



# **2018-2019 SUMMARY OF INTERNAL AFFAIRS INVESTIGATIONS REPORT**

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## INTRODUCTION

The purpose of this report is to establish a protocol whereby alleged employee misconduct or complaints against employees of UH Mānoa Department of Public Safety (DPS) can be investigated with fairness and objectivity. This report documents the receipt of complaints, and outlines the process for disseminating information regarding complaints to the UH Mānoa community and DPS employees. This report is available to the public on the DPS website.

## CALEA STANDARD

**CALEA 25.1 and 25.2:** The campus security agency compiles a documented annual analysis of grievances which includes a review of the policies, practices and procedures utilized to support the grievance process.

## DATA AND OTHER OBSERVATIONS

The table below shows internal affairs and complaint statistics for reports that were received during calendar years 2018 and 2019. A review of the reported incidents revealed no trends; training and officer discipline were used as corrective action.

| Type of Complaint             | Outcome                                  | Number of Complaints (Calendar Year) |          |
|-------------------------------|--|--------------------------------------|----------|
|                               |  | 2018                                 | 2019     |
| External / Citizen Complaints | Sustained                                | 0                                    | 1        |
|                               | Not sustained                            | 0                                    | 0        |
|                               | Unfounded                                | 1                                    | 2        |
|                               | Exonerated                               | 0                                    | 0        |
|                               | <b>Total external/citizen complaints</b> | <b>1</b>                             | <b>3</b> |
| Internal Complaints           | Sustained                                | 1                                    | 1        |
|                               | Not sustained                            | 0                                    | 0        |
|                               | Unfounded                                | 0                                    | 0        |
|                               | Exonerated                               | 0                                    | 0        |
|                               | <b>Total internal complaints</b>         | <b>1</b>                             | <b>1</b> |

## POLICY REVIEW

The Internal Affairs written directive is reviewed annually by the DPS Captain, Deputy Chief, and Chief to identify any trends, and determine whether or not any changes pertaining to training and/or written directives are necessary. Any changes made to training or written directives will be included in the *Recommendations* section of this Summary of Internal Affairs Investigations Report.

## **TRAINING REVIEW**

Training was conducted regarding proper officer behavior and de-escalation techniques, as well as proper use of patrol vehicles. Ethics training for all staff is ongoing and is conducted on an annual basis.

## **ANALYSIS**

During calendar years 2018-2019, the review of internal affairs investigations and complaints generated by the community revealed no patterns of improper conduct or significant policy violations. However, one policy violation issue resulted in a change to a policy which will allow officers to respond to emergencies in a safer and more timely manner. We believe that this particular policy clarification has, and will continue to, decrease the number of complaints and internal affairs investigations.

## **CONCLUSION**

The review of internal affairs investigations and complaints revealed no trends of improper conduct or significant policy violations. One policy change was made to ensure safe and timely emergency response, and it is believed that this policy change will result in fewer future complaints. DPS encourages department employees and the UH Mānoa community to reach out should they have any complaints or concerns relating to DPS employee misconduct.

## **RECOMMENDATIONS**

Based on our internal affairs review, DPS has identified several recommendations for ensuring an effective investigation and review process. First, it is important to evaluate our entire internal affairs written directive to break out minor complaints and ensure continued compliance with division and CALEA standards. If trends are identified, the department can use that information to continue improving policies and procedures. In addition, the implementation of a newer, more user-friendly Computer-Aided Dispatch and Report Management System (CAD/RMS) in 2020 will help in documenting, tracking and securing complaints in one place.