



THE OFFICE OF THE MAYOR-ELECT
BUILDING A NEW PITTSBURGH

SUBCOMMITTEE REPORT

(Please use one report for each subcommittee recommendation)

Subcommittee Name	OMI
Subcommittee Chairperson(s)	Amanda Aldridge
Title of recommendation	Single Point of Contact
Describe the recommendation	Citizens shouldn't have to understand government structure in order to effectively lodge complaints regarding city employees. Instead, have one location for all complaints relating to city employees to be documented and routed through, with a team/individual responsible for reviewing complaints to ensure they are sent to the proper entity for investigation. Consider use of 311-type system.
Is this an immediate or long term recommendation?	Immediate
How will this address our challenges or reach our goals?	This will make it easier for citizens to have their concerns addressed, and increase accountability and resolution of all complaints filed by citizens.
What are the obstacles to implementation?	<ul style="list-style-type: none">• Funds for Publication of pamphlets, distribution, TV ads and website updates and links to funnel all complaints to the Single Point of Contact• Determining who/what is to serve as the Single Point of Contact (e.g., within OMI or not?)• Buy-in from city leaders and OMI manager, especially with regard to internal referrals, if that is desirable• Adapting the current 311 system (if possible and desirable) to handle increased volume• Additional employees to man the phone lines, emails and written complaints• Lack of knowledge by citizens on what to report, where to report it and how to do it.
Who needs to be involved?	OMI Manager, Community leaders, City Cable channel, CIS Webmaster, Chief of Police, Mayor's Office, City Law Department

What city resources need to be invested?	Current 311 can perhaps be modified, or another system set up, along with appropriate software/documentation to track incoming complaints, to whom and when their investigations are assigned, and their resolutions.
What will be different if the recommendation is adopted?	Citizens ultimately will be able to file complaints with one entity and the complaints will be documented, reviewed by an independent panel and forwarded to the proper entities. The complaint will be given a number allowing it to be tracked through its resolution.
Describe any background materials that you consulted	Home Rule Charter, DOJ published article regarding how the end of the Consent Decree has affected perception of OMI with the public.
Have other cities implemented this recommendation?	
Are there any other considerations?	It is hoped that this recommendation would ease the process for citizens to effectively make complaints, and of tracking and reporting on the handling of complaints, all of which should increase the sense of transparency and accountability.

We request that each recommendation be submitted by the subcommittee Chairperson to Kevin Acklin and your Committee Chair by **5:00 pm on Friday, December 27.**

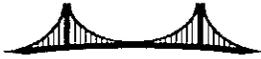
SUBCOMMITTEE REPORT

(Please use one report for each subcommittee recommendation)

Subcommittee Name	Office of Municipal Investigations (OMI)
Subcommittee Chairperson(s)	Amanda Aldridge
Title of recommendation	Community Outreach
Describe the recommendation	Create a strategic plan to improve public and police understanding of OMI's services, particularly the distinction between the roles of OMI and the Citizen Review Board as well as inform citizens and stakeholders of OMI's goals and accomplishments.
Is this an immediate or long term recommendation?	Immediate/Short term
How will this address our challenges or reach our goals?	Increase transparency and change community perception of OMI.
What are the obstacles to implementation?	<ul style="list-style-type: none"> • Funding for marketing and communications activities including, but not limited to, publication of pamphlets, distribution, TV ads, social media outreach, community presentations, and website updates • Buy- in from Police and OMI manager • Shift to data- informed culture • Lack of reliable data regarding OMI investigations
Who needs to be involved?	OMI Manager, Community leaders, CIS Webmaster, Chief of Police, Mayor's Office, City Law Department
What city resources need to be invested?	CIS- website updates, information management system, data analysts, and City cable channel
What will be different if the recommendation is adopted?	Enhanced transparency regarding policy and practice. Strengthened relationships with communities which, historically and statistically are likely to have encounters with police as well as communities racially, culturally, or linguistically isolated from police services. Greater transparency and reporting should also lead to better oversight, quicker results, and higher quality of service and product.
Describe any background materials that you consulted	Home Rule Charter, DOJ published article regarding how the end of the Consent Decree has affected

	perception of OMI with the public.
Have other cities implemented this recommendation?	Yes- New York, Los Angeles, Seattle and other jurisdictions. The Pittsburgh Police Department uses a similar process now with its Community Liaison officers who attend monthly community and block watch meetings – the officer provides a printout list of reported crimes/arrests within the particular zone and is available to discuss and answer questions with meeting attendees.
Are there any other considerations?	<p>Enhanced scrutiny as result of increased transparency and concern over how much information to include in reports. Consideration for tailoring report content/level of data for different audiences (i.e. - civilians, public safety, Mayor’s office etc.)</p> <p>Other ideas to consider:</p> <ul style="list-style-type: none"> • An FAQ page explaining process and function of OMI • Update OMI webpage so that it looks similar to other public safety sites and information is always current • Create an easily accessible link to OMI page on each public safety site • Speak about OMI at the zone council meeting and/or quarterly at the citywide council meetings • Consideration for development of corp. of volunteer liaison who would provide assistance and information for anyone filing an OMI complaint

We request that each recommendation be submitted by the subcommittee Chairperson to Kevin Acklin and your Committee Chair by **5:00 pm on Friday, December 27.**



THE OFFICE OF THE MAYOR-ELECT
BUILDING A NEW PITTSBURGH

SUBCOMMITTEE REPORT

(Please use one report for each subcommittee recommendation)

Subcommittee Name	OMI
Subcommittee Chairperson(s)	Amanda Aldridge
Title of recommendation	Conflict of Interest Policy ("COI") for OMI Investigators
Describe the recommendation	Institute a COI based on those currently used in most law firms: when a complaint is filed, a listing of the parties involved (to the extent available) goes out to all investigators whose duty is to disclose any relationship which might compromise an investigation along with ethical wall procedures (as used in law) in place for OMI
Is this an immediate or long term recommendation?	Immediate
How will this address our challenges or reach our goals?	Step in larger policy goal of transparency for OMI to the public and city employees. Designed to increase confidence in the fairness of OMI investigations.
What are the obstacles to implementation?	Funds to either hire or allocate an attorney or paralegal to implement and oversee the COI procedures.
Who needs to be involved?	City Law Department/Current City COI, OMI Director and staff
What city resources need to be invested?	Policy needs to be written and implemented along with appropriate software/documentation to track incoming investigations. Training for OMI staff on purpose and implementation.
What will be different if the recommendation is adopted?	Helps to alleviate any assumption of subjectivity by clearly identifying and documenting any relationship between

	investigator/complainant/witness/city employee, so that conflicts and the appearance of conflicts can be avoided
Describe any background materials that you consulted	Home Rule Charter, Consent Decree, DOJ published article regarding how the end of the Consent Decree has affected perception of OMI with the public.
Have other cities implemented this recommendation?	
Are there any other considerations?	

We request that each recommendation be submitted by the subcommittee Chairperson to Kevin Acklin and your Committee Chair by **5:00 pm on Friday, December 27**.

SUBCOMMITTEE REPORT
(Please use one report for each subcommittee recommendation)

Subcommittee Name	OMI
Subcommittee Chairperson(s)	Amanda Aldridge
Title of recommendation	Function/Jurisdiction of OMI
Describe the recommendation	<p>Clarify the scope of OMI's responsibilities:</p> <ul style="list-style-type: none"> • OMI to focus on investigating (1) all citizen complaints relating to misconduct of <u>public-safety employees</u> (police, fire, EMS, animal control, crossing guards), and (2) internal (but not employment/HR-related) complaints relating to <u>public-safety employees</u>, in addition to (3) any other specifically mandated functions, like background checks.. • Establish an independent team/panel of city managers (e.g., City Solicitor, City Auditor, OMI Manager, the head of Administration/HR, and the head of the agency/department that is implicated by the complaint) (or their designees) to oversee review and investigation of citizen complaints relating to non-public safety employees • Internal complaints relating to <u>non-public-safety employees, and all internal employment-related complaints (public safety and not)</u> should be dealt with by the existing chain of command within the department and/or PHRC, as appropriate
Is this an immediate or long term recommendation?	Immediate to Intermediate term
How will this address our challenges or reach our goals?	Step in larger policy goal of transparency for OMI to the public and city public safety employees. Provides a new independent structure for handling citizen complaints relating to non-public safety employees.
What are the obstacles to implementation?	<ul style="list-style-type: none"> • Funds for creation, staffing and publicizing the new structure.

	<ul style="list-style-type: none"> • Determining who is on the team/panel to review complaints • Buy-in from city leaders and OMI manager
Who needs to be involved?	City Law Department, OMI Manager and staff, Chief of Police, potentially City Auditor, the head of Administration/HR, and department heads
What city resources need to be invested?	Current OMI Policy needs to be clarified, procedures for the new body will need to be established, and appropriate software/documentation will be required to track incoming investigations and their resolution.
What will be different if the recommendation is adopted?	There will be two central places (one for public safety employees, one for other city employees) for citizens to file misconduct complaints with the confidence that they will be properly and independently investigated. Accountability to be provided by oversight and reporting..
Describe any background materials that you consulted	Home Rule Charter, Consent Decree, DOJ published article regarding how the end of the Consent Decree has affected perception of OMI with the public.
Have other cities implemented this recommendation?	Our preliminary research found little evidence that other cities have established procedures for independent investigation of citizen complaints regarding non-public-safety employees.
Are there any other considerations?	<ul style="list-style-type: none"> • See separate recommendations on Single Point of Contact for complaints and Community Outreach for publicity and reporting considerations.

Formatted: Bulleted + Level: 1 + Aligned at: 0.3" + Indent at: 0.55"

We request that each recommendation be submitted by the subcommittee Chairperson to Kevin Acklin and your Committee Chair by **5:00 pm on Friday, December 27.**

SUBCOMMITTEE REPORT
(Please use one report for each subcommittee recommendation)

Subcommittee Name	OMI
Subcommittee Chairperson(s)	Amanda Aldridge
Title of recommendation	Selection/Training of OMI Investigators
Describe the recommendation	Provide a competitive process for hiring/appointing civilians and police officers to OMI; Process should include selection by a panel consisting of the Director of Public Safety, the Chief of Police, and Director of the Law Department; Establish limited (e.g. 4-year), staggered terms for investigators; Determine what type of training is needed.
Is this an immediate or long term recommendation?	Long term
How will this address our challenges or reach our goals?	This will prevent any perception that investigators are assigned at the Chief's discretion, and prevent entrenched interests. This will increase credibility and functionality of OMI, which should improve the public perception.
What are the obstacles to implementation?	<ul style="list-style-type: none"> • Determining who is on the team/panel to review applicants • Buy--in from city leaders, Chief of Police and OMI manager • Funding for training • Time for recruitment, back-ground checks, interview/assessment exercise • Sufficient applicant pool- civilians and law enforcement • Establishing a fair procedure for dealing with current incumbents
Who needs to be involved?	Director of Public Safety, OMI Manager, Community leaders, City Cable channel, CIS Webmaster, Chief of Police, Mayor's Office, City Law Department,
What city resources need to be	Funding for training –initial and ongoing in service

invested?	
What will be different if the recommendation is adopted?	There will be a specific, well-publicized process for the hiring/training and retention of OMI investigators. Quality of investigations should improve. Public confidence that OMI is independent of Police Department should be enhanced.
Describe any background materials that you consulted	Home Rule Charter, DOJ published article regarding how the end of the Consent Decree has affected perception of OMI with the public.
Have other cities implemented this recommendation?	
Are there any other considerations?	<ul style="list-style-type: none"> • <u>Perhaps establish a term, limiting the length of time a person can serve as an investigator.(renewable)</u> • <u>Civilian investigators to make up no less than 60% of the total number of investigators</u> <ul style="list-style-type: none"> ◦ <u>Potential concerns- no arrest powers, lack of familiarity with police procedures- specifically Rules & Regulations</u> ◦ <u>Access to JNET- to check criminal history's during credibility assessments</u> • Establish minimum requirements for police officers- MPO, Instructor development, FTO, Use of Force Instructor Course, Verbal Judo or conflict resolution training • Civilian investigators to receive regular police academy (not civilian police academy) training • Require periodic in-service training of investigators

Formatted

We request that each recommendation be submitted by the subcommittee Chairperson to Kevin Acklin and your Committee Chair by 5:00 pm on Friday, December 27.