



City of Columbus
Department of the Inspector General
2023 Annual Report

Jacqueline Hendricks
Inspector General

March 5, 2024

Richard Blunt
Deputy Inspector General

Message from the Inspector General

I am pleased to present the City of Columbus Department of the Inspector General's 2023 Annual Report. This report contains an overview of the mission and responsibilities of the Columbus Department of the Inspector General, an outline of our complaint review and investigation process, and numerous statistics related to the work of the department and investigation review process.

Since its inception in July of 2022, the Department of the Inspector General has served the citizens of Columbus by conducting fair and unbiased investigations into allegations of misconduct or excessive use of force by sworn personnel within the Columbus Division of Police. During 2022, this mission remained at our core as we established the office, created internal policies and procedures, and spread the word about this new city department. By the time we reached 2023, the Department of the Inspector General was well-established and firing on all cylinders.



Jacqueline M. Hendricks
Inspector General

2023 brought the opportunity to refine our work and become more efficient and effective. We achieved this through professional development, numerous trainings and conferences, evaluating and honing internal processes, and much more. We also focused on community outreach initiatives by participating in events such as the Rise Up Columbus series and hosting townhall forums for citizens to engage with our office and learn about the services we provide.

This was a remarkable year marked by growth and considerable contacts from citizens. The department processed a high number of citizen complaints and investigations, including receiving and reviewing almost 2,000 citizen complaints and conducting nearly 300 investigations. The sizable number of complaints and investigations necessitated hiring additional investigators, creating an investigator supervisor position, and growing the office space. Overall, we grew from five (5) to seven (7) investigators, hired one (1) investigator supervisor, and added an additional office. This enabled the Department of the Inspector General to better respond to citizen concerns, serve the public more efficiently and effectively, and process a high and growing number of citizen complaints and investigations.

I am proud of the work of this office and all that we do to ensure transparency and accountability in policing for the City of Columbus. All of the information in this report highlights the incredible work and dedication of our excellent staff. I am continuously impressed by their outstanding work and dedication to the citizens of Columbus.

Thank you for taking the time to read this report as well as the trust placed with me and the Department of the Inspector General. I am eternally grateful to serve the City of Columbus and its citizens.

Respectfully submitted,

A handwritten signature in blue ink, which appears to read "Jacqueline M. Hendricks". The signature is fluid and cursive. Below the signature, the name "Jacqueline M. Hendricks" is printed in a standard black font.

Jacqueline M. Hendricks

Department of the Inspector General

2023 Annual Report

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I. Introduction, History, Mission, and Vision

A. Introduction

The purpose of the Columbus Department of the Inspector General (“Columbus DIG”) is to ensure the actions of sworn personnel of the Columbus Division of Police (“CPD” or “Division”) are constitutional and in compliance with City and Division policies and procedures and all applicable laws. The duty of the Columbus DIG is to provide fair and unbiased investigations of police misconduct and excessive use of force independent from the Division and the Department of Public Safety.

The Columbus DIG acts as an independent investigatory agency. The department receives, reviews, and conducts investigations of complaints alleging misconduct and/or excessive use of force by sworn personnel of the Division filed by citizen or initiated by the Civilian Police Review Board (“CPRB”). The Columbus DIG reports its investigative findings and recommendations to the CPRB for review and approval. The CPRB provides its recommendations to the Director of Public Safety and/or the Chief of Police. The Director of Public Safety or the Chief of Police makes all final dispositions(s) and disciplinary determinations.

B. History

In the summer of 2020, the United States experienced a nationwide wave of demonstrations arising from historic, systemic racism and controversial policing. This wave of demonstrations ultimately spread to Columbus, drawing thousands to demonstrate throughout the city and demand better from their public leaders and police. Among these demands were calls for better and more accountable policing. Consequently, during the summer of 2020, Mayor Andrew Ginther and Columbus City Council proposed a series of police reforms, including the creation of the CPRB and the Columbus DIG to provide civilian oversight of the Columbus Division of Police. This proposal went before Columbus voters in November 2020 and was overwhelmingly approved. As a result, the City of Columbus Department of the Inspector General was created to establish an independent investigatory agency to investigate allegations of misconduct and/or excessive use of force by sworn personnel of the Division, and the CPRB was created to provide civilian oversight of the Columbus DIG and to review its investigations. Together, the Columbus DIG and the CPRB work in tandem to provide unbiased accountability and oversight of policing in Columbus, foster just and equitable policing, and strengthen the relationship between citizens and the police.

C. Mission

The Columbus DIG’s mission is to promote trust and transparency for the community and within the CPD. The Columbus DIG is committed to thoroughly and impartially investigating allegations of misconduct and excessive use of force by sworn personnel within the Division. When evidence suggests, recommendations of accountability will be made in order to restore, build, and maintain public trust in the CPD.

D. Vision

The Columbus DIG is determined to become the nationally recognized model agency for police oversight and accountability through honest, unbiased, and accountable investigations to ensure the highest standards of professionalism and equity in policing by the Division and to strengthen the relationship between citizens and the police.

II. Complaint Management, Tracking, and Evaluation

The Columbus DIG utilizes Matrix Investigator, a case management system (CMS), to enter and track complaints received. The system will record documents and information related to complaints and investigations.

A. Tracking and Processing Complaints

All complaints received by Columbus DIG, including complaints initiated by the Civilian Police Review Board and the Columbus DIG, shall be entered into the Case Management System. The CMS will automatically generate and assign each complaint a unique complaint number for tracking purposes.

Voicemails received are to be added to each case as an attachment. If a complaint is taken live over the phone, personnel shall record the phone call unless the complainant declines to have the call recorded. Each call shall be reduced to writing and added to the citizen's complaint in the CMS. Additionally, any follow up calls made by Columbus DIG personnel shall be recorded and attached to the complaint.

Note: Complaints received during regular business hours will be entered into the CMS the date received; however, complaints received within 30 minutes of the close of business may be entered the following business day. All complaints received outside of regular business hours will be entered into the CMS the next business day.

B. Evaluation of Complaints

The initial evaluation process of all complaints will be handled administratively by the Inspector General, the Deputy Inspector General, and/ or designated member(s) of staff. The decision on whether to open an investigation will be based on the information provided in the complaint, by the complainant, and the following:

- The complaint is received by the Columbus DIG in writing or reduced to writing within ninety (90) days after the date of the alleged event giving rise to the complaint.
- The alleged incident involves misconduct and/ or excessive use of force by a sworn member of the CPD and is not criminal in nature (§235.05).
- The Complainant has standing to make a complaint.

An alleged victim, an alleged victim's parent, legal guardian or custodian or any individual having personal knowledge of the alleged officer misconduct and/ or excessive use of force shall have standing to file a complaint with the Columbus DIG. Personal knowledge shall mean direct eye or ear witness to an incident involving alleged officer misconduct and/ or excessive use of force. When an anonymous complaint is made against a sworn

member of the CPD and no corroborative evidence is obtained from the information that either accompanies the complaint or that is reasonably obtainable from information provided in the complaint, the complaint shall be classified as not investigated and closed.

All complaints containing perceived criminal conduct shall be immediately forwarded to the appropriate law enforcement agency pending determination to investigate criminal activity.

C. Complaints Opened into an Investigation

Once the complaint has been reviewed, evaluated for standing, and approved by the Inspector General, Deputy Inspector General, and/ or designated member(s) of staff, a case will be opened into an investigation of the allegation. The case will then be assigned to an Investigator to investigate the allegation(s) to the fullest extent possible.

III. Inspector General Staff

A. The Columbus DIG office is comprised of the following staff:

- Inspector General
- Deputy Inspector General
- Executive Assistant to the Columbus DIG
- Executive Assistant to the Civilian Police Review Board
- Community Relations Coordinator
- Inspector General Investigator Supervisors (2 Filled)
- Inspector General Investigators (6 Filled)
- Inspector General Intake Specialist (1 Vacant)
- Management Analyst II (1 Vacant)

B. Trainings

- Association of Inspector Generals
 - Certified Inspector Generals
 - Certified Inspector General Investigators
 - Conferences
- National Association for Civilian Oversight of Law Enforcement Conference
- ABC's of Policing
- Axon (Body Worn Camera)
- Criminal Investigations and 4th Amendment Search and Seizure
- CJIS Certification
- ECC (V15 and CAD Training)
- FOP Contract (Article 8)/Overview
- Halogen Performance Management
- Interview Training
- Implicit Bias
- Policenet Training
- Power DMS
- REID Training
- Report Writing

- Ohio Attorney General/ City Attorney Public Records and Open Meetings Act
- D365
- Legistar

IV. Community Outreach and Engagement

A. Social Media

- Instagram: 115 Followers
- Twitter: 110 Followers
- Facebook: 32 Followers
- LinkedIn: 130 Followers

B. Literature Distributed

- Over 200 Columbus DIG Poster Distributed
 - All Columbus Public Libraries, Rise Up Columbus, community events, jails, gas stations, etc.
- Over 3,250 Columbus DIG Pamphlets Distributed
 - Events
- Over 500 Columbus Q&A Information Sheets Distributed
 - Events

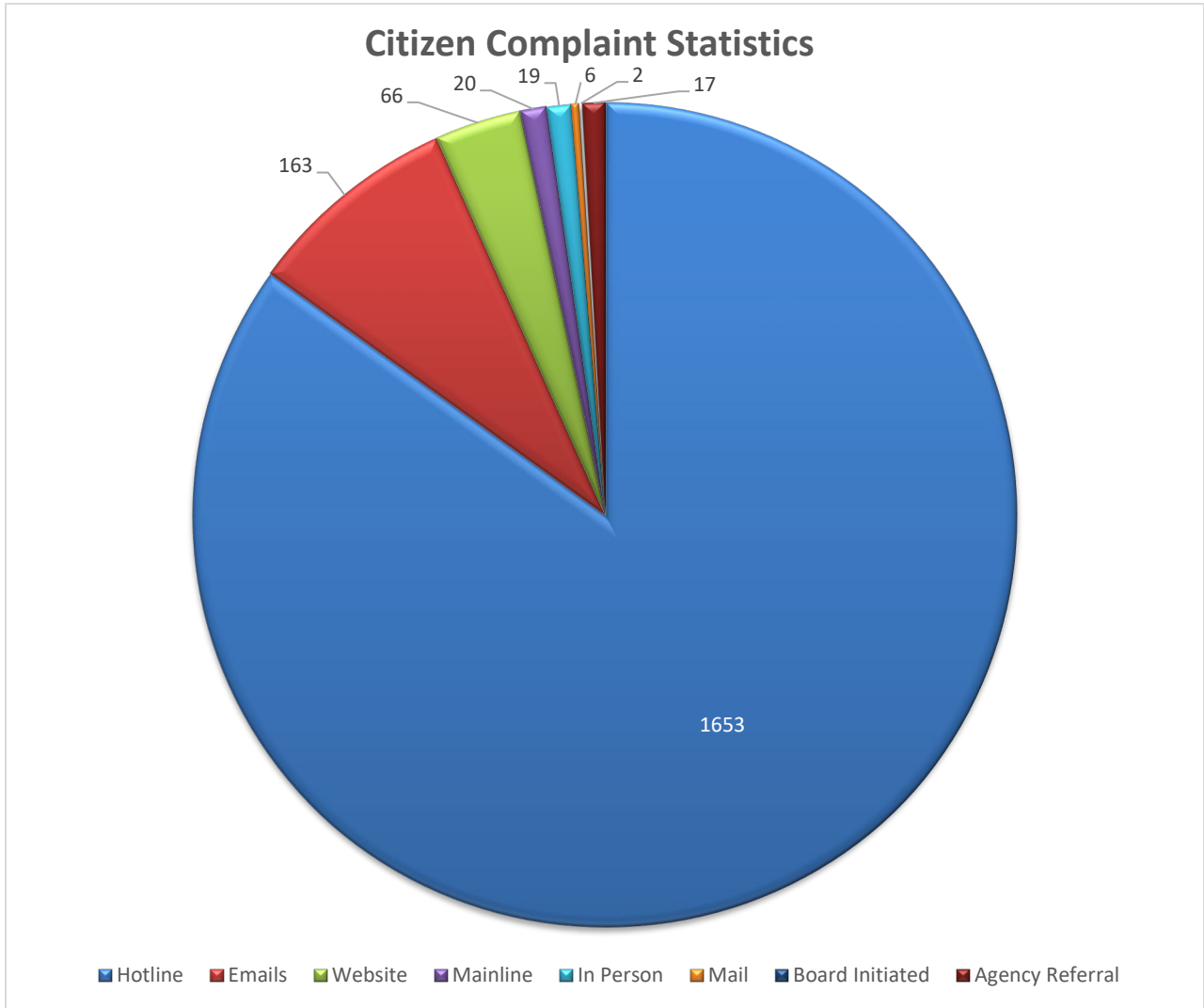
C. Completed Community Events

- 16-Jan-23 MLK Breakfast and March
- 13-Apr-23 Rise Up Columbus
- 27-Apr-23 Rise Up Columbus
- 29-Apr-23 Celebrate ONE Baby Shower
- 11-May-23 Rise Up Columbus
- 25-May-23 Rise Up Columbus
- 08-Jun-23 Rise Up Columbus
- 10-Jun-23 AAMWA Proud Dad Cookout
- 15-Jun-23 Rise Up Columbus
- 11-Jul-23 Columbus DIG Town Hall
- 13-Jul-23 Rise Up Columbus
- 01-Aug-23 National Night Out
- 05-Aug-23 Greater Glory Community Day
- 05-Aug-23 Rise Up Columbus/ CAP City night
- 10-Aug-23 Rise Up Columbus
- 12-Aug-23 African American Male Wellness Walk
- 24-Aug-23 Rise Up Columbus
- 14-Sep-23 Rise Up Columbus
- 19-Sep-23 Community Conversation on Violence and Prevention
- 28-Sep-23 Rise Up Columbus
- 10-Oct-23 Columbus DIG Town Hall
- 26-Oct-23 Hilltop Bridge Lighting
- Dec 23 Toys 4 Tots

V. Citizen Complaint Statistics: (January 1 to December 31, 2023)

A. Source of Citizen Complaints

Citizen Complaint Sources*	2023	Share of Total Complaints
Hotline	1653	84.9 %
Email	163	8.4 %
Website (Smart Sheet)	66	3.4 %
Mainline	20	1 %
In-Person	19	1 %
Agency Referral	17	0.9 %
Mail	6	0.3 %
Board Initiated	2	0.1 %
Total	1,946	100%



* Matrix Database

B. Breakdown of Citizen Complaints Received

Breakdown of Citizen Complaints*	
Closed at Intake	1644
Opened into Investigations ¹	290
Pending (Information) ²	10
Admin Hold ³	6
Total	1,946

C. Breakdown of Closure Reason for Citizen Complaints

Complaints Closed at Intake Reason*	
Insufficient Information to Proceed with Investigation ⁴	506
Preliminary Investigation Found No Police Misconduct	366
No Jurisdiction	278
Anonymous/No corroborating evidence	4
Exceeded 90 Days from Incident	61
Information Only ⁵	100
Referred to Another Agency	200
Withdrawn	34
Other ⁶	95
Total	1,644

D. Citizen Complaints Opened into Investigations

Complaints Opened into Investigations*	
Active Investigations as of December 31, 2023	31
Completed Investigations ¹	253
Administrative Hold ⁷	6
Total	290

¹Includes DIG Complaint 22-0568 received in December 2022, opened for investigation in January 2023. Investigation revealed possible criminality; therefore, complaint was forwarded to CPD Internal Affairs for investigation on January 24, 2023 and closed. Also, includes 2022-0599, 2022-0604 and 2022-0612 as well as complaints received in 2022 and investigated in 2023.

²Pending includes complaints in intake/ preliminary investigations from 2023 continuing into 2024

³Includes 2 Admin Holds from 2022 [2022-0281 and 2022-0282]

⁴These complaints are closed because the caller did not provide sufficient information to investigate their complaint. This may include if the complainant provided valid contact information and the Columbus DIG attempted to contact the citizen a minimum of three times over a two-week period to obtain additional information, but was unsuccessful.

⁵These callers needed information about an agency, department, or called to compliment or voice an opinion about an officer, CPD, or city department.

⁶ Other contained duplicate or repeated complaints by citizens that were opened and preliminarily investigated.

⁷Includes 2 Admin Holds from 2022 [22-0281 and 22-0282]

E. Monthly Complaints Received and Investigations Opened and Completed*

Month 2023	Complaints Received	Investigations Opened	Investigations Completed ⁸
January	87	20	20
February	120	34	21
March	175	37	25
April	146	29	33
May	177	22	16
June	181	30	19
July	213	14	20
August	192	17	36
September	192	24	30
October	172	25	19
November	161	15	18
December	130	23	32
Total	1,946	290	288

F. Allegations Breakdown⁹

Categories of Allegations [†]	
Actions Taken/ Not Taken	360
Rude, Discourteous, and/or Profanity	123
Force	118
Unbecoming Conduct ¹⁰	49
Search/ Seizure	44
Violation of Police Rules, Orders, etc.	26
Refuse Name and/or Badge Number	20
Discriminatory Actions	18
Missing or Damage Property	17
Threats or Harassment	15
Operation of Vehicle	14
Handling of Property	13
Use of Authority or Position	10
Investigative Actions – Criminal	11
Display/ Use of Firearms	10
Investigative Actions – Accident	9
Racial Profiling	7
Violation of City Work Rules	6
BWC Usage	5
Uniform	5
Arrest	1
Total	881

⁸ Completed Investigations includes cases opened in 2022 and completed in 2023

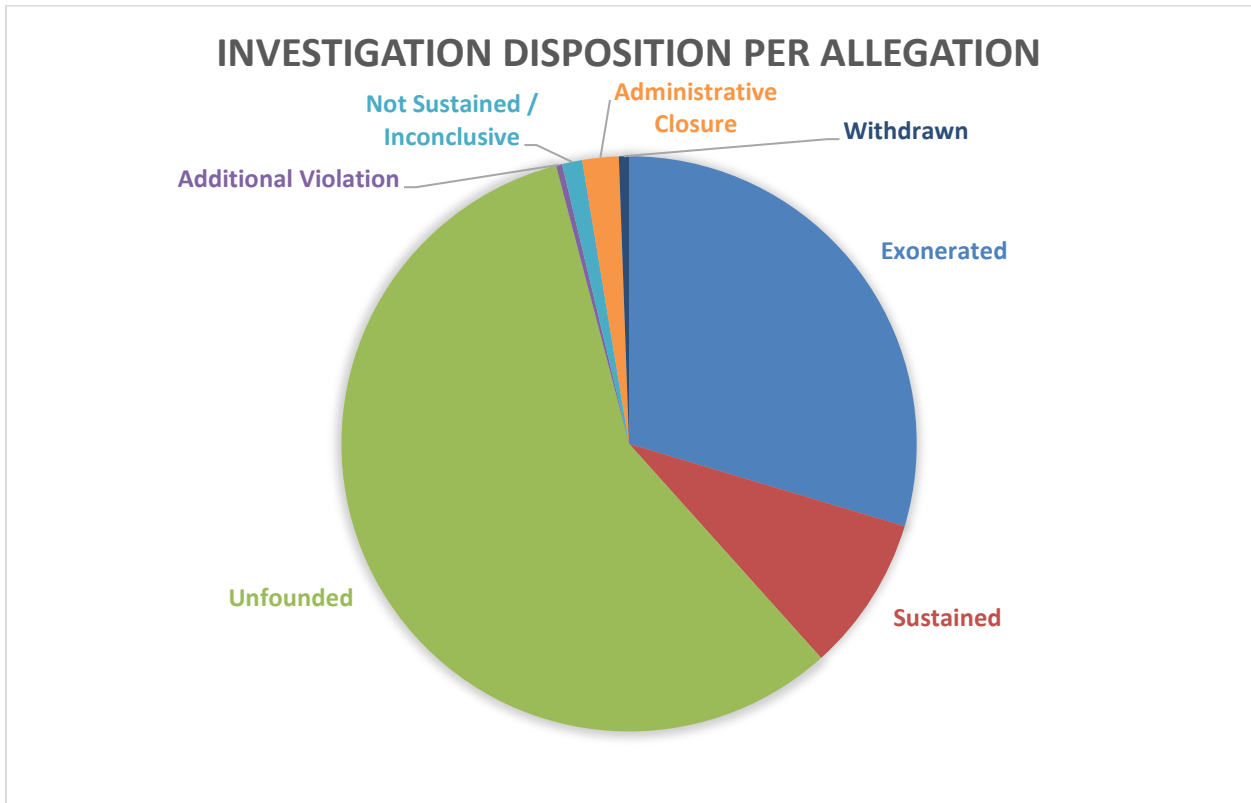
⁹ A single citizen complaint may include multiple allegations, and allegations are assigned per officer. The DIG may include additional allegations of misconduct or force discovered during the course of an investigation.

¹⁰ CPD Directive 1-01 Rules of Conduct 1.15

[†] DIG Database

G. Investigation Disposition per Allegation

DIG Investigation Disposition per Allegation [†]	
Exonerated	261
Sustained	80
Unfounded	507
Not Sustained / Inconclusive	10
Administrative Closure	18
Withdrawn	5
Total	881



H. Investigated Allegations and Disposition of Findings[†]

	CPRB	CPD Chain of Command (COC)
Agreed with DIG Findings (Allegations)	864	433 ¹¹
Disagreed with DIG Findings (Allegations)	2	50
Total Allegations Reviewed	866¹²	483¹³
Percentage Agreement with DIG Findings	99.8%	89.6%

Outcome Disagreement Breakdown (Per Allegation) [†]	
DIG Unfounded / COC Exonerated	17
DIG Exonerated / COC Unfounded	17
DIG Sustained / COC Unfounded	9
DIG Sustained / COC Not Sustained	3
DIG Not Sustained / COC Unfounded	2
DIG Sustained / COC Exonerated	1
DIG Admin Close / COC Not Sustained	1
Total	50

I. DIG Investigation Reports Reviewed

Number of DIG Investigations Reviewed	
Civilian Police Review Board	286 ^{14*}
CPD Chain of Command ¹⁵	130 [†]

J. Chain of Command Corrective Actions per Allegation

Chain of Command Discipline ¹⁶ (Per Allegation) [†]	
No Further Action	455
Positive Corrective Action	20
Documented Constructive Counseling	8
Total	483

¹¹ Chain of Command Allegations classified as "Canceled" were considered similar to DIG's "Admin. Closures" for this statistic (four total).

¹² Total allegations reviewed and assigned a disposition by the Civilian Police Review Board (CPRB). Of note, number is less than DIG total allegations as not all allegations have been sent to or reviewed by the CPRB.

¹³ Number only includes cases and allegations reviewed by CPD IAB and returned to the DIG for recording of final disposition.

¹⁴ Total cases reviewed by the CPRB in 2023, which includes DIG cases from 2022 that were reviewed in 2023.

¹⁵ Only includes cases reviewed and returned by CPD Chain of Command to the DIG.

* Matrix Database

[†] DIG Database

¹⁶ Corrective action as indicated by CPD Chain of Command on investigation report reviews returned to the DIG.

VI. Contact Information:

Mailing Address:

Columbus Department of the Inspector General
50 W Town Street, Suite 100
Columbus, Ohio 43215

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