

# CONNECTICUT STATE POLICE



## 2017

### Internal Affairs Annual Report

*Submitted by the Bureau of Professional Standards and Compliance  
April 2018*



STATE OF CONNECTICUT  
DEPARTMENT OF EMERGENCY SERVICES AND PUBLIC PROTECTION  
DIVISION OF STATE POLICE  
BUREAU OF PROFESSIONAL STANDARDS AND COMPLIANCE



## 2017 Annual Report

### **Internal Affairs Unit Report**

The Connecticut Department of Emergency Services and Public Protection (DESPP) is the state's primary Executive Branch agency for law enforcement and public safety. As of December 31, 2017, DESPP was comprised of one thousand six hundred sixty-five (1,665) employees, including nine hundred seventy-eight (978) sworn members, four hundred eighty (480) full-time civilian members, and two hundred seven (207) part-time civilian members. DESPP consists of six divisions. They are:

- 1) Division of State Police (CSP), the state's largest law enforcement agency;
- 2) Division of Scientific Services (DSS), also known as the State Forensic Laboratory;
- 3) Division of Emergency Management & Homeland Security (DEMHS);
- 4) Division of Police Officer Standards & Training Council (POST);
- 5) Division of Fire Prevention & Control/Connecticut Fire Academy; and
- 6) Division of the Office of Statewide Emergency Telecommunications (DSET).

Due to the unique and varied nature of the agency, the Internal Affairs Unit (IA) within the Bureau of Professional Standards and Compliance is responsible for the receipt, categorization, and tracking of all complaints concerning misconduct by any of the department's employees including volunteers, interns and auxiliary troopers. The Internal Affairs Unit investigated both criminal and non-criminal complaints implicating sworn personnel as well as criminal complaints against civilian staff. Per department policy, the Labor Relations Unit investigates complaints specifically alleging non-criminal misconduct by civilian employees. Where it is determined that an employee is culpable, IA forwards the investigative file to the Labor Relations Unit for review to determine discipline. In sum, the Internal Affairs Unit is the standard flag bearer in protecting the integrity of the agency by means of its impartial and thorough investigations.

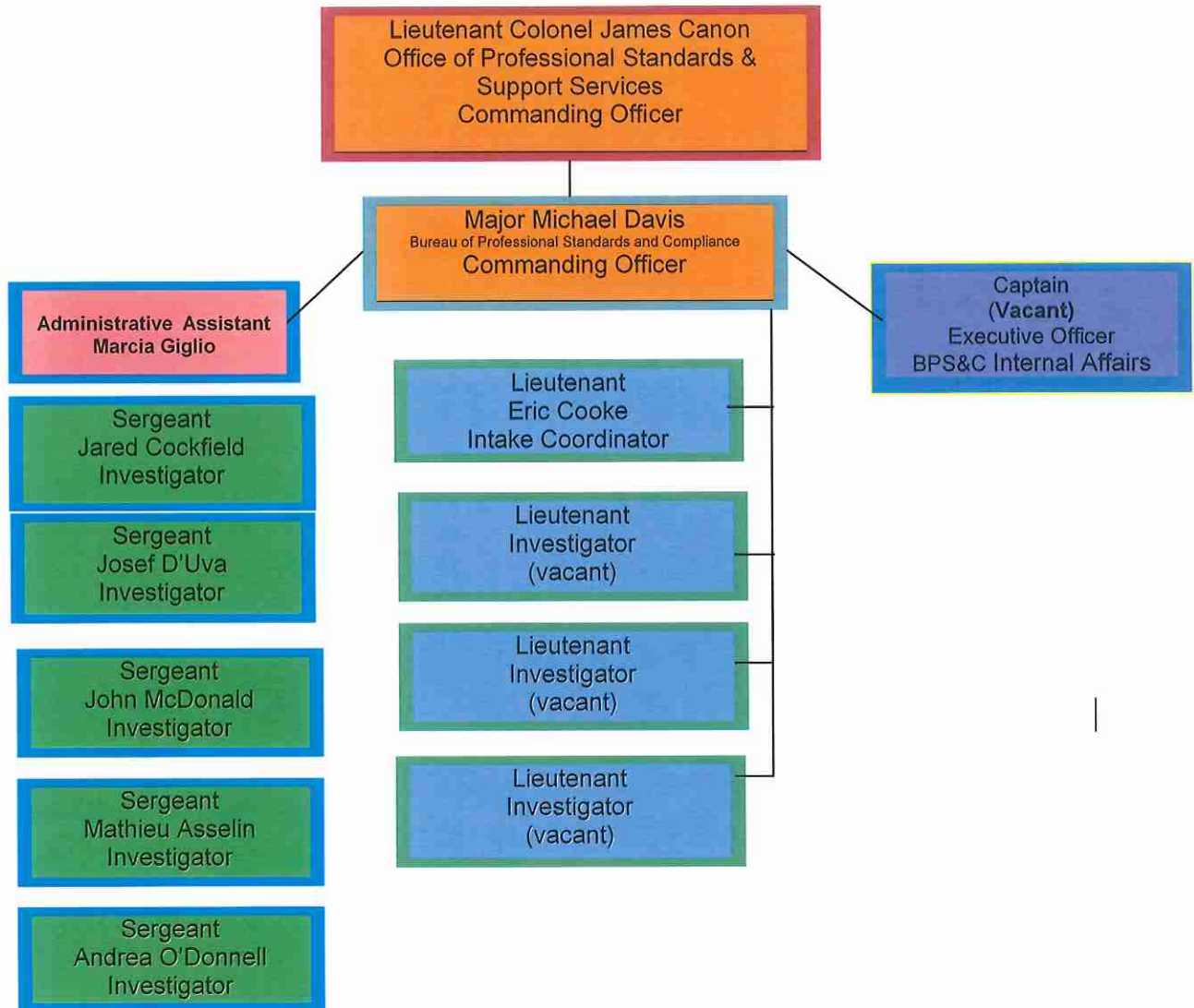
Lieutenant Colonel James Canon is currently the Commanding Officer of the Office of Professional Standards and Support Services. Major Michael Davis is currently the Commanding Officer of the Bureau of Professional Standards & Compliance. Pursuant to the "New York Report", and as provided in the agency's A&O Manual a lieutenant colonel heads the office, reports operationally to the colonel, and regularly briefs the DESPP commissioner. The organizational chart for the Internal Affairs Unit follows immediately.



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The Internal Affairs Unit strives to provide the best service possible. IA accomplishes this through detailed investigations incorporating and respecting the importance of due process, constitutional protections, and employee rights as provided through collective bargaining. The public image and integrity of DESPP depends upon it. The Internal Affairs Unit responds to all allegations of misconduct and conducts thorough, thoughtful, and impartial investigations based on objective and quantifiable facts. In addition to the responsibility of verifying and documenting allegations when warranted, the Internal Affairs Unit is also responsible for the protection of employees from false allegations, a charge that all of the members of the unit take seriously. The Internal Affairs Unit prides itself on its contributions to the agency and our field, holding ourselves to the highest professional standards, policing ourselves to ensure all staff's conduct is exemplary both on and off duty.



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In addition to the investigation of allegations of employee misconduct, the Internal Affairs Unit conducts investigations at the request of local authorities including constables or/police officers under the supervision of CSP's Resident State Trooper program.

Feedback from the public is essential to our success and the public's satisfaction. The Internal Affairs Unit maintains a web-based email system affording the public opportunity to convey their concerns, complaints, and compliments about members of the workforce online at <http://www.ct.gov/despp>, and to inquire about department operations and offer their opinions and suggestions. The unit's Intake Coordinator has direct and immediate access to these emails, and can respond remotely to emergencies and any other situations in need of immediate attention.

The Office of Professional Standards also operates a complaint hotline at 877-746-1922 as another means by which the public can convey its concerns.

### **Complaint Classifications:**

The Department of Emergency Services and Public Protection assigns its internal administrative investigations to one of three categories: (1) *Complaint (C#)*; (2) *Administrative Inquiry (AI)*; and (3) *Internal Affairs Investigation (IA)*.

The Internal Affairs Unit handles two other types of administrative contacts. They are: (1) *Miscellaneous Inquiries (M#)* and (2) *Commendations/Praise (P#)*.

It is possible that the focus of an initial contact changes over time, in which case the investigation can be escalated to a higher classification.

#### (1) COMPLAINT (C#)

The initial category assigned to an internal investigation is determined by the apparent circumstances of the complaint and is tracked by its Complaint Number (C#). Complaints of a less serious nature that do not rise to the level of an AI or IA usually remain at the "C#" level subject to the determination of the commanding officer of Internal Affairs.

#### (2) ADMINISTRATIVE INQUIRY (AI)

An Administrative Inquiry (AI) is a complaint that, if sustained, would result in no more than the first level of discipline permitted, which is a Letter of Reprimand.

#### (3) INTERNAL AFFAIRS INVESTIGATIONS (IA)

An Internal Affairs Investigation is a complaint that, if sustained, could result in more severe discipline, up to and including termination. The underlying incident may



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involve conduct, which if proven, could result in the filing of one or more criminal charges. Examples of these incidents include the improper discharge of a firearm, bias allegations, sexual harassment claims, civil rights violations, and employee actions that result in death or serious physical injury.

As noted above, the unit addresses two other types of administrative contacts; Miscellaneous Inquiries (M#) and Commendations or Praise (P#).

(A) MISCELLANEOUS INQUIRIES (M#)

Miscellaneous Inquiries encompass a variety of lesser concerns not otherwise suitable for treatment within the IA, AI, C# or P# classifications. The Unit documents Miscellaneous Inquiries with an M tracking number. Examples of Miscellaneous Inquiries include complaints unrelated to DESPP that are in turn forwarded to an outside agency, or an inquiry that requires referral to a different unit within the agency.

The miscellaneous designation is also used in instances where a complaint does not fall into any of the three complaint classifications, and in instances where certain minor policy violations are discovered in the course of an IA, AI, or C# investigation. Any minor policy violations discovered in the course of a Miscellaneous Inquiry are conveyed by the Internal Affairs Unit to the employee's commanding officer (CO) for appropriate corrective action, typically in the form of coaching, verbal or written counseling (POR), or a request for further investigation as determined by the employee's CO. In all instances, the employee's CO is required to convey in writing or by email, to the IA intake coordinator the corrective action taken. In turn, the intake coordinator shall document the action(s) taken in the IA M# file.

(B) COMMENDATION/PRAISE (P#)

Commendations and Praise are the contacts that the Internal Affairs Unit receives concerning exemplary behavior or service displayed by a sworn or civilian employee.

ANALYSIS, 2017 DATA

During the 2017 calendar year, the Internal Affairs Unit received 149 complaints concerning both sworn and civilian DESPP personnel and constables/police officers under the supervision of the Resident State Trooper program. Of these complaints, IA determined 76 constituted serious allegations of misconduct and were designated as Internal Affairs Investigations or Administrative Inquiries. The remaining 73 complaints were less serious in nature and as such, were investigated as Complaint Investigations (C#s).



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Of the 76 internal investigations conducted, the Internal Affairs Unit classified 67 as Internal Affairs (IA) cases and 9 classified as Administrative Inquiries (AI). The 76 investigations reflect an increase from 54 investigations in 2016, a 41% increase.

**Dispositions:** Of the 76 serious investigations, both IA and AI, in 2017, 49 cases resulted in disciplinary charges sustained and 16 cases not sustained. The remaining 11 cases are still open and under investigation when this report was prepared.

Of particular note, the number of complaints concerning “Rules and Regulations” increased by 18 (53 percent), from 34 in 2016 to 52 in 2017. The alleged Rules and Regulations violations are generally minor in nature and include demeanor, report writing, unintentional taser discharges, and/or lost or missing department property.

The numbers of complaints received in 2017 in all other classifications are similar to the numbers reported in 2016. See the tables below for details.

There were 105 “Commendations” received in 2017 compared to 137 received in 2016, representing a 23 percent decrease in the number in “Commendations” received.

The Internal Affairs Unit takes every opportunity to be aggressive in educating agency personnel through annual in-service training, newly promoted Sergeant training, as well as new recruit training. Additionally, the Internal Affairs Unit also promotes policies that are transparent, clear, and unambiguous. In the rare instance that certain rules of conduct may be unclear or ambiguous, the Internal Affairs Unit provides recommendations through the chain of command to remedy this by offering language for the agency’s A&O manual that are clear and concise, and consistent with industry best practices.

The nature of the Internal Affairs Unit investigations for 2017 is as follows:

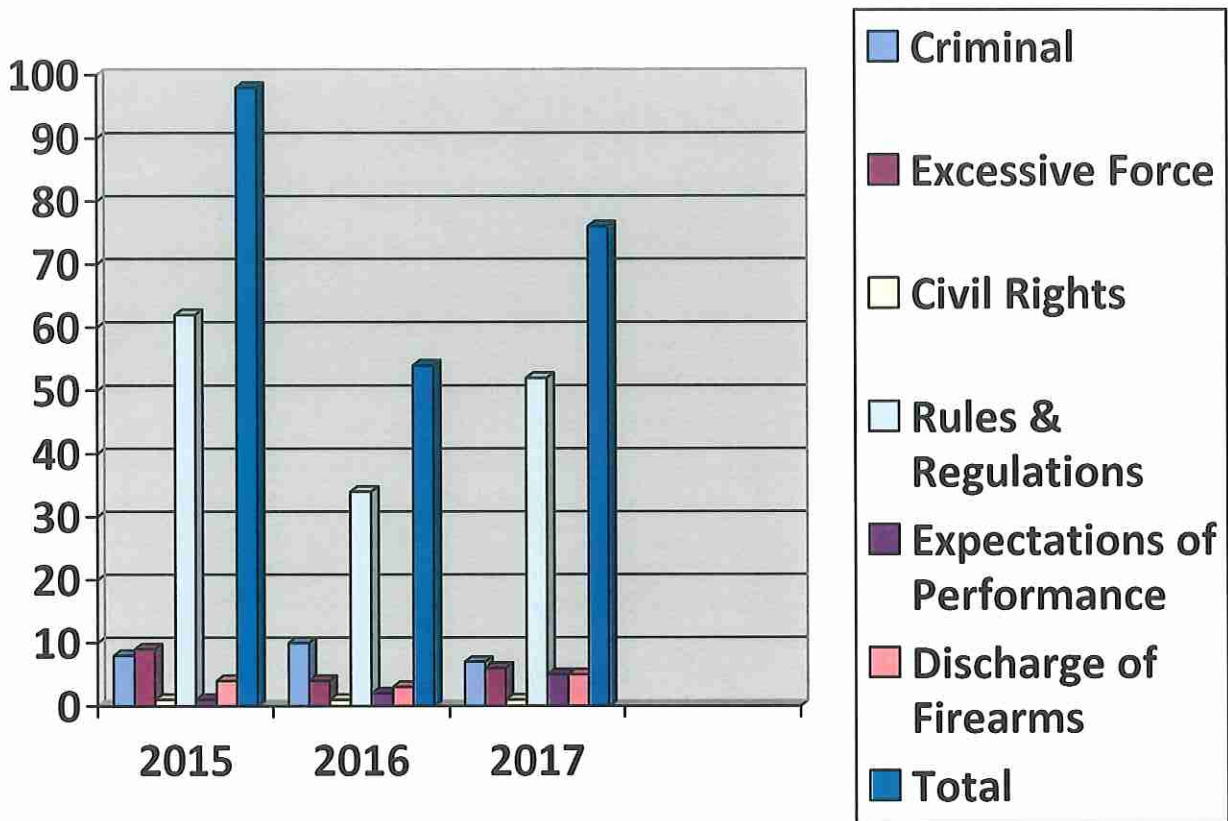
	2015	2016	2017
Criminal	8	10	7
Excessive Force	9	4	6
Civil Rights	1	1	1
Rules & Regulations	62	34	52
Expectations of Performance	1	2	5
Discharge of Firearms	4	3	5
Total	85	54	76



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	2015 Cases			2016 Cases			2017 Cases		
	Total	Sustained	Open	Total	Sustained	Open	Total	Sustained	Open
IA	66	40	1	47	28	3	67	40	11
AI	19	14	0	7	7	1	9	9	0
C#	110	29	0	87	24	1	73	16	3

### Summary and Conclusions

In total, the Internal Affairs Unit received and processed a combined total of 595 complaints, miscellaneous inquiries, and commendations from the public. The breakdown by category is as follows:

2016

141 Complaint investigations  
137 Commendations  
317 Miscellaneous Inquiries

2017

149 Complaint investigations  
105 Commendations  
255 Miscellaneous Inquiries

Of the 149 Complaint investigations, the Unit classified 76 as IA or AI; the remaining 73 are generally less serious in nature and as such, do not require the same inquiry as do IA or AI investigations. The employee's CO usually investigates these lesser



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incidents, affording the CO opportunity to take remedial measures and arrange for retraining or coaching more quickly. As noted above, there was a slight increase in the total number of Complaints in the past year as well as in the more serious IA/AI investigations. Although there were less “commendations” received in 2017 in comparison to the number received in 2016, the 105 “commendations” received is a testament to the excellent work our agency personnel do on a daily basis.

**-END-**