



FOR IMMEDIATE RELEASE

February 6, 2024

OFFICE OF THE DIRECTOR OF POLICE ACCOUNTABILITY LAUNCHES ONLINE COMPLAINTS AND COMPLIMENTS PORTAL TO EXPAND ACCESSIBILITY AND ENHANCE TRANSPARENCY

BERKELEY, CA – In a significant step towards enhancing community safety and trust, the City of Berkeley's Office of the Director of Police Accountability (ODPA) is proud to announce a groundbreaking partnership with Sivil Technologies, Inc. This collaboration introduces a state-of-the-art complaints and compliments software system designed to revolutionize the way police interactions are reported and managed in the City, fostering a more transparent, accessible, and equitable process for all community members.

Over the past year, the City of Berkeley Director of Police Accountability, Hansel Aguilar, has been working to identify a complaints and compliments software system to enhance the records management of the office and to facilitate a transparent and accessible process for the community. Director Aguilar has been working with Sivil's CEO, Mr. Tony Rice II, over the past few months to customize the complaints portal to meet the needs of the Berkeley community. In addition to serving as an intake system, the software provides an online data dashboard that will give stakeholders real-time access to when complaints and compliments are being received by the ODPA.

The online portal will become live in the upcoming weeks and will allow community members of the community to file complaints and compliments regarding interactions with sworn employees of the City's Police Department directly to the Office of the Director of Police Accountability (ODPA); make requests to the Police Accountability (PAB) for a review of internal affairs investigations, and also have a function to submit recommendations to improve the services of the ODPA, Police Accountability Board (PAB) and the Berkeley Police Department.

Other features of the portal include the ability to track the progress of complaints or review requests as they are considered by the Board and access to general data relating to the number of complaints submitted in previous years, the type of complaint, and the disciplinary outcome of investigations into complaints. A link to the portal will be accessible from the Police Accountability webpage of the City: <https://berkeleyca.gov/safety-health/police-accountability>.

The ODPa will still receive and process complaints or allegations received via email or fax. Additionally, community members who are not comfortable with technological products still have the option to bring forth their concerns, allegations of police misconduct, and compliments by contacting the ODPa office number or visiting the ODPa in person.

This initiative directly supports the City's strategic goals to:

Champion and demonstrate social and racial equity: By providing an equitable platform for voicing concerns, the system aims to address and mitigate racial and social biases in law enforcement practices, promoting fairness and justice for all community members.

Be a customer-focused organization that provides excellent, timely, easily accessible service and information to the community: The portal is designed with the community in mind, ensuring that services are accessible, responsive, and transparent.

Next Meeting:

The PAB is expected to hold a regular Meeting on Wednesday, February 7th, 2024, at 6:30 pm at the North Berkeley Senior Center 1901 Hearst Avenue Berkeley, CA 94709, and via Zoom. At this meeting, Mr. Rice will join the ODPa and the Board and provide a high-level overview of the system. Interested community members can attend the meeting in person or by accessing the Zoom webinar link: <https://us02web.zoom.us/j/82136328053>

About the Police Accountability Board (PAB):

The Police Accountability Board aims to promote public trust through independent, objective, civilian oversight of the Berkeley Police Department. It facilitates community participation in setting and reviewing Police Department policies, practices, and procedures and ensures prompt, impartial, and fair investigations of complaints brought against sworn employees of the Berkeley Police Department by members of the public.

About the Office of the Director of Police Accountability (ODPa):

The ODPa investigates complaints filed against sworn employees of the Berkeley Police Department, conducts independent fact-finding, and recommends corrective actions when necessary. Additionally, the Director of Police Accountability serves as the Secretary to the Police Accountability Board and assists in executing its prescribed duties.

For further information or inquiries, please contact:

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