



# Summary of Internal Affairs Investigations

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2024

*UH Mānoa Department of Public Safety  
Prepared by: Michelle Myrie, Interim Deputy Chief  
February 2025*

## 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 complaints and internal affairs investigations, which includes a review of the policies, practices, and procedures utilized to support the complaint process.

## DATA AND OTHER OBSERVATIONS

The table below shows internal affairs and complaint statistics for reports that were received during calendar year 2024. Four citizen complaints were received. All complaints were reviewed extensively, and a thorough investigation ensued. One complaint was sustained, meaning the investigation confirmed the employee acted improperly, one complaint was not sustained, meaning there was insufficient evidence to prove or disprove the allegation, and two complaints proved to be unfounded, meaning the available evidence does not support the allegation. Of the one internal complaint, after a thorough investigation, the claim was deemed unfounded. A review of the reported incidents revealed no trends. These complaint topic areas were referenced as training tools and opportunities to improve officer conduct where appropriate.

Type of Complaint	Outcome	Number of Complaints
Citizen Complaint	Sustained	1
	Not Sustained	1
	Unfounded	2
	Exonerated	0
	<b>Total Citizen Complaints</b>	4
Internal Complaints	Sustained	0
	Not Sustained	0
	Unfounded	1
	Exonerated	0
	<b>Total Internal Complaints</b>	1

## 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

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In order to ensure DPS officers and staff remain true to the DPS vision and mission, training in various areas is ongoing and improved where appropriate. Specifically, ethics training for all staff is ongoing and is conducted on an annual basis. Preventing Bias Based Public Safety Practices course is a requirement in the DPS Academy and conducted on an annual basis. Along with other annual training, leadership courses are required for all Corporals and Sergeants. Further, there have been several course additions to the DPS Academy, to include scenario training, in an effort to better prepare and equip DPS officers to be professional, manage critical incidents, and promote a more safe and secure campus community.

### ANALYSIS

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During calendar year 2024, the review of internal affairs investigations and complaints generated by the community revealed no patterns of improper conduct or significant policy violations.

### CONCLUSION

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The review of internal affairs investigations and complaints revealed no trends of improper conduct or significant policy violations. DPS staff are reminded of our commitment to excellence, serving our community with aloha, and ensuring that we are providing the best customer service possible.

The implementation of our newer, more user-friendly Computer-Aided Dispatch and Report Management System (CAD/RMS) in 2023, has vastly improved the department's documentation, tracking, and securing complaints in one place for a more effective and efficient approach to internal affairs procedures.

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](#).

### RECOMMENDATIONS

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Based on our internal affairs review, there is a recommendation for the PPO 2.02 Citizen Complaints Against Employees. It is important to evaluate the PPO and the types of complaints to ensure continued compliance with division and CALEA standards. DPS is committed to continually reviewing internal processes to ensure alignment with our mission and vision.

Furthermore, DPS will continue to seek out opportunities to engage with our community and foster positive relationships.