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November 5, 2020

TO: Police Reform Working Group- Oversight

FROM: Ariel Walker
Director, Office of the City Commission

RE: Recommendations from October 7, 2020

On October 7, 2020 the Oversight Working Group voted to put forward the following seventeen recommendations to the Dayton City Commission (abbreviated below):

1. Offer an “ethics line”
2. Provide paper, electronic, and telephonic complaint forms
3. Conduct and education and outreach program regarding the complaint process
4. Provide access to individuals with disabilities
5. Expand access to data about the complaint process
6. Establish a goal for issuing a cause finding
7. Mandate routine updates to involved parties
8. Provide easy access to status updates
9. Retain PSB records for 10 years for sustained investigations of use of force
10. Publish on-line and print procedures
11. Design a system to evaluate performance of system
12. Provide multiple language formats
13. Establish a single point-of-contact for incoming complaints
14. Name the HRC as the single point of contact for complaints
15. Utilize the Dayton Mediation Center the mediate appropriate complaints
16. Convene local agencies to utilize a standard complaint process
17. Utilize the Dayton Delivers app for information and complaint intake and train employees and partner organizations in its use.

In reference to items that relate to the structure of the complaint process:

- Recommendations 5,10, and 17- The City Commission Accepts that there should be a single location for all information and documents related to the complaint process on the City of Dayton website and Accepts that police complaints should be made through easily accessible electronic means. This should include a step-by-step process including the filing of the complaint, the “ethics line”, procedures for the investigation, and aggregated data regarding the complaint process. The City Commission directs the City Manager to work with Public Affairs and the Dayton Police Department to create a landing page for information regarding complaints and assess whether or not the Dayton Delivers app could be utilized for this purpose.

- Recommendations 13 and 14- The City Commission Accepts that there should be a secondary location outside of the Dayton Police Department for citizens who wish to file a complaint. Within this location, there should be a single staff person who is knowledgeable about the complaint process and can lead a citizen through the process from beginning to end, including assistance with filing the complaint, status of the complaint, and understanding the result. The City Commission recognizes the reasoning behind the recommendation that the location be the Human Relations Council. As all reform committee recommendations are submitted and implemented, we will work with the City Manager's office to finalize the location of such services in an appropriate location to ensure staffing levels are available. The City Commission will report back to the Working Group.
- Recommendations 7 and 8- The City Commission Accepts that each complaint should be easily referenced by the citizen and that updates should be available to the citizen at any time. The City Commission directs the City Manager's Office to work with the Dayton Police Department to identify available software programs, or add-ons to existing programs, that generate complaint identifiers, send automatic updates, provide language options, and is remotely accessible.
- Recommendations 6 and 11- The City Commission Accepts that the City should provide a timeline for the complaint process with a target goal for completion. The City Commission directs the City Manager to work with the Dayton Police Department to add a goal to its departmental objectives for complaint resolution. These metrics should be included in the yearly departmental objectives as well as the complaint web page.

In reference to items that increase access to the complaint process:

- Recommendation 1- The City Commission Accepts the use of an "ethics line" for anonymous community concerns. The City Commission directs the City Manager to work with the Law Department to continue the current process through the Law Department using the policecomplaints@daytonohio.gov email address. Collateral will be updated to reflect this option.
- Recommendation 2- The City Commission Accepts that the complaint form should be available in a variety of formats. The City Commission directs the City Manager to work with the Dayton Police Department to make sure the current complaint form will be available to residents in hard copy, a fillable PDF form, and for assisted completion over the phone.
- Recommendation 4- The City Commission Accepts that there should be no barriers for individuals with disabilities to complete the complaint form. The City Commission directs the City Manager's Office to work with involved departments to determine if modules such as voice-to-text can be utilized for completing the complaint form.
- Recommendation 12- The City Commission Accepts that language should not be a barrier for individuals who seek to file a complaint with the City of Dayton. The City Commission directs the City Manager to review the current contract with Vocalink to ensure that adequate resources exist for both written and oral translation services.

In reference to items regarding education and outreach in the complaint process:

- Recommendation 3- The City Commission Accepts that education and outreach will be necessary as the complaint process changes. The City Commission will work with the City Manager and the Dayton Police Department to disseminate information to partner agencies and citizens as updates and changes are made to the complaint process. This should be done through digital as well as traditional means after the structural changes are completed.
- Recommendation 16- The City Commission Accepts the recommendation that local agencies and organizations who serve individuals who may need assistance in the Complaint process should be trained to utilize a standardized process. The City Commission will work with the City Manager and the Dayton Police Department and the intake authority to develop a process for this training after the structural changes are made to the process.
- Recommendation 15- The City Commission Accepts the recommendation that the Dayton Mediation Center should work with the intake authority and offer mediation services when appropriate. The City Commission directs the City Manager to work with the Dayton Mediation Center and the intake authority to determine how this service will be provided.

In reference to items regarding records retention in the complaint process:

- Recommendation 9- The City Commission Requests an additional 90 days regarding the recommendation related to the retention of sustained PSB investigations of use of force for 10 years. The Commission requests this extension to ensure that recommendations coming from the Recruitment, Promotions, and Discipline group align with this policy change.

Sincerely,



Ariel Walker

Cc: Ms. Dickstein, Mr. Parlette, Ms. Lofton, Ms. Doseck, Chief Biehl