



TRANSPARENCY AND TRUST

Community Outreach and Engagement Plan

Office of Community Police Oversight

2025

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Introduction

Civilian oversight of law enforcement often emerges in response to community demands for greater accountability, especially following high-profile incidents. As an institution dedicated to representing community interests, civilian oversight bodies must actively engage with local communities and stakeholders. With effective outreach, civilian oversight raises awareness by facilitating the dissemination of reports and findings, strengthening relationships with stakeholders, encouraging community input, and enhancing the civilian oversight's problem-solving capacity. These efforts are essential for promoting civilian oversight's mission of transparency, accountability, accessibility, and public trust.

This Community Outreach and Engagement Plan provides a systematic approach for identifying community partners, developing educational materials, utilizing social media as a communication tool, and encouraging individual and community participation. The primary objective is to increase awareness of the Office of Community Police Oversight (OCPO or office), the Community Police Oversight Board's (CPOB), and the processes for submitting complaints and commendations. This plan enhances transparency and accountability while cultivating strong, collaborative relationships between the community and the Dallas Police Department (DPD).

Community Outreach and Engagement Goals

The goals of our public participation efforts are to:

- 1) Raise awareness about the OCPO and CPOB's mission and purpose;
- 2) Collect meaningful input from community members and stakeholders;
- 3) Involve and consult communities who have been historically underserved and underrepresented or subject to discrimination and police misconduct and;
- 4) Build trusting relationships with the public and seek their approval of the strategies proposed in our plan.

This outreach plan outlines a comprehensive set of strategies and methods to achieve our objectives while ensuring alignment with the structured process we will follow to develop and implement the plan effectively.

Background

Following the tragic murder of Botham Jean by Dallas police officer Amber Guyger, activists and members of the civilian review board called on the city to establish an independent investigative body. They advocated for a properly funded and staffed entity capable of conducting thorough reviews of citizen complaints, ensuring transparency and recommending restorative policy. In April 2019, the Dallas City Council established the OCPO through Ordinance No. 31192 under Article XXII, Chapter 2 of the Dallas City Code. Its primary purpose is to provide support and technical assistance to the CPOB, formerly the Civilian Review Board. The OCPO aids the CPOB in ensuring that complaints against

DPD officers are thoroughly and impartially investigated through independent reviews and investigations, reinforcing accountability and public trust.

Mission Statement

The mission of the OCPO is to ensure civilian complaints are reviewed impartially to enhance the transparency and trust between the City of Dallas, the Dallas Police Department, and the community. To achieve its mission, the OCPO accepts complaints and commendations filed by members of the public. A key function of the OCPO is educating community members on police complaint procedures and processes to empower individuals to understand their rights and the steps involved in filing complaints against police officers. This educational component is essential in ensuring community members feel heard and supported when raising concerns about law enforcement practices. In addition to educating the public, the OCPO facilitates a mediated resolution process between complainants and Dallas police officers. This process allows for constructive dialogue and the potential for mutual understanding, addressing concerns to promote accountability while strengthening relationships between officers and the community.

The OCPO also plays a crucial role in overseeing IAD investigations into external administrative complaints. By ensuring these investigations are conducted thoroughly and transparently, the office helps to uphold the integrity of the complaint review process. The Director of the OCPO monitors the DPD's investigations into critical incidents involving Dallas police officers. These incidents, which may include officer-involved shootings or cases of serious misconduct, require independent oversight to ensure impartiality and adherence to proper investigative procedures. By actively overseeing these investigations, the OCPO reinforces the principles of justice and transparency, which are essential for maintaining public trust. Through its various functions, the OCPO serves as a bridge between the community and law enforcement, ensuring that complaints and concerns are handled fairly and the policies governing police conduct reflect accountability and integrity.

Vision Statement

Building a foundation of trust and collaboration between law enforcement and the community while reinforcing transparency and accountability.

Strategies and Methods

Strategy 1: Networking

Develop a comprehensive list of key stakeholders to engage, including community members, local organizations, civic groups, businesses, and representatives from diverse communities. This initiative aims to form strategic alliances with local organizations, community leaders, and other stakeholders to enhance outreach efforts and broaden the influence of the civilian oversight body.

Ongoing engagement and support from stakeholders regarding local public safety and law enforcement issues are crucial for the oversight body's effectiveness. While establishing and supporting civilian oversight may be politically advantageous during a crisis, sustained interest and support from stakeholders who value accountability, and transparency are essential for successful oversight. An oversight body's ability to sustain support often depends on the effectiveness of its outreach efforts to key stakeholders.

Our office will work to develop a citywide grassroots network infrastructure to enhance community engagement and coordinate outreach efforts. These networks will be vital for organizing virtual town halls, in-person meetings, and other events to raise awareness. The OCPO Outreach Team will also create a database to collect contact information from community organizations and track outreach activities using an engagement calendar for all 15 council districts.

Strategy 2: Messaging and Marketing

Maintain clear and concise messaging that explains the purpose and functions of civilian oversight in an accessible and engaging manner across various media formats. The communication channels to reach target audiences include print, video, community newsletters, social media, and in-person communications, all of which should reflect the office's brand.

We will create a brand toolkit for the OCPO to use in its outreach efforts. This toolkit will include social media messaging templates and a social media campaign strategy aligned with key performance indicators (KPIs) for various platforms to measure engagement effectively. A Constant Contact® email marketing strategy will also be developed to ensure consistent communication with key stakeholders and facilitate press releases.

Strategy 3: Outreach and Engagement

Establish fifteen outreach zones, each corresponding to one of the City of Dallas's 15 Council Districts. This initiative aims to create an inclusive outreach plan that addresses the needs of all community members, especially those from marginalized or underserved communities. It will also provide opportunities for residents to give feedback, share their concerns, and participate in the oversight process.

Effective civilian oversight relies heavily on community involvement. Gathering feedback from the community and stakeholders is essential to shaping and refining the civilian oversight process, ensuring it is responsive and aligned with public needs. Assessing the effectiveness of our office to determine which accountability issues to address, ensures the development of a tailored system that meets the community's needs and expectations. Active participation from those most affected by local law enforcement issues is essential for civilian oversight to achieve its goals.

To facilitate this process, we will maintain a dedicated 24/7 hotline and organize regular community meetings.

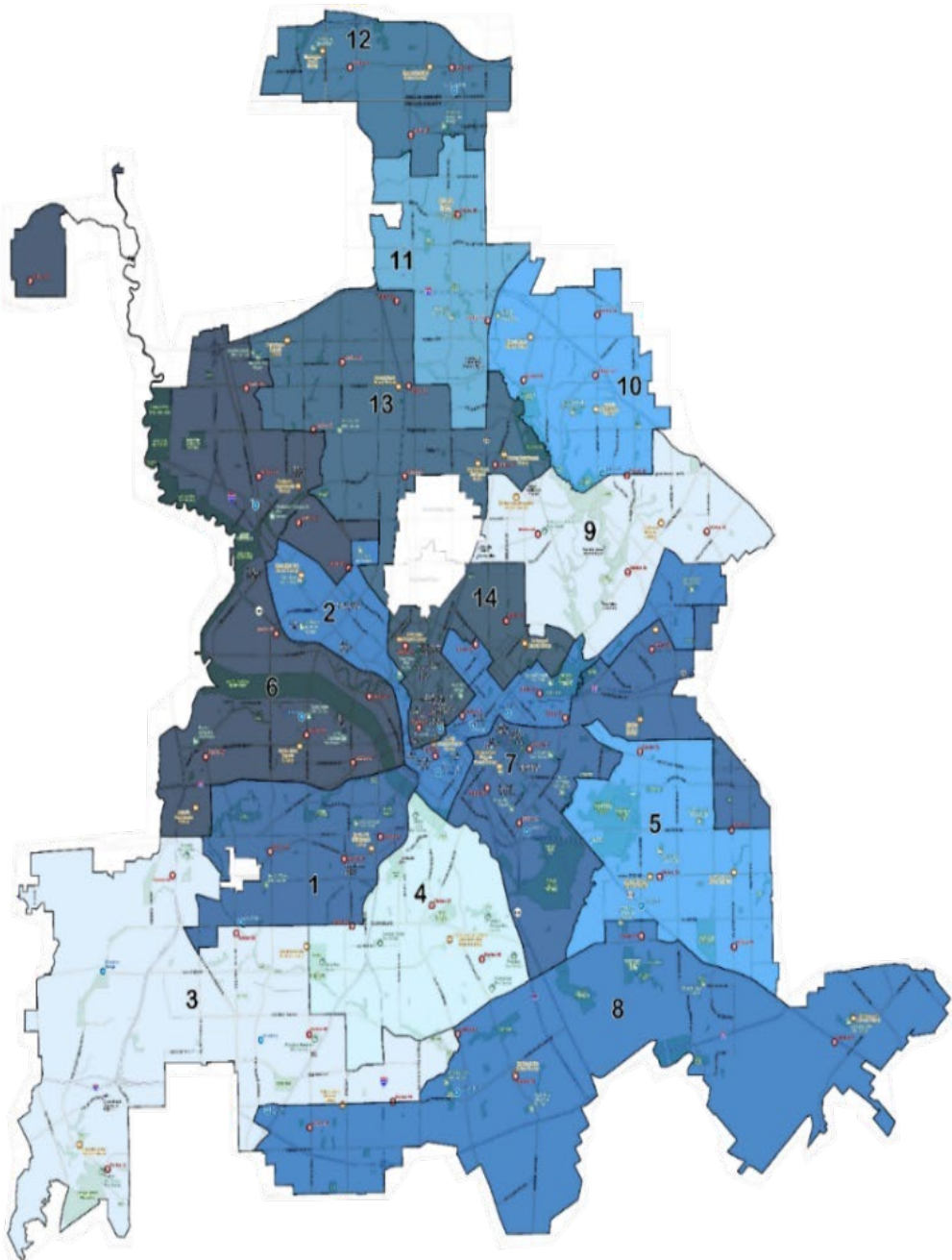
Strategy 4: Promote Transparency and Accountability

Increase our awareness by strategically engaging the community, local businesses, and organizations. This can be achieved by sharing information about the civilian oversight process, including investigations, complaint data, and recommendations. We aim to encourage measurable engagement through targeted messaging and clear calls to action. To further enhance transparency, we will publish detailed reports, host public hearings, and provide regular updates on the oversight body's activities. This approach ensures continuous accountability and informed participation.

To measure public input, we will utilize the following methods:

- Public comment at meetings,
- Responses via email and social media
- Community Feedback from Complaint and Commendation Form Submissions
- Calls received on a dedicated 24/7 hotline.

Outreach Structure- 15 Outreach Zones¹



¹ City Hall set as District 15 geographically.

Methods

The following includes various methods the OCPO will use to contact City of Dallas Residents.

Methods	Description
Educational Presentations	Presentations will inform the community about the OCPO, including details about the CPOB members' upcoming activities and how citizens can participate by providing input. Additionally, these meetings may be live-streamed and recorded to ensure wider accessibility. General questions will also be addressed during these sessions.
In-Person and Virtual Meetings	Meetings are held in person, hosted by the OCPO in partnership with community organizations, and are open to the public. These sessions may also be live-streamed, with opportunities for public comment encouraged and welcomed.
Website	The OCPO website serves as the official platform, providing essential information including meeting agendas, a calendar of events, key documents, video content, and links to relevant resources.
Social Media	We will leverage Facebook, YouTube, Instagram, and other social media platforms to share information about the OCPO and ensure consistent engagement with citizens. This initiative will also include a targeted social media advertising campaign to enhance outreach and awareness.
E-Blasts	Regular email updates through Constant Contact will inform the public and stakeholders about major announcements and policies.
Newsletter	A monthly newsletter will be sent out electronically to summarize the OCPO's work and educational information.

Mailers	This approach will be used to connect with communities in remote areas that lack internet access.
Traditional Media	Includes traditional and ethnic media formats such as mailers, newspapers, radio, and television. It may include articles, interviews, PSAs, and more. This also encompasses non-English media, local contacts, and radio advertisements.
Videos	These pre-recorded videos provide general information about the OCPO complaint and commendation process. Links to these videos will soon be available on the OCPO's website.
Print Collateral Materials	This includes all printed or digital materials for distribution to community partners and the general public. These materials will be made available in multiple languages to accommodate diverse community needs and available resources. Community partners are welcome to translate informational materials as needed, and these translations will be posted on the CRC website.
Outreach Partners/Stakeholders	Includes, but not limited to: <ul style="list-style-type: none"> • State, Regional & Local Community Based Organizations • Statewide Associations • K-12 & Higher Education Institutions • Public Libraries • University Political & Governmental Centers, Local Civic Organizations • Labor • Community foundations & United Ways • Chambers & Business Associations • Arts & Cultural Groups • Local Faith-based Institutions • Local and State Government Agencies, DPD

Assessment of Outreach and Engagement

Community engagement is essential for building trusting relationships between citizens and law enforcement. It is important to understand the community’s perception of law enforcement, identify areas of concern, and pinpoint specific needs related to police accountability and transparency.

The outreach team will track and report on engagement activities, utilizing surveys, focus groups, public meetings, and community forums. They will maintain a comprehensive engagement calendar to document events, facilitate community educational presentations, and collect stakeholder feedback. We will also collect measurable input from communities within these outreach zones, including reports of officer misconduct and commendations, to ensure continuous improvement. To facilitate tracking of community engagement across the 15 council districts, we will utilize dynamic QR codes printed on outreach materials. Our outreach methods will include, but are not limited to, the following strategies:

- Conducting community meetings and providing educational presentations.
- Connecting with local leaders and community-based organizations.
- Making policy recommendations based on community feedback and complaint data and providing district partners with marketing materials.
- Facilitating efforts that align with the office's mission within the outreach zones.

Timeline for Implementation

The activities outlined in this Community Outreach and Engagement Plan will be aligned with a proposed outreach schedule, ensuring a structured and timely approach to implementation.

DATE	ACTION
2025	
Q1 (January – March)	<ul style="list-style-type: none"> • Create promotional and outreach materials such as PowerPoint presentations, flyers, brochures, posters, and video scripts. • Distribute OCPO informational materials to all recreation centers and libraries in the City of Dallas. • Identify a list of community partners, media contacts, and Stakeholders.

	<ul style="list-style-type: none"> • Collaborate with partners to plan and coordinate tabling opportunities, educational presentations, and workshops. • Launch an impactful social media campaign through Facebook, Instagram, and YouTube.
Q2 (April – June)	<ul style="list-style-type: none"> • Conduct educational workshops and presentations with community-based organizations, DPD Academy, and local businesses. • Attend community events to show presence and bring awareness. • Continue collaboration efforts with all partners. • Organize Town Hall Meetings to discuss community concerns and OCPO initiatives. • Establish traditional media presence (Newspaper, radio, TV, and local non-English media outlets).
Q3 (July – September)	<ul style="list-style-type: none"> • Develop and produce the first video for educational outreach efforts and begin the launch of Reels. • Consistently and continuously promote OCPO on all social media outlets. • Promote the upcoming OCPO Accountability Transparency Dashboard tool to bring awareness to the 15 Districts.
Q4 (October – December)	<ul style="list-style-type: none"> • Continue collaboration efforts with all partners. • Continue engaging and identifying new partners and stakeholders. • Organize public meetings for community input.

Phase 1 – Production/Awareness

A key component of the outreach activities involves the creation of informative materials for distribution and marketing. Staff will develop materials for the OCPO to share with community-based organizations and other resources to inform the public about the OCPO. Another aspect of this phase includes the introduction of the Director of OCPO to communities, the rollout of a new OCPO webpage, videos, a social media presence, and a media campaign.

Phase 2 - Educational Outreach

This phase encompasses the OCPO's educational campaign to inform City of Dallas residents about the office's role, the complaint process, opportunities for community participation, and the tools available for submitting input and feedback. The goal in this phase is to reach out to all communities, businesses, and organizations while specifically targeting those communities that are discouraged to engage in the process. Additionally, the office will initiate a partnership with the DPD Academy to raise awareness of the OCPO and CPOB functions through presentations.

The OCPO will collaborate with statewide and local non-profit organizations and businesses to form strategic partnerships to advance this educational initiative. This initiative will launch in March, along with the rollout of targeted social media campaigns, intended to inform City of Dallas residents of the process and encourage participation in Phase 3. The OCPO will host educational meetings across the 15 Outreach Zones the office defines. The office is also dedicated to engaging diverse communities, ensuring accessibility for non-English-speaking populations. Outreach print collateral will be available in the languages that align with the top 7 common languages in the City of Dallas.

Phase 3 - Public Meetings for Public Input

In this phase, the OCPO will focus on gathering public input through community forums scheduled throughout the city. The OCPO will collaborate with community-based organizations to promote these events and facilitate feedback sessions. The OCPO and/or the community groups involved will lead these public forums.

During this phase, a group of stakeholders will solicit input regarding both operational enhancements and initiatives aimed at building trust. The office will also utilize tools such as surveys and open discussions, referred to as communities of interest (COI), to collect feedback from the public. By the conclusion of this phase, we will have our present our initial set of metrics data. The primary objective of this phase is to improve transparency and empower the public by facilitating access to the resources provided by the Office of Community Police Oversight.

Appendix:

We are pleased to share the updated OCPO community outreach materials with you. Attached are the brochure, flyers, "Know Your Rights" resources, complaint, and commendations form. These materials will benefit the community, and we appreciate your engagement with them. Click on the image for a full-page view.

Figure 1. OCPO Function Informational Flyer

Figure 2. Updated Community Oversight Brochure



Office of Community Police Oversight

Strengthening Police-Community Relations and Enhancing Accountability

The Office of Community Police Oversight (OCPO) supports the Community Police Oversight Board (CPOB) in ensuring the fair acceptance and processing of commendations and external administrative complaints. The mission of OCPO is to ensure civilian complaints are reviewed impartially to enhance the transparency and trust between the City of Dallas, the Dallas Police Department and the community.

OCPO Functions

To achieve its mission, the OCPO engages in the following primary functions:

- Intake Commendation and Complaints
- Conduct Independent Investigations
- Review Investigations and Critical Incidents
- Examine Policies and Procedures

YOUR FEEDBACK IS IMPORTANT TO US!

The CPOB holds a monthly meeting on the second Tuesday of every month at 5:30 p.m. that provides a platform for community members to share concerns about police-community relations in Dallas neighborhoods. Speaking at Board meetings is open to all.

For information about our next public meeting, visit: dal.city/CPOBMeetings

Contact Us

Address: Dallas City Hall, 1500 Marilla St., 5th Fl., Dallas, TX 75201
 Office Hours: Monday – Friday 8:00 a.m. – 5:00 p.m.
 24 Hours Complaint Line: 214-671-8283
 Website: dal.city/OCPO
 Email: OCPO@dallas.gov



COMPLAINT OUTCOMES

After an investigation, findings are determined based on the evidence gathered:

- Unfounded – the acts alleged in the complaint did not occur.
- Exonerated – the acts alleged in the complaint occurred but were justified, lawful, and proper.
- Not Sustained – there is not sufficient evidence to prove or disprove the allegations.
- Sustained – there is a preponderance of evidence in support of the allegations made in the complaint.
- Complete – The investigation established the facts of an Administrative Inquiry and determined that no violations of the rules occurred.

DISCIPLINE

The Chief of Police determines disciplinary actions for misconduct. Penalties range from verbal warnings to termination. If OCPO disagrees with the disciplinary action, it can recommend further action to the City Manager.

CONTACT US

Dallas City Hall
 1500 Marilla St., 5th Fl.
 Dallas, TX 75201

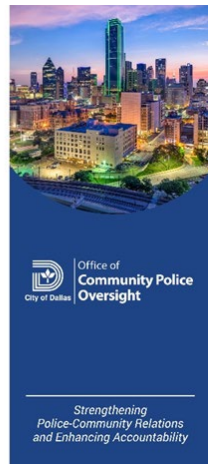
214-671-8283
 24-Hour Complaint Line

LEARN MORE

Request a presentation or share your thoughts on police-community relations by emailing OCPO@dallas.gov

dal.city/OCPO

For information on our next public meeting, visit dal.city/CPOBMeetings



Office of Community Police Oversight

City of Dallas

Strengthening Police-Community Relations and Enhancing Accountability

Figure 3. OCPO Know Your Complaint Rights Flyer



Office of Community Police Oversight

Know Your Rights: Complaint Rights in Dallas

The Office of Community Police Oversight (OCPO) reviews and independently investigates police misconduct allegations to promote trust between the community, the City of Dallas, and the Dallas Police Department (DPD). If you think you have experienced police misconduct, the OCPO may be able to assist you.

Is the OCPO a part of the DPD?

No, OCPO is a civilian-led, impartial agency that operates independently from the DPD.

How many days do you have to file a complaint?

All complaints will be accepted and reviewed when they are received. Personnel complaints will not be investigated if more than 60 days have passed since the alleged incident, unless:

- The complaint involves a criminal violation, in which case the criminal statute of limitations will apply. However, this will not prevent the Dallas Police Department from taking disciplinary action if necessary to maintain the Department's integrity.
- The complainant can demonstrate good cause for not making the complaint within the specified time limit.

If I am in jail, do I have the right to file a complaint?

Yes, you have that right; it doesn't matter whether you are currently incarcerated. Our investigator or DPD's Internal Affairs Division Detective can visit city or county jails to interview complainants. Or you can mail it into our office.

Can you file a complaint as a third-party complainant?

No, you cannot file a complaint as a third-party complainant. Allegations from a third party may be considered at the discretion of the Internal Affairs Division. These allegations must be in writing, signed by a person with first-hand knowledge of the incident, and must be brought within the time limit for accepting formal complaints.

Can I file a complaint without knowing the officer's name and badge number?

Yes, we can identify the officer using DPD records.

What should I do if I experience retaliation for filing a complaint?

If you suspect retaliation, contact the OCPO immediately. We will refer the matter to DPD's Internal Affairs Division and may open a new investigation if necessary.

What happens after I file a complaint?

You will receive a letter from our office or Internal Affairs Division notifying you that your complaint has been received.

Staff at OCPO and DPD's Internal Affairs Division will determine if it falls within our jurisdiction. If your complaint is not in our jurisdiction, it is referred to the appropriate agency or entity to investigate the incident. If it is within our jurisdiction, you will receive a letter informing you of our next steps.

Jurisdiction


The OCPO has the authority to review or investigate critical incidents and complaints of alleged misconduct committed only by members of the DPD. Complaints against members of police departments other than the DPD must be filed with the appropriate local or state authority.

How are complaints resolved?

Once you file a complaint, the OCPO and the Dallas Police Department's Internal Affairs Division will review the allegations to determine the necessary investigation type:

- Control Number (CN) – For allegations that could result in a written reprimand or higher. These complaints are investigated by the Internal Affairs Division.
- Division Referral (DR) – For less severe allegations that could result in corrective action of Advice and Instruction, Documented Counseling, or a Supervisors

Figure 4. Updated OCPO Complaint Form



Office of
**Community Police
Oversight**

Office Hours: Monday – Friday 8:00 a.m. – 5:00 p.m.
1500 Marilla St., 5th Floor Dallas, TX 75201
Email: OCPO@dallas.gov
24/7 Complaint Line: 214-671-8283
dallascityhall.com

Complaint Form

To start an administrative complaint against a Dallas Police Officer, please complete this form and submit it to the Office of Community Police Oversight (OCPO) via email, mail or in person. The OCPO is NOT part of the Dallas Police Department. Your complaint can be anonymous. By telling us about your experience, you help us better serve you and your community.

First Name and Last Name (optional):	Date:
Address (optional):	Date of Birth:
City:	State:
	Zip Code:
Phone (optional):	Email (optional):

What happened? Describe your experience with the Dallas Police Department. *(If you require additional space for your written statement, please utilize the writing section provided on the back of the form.)*

Where did it happen? _____ Incident Date/Time: _____

Is a summons or arrest associated with the incident? Yes No I don't know

Are you interested in mediation? Yes No
Mediation is an informal alternative to our traditional investigative process. Mediation allows the parties to meet and discuss their views of the case; clear up misunderstandings; identify underlying interests and concerns; find areas of agreement; and identify creative solutions. Mediation is a cooperative, voluntary process requiring the participation of all parties and representatives.


Do you know the identification of the officer(s)? Yes No
If yes, please list their Name and Badge Number: _____

Were there witnesses? Yes No (If yes, please list Name, Email and Phone Number)

<p>Preferred Language:</p> <input type="checkbox"/> Spanish <input type="checkbox"/> Vietnamese <input type="checkbox"/> Chinese (Simplified) <input type="checkbox"/> Korean <input type="checkbox"/> Amharic	<p>French <input type="checkbox"/> Arabic <input type="checkbox"/> Swahili <input type="checkbox"/> Burmese <input type="checkbox"/> Hindi</p>	<p>Gender:</p> <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Non-binary <input type="checkbox"/> Transgender <input type="checkbox"/> Gender not listed <input type="checkbox"/> Prefer not to say	<p>Race/Ethnicity:</p> <input type="checkbox"/> African American/Black <input type="checkbox"/> American Indian/Alaska Native <input type="checkbox"/> Native Hawaiian/Pacific Islander <input type="checkbox"/> White/Caucasian <input type="checkbox"/> Multiracial <input type="checkbox"/> Other Race/Ethnicity	<p><input type="checkbox"/> East Asian <input type="checkbox"/> Hispanic/Latinx <input type="checkbox"/> Middle Eastern <input type="checkbox"/> South Asian <input type="checkbox"/> Southeast Asian <input type="checkbox"/> Prefer not to say</p>
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This information is gathered for the purposes of identifying disparate treatment of any particular protected class; a response is not required but recommended to identify potential disparities.

Figure 5. Updated OCPO Commendation Form



Office of
**Community Police
Oversight**

Office Hours: Monday – Friday 8:00 a.m. – 5:00 p.m.
1500 Marilla St., 5th Floor Dallas, TX 75201
Email: OCPO@dallas.gov
24/7 Complaint Line: 214-671-8283
dallascityhall.com

Commendation Form

If you would like to commend an employee of the Dallas Police Department, please fill out this form and email it to OCPO@dallas.gov or mail it to the address listed above. The Office of Community Police Oversight (OCPO) is committed to providing the best service possible and community feedback is essential to succeed in this goal. If you don't know the officer's name or badge number, please provide the date, time and circumstances leading to your commendation. Efforts will be made to identify the officer(s) involved. Your comments will be provided to the Dallas Police Department and be reviewed by the commended employee and his/her commanding officer.

Your Information

First Name and Last Name:	Date of Birth:
Address:	City:
	State:
	Zip Code:
Phone:	Email:

How did you hear about OCPO?

<p>Preferred Language:</p> <input type="checkbox"/> Spanish <input type="checkbox"/> Vietnamese <input type="checkbox"/> Chinese (Simplified) <input type="checkbox"/> Korean <input type="checkbox"/> Amharic	<p>French <input type="checkbox"/> Arabic <input type="checkbox"/> Swahili <input type="checkbox"/> Burmese <input type="checkbox"/> Hindi</p>	<p>Gender:</p> <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Non-binary <input type="checkbox"/> Transgender <input type="checkbox"/> Gender not listed <input type="checkbox"/> Prefer not to say	<p>Race/Ethnicity:</p> <input type="checkbox"/> African American/Black <input type="checkbox"/> American Indian/Alaska Native <input type="checkbox"/> Native Hawaiian/Pacific Islander <input type="checkbox"/> White/Caucasian <input type="checkbox"/> Multiracial <input type="checkbox"/> Other Race/Ethnicity	<p><input type="checkbox"/> East Asian <input type="checkbox"/> Hispanic/Latinx <input type="checkbox"/> Middle Eastern <input type="checkbox"/> South Asian <input type="checkbox"/> Southeast Asian <input type="checkbox"/> Prefer not to say</p>
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Language Interpretation Services Needed?
 Yes No

This information is gathered for the purposes of identifying disparate treatment of any particular protected class; a response is not required but recommended to identify potential disparities.

Officer Information

If the officer's name is not known, describe the Police employee(s) you are commending.

Officer(s) Name or Description:	Vehicle Number(s):
Badge Number(s):	

Incident Details

Where did it happen? _____ Incident Date/Time: _____

Please write a brief summary of your commendation. *(If you require additional space for your written statement, please utilize the writing section provided on the back of the form.)*
