

2019



# ANNUAL REPORT

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*City of*  
**SACRAMENTO**  
Office of Public Safety Accountability



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# Mayor and City Council

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Please find attached, for your review and comment, the Office of Public Safety Accountability's annual report covering calendar year 2019.



## About the Office of Public Safety Accountability

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*The Mission of the Office of Public Safety Accountability is to improve the relationship between the City's public safety departments and the community they protect and serve. We promote trust, excellence, transparency, and accountability through independent and impartial oversight of complaints related to public safety employee misconduct.*

### Background

In 1998, a Blue Ribbon Citizens' Committee appointed by the City Manager examined concerns regarding the Sacramento Police Department (SPD). The Committee recommended significant changes in the processing and investigation of community complaints of police misconduct. As a result, in 1999, the Mayor and City Council established the Office of Police Accountability.

The Committee additionally recommended giving the City Manager the authority to extend the Office's scope and review responsibilities. In 2004, the City Manager, with the approval of the Mayor and City Council, expanded the scope of responsibility of the Office to include the Sacramento Fire Department (SFD). The name was changed to the Office of Public Safety Accountability (OPSA).

OPSA's charter is to provide civilian oversight to the City's Police Department and Fire Department complaint process and become a liaison between the City and its diverse communities. The goals of OPSA are to promote trust, transparency and accountability in the City's most critical public service departments.

OPSA provides fair and impartial civilian oversight of the Police and Fire Departments' complaint process. OPSA is charged with receiving complaints from the community, auditing departmental investigation results, and independently conducting investigations into allegations of police or fire employee misconduct. Additionally, OPSA issues recommendations concerning community relations outreach, public safety departments' policy and procedures, the training needs of their personnel, and individual case resolution, as needed.

In November 2016, Council approved an ordinance which provided greater community input and participation by sun-setting the Sacramento Community Police Commission and replacing it with the Sacramento Community Police Review Commission (SCPRC), with staff support provided by OPSA. The ordinance also expanded the role and authority of OPSA by increasing the office's budget to hire additional staff. Further, the reporting chain was changed so that the OPSA Director reports to the Mayor and City Council, rather than the City Manager. The provisions of the ordinance went into effect in 2017 and resulted in the OPSA's growth from an office of one to an office of four.

To safeguard the public trust, OPSA works closely with community members and its leaders, maintains a close working relationship with Police and Fire Command staffs, the Sacramento Police Officers Association (SPOA) and the Sacramento Area Fire Fighters Local 522. OPSA functions with complete and necessary independence, which is key to success in providing fair, objective, and impartial oversight service to the City and its communities, all while maintaining a professional relationship with the Sacramento Police and Fire Departments.

## Responsibilities

Under the direction, control and supervision of the City Council, the Director has the following authority and responsibility as related to the Sacramento Police Department and Fire Department:

- A. Audit all citizen complaint investigations of the police department and fire department, as the director deems necessary.
- B. Monitor all citizen complaint investigations conducted by the police department and fire department.
- C. Request the police department and fire department perform further investigation in those citizen complaint cases that require additional investigation as determined by the director.
- D. Receive all documents, reports, or any other item necessary to monitor or audit a complaint investigation.



- E. Assist the city council, or any duly appointed committee of the council, in performing its investigative functions under section 34 of the charter.
- F. As needed, request the city council, or any duly appointed committee of the council, to issue subpoenas as provided in section 34 of the charter. The city council may, by resolution, establish the procedures for the request, issuance, and service of those subpoenas.
- G. Perform such other inquiries and investigations as prescribed by council resolution.
- H. Accept and document complaints directly from citizens as an alternative procedure for citizen complaints concerning public safety personnel, using a complaint form distinct from that used by the police department or fire department. All such complaints shall be promptly forwarded to the respective public safety department for investigation.
- I. Provide complainants with timely updates on the status of investigations, excluding disclosure of any information that is confidential or legally protected.
- J. Explain how the complaint process works to all complainants.
- K. Monitor or independently investigate any other matter as directed by the city council pursuant to section 34 of the charter.
- L. Serve in a public information capacity, including providing public information, excluding disclosure of any information that is confidential or legally protected, on pending investigations as directed by the city council; and making presentations in community forums.
- M. Respond to critical incidents involving police or fire personnel and provide a report to city council regarding the details and concerns of those incidents.

## Public Access to the City's Complaint Process

Members of the public can file a misconduct complaint against Sacramento Police or Fire Department employees through OPSA or directly to the Police or Fire Department. Complaints made to OPSA can be filed by email, postal mail, telephone, in person or online using the Public Safety Complaint Form on the website.

OPSA maintains a comprehensive, independent database of complaints received from the community. OPSA also collects data points to identify potential systemic issues and provide early warning of complaint trends.

## Sacramento Community Police Review Commission

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The Mayor and City Council established the Sacramento Community Police Review Commission (the "Commission") in 2016 to make recommendations to the Mayor and Council regarding police policy, procedures, and best practices. At least annually, the Commission is required to report and make its recommendations to Mayor and City Council.

On January 22, 2019, City Council adopted Resolution No. 2019-0018 directing the Police Commission to:

- 1) Focus its efforts for the 2019 calendar year to evaluate and engage the community concerning the City of Sacramento Police Department's Use of Force Policy, current ad hoc on police engagement of the mentally ill community, and Body Worn Camera program, with the intent to

enhance community relations and improve accountability and transparency of the Sacramento Police Department. Such evaluation shall, at a minimum, include an analysis of the program's policies and procedures, any community concerns, and police officer feedback to determine the effectiveness of this program and any need for improvement;

- 2) Continue to engage the community on a regular basis, in order for the community to be well informed about the Commission and its work. Staff will continue to assist the Commission with outreach efforts to gain community inputs and feedback; and
- 3) Provide a report and a presentation of its conclusions and recommendations about the City of Sacramento Police Department's Use of Force Policy, current ad hoc on police engagement of the mentally ill community, and Body Worn Camera program and community concerns to the Mayor and City Council on or before December 10, 2019.

On March 11, 2019, the Commission established two Ad Hoc Committees, Use of Force and Body Worn Camera, in addition to the existing Ad Hoc Committee on Mental Health to develop recommendations for the City Council.

Throughout the year, the Commission held ten public meetings which provided the community with a means to participate in reviewing and recommending police department policies, practices, and procedures. One of these meetings was a community discussion at Mims-Hagginwood Community Center to review current and future recommendations related to use of force, body worn cameras, and mental health.

After the Commission jointly and individually engaged the community, held discussions with the police, and conducted additional research, the Commission decided at its October 14, 2019 meeting to forward their recommendations to the Mayor and City Council.

On December 10, 2019, the City Council received the Sacramento Community Police Review Commission Recommendations to Improve and Enhance Accountability and Transparency of the Sacramento Police Department.

The Commission's recommendations are available to the public on the City website at:

[https://sacramento.granicus.com/MetaViewer.php?view\\_id=22&clip\\_id=4532&meta\\_id=572532](https://sacramento.granicus.com/MetaViewer.php?view_id=22&clip_id=4532&meta_id=572532)

## Sacramento Police Department

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### Complaint Process

When a member of the public makes a complaint against a public safety employee, there must be a policy violation as well as behavior that falls into at least one of the allegation definitions listed on page 9.

OPSA lists all complaint allegations made in this report. One misconduct complaint investigation can have several allegations listed and more than one officer accused. Once the complaint is received, the Internal Affairs Division (IAD) starts a preliminary investigation into the complaint. The complainant is interviewed to determine which policies the employee may have violated. Often the IAD investigator will review body worn camera footage to determine if the video can resolve the complaint in the preliminary stages. If

there are no violations of policy seen, the IAD investigator will explain to the complainant why the officer's behavior does not violate policy and will offer to watch the body worn camera footage with the complainant.

On January 29, 2019, the California Department of Justice (DOJ) released a report analyzing the use of force policies and procedures within SPD. As a result, modifications were made to SPD's Internal Investigations Manual that resulted in changes to the complaint process. Prior to the changes implemented, many complaints were considered informal and closed as inquiries. If there was a possible violation of policy observed, a formal investigation was initiated.

When a formal investigation occurs, each allegation is examined on its own merits. These investigations may require investigators to contact and interview all available witnesses, including police officers, examine any relevant physical evidence, review video, and gather all information pertinent to each allegation made in the complaint. When a complaint warranted a formal investigation, IAD would notify OPSA and provide a summary of the allegations. At the end of the investigation the Chief of Police decided whether the officer's behavior was within or outside of policy.

The DOJ report recommended that "SPD should establish a specific intake process that requires all complaints be accepted and forwarded to Internal Affairs for processing, and Internal Affairs should serve as the repository for all complaints, regardless of origin or level of severity."

The updated Internal Investigations Manual was published effective August 1, 2019 and required that all complaints be investigated and documented on a Personnel Complaint Form (SPD 330). As a result of the changes, OPSA began receiving notification of all complaints received by SPD and continued to send complaints submitted to OPSA to IAD for investigation. This significantly increased the number of complaints and allegations that were documented in 2019 compared to previous years.

The new procedures require that each allegation of misconduct receive a disposition and that all completed complaint dispositions are documented on a Personnel Complaint Disposition Form (SPD 332). Prior to this change, frivolous complaints, which were found to be totally and completely without merit, were not given dispositions and were typically closed as an inquiry. Following the procedural changes, even frivolous complaints will be given a disposition of "Unfounded" and tracked by both IAD and OPSA. The disposition types and definitions can be found on page 11. When there is a violation of policy, disciplinary action is issued by the department's administration and those actions can be found in Table 4 on page 12. OPSA has broad authority to review investigations upon completion, agree or disagree with the findings of the investigation, request the further investigation to be performed, as well as make recommendations regarding future investigations, policies, and practices.

The following tables will show there were 738 allegations of misconduct received in 2019. SPD received 575 allegations and OPSA received 163 allegations. Of those, 67 allegations resulted in a Sustained finding and 184 allegations remained open at the end of the 2019 reporting period. An additional 37 allegations from complaints opened prior to 2019 but closed during the reporting period are included in Table 3 and Table 4, with 23 resulting in a Sustained finding.



# Police Complaint Classifications and Allegations

*Complaints are allegations of misconduct against any Department employee involving a violation of any law, rule, regulation, policy, or other improper job performance.*

*The following is a list of complaint classifications and their definitions (SPD Internal Investigations Manual updated 8/1/2019). More than one classification can be attached to a complaint.*

**CONDUCT UNBECOMING AN EMPLOYEE –**

Behavior that is malicious, criminal, brings discredit upon the department, or fails to follow ordinary and reasonable rules of good conduct while on or off duty.

**DISCOURTESY –** Rude or abusive actions directed towards another person.

**DISCRIMINATION –** Actions or misconduct due to the race, ethnicity, nationality, gender, age, religion, gender identity or expression, sexual orientation, or mental or physical disability of any person.

**DISHONESTY –** Knowingly giving false or misleading information.

**FALSE ARREST –** Removal of personal liberty without proper authority or legal justification.

**FIREARM DISCHARGE –** Anytime a firearm is discharged in violation of Department policy.

**FORCE –** Any unreasonable amount of force, ranging from any physical contact to use of any weapon.

**HARASSMENT –** Any unsolicited or unwarranted employee action or conduct that reasonably appears meant to annoy, threaten, intimidate, or alarm any person.

**IMPROPER SEARCH AND SEIZURE –** A detention, arrest, search, or seizure of an individual's person or property that is unlawful or in violation of Department policy.

**IMPROPER TACTICS –** Procedures utilized by an employee that are different from approved practices or procedures.

**IN-CUSTODY DEATH –** Administrative review of an in-custody death incident.

**INSUBORDINATION –** Failure or refusal to follow a lawful written or verbal order issued by a superior.

**INTOXICATION –** On-duty personnel under the influence of any intoxicant.

**MISSING PROPERTY –** Property that has been in the custody of an employee and becomes unaccounted for or missing. This also includes the misappropriation or theft of funds or property.

**NEGLECT OF DUTY –** The failure to perform a required duty.

**OFFICER INVOLVED SHOOTING –** Administrative review of an officer involved shooting incident.

**PROFILING –** The consideration or reliance on actual or perceived race, color, ethnicity, national origin, age, religion, gender identity or expression, sexual orientation, or mental or physical disability when deciding to subject a person to law enforcement activities. However, an officer may consider or rely on characteristics listed in a specific suspect description.

**SERVICE –** The failure to adequately provide timely and required police action.

**TRAFFIC –** Improper or illegal driving by an employee.

**WAGE GARNISHMENT –** Failure to pay just debts

## Table 1: SPD Complaint Allegation Comparison 2016-2019

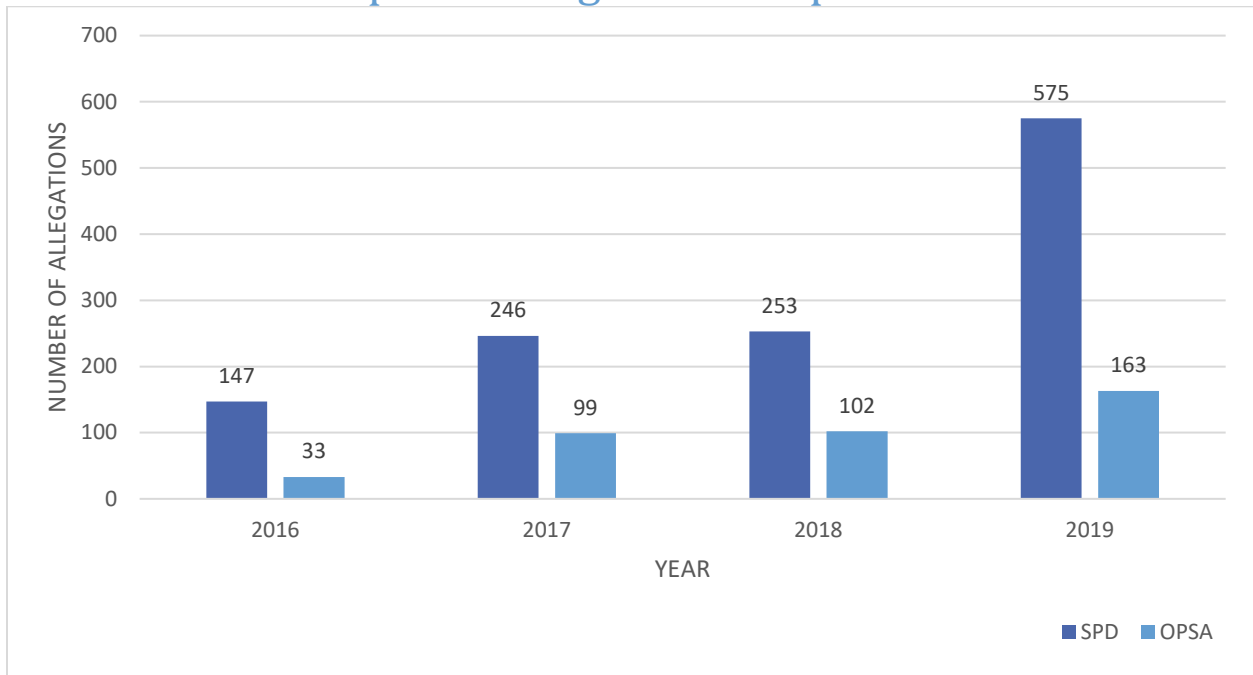


Table 1 compares the total complaint allegations received by OPSA and SPD from 2016 through 2019, showing a 108% increase in total police complaint allegations from 2018. The significant increase correlates with complaint documentation changes that resulted from the DOJ recommendations described on page 8.

## Table 2: SPD Allegation Breakdown 2019

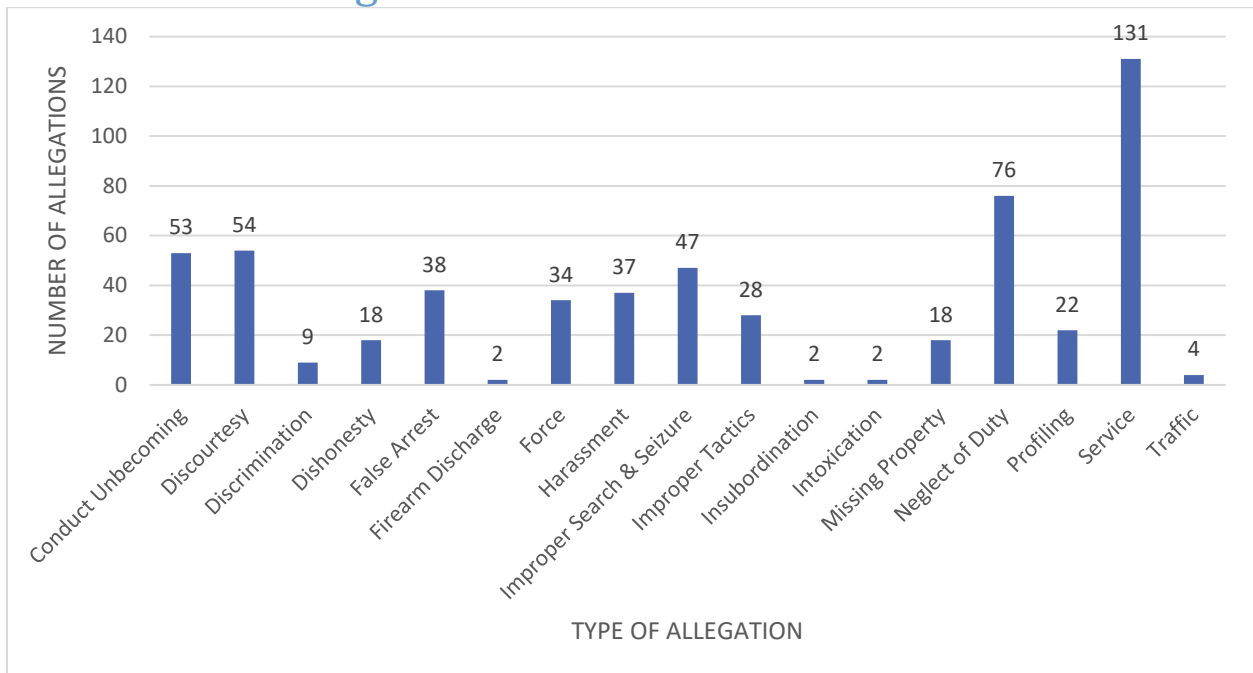


Table 2 identifies the 575 misconduct allegations that were filed directly with SPD against police officers during this reporting period. Note: one investigation could include multiple allegations.

## Dispositions

Each allegation of misconduct shall receive one of the following dispositions:

- SUSTAINED:** Sufficient evidence supports the allegation against the employee(s).
- NOT SUSTAINED:** Sufficient evidence does not exist to clearly prove or disprove the allegation.
- EXONERATED:** The investigation clearly established that the alleged act occurred and was justified.
- UNFOUNDED:** The investigation clearly established that the alleged act did not occur, or the identified employee was not involved. This also includes frivolous complaints, which are found to be totally and completely without merit, or those for the sole purpose of harassing an employee.

**Table 3: SPD Disposition of Allegations**

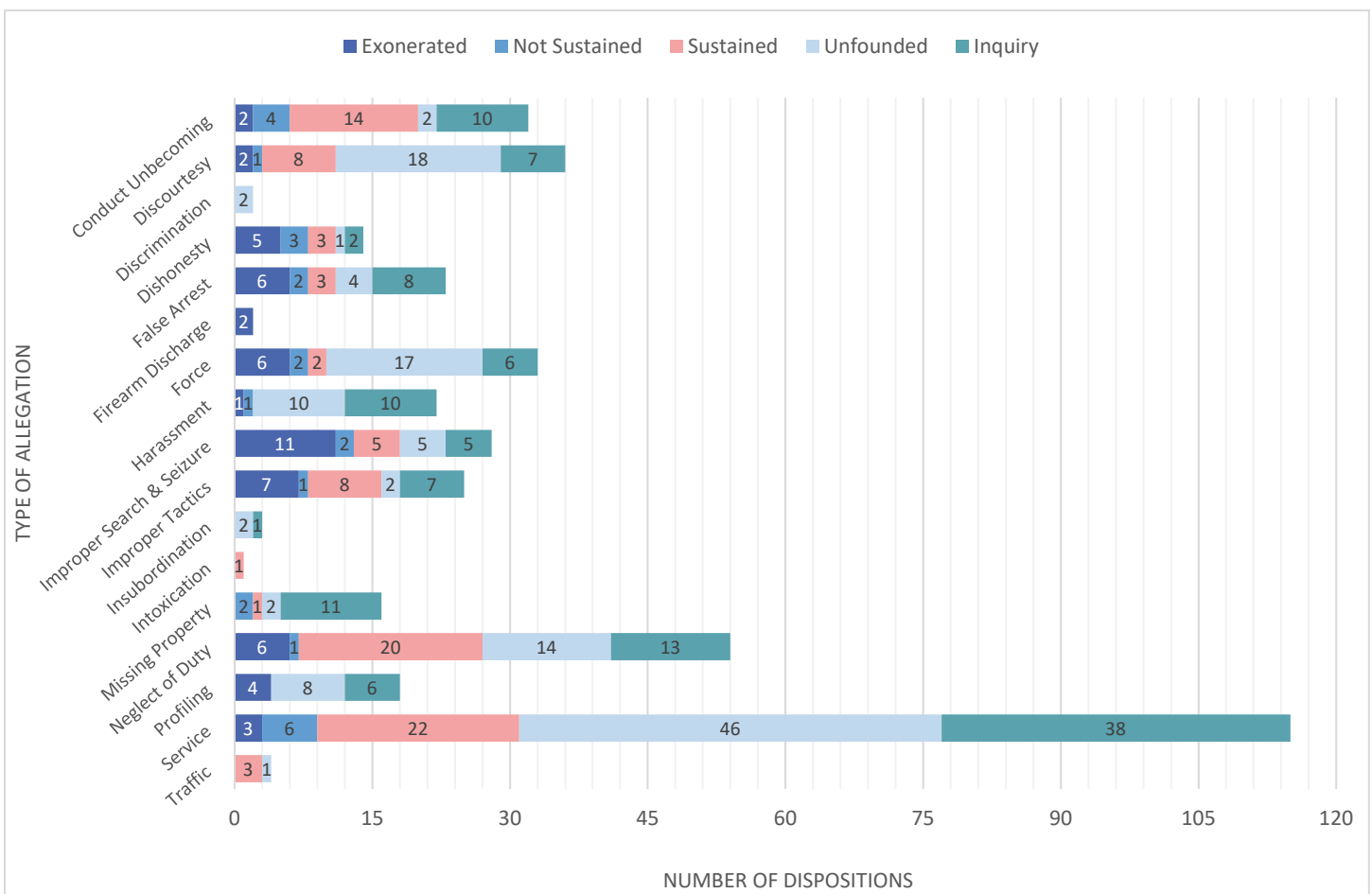


Table 3 shows the dispositions of 428 allegations from complaints filed directly to SPD, that were investigated by IAD and completed during 2019. 391 of the allegations were filed in 2019 and 37 allegations were filed in prior years. There were 184 allegations attached to open investigations at the end of the reporting period.

### Table 4: SPD Discipline from Completed Investigations

Discipline	# of Officers
Documented Counseling	6
Employee Retired	1
Letter of Reprimand	8
Released from Probation	2
Resignation	2
Retraining	4
Suspension	4
Termination	2
Verbal Counseling	15

Table 4 reflects the discipline imposed from misconduct investigations completed in 2019 according to data provided by Internal Affairs.

### Table 5: OPSA Allegation Breakdown 2019

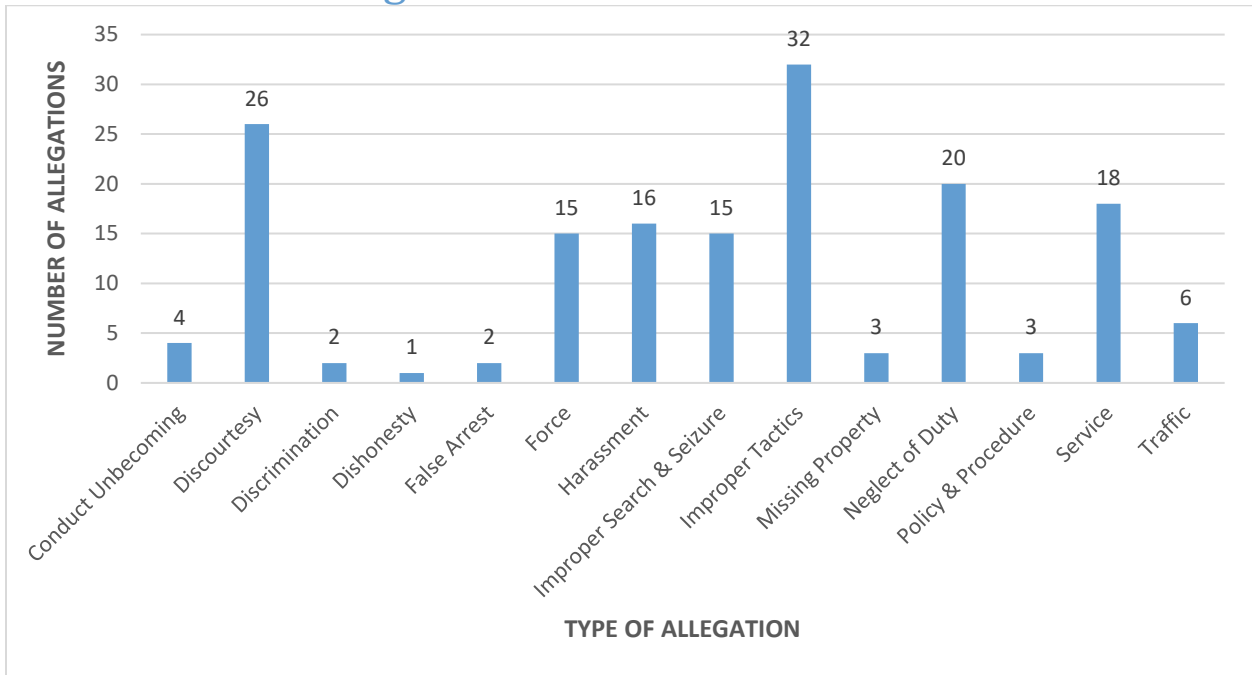


Table 5 shows the number and types of misconduct complaint allegations that were filed against police officers to OPSA during this reporting period. These 163 allegations were evaluated with OPSA conducting preliminary investigations and discussed or forwarded to SPD for investigation, as needed.

# Critical Incidents

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## May 28, 2019

### **In Custody Death – 1800 Block of Glenrose Avenue**

On Tuesday, May 28, 2019, at approximately 1:39 a.m., a uniformed Sacramento Police Department officer driving a marked police vehicle, was in the area of Plover Street and Glenrose Avenue. The officer observed a red truck travelling eastbound on Glenrose Avenue fail to make a complete stop for the stop sign, at Plover Street. The officer followed behind the vehicle to conduct an enforcement stop. Before the officer could initiate an enforcement stop, the truck pulled into a nearby driveway in the 1800 block of Glenrose Avenue.

As the officer approached the truck, the driver had already stepped out and was standing next to the driver's side door. The officer contacted the driver and asked him for his driver's license. The driver indicated he did not have a driver's license but handed an identification card to the officer. The officer established the driver spoke Spanish with limited English and directed the driver, in Spanish, to sit on the front bumper of his patrol vehicle while he conducted a record check.

At approximately 1:42 a.m., while the officer was running a computer check, he observed the driver collapse and fall to the ground. The officer exited his vehicle to check on the driver's health and recognized he was having a medical emergency. The officer started to render aid and requested the Sacramento Fire Department respond for medical assistance.

Additional officers arrived on scene and assisted with providing first aid. The officers continuously monitored vital signs of the driver until they recognized CPR was necessary. SFD arrived and took over medical care and transported the driver to a local area hospital. Shortly after arrival, the driver was pronounced deceased.

Due to the driver having a medical emergency while detained by the Sacramento Police Department, a death in custody investigation was initiated. Homicide Detectives and Crime Scene Investigators responded to the scene.

At approximately 4:30 a.m., the OPSA Director was notified about the incident. A management call-out was not initiated due to the circumstances surrounding the death. OPSA began monitoring the incident and any associated investigations.

**Recommendation:** OPSA and Sacramento Police Department management working together to establish clear "call-out" protocols and criteria for future in custody death incidents.

## June 19, 2019

### **Officer Involved Shooting – 3700 Block of Esperanza Drive**

On Wednesday, June 19, 2019, at approximately 11:43 a.m., the Sacramento Police Department received a call regarding a disturbance between a male and a female. Officers made contact with the involved female at a residence in the 3700 block of Esperanza Drive. At approximately 5:41 p.m., officers



responded to a residence in the 200 block of Redwood Avenue to standby while the involved female gathered some belongings from a residence. At approximately 6:10 p.m., officers on scene reported shots had been fired, and an officer was struck by gun fire. The suspect continued to fire multiple times and the officers believed the gun used by the suspect was a rifle type firearm. At approximately 6:54 p.m., additional officers responded with an armored vehicle to rescue the officer that had been shot. At approximately 6:59 p.m., the officer was transported to a local area hospital.

Officers remained on scene and secured a perimeter to contain the suspect who sporadically shot at officers. Throughout this prolonged event, multiple officers returned fire. Officers also evacuated nearby residents in the area. Officers from the Crisis Negotiation Team eventually established communication with the suspect. Several hours later, at approximately 1:54 a.m., on June 20, 2019, the suspect surrendered and was safely taken into custody.

The officer who was shot, Tara Christina O'Sullivan succumbed to her injuries after being transported to the hospital. Officer O'Sullivan was hired by the Sacramento Police Department in January of 2018 as a Community Service Officer. In July of that same year, she entered the police academy as a police recruit and graduated from the academy on December 20, 2018.

## July 2, 2019

### **In Custody Death – 500 Block of David J Stern Walk**

On Tuesday, July 2, 2019, at approximately 3:33 a.m., Sacramento Police Officers responded to the 500 block of David J Stern Walk regarding an individual trespassing. When responding Sacramento Police Officers arrived, they assisted security officers who had already detained and handcuffed the suspect. The suspect was reportedly behaving erratically, running through the building, ignoring commands from security officers, and appeared to be under the influence of an unknown substance.

The suspect became unresponsive. Officers then monitored vital signs and performed CPR before SFD arrived and took over medical care. SFD transported the suspect to a local area hospital where he received medical treatment.

Due to the suspect experiencing a medical emergency while detained by the Sacramento Police Department, an investigation was initiated. Detectives and Crime Scene Investigators responded to the scene.

## December 18, 2019

### **Officer Involved Shooting – 1800 Block of 19<sup>th</sup> Street**

On Wednesday, December 18, 2019 at 6:46 p.m., a Sacramento Police Department officer was working supplemental employment at a local business in the 1800 block of 19th Street. The officer was contacted by a security guard regarding an adult white male causing a disturbance and refusing to leave the property. During this incident, the subject's dog became aggressive and bit the officer. The dog eventually lunged at another responding officer and that officer discharged their firearm once at the dog. The subject, the security guard, and the dog received minor injuries from fragments of the round that was fired.

# Sacramento Fire Department

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## Fire Complaint Allegation Definitions

**COMPLAINT** — Any complaint pertaining to SFD policies, rules, procedures, or employee conduct. Misconduct complaints include, but are not limited to, allegations of:

**CRIMINAL OFFENSE**

As statutorily defined.

**CITY EQUIPMENT**

Any misuse of City equipment.

**CONDUCT UNBECOMING**

Behavior that is malicious or criminal or a failure to follow ordinary and reasonable rules of good conduct and behavior. This includes any misconduct bringing discredit upon the SFD.

**DISCOURTESY**

Rude or abusive actions directed toward another person.

**DISCRIMINATION**

Allegations that the employee's actions or misconduct was due to race, sex, religion, physical disability, ethnicity or sexual orientation of an individual.

**DISHONESTY**

Theft, misappropriation of funds, property of the City or others, or giving false, or misleading information.

**HARASSMENT**

Any action or conduct including, but not limited to, the making of threats of violence, physical intimidation, verbal abuse, derogatory comments, sexual demands, or an act of retaliation because of the sex, race, ancestry, physical handicap, medical condition, marital status, age, sexual preference, or any other protected characteristic of a citizen or employee.

**EXCESSIVE FORCE**

Includes attempted or actual intimidation as well as physical use of force.

**IMPROPER TACTICS**

Improper or unapproved procedures and techniques used by an employee, such as giving inappropriate advice or taking in appropriate action.

**INSUBORDINATION**

Failure or refusal to follow a lawful written or verbal order of a superior.

**INTOXICATION**

The use of intoxicants by on-duty personnel.

**MISSING PROPERTY**

Property missing, which has, at one time, been in the custody or control of a member of the SFD.

**NEGLECT OF DUTY**

The failure to perform a required duty.

**SERVICE**

The failure to provide adequate, timely and required action.

**TRAFFIC**

Improper or illegal driving by an employee.

**WAGE GARNISHMENT**

Failure to pay just debts.

**Table 6: SFD Complaint Comparison 2016-2019**

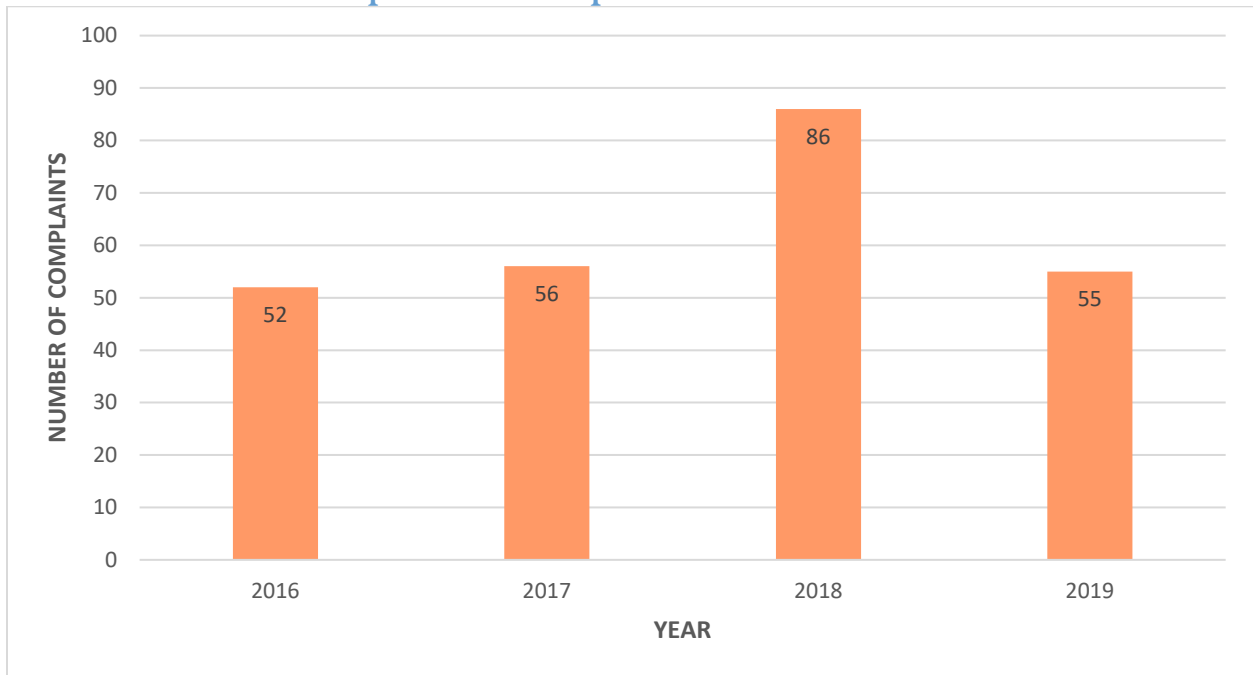


Table 6 compares the total complaints concerning SFD from 2016 through 2019, showing a 36% decrease in fire complaints from 2018.

**Table 7: SFD Allegation Breakdown 2019**



Table 7 identifies the breakdown of the 79 misconduct allegations filed against SFD employees during the period of this report. Note: There may be multiple allegations per investigation.

## Table 8: SFD Disposition of Allegations

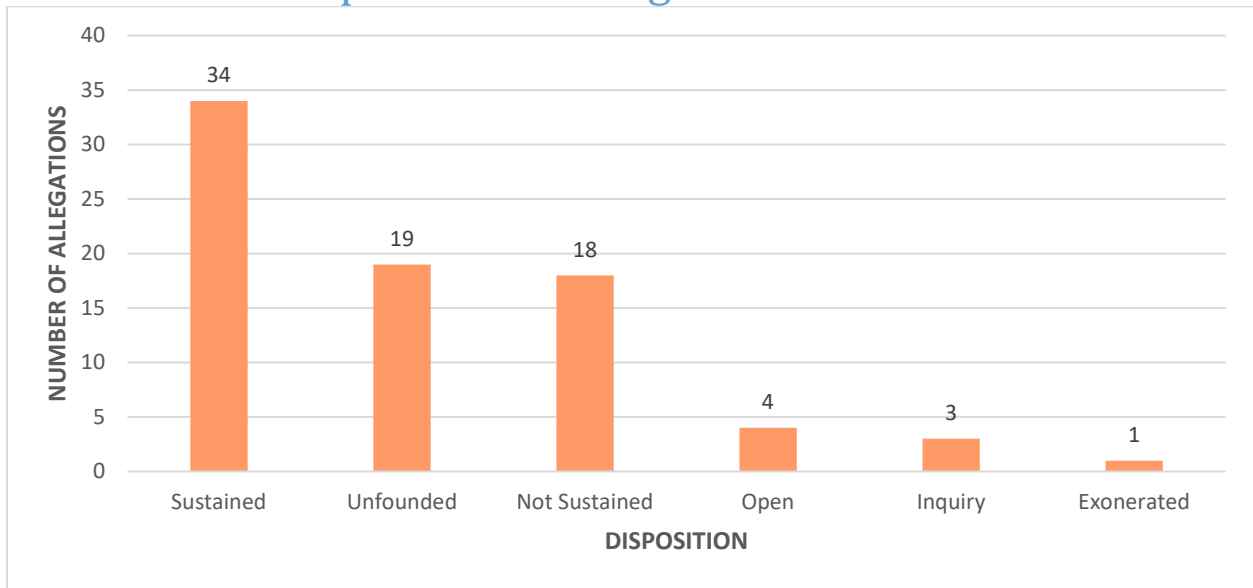


Table 8 shows that of the 79 completed misconduct allegations, 34 of the allegations were Sustained and referred to Fire Command Staff and resulted in disciplinary action against employees. 45 allegations were closed informally following a preliminary investigation, and 4 allegations remain open.

## Outside Jurisdiction

OPSA received 43 complaints or inquiries that were not attributed to Sacramento Police Department or Fire Department personnel. OPSA staff also works to connect the complainants with the proper agency or information to help complainants resolve issues regardless of it falling outside of the office's scope of authority and responsibility.



# Frequently Asked Questions

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## **WHAT IS THE OFFICE OF PUBLIC SAFETY ACCOUNTABILITY?**

The Office of Public Safety Accountability (OPSA) is a Mayor and City Council established office whose main responsibilities are: (1) taking in complaints from members of the public against Sacramento Police (SPD) or Fire Department (SFD) employees,

(2) makes sure that SPD and SFD investigates those complaints thoroughly and fairly, and (3) recommends improvements to SPD and SFD policies and procedures.

## **WHY DOES OPSA MATTER?**

OPSA helps keep SPD and SFD accountable to the communities they serve by auditing the investigations into claims of police or fire employee(s) misconduct to ensure that those investigations are fair and thorough. The work of OPSA has resulted in improved department policies and increased transparency.

## **IS OPSA PART OF THE POLICE DEPARTMENT?**

### **WHY SHOULD I TRUST OPSA?**

No. OPSA is not part of the police department. The OPSA Director answers to the Mayor and City Council. The Chief of Police answers to the City Manager. The City Manager answers to the Mayor and City Council.

You should trust OPSA because the office is independent. OPSA is free to agree or disagree with the decisions of SPD.

## **WHAT CAN I DO IF I THINK A PUBLIC SAFETY EMPLOYEE DID SOMETHING WRONG?**

One of the things you can do is file a Misconduct Complaint with OPSA.

## **WHAT IS A MISCONDUCT COMPLAINT?**

A Misconduct Complaint is a statement from you explaining why you think a City of Sacramento public safety employee broke one (or more) of the rules that the employee is required to follow and requesting

that the employee's conduct be investigated by the department. The SPD General Orders are the Police Department's policies governing every aspect of their day-to-day operations and actions. The SFD Manual of Operations contains all policies and procedures that fire personnel are required to follow.

## **WHAT IF I DON'T KNOW WHICH RULE THE EMPLOYEE MAY HAVE VIOLATED?**

There are many rules SPD and SFD personnel are required to follow and you don't need to know them. If you have a question about whether a certain kind of behavior by a public safety employee is against the rules, you can contact OPSA to ask.

## **DO I HAVE TO KNOW THE EMPLOYEE'S NAME OR BADGE NUMBER?**

No, you don't. While it's useful information, if you don't have that information, you can still file your complaint.

## **CAN I FILE A COMPLAINT WITH OPSA AGAINST A PUBLIC SAFETY EMPLOYEE WHO IS NOT WITH THE SACRAMENTO POLICE OR FIRE DEPARTMENT?**

No. OPSA can only process your complaint if it is about an SPD or SFD employee. Complaints about public safety employees employed by other law enforcement agencies cannot be filed with OPSA. However, OPSA will do its best to guide you to the proper authority.



## **WHO CAN FILE A MISCONDUCT COMPLAINT WITH OPSA?**

Any member of the public can file a Misconduct Complaint about SPD or SFD personnel. You can file a Misconduct Complaint about something that

happened to you or about something that happened to somebody else. You can live in Sacramento or outside the city. You can be a U.S. citizen, or you can be an immigrant – with or without papers. OPSA staff are fluent in English but can access a translation service to assist in taking your complaint if necessary.

You can also file a complaint if you are a defendant in a criminal case; but if the case is related to the complaint you want to tell us about, we recommend that you talk to your lawyer first.

## **HOW DO I FILE A COMPLAINT OR COMMENDATION?**

You can file a complaint or commendation by email, regular mail, telephone, on our website, or in person.

Please provide as much information as possible regarding the incident, including:

1. Your contact information: Name, Address, Phone Number(s).
2. Incident information: Date, Time, Location.
3. Employee(s) involved: Name and Badge Number, if possible.
4. Unit involved: Fire Company, Fire Station, and/or Fire Vehicle, if possible.
5. Description of the incident: Please provide as much detail as possible.
6. Witness information: Name, Address, Phone Number(s) of any witnesses to the incident.

## **WILL I HAVE MORE PROBLEMS WITH POLICE OR FIRE IF I FILE A MISCONDUCT COMPLAINT?**

No. SPD and SFD have strict rules that prohibit personnel from retaliating against complainants.

## **WHAT HAPPENS AFTER I FILE A MISCONDUCT COMPLAINT?**

When a complaint is received by OPSA, it is reviewed by the Director or staff and then forwarded to Internal Affairs Division (IAD) of SPD or to the Professional Standards Unit (PSU) of SFD for a preliminary investigation. IAD or PSU reviews and categorizes the complaint. Sometimes a complaint can be resolved after speaking to the complainant. In other instances, a formal investigation is conducted. IAD has one year to complete that investigation.

OPSA reviews completed formal investigations for the final disposition as recommended by the Police or Fire Chief.

IAD or PSU notifies the complainant(s) of the case disposition(s). Throughout this process OPSA is available to the complainant to provide information and answer questions excluding disclosure of any confidential or legally protected information.

## **WHAT IF I DON'T HAVE A MISCONDUCT COMPLAINT AGAINST AN INDIVIDUAL EMPLOYEE, BUT I DON'T LIKE A PATTERN I SEE WITH THE POLICE OR FIRE DEPARTMENT?**

You can file a policy complaint. Policy complaints are not requests for individual personnel to be investigated and disciplined. Instead, they are requests that SPD or SFD change its policies or procedures or adopt new ones. You can file a policy complaint with OPSA.

## **I HAVE BEEN CHARGED WITH A CRIME. WILL FILING A COMPLAINT AFFECT THE CRIMINAL CASE AGAINST ME?**

No. The complaint you file with us is separate from your criminal case. OPSA cannot advise or represent you on any legal matter.

# Outreach & Events

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The Office of Public Safety Accountability continues to focus on reaching out to our community to inform them about the work of the office. OPSA ensures that community concerns are being heard and considered by the City's Public Safety Departments. By providing information to the community regarding the complaint process and by making public safety policies and implementation of those policies more transparent, more trust can be built. The OPSA director and staff have attended numerous outreach events throughout the city and within the public safety departments to aid the effort of building more trust.

## *Notable events during 2019 included*

- Sacramento Police Department Transformational Policing Class
- African American Employee Leadership Council's Black History Month "Food for your Soul"
- Oak Park Neighborhood Association Meeting
- Sacramento State University Presentation
- Sacramento Police Sheriff Memorial – Annual Remembrance Ceremony
- Habitat for Humanity's Women Build 2019
- National Night Out
- Grand Rapids Office of Public Safety Accountability Department Shadow
- Ribbon Cutting Ceremony for Fixins Soul Kitchen
- Transformational Policing Model: Bridging the Racial Divide
- Dispatch Badge Pinning



# Meet the Office of Public Safety Accountability

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The Office of Public Safety Accountability is a Mayor and City Council established office designed to improve the relationship between the City's public safety departments and the community they protect and serve. We promote trust, excellence, transparency and accountability through independent and impartial oversight of complaints related to public safety employee misconduct.

OPSA's main responsibilities are to:

- (1) receive complaints and commendations from members of the public regarding City of Sacramento Police (SPD) or Fire Department (SFD) employees;
- (2) review SPD and SFD complaint investigations for thoroughness and fairness, and
- (3) make recommendations for improvements to SPD and SFD policies and procedures.

The Director has broad oversight authority to evaluate the overall quality of SPD and SFD personnel performance and the authority to encourage systemic change.

OPSA is available to conduct presentations to a wide spectrum of community groups, schools, neighborhood meetings, civic organizations, State and National professional agencies and associations in an effort to make sure OPSA is known throughout the Sacramento community as a resource and provide information on how the Office can be utilized.

If you are interested in scheduling a brief presentation, please contact the Office at (916) 808-7525 or by email to [opsa@cityofsacramento.org](mailto:opsa@cityofsacramento.org).

