private Persons, an officer failed to prepare an incident report documenting that the complainant had requested a private person's arrest.

The OCC Director recommended a written reprimand.

In concurrence with the OCC Director, the Chief of Police imposed a written reprimand and retraining on the officer.

According to the Police Commission Disciplinary Penalty and Referral Guidelines, the penalty for Class D misconduct is a written reprimand for a first offense.

In August 2016, Acting Chief of Police Toney Chaplin proposed discipline in five cases investigated by the OCC and determined by the OCC Director to have sustainable allegations. The OCC's findings and recommended discipline and the Chief's proposed discipline are as follows:

1. In violation of DGO 5.20, the officer failed to include in the incident report the involvement of LEP persons and failed to document in the incident report the officer's provision of translation services.

The OCC Director recommended a written reprimand.

In concurrence with the OCC Director, the Chief of Police imposed an admonishment and retraining on the officer.

According to the Police Commission Disciplinary Penalty and Referral Guidelines, the penalty for Class D misconduct is a written reprimand for a first offense.

2. In violation DGO 9.02, Vehicle Accidents, the officer failed to include the name of a passenger in the traffic collision report.

The OCC Director recommended a three-day suspension because this was the officer's second neglect of duty offense. According to Internal Affairs Division, the officer was admonished and retrained in 2014 for losing Department property.

For the current matter, the Chief of Police imposed an admonishment and retraining.

According to the Police Commission Disciplinary Penalty and Referral Guidelines, the penalty is three days suspension for a second offense.

3. In violation of Department General Order 6.09, the officer failed to adequately investigate a domestic violence case.

The OCC Director recommended a one-day suspension. According to Internal Affairs Division, the officer was previously admonished for failure to issue a certificate of release.

In concurrence with the OCC Director, the Chief of Police imposed a one-day suspension and retraining for the officer.

According to the Police Commission Disciplinary Penalty and Referral Guidelines, the penalty for Class D neglect of duty misconduct is a three-day suspension for a second offense.

4. In violation of DGO 2.01 and the Report Writing Manual, an officer wrote an inaccurate and incomplete traffic collision report.

The OCC Director recommended a one-day suspension because the officer had received a written reprimand in 2015 for failing to submit a traffic

collision report at the end of the officer's shift and did not do so until two weeks later.

The Chief of Police imposed an admonishment and retraining on the officer.

According to the Police Commission Disciplinary Penalty and Referral Guidelines, the penalty for Class D neglect of duty misconduct is a three-day suspension for a second offense.

5. In violation of DGO 2.01 and the Report Writing Manual, an officer wrote an inaccurate citation.

The OCC Director recommended a written reprimand.

The Chief of Police imposed an admonishment and retraining on the officer.

According to the Police Commission Disciplinary Penalty and Referral Guidelines, the penalty for Class D neglect of duty misconduct is a written reprimand for a first offense.

In September 2016, Acting Chief of Police Toney Chaplin proposed discipline in four cases investigated by the OCC and determined by the OCC Director to have sustainable allegations. The OCC's findings and recommended discipline and the Chief's proposed discipline are as follows:

1. In violation of DGO 5.08, Non-Uniformed Officers, and DGO 9.01, Traffic Enforcement, a plainclothes officer issued the complainant, who was double-parked, a citation for impeding the flow of traffic and for failing to provide proof of insurance. Since the complainant's violations did not create an exigency, the plainclothes officer should have instead called for a marked backup unit to cite the complainant.

The OCC Director recommended a written reprimand and retraining.

The Chief of Police imposed an admonishment and retraining.

According to the Police Commission Disciplinary Penalty and Referral Guidelines, the penalty for Class D misconduct is a written reprimand for a first offense.

2. In violation DGO 5.03, Investigative Detentions, a sergeant failed to issue the complainant a certificate of release after the complainant was handcuffed and then released.

The OCC Director recommended a written reprimand.

The Chief of Police imposed an admonishment and retraining.

According to the Police Commission Disciplinary Penalty and Referral Guidelines, the penalty for Class D neglect of duty misconduct is a written reprimand for a first offense.

3. In violation of Department General Order 5.04, Arrests by Private Persons, the officer failed to prepare an incident report after the complainant requested a private person's arrest.

The OCC Director recommended a written reprimand.

In concurrence with the OCC Director, the Chief of Police imposed a written reprimand and retraining.

According to the Police Commission Disciplinary Penalty and Referral Guidelines, the penalty for Class D neglect of duty misconduct is a written reprimand for a first offense.

4. In violation of DGO 2.01, an officer wrote an inaccurate traffic citation and an inaccurate traffic collision report by citing an incorrect vehicle code section.

The OCC Director recommended a written reprimand.

The Chief of Police determined the violation was a training failure.

According to the Police Commission Disciplinary Penalty and Referral Guidelines, the penalty for Class D neglect of duty misconduct is a written reprimand for a first offense.

IV. THIRD QUARTER COMPLAINTS OF NOTE

A. Resident of Elder-Care Home with Alzheimer's Disease

The OCC received a complaint regarding a 72-year-old disabled woman who was placed on a "5150" involuntary psychiatric evaluation after San Francisco

police officers responded to a physical altercation between two residents of an elder-care home.

B. Officer-Involved Shootings

Four (4) officer-involved shooting complaints remained open at the end of the third quarter 2016.

C. SFPD Department General Order 5.15, Enforcement of Immigration Laws

The OCC continued to investigate a complaint regarding a Limited English Proficient man who was taken into custody by two Immigration and Customs Enforcement (ICE) agents outside a police station immediately after being released by SFPD.

D. Destruction of Homeless Encampment at 18th and Shotwell Streets

The OCC continued to investigate a complaint regarding the destruction of homeless encampment at 18th and Shotwell Streets. The complainant alleged that the San Francisco Police Department targeted members of the homeless encampment to intimidate those who witnessed the shooting of Luis Gongora.

E. Facebook Posting by a Subject Officer in the Alex Nieto Officer Involved Shooting

The OCC continued to investigate a complaint regarding one of the officers who shot and killed Alex Nieto. After a federal jury found that the officers did not use excessive force when they shot and killed Alex Nieto in 2014, one of the officers involved in the shooting allegedly posted a comment of his Facebook stating, "Smiling. Ugh how about burning down his house and tazing his friend who pressed charges."

F. SFPD's Detention of a Disabled Man With Prosthetic Leg

The OCC continued to investigate complaints regarding SFPD's detention of a man with prosthetic leg. An 11-minute video of the incident was posted on numerous websites.

G. Single Room Occupancy Hotels

The OCC continued to investigate two complaints filed in 2011 involving multiple officers regarding unlawful entries and searches of single room occupancy (SRO) hotel rooms. Other allegations in these complaints include unlawful search of persons, unlawful detentions and arrests, failure to properly process property including laptops and cameras, failure to investigate, failure to supervise and inappropriate behavior.

H. San Francisco Woman Shot and Killed by Her Ex-boyfriend

The OCC continued to investigate a complaint regarding a San Francisco woman who was shot and killed by her ex-boyfriend before he fatally turned the gun on himself. The woman was shot in her home where there were a series of calls for help involving the same address.

I. Racist and Homophobic Text Messages By Members of the San Francisco Police Department

The OCC continued to investigate a complaint regarding racist and homophobic text messages by members of the San Francisco Police Department.

V. STATUS OF CURRENT OCC CASES – THE ‘KEANE’ REPORT

By the end of the 2016 second quarter, staff had completed intake on all of its 2015 cases and had closed 86% of them, leaving 14% of the 2015 cases pending. At the end of the 2015 third quarter, staff had also completed intake on all of its 2014 cases and had closed 95% of them, leaving five percent (5%) of the 2014 cases pending.

VI. LEGAL UNIT

Five attorneys staff the OCC’s Legal Unit under the supervision of Executive Director Joyce M. Hicks. Attorneys John Alden, Ines Vargas Fraenkel and R. Manuel Fortes are the three OCC trial attorneys but they also conduct sustainability reviews and review sustained reports for form and legality, prepare legal opinions and manage records requests including subpoenas, Pitchess motions and Sunshine Ordinance and Public Records Act requests. Additionally, attorney John Alden, who began his tenure toward the end of the second quarter, provides training to the investigators and provides policy analysis. Attorney Samara Marion conducts the OCC’s policy work, conducts sustainability review, reviews sustained reports for form and legality, prepares legal opinions, and conducts investigator training. The OCC’s policy work is outlined in section VII. Attorney Donna Salazar staffs the OCC’s mediation and outreach programs and her work is outlined in sections VIII and IX of this report.

During the third quarter, the Legal Unit reviewed, revised, and submitted six (6) sustained reports for approval by the OCC Director, each of which involved one or more sustained allegations against one or more officers. Additionally, Deputy Director Erick Baltazar reviewed, revised and submitted six (6) sustained reports for approval by the OCC Executive Director.

The OCC's trial attorneys prosecute police misconduct cases in matters investigated and determined by the OCC to be misconduct or failure to perform a required action. They present cases to the Police Chief when officers object to proposed discipline of up to ten days suspension. They present cases before the Police Commission when the proposed discipline is greater than ten days suspension up through termination.

During the third quarter, Attorney Fortes defended one case on appeal involving one (1) officer at the Chief's Hearing level as follows:

Facts:

In responding to a traffic collision, an officer prepared an incomplete and inaccurate collision report.

Allegation:

1) ND for violation of DGOs 2.01 and 9.01.

Discipline Imposed:

The officer received a disciplinary reprimand and order for retraining which was upheld after the Chief's Hearing.

VII. POLICY ANALYSIS

Policy work is an essential aspect of the Office of Citizen Complaint's mission. The San Francisco City Charter requires the OCC to present quarterly recommendations concerning SFPD's policies or practices that enhance police-community relations while ensuring effective police services. The agency's policy work also informs the training recommendations it makes to SFPD. (Appendix A, pp. 18-19.)

Policy attorney Samara Marion leads the OCC's policy work. During the third Quarter 2016, the OCC's policy work focused on Use of Force reforms, a draft Crisis Intervention Team (CIT) Department General Order and a proposed Domestic Violence Department Bulletin.

Throughout the third quarter, Samara Marion participated as a subject matter expert during the meet and confer process on the Use of Force policy (Department General Order 5.01) with the San Francisco Police Officers' Association and the Department of Human Resources.

Ms. Marion also worked closely with SFPD and the Mental Health Working Group to finalize the Crisis Intervention Team (CIT) Department General Order for presentation to the Police Commission—a project the OCC spearheaded since July 2015.

Lastly, the OCC continued its language access policy work by meeting monthly with a Language Access Working Group comprised of domestic violence and sexual assault service providers, language access advocates, Police Commissioner Sonia Melara, the Police Department and other City agencies. These monthly meetings are a practice the OCC initiated in 2012 to enhance language access services. Throughout the third quarter, the OCC collaborated with the Language Access Working Group, the Police Department's Special Victims' Unit, the District Attorney's Office, the Department on the Status of Women, and the Adult Probation Department to draft a comprehensive Department Bulletin that addresses the key steps for successful domestic violence investigations. SFPD is currently reviewing this proposed Department Bulletin.

VIII. MEDIATION

In the third quarter of 2016, the OCC has completed twelve mediations, the same number mediated during the third quarter last year. At the end of the third quarter 2016, the OCC had mediated forty cases compared to forty-one by the end of the third quarter 2015.

During the third quarter of 2016, a total of 24 officers were considered for mediation. Thirteen of those officers or 54% were ineligible. Of the officers who were offered mediation, one officer declined as compared to none during the same period in 2015. Of the 24 citizens offered mediation, nine (9) or 38% agreed to mediate.

During the third quarter of 2016, the Mediation Coordinator was contacted by a representative of the Los Angeles City Attorney's Office regarding the OCC's continuing relationship with the staff of the mediation program in Los Angeles. The Executive Director of the Richmond California Office of Professional Responsibility also contacted the Mediation Coordinator regarding establishing a mediation program in that department. In August, the Coordinator offered an orientation for seventeen new mediators enlarging the pool of volunteers who generously provide their services.

The Mediation Program continues to provide a forum for officers and civilians to have a frank discussion regarding the complaint, as well as serves as an educational experience for all participants.

IX. OUTREACH

During the third quarter of 2016, the OCC engaged in the following activities:

Deputy Director Baltazar gave presentations to one class of recruits and a group of cadets at the Police Academy. Ms. Marion offered a presentation to the Mayor's Disability Council regarding the implementation of the Crisis Intervention Team DGO.

OCC representatives staffed a record number of tables at the National Night Out festivities in the Western Addition, Mission, Southern, Central, Richmond and Park Station Districts. A total of five (5) investigators, David Aulet, Brent Begin, Ellen Dolese, Susan Gray, and Jayson Wechter, as well as senior investigator Sara Maunder and staff attorneys John Alden and Donna Salazar participated in the event.

During this quarter, OCC staffed information booths at Back-to-School events in the Bayview and Western Addition.

Staff Attorney Manny Fortes made a presentation regarding the functions of the OCC to a meeting of the Marin County Bar Association.

Additionally, Director Hicks and Attorney Fortes continued serving as members of the Bar Association of San Francisco Criminal Justice Task Force.

In September, the Mediation and Outreach Coordinator Salazar was contacted by a representative of the NYPD Inspector General's Office regarding the OCC Outreach Strategic Plan and activities. She also met with representatives of Restorative Resources, a Sonoma County Alternative Dispute Resolution Agency, regarding citizen/police mediation programs.

The Director, Deputy Director, and OCC staff, including investigators and attorneys, attended the National Association for Civilian Oversight of Law Enforcement annual training conference in September. At the conference, Investigator Jayson Wechter moderated panels that he had proposed for inclusion on the training schedule. The NACOLE annual training conference was attended by nearly 500 civilian oversight practitioners, community members, board and commission members, law enforcement members, and students. As always, Executive Director Joyce M. Hicks represented the OCC at meetings of the Police Commission and in many other public forums.

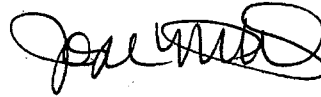
The OCC continues to be a resource for oversight agencies statewide and nationally. Agencies frequently consult with OCC regarding its unique model of civilian oversight, its police/citizen mediation program, its policy work regarding

juveniles, language access, children of arrested parents and most recently, domestic violence.

X. CONCLUSION

Despite hiring delays, the OCC remained committed to its mission to investigate civilian complaints of police misconduct or failure to perform a duty promptly, fairly, and impartially. During this quarter, the OCC continued to focus its community outreach efforts and policy work on addressing the concerns of the public for greater transparency.

Respectfully submitted,



Joyce M. Hicks
Executive Director
Office of Citizen Complaints

JMH:pt