



# 2023 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 year 2023. Two records of external complaints were found in the CAD RMS and an additional report was recorded using the Mānoa DPS Report a Crime feature on the website. Two complaints were unfounded and one incident warranted further review. Upon review the complaint was not sustained meaning that the circumstances proved that the claims had no merit. The incidents revealed no trends and these complaint topic areas were referenced as training tools when appropriate.

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

DPS officers and staff participated in excellent training opportunities and have realigned the department with internal training policy. The department invested in its Field Training and Evaluation Program by offering sessions to new and existing training officers to ensure future consistency. In addition to required annual training, we offered sessions in advanced business writing, identifying and responding to stalking, dating violence response and interviewing and investigation skills to help increase the professionalism of our officers.

## **ANALYSIS**

During calendar year 2023, the review of internal affairs investigations and complaints generated by the community revealed no patterns of improper conduct or significant policy violations.

## **CONCLUSION**

The review of internal affairs investigations and complaints revealed no trends of improper conduct or significant policy violations. DPS encourages department employees and the UH Mānoa community to reach out should they have any complaints or concerns relating to DPS employee misconduct. They can call us directly at 956-6911 or submit a public feedback form located at <https://manoa.hawaii.edu/dps/public-feedback/>.

## **RECOMMENDATIONS**

Following the internal review it is recommended that DPS continue to review all internal policies and procedures to ensure up to date expectations that align with the mission and operations of the department. DPS filled a couple of key vacancies in 2023 that will aid in this process to include a Professional Standards Manager whose focus is policy and accreditation.

These foundational aspects guide departmental action and are imperative to successful operations. This in concert with increasing performance standards and a heightened expectation for community engagement will continue to foster positive relations within the community and limit possible complaints against officers or the department.