

DISCLOSURE:

The data presented in these reports are estimates and should not be interpreted as fully accurate or independently verified. The reports were prepared under the prior leadership of the Office and cannot be corroborated. They have been posted to satisfy the requirements of the Consent Decree.



Office of Professional Standards 2023, 2024, and 2025 Annual Report

09/24/2026

I. Introduction

The Office of Professional Standards (“OPS”) is the independent, civilian investigative arm of Cleveland’s law enforcement oversight system. OPS is overseen by the Civilian Police Review Board (“CPRB” or “the Board”). CPRB and OPS’s mission is to provide a transparent and fair forum for residents and visitors of the City of Cleveland to voice concerns regarding non-criminal police misconduct. As part of the oversight system in the City of Cleveland, OPS takes in and investigates administrative complaints filed by citizens against Cleveland Division of Police employees.

OPS’s investigators operate independently from the Cleveland Division of Police (“CDP”) to investigate all allegations of non-criminal police misconduct that come to OPS’s attention. OPS’s investigative reports with supporting documentation are then presented to the CPRB for review, deliberation and determination on the sufficiency of the allegations made in the investigative reports by a preponderance of the evidence standard. CPRB votes to determine whether discipline is warranted based on OPS’s investigative reports and supporting documentation and offers policy recommendations when the need arises.

Throughout 2025, OPS was able to increase its output of investigations, continuing a year-over-year trend, resulting in CPRB scheduling additional meetings to increase the number of cases they were able to hear. OPS and CPRB look forward to finding ways to increase their efficiency and effectiveness, and to do their part in making Cleveland a safe place to live, work, and play by providing fair and balanced civilian oversight and insight to CDP.

In addition to data from 2025, this report includes data from 2023 and 2024, including comparative analysis where appropriate. OPS did not release standalone 2023 & 2024 reports due to the Office’s staff turnover. In an effort to be more transparent with the public, OPS concentrated its work on launching a real-time reporting dashboard in the Urban AI Open Data Portal¹ so all oversight entities and citizens will have access to live information. The dashboard provides the community with access to routinely updated OPS data and the ability to track investigations.

¹ <https://data.clevelandohio.gov/apps/8bf805ddbcc942c6afe02d3a6a2dcc18/explore>

II. OPS & CPRB Complaint Life Cycle

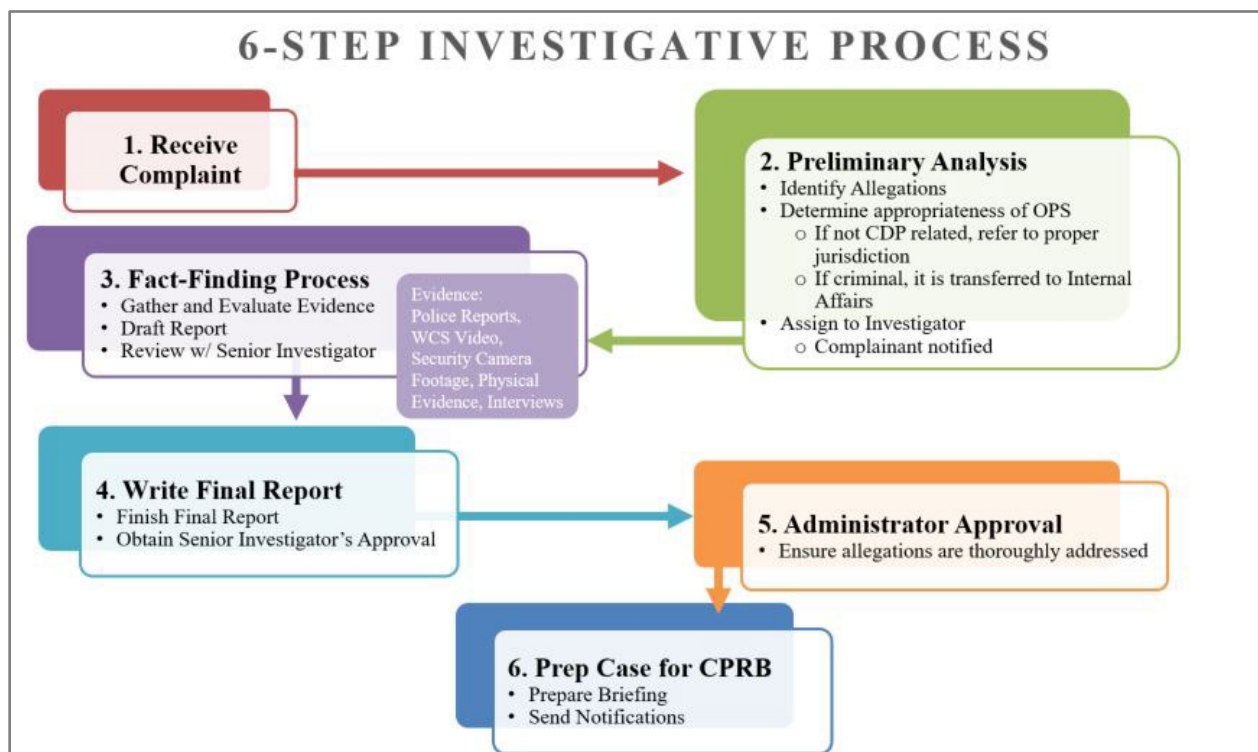
OPS investigates citizen complaints of non-criminal police misconduct against sworn and non-sworn members of CDP. OPS conducts its investigations by gathering relevant documentation and video records for an interaction identified in a complaint and interviewing complainants, witnesses, and CDP members who may have been involved in or witnessed the interaction. OPS's investigative reports are then presented to the CPRB for deliberation and determination as to whether disciplinary action is warranted, and whether the incident raises any concerns that CDP policies should be modified or updated.

OPS accepts complaints submitted through any of the following methods:

- By phone at (216) 664-2944
- By email at CLEPoliceComplaints@clevelandohio.gov
- By mail to:

The Office of Professional Standards
 205 W. St. Clair Ave. Ste. 301
 Cleveland, OH 44113
- In-person at OPS's office or any CDP precinct building.
- By fax at (216) 420-8764

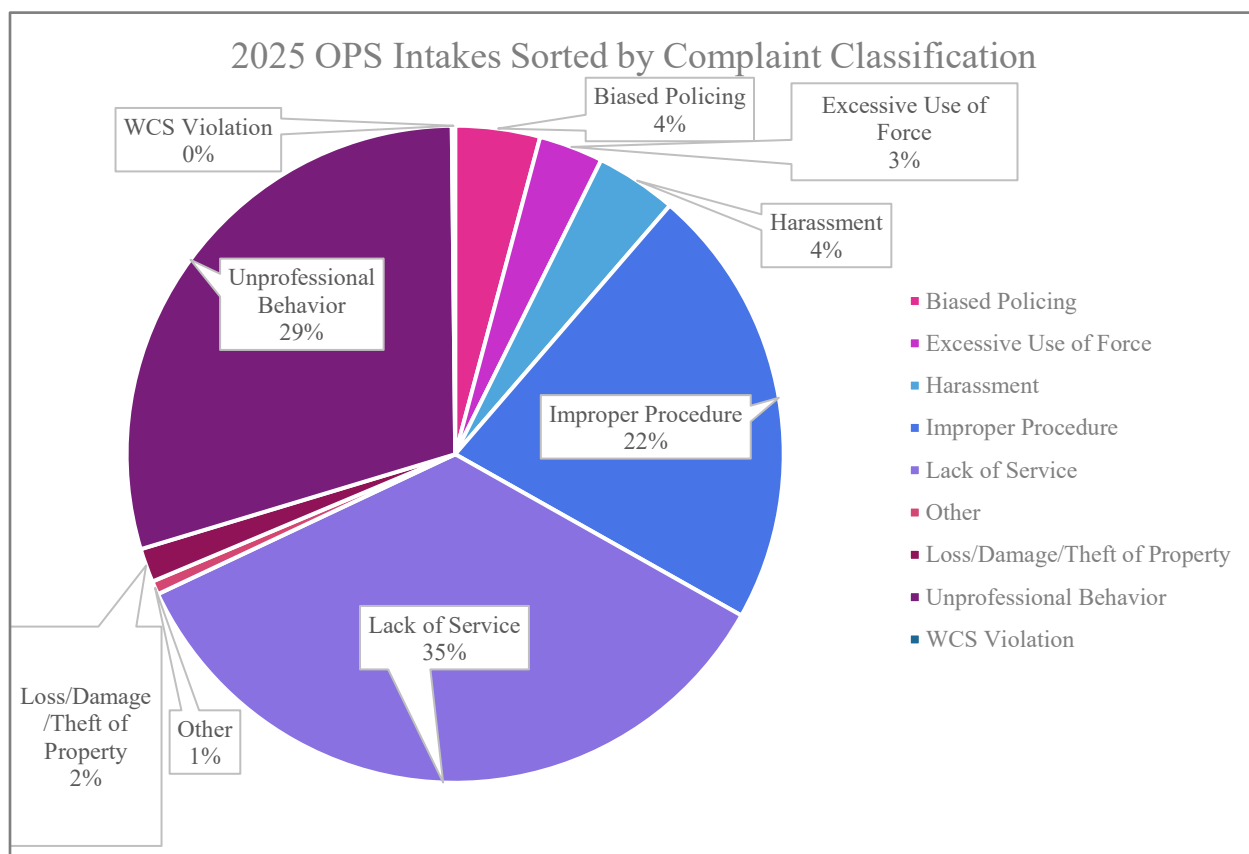
Once OPS receives a complaint, it is evaluated and investigated according to the process chart below:



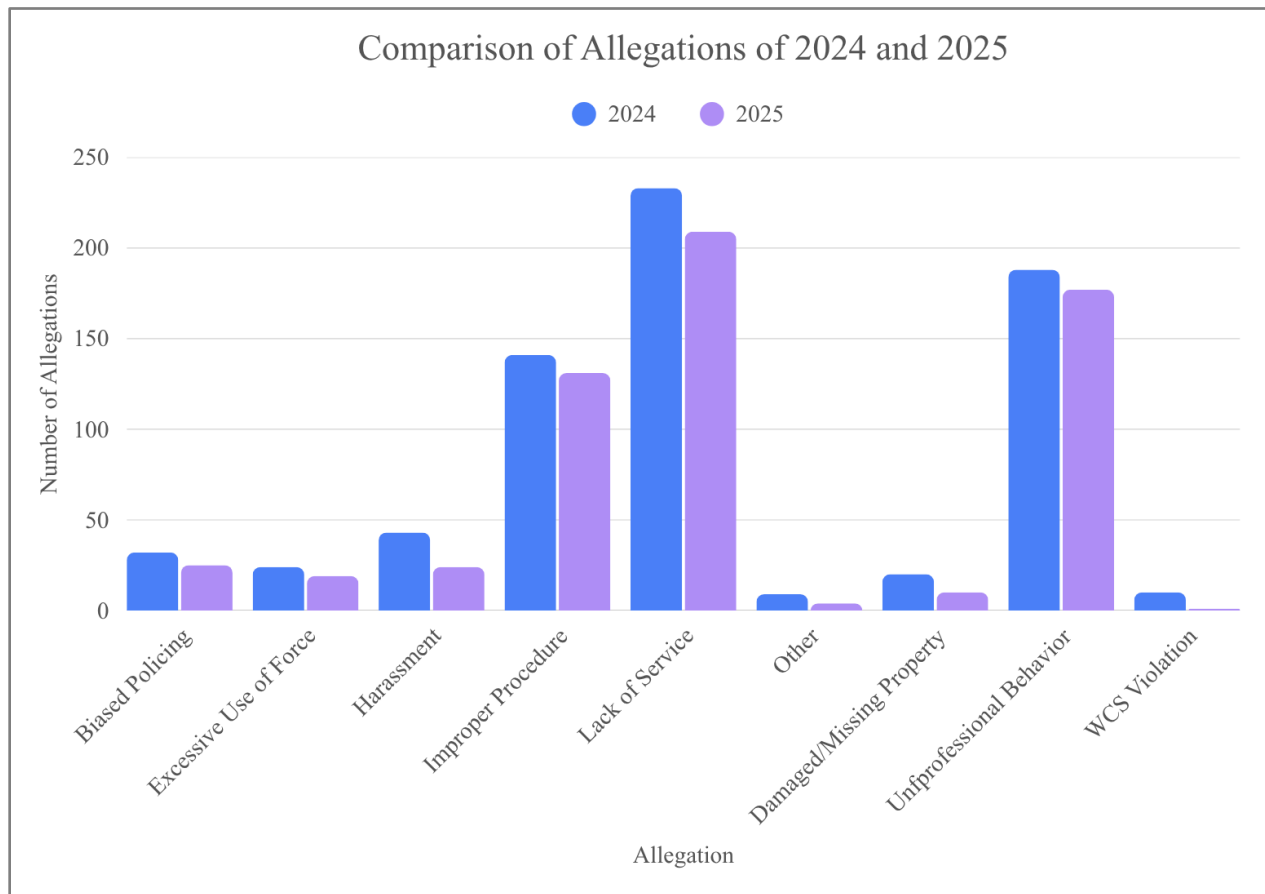
Once the investigation has been completed, OPS presents the complaint to the Board. If the Board's determination is forwarded to the Chief of Police, the Chief may accept the CPRB's decision or return it back to the Board by providing clear and convincing evidence that negates the Board's determination. The Board can accept the Chief's determination if it determines whether the Chief has presented clear and convincing evidence that their initial findings were incorrect or override the Chief's determination and impose its original disciplinary decision.

III. Number & Type of Complaints Received by OPS in 2025

The following chart breaks down the complaints received in 2025 by type of misconduct alleged:



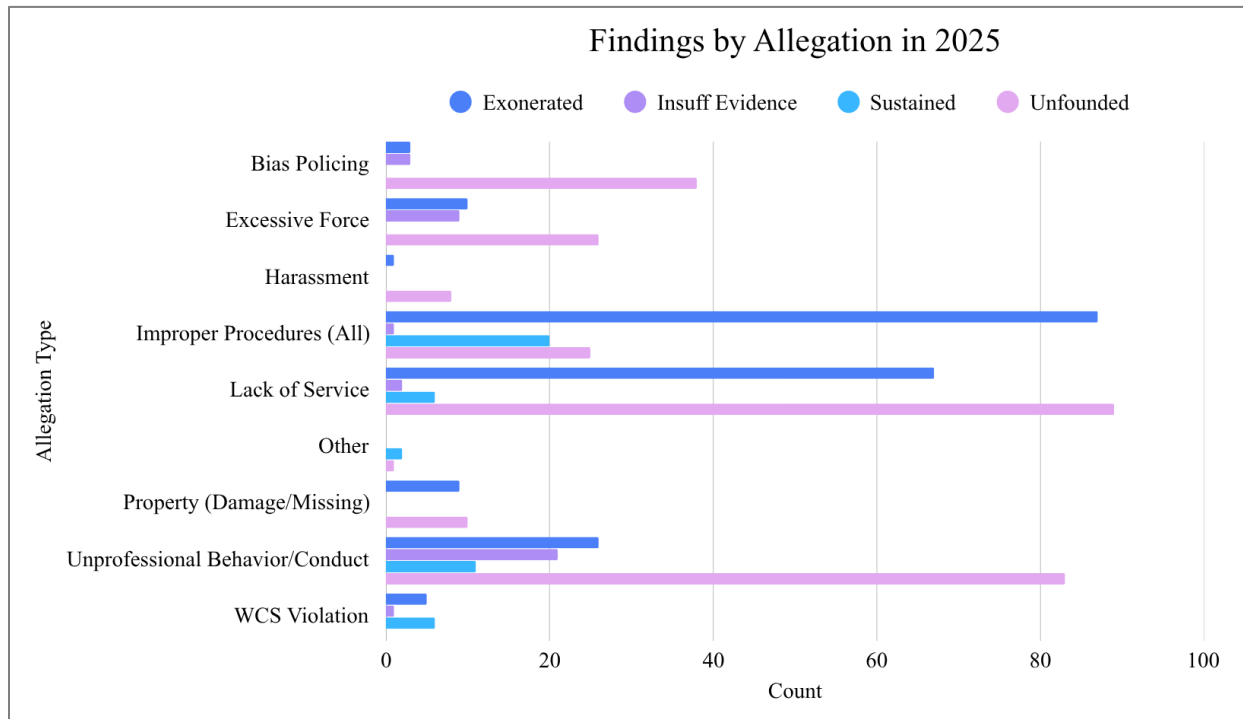
OPS received 268 complaints in 2025, down from 309 in 2024. The reduction in complaint intakes is spread evenly across complaint types, as shown below. A notable exception is reported allegations of Wearable Camera System (“WCS”) policy violations, which dropped by 90%. A likely cause of the reduction in complaints related to the WCS policy to nearly 0 is CDP members’ increasing familiarity with the camera systems and their operation, and the policies surrounding their use.



*** The above chart only reflects cases the OPS received a complaint for in 2024 or 2025. Some of these complaints are still pending disposition by the CPRB.

IV. Disposition of Complaints

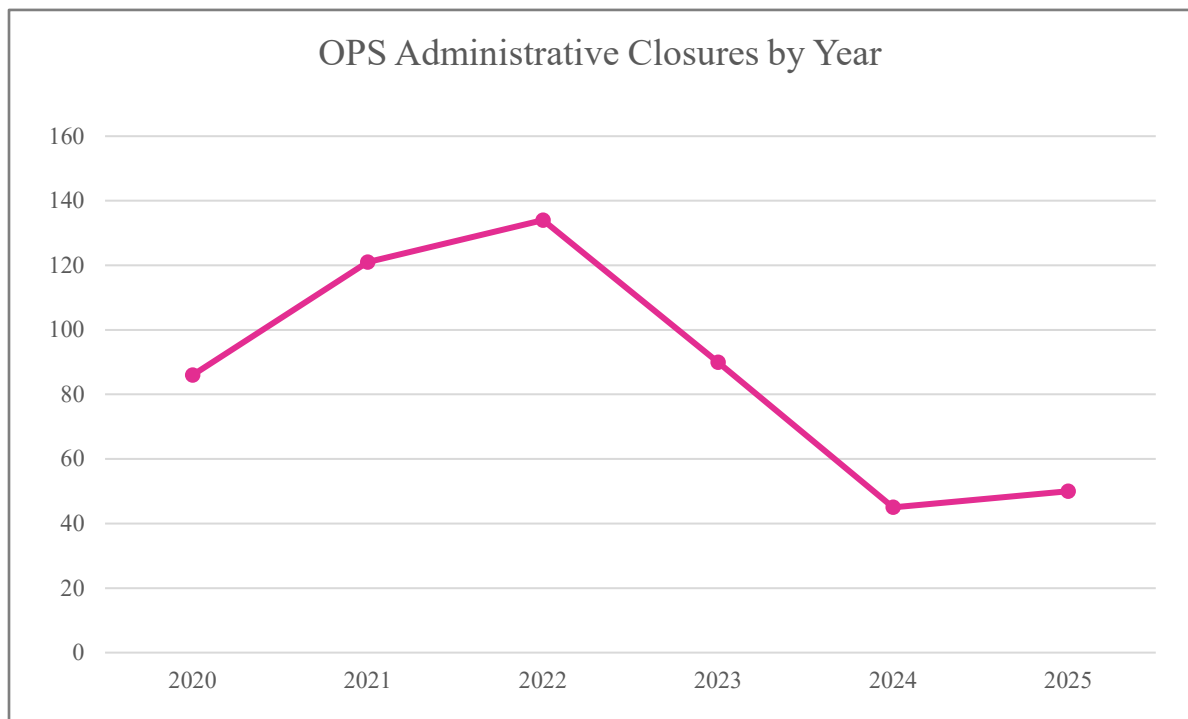
CPRB heard 247 complaints in 2025, which represents an increase from the 220 cases heard in 2024. The board sustained 45 allegations and did not sustain 525 allegations. A breakdown of the Board’s findings by Allegation is as follows:



*** The above chart reflects the CPRB’s decisions on cases that spanned multiple years of complaint intake. For example, CPRB heard cases in 2025 that originated from years, 2022 – 2025.

V. Administrative Closures

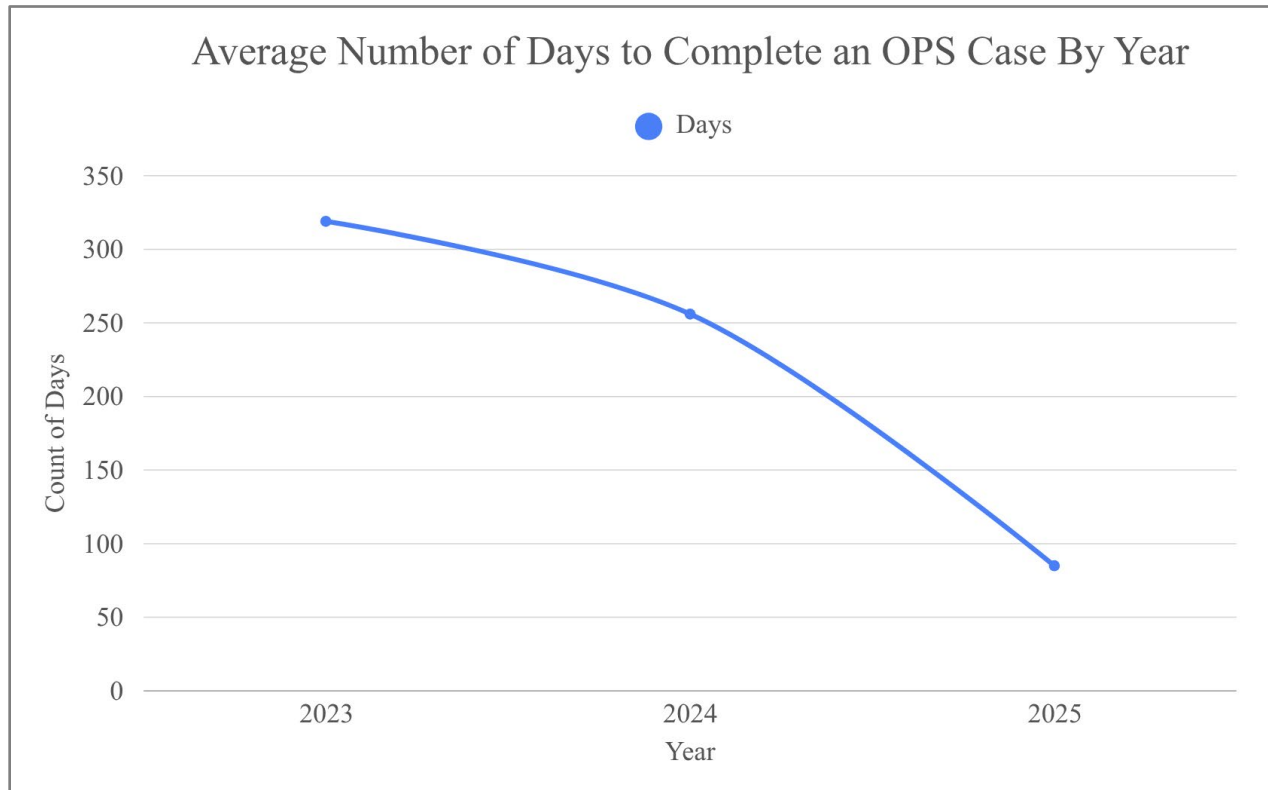
OPS Administratively Dismissed 50 complaints in 2025. Six Administratively Dismissed complaints were due to OPS's inability to identify a CDP member associated with the complaint. The remaining 44 complaints were administratively dismissed because OPS determined that the CPD member in question was separated from CDP prior to or during the investigation.



VI. Average Length of Investigations

OPS completed 316 investigations in 2025, a sharp increase from 2024 when 147 investigations were completed. The productivity of OPS's investigators reduced the OPS case backlog from 313 to 265 over the course of 2025.

OPS defines the length of an investigation as the time from which the complaint is assigned to an investigator to the time when the investigation file is finalized for presentation to the Board. This metric does not contemplate the time between when an intake is received by OPS and its assignment to an investigator. The point at which a complaint is designated as "standard" or "complex," which dictates the target completion timeline for the investigation, is upon its assignment to the investigator, which is why OPS measures the timeframe of investigations in this manner. The average time of completion for investigations that OPS completed in 2025 was 85 days. This represents a significant improvement from previous years, as indicated by the graph below:



While OPS has enacted several measures to streamline its investigations and other processes, this number also reflects the continued reduction of OPS's backlog of cases to investigate.

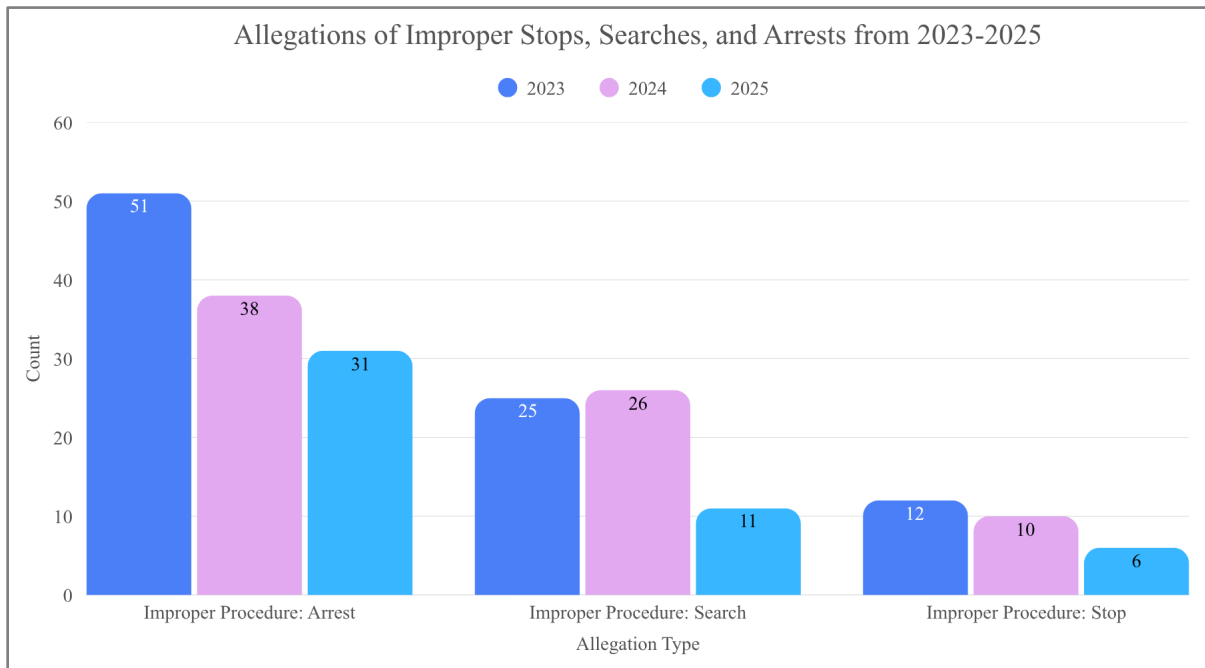
VII. Biased Policing

OPS received 25 complaints that included allegations of biased policing in 2025, down from 32 in 2024. This represents a 21.9% decrease, which outpaced the overall decline in complaints received by 13.3%.

Of those 25 complaints, 1 complaint included an allegation that a CDP member used a slur based on an individual's demographic category, and 1 complaint included an allegation that a CDP member conducted an investigatory stop or arrest based on an individual's demographic category.

VIII. Unlawful Stops, Searches, and Arrests

OPS received 31 allegations of Improper Arrest, 11 allegations of Improper Search, and 6 allegations of Improper Stop in 2025. While this is too small of a sample size to conclusively determine a change in rate of incidence or trends in complaint submission, there is a notable year-over-year decrease in the number of complaints including allegations of Improper Arrest, Stop, or Search, as demonstrated in the chart below:



IX. Excessive Use of Force

OPS received 17 complaints including allegations of excessive use of force in 2023, 15 in 2024, and 11 in 2025. Of those 43 allegations, 14 had not been heard by the CPRB as of the end of 2025. CPRB Sustained 1 allegation of excessive use of force received in 2023, 1 allegation received in 2024, and 0 allegations received in 2025. The others were either administratively dismissed (8/43), not sustained by CPRB, or have not yet been heard by CPRB. A summary of this information is provided on the table below:

CPRB EXCESSIVE FORCE DISPOSITIONS BY COMPLAINT INTAKE YEAR

	Sustained	Not Sustained	Administratively Dismissed	Not Yet Heard
2023 Complaints	1	13	3	0
2024 Complaints	1	3	1	10
2025 Complaints	0	0	4	6
TOTAL	2	16	8	16

** Each complaint may contain multiple allegations

The complaint intake numbers reflect a 27% reduction in excessive use of force complaints from 2024 to 2025, which roughly doubles the rate at which complaints fell overall (13%). There is a clear trend that the number of excessive uses of force complaints is dropping steadily year-over-year during the timeframe contemplated in this report; however, given that excessive use of force complaints make up such a small percentage of overall complaints received, it is challenging to draw any inferences on the relationship of this trend to policy changes or any one particular dynamic.

Complaints in which use of excessive force is alleged, by their nature, take longer for OPS to process and investigate. Almost all excessive use of force complaints is forwarded by OPS to Internal Affairs because of the criminal nature of the allegation. Once Internal Affairs has investigated the complaint, OPS prepares its own report, using a broader standard for both misconduct (administrative misconduct based on violations of CDP policy, rather than a violation of criminal law) and evidence (A preponderance of evidence of policy violation, rather than the “proof beyond a reasonable doubt” required for criminal conviction).

X. Policy Recommendations

In December 2025, CPRB issued two Policy Recommendation Memos for consideration by the Community Police Commission (“CPC”).

The first request encouraged the CPC to consider updates to CDP policy to adopt “AI”-powered translation technology, as the technology is rapidly maturing and could facilitate communication in circumstances where a live translator cannot be accessed.

The second request, which originated from a recommendation from OPS, asked CPC to consider an update to CDP’s Detective Manual that would encourage or require Detectives to make scheduled contacts with family members of homicide victims. CPRB reported in

this memo that, based on both formal complaints and other community engagements, they are concerned about a pattern of homicide investigators failing to provide consistent updates to survivors concerning the status of investigations. There is currently nothing in the Detective Manual that would require this, and CPRB asked CPC to consider a policy that would address this without being overly burdensome to Detectives.

XI. Performance Measures

The primary focus of OPS has been reducing its backlog of cases pending investigation. OPS calculates that the backlog will be reduced to zero by June 2028.

This calculation is affected by two major factors: OPS's productivity and the rate at which complaints are received. While productivity is an internal factor that OPS can control, complaint frequency is purely external and can fluctuate for any number of causes (for example, a news story about OPS could cause a spike in complaints).

Fewer cases waiting in a queue means that OPS will be able to more quickly respond to new complaints. The ability to reduce the time between when a complaint is made to OPS and a decision rendered by CPRB will not only improve Complainant satisfaction but also make CPRB and OPS's disciplinary decisions and policy recommendations more impactful.

APPENDIX A:

2023 Data

- Number of Complaints received: 296
- Disposition of Complaints heard by CPRB in 2023 by allegation (allegations spanned multiple years of intake)
 - Total: Sustained 210 of 814 Allegations (26%)
 - Biased Policing: Sustained 0 of 28 Allegations
 - Excessive Force: Sustained 6 out of 39 Allegations (15.4%)
 - Failure to De-escalate: Sustained 2 out of 2 Allegations
 - Harassment: Sustained 1 out of 15 Allegations (6.7%)
 - Improper Procedure: Sustained 60 out of 173 Allegations (34.7%)
 - Lack of Service: Sustained 53 out of 206 Allegations (25.7%)
 - Other: Sustained 2 out of 2 Allegations
 - Property-related: Sustained 2 out of 13 Allegations (15.4%)
 - Unprofessional Conduct: Sustained 38 out of 180 Allegations (21.1%)
 - WCS Violations: Sustained 46 out of 53 Allegations (86.8%)
- Administrative Dismissals (cases spanned multiple years of intake): 81
- Average Length of Complaint Investigation for cases closed by OPS in 2023: 319 Days
- Number of Biased Policing allegations received by OPS during 2023: 42
- Number of Unlawful Stops, Searches, or Arrests allegations received by OPS during 2023:
 - Investigatory Stop: 12
 - Search: 25
 - Arrest: 51
- Number of Excessive Use of Force allegations received by OPS during 2023: 52

APPENDIX B:

2024 Data

- Number of Complaints received: 311
- Disposition of Complaints heard by CPRB in 2024 by allegation (allegations spanned multiple years of intake)
 - Total: Sustained 54 of 309 Allegations (17.5%)
 - Biased Policing: Sustained 0 of 12 Allegations
 - Excessive Force: Sustained 0 out of 8 Allegations
 - Harassment: Sustained 0 out of 4 Allegations
 - Improper Procedure: Sustained 7 out of 45 Allegations (24.8%)
 - Lack of Service: Sustained 26 out of 105 Allegations (24.8%)
 - Other: 0 Allegations
 - Property-related: Sustained 0 out of 22 Allegations
 - Unprofessional Conduct: Sustained 13 out of 99 Allegations (13.1%)
 - WCS Violations: Sustained 8 out of 14 Allegations (57.1%)
- Administrative Dismissals (cases spanned multiple years of intake): 90
- Average Length of Complaint Investigation for cases closed by OPS in 2024: 256 Days
- Number of Biased Policing allegations received by OPS during 2024: 32
- Number of Unlawful Stops, Searches, or Arrests allegations received by OPS during 2024:
 - Investigatory Stop: 10
 - Search: 26
 - Arrest: 38
- Number of Excessive Use of Force allegations received by OPS during 2024: 24