

CONNECTICUT STATE POLICE



2020

Internal Affairs Annual Report

*Submitted by the Bureau of Professional Standards and Compliance
May 2021*



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



Since 1988

2020 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, 2020, DESPP was comprised of one thousand five hundred eight-five (1,585) employees, including nine hundred thirty-six (936) sworn members, four hundred forty-three (443) full-time civilian members, and two hundred and six (206) 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.
- 6) Division 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 investigates 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. In addition to investigations outlined above, the Internal Affairs Unit will conduct Internal Affairs investigations for outside police agencies. This is done only after a formal request is made by the Chief of Police of the outside agency and approval from the Commissioner of DESPP.

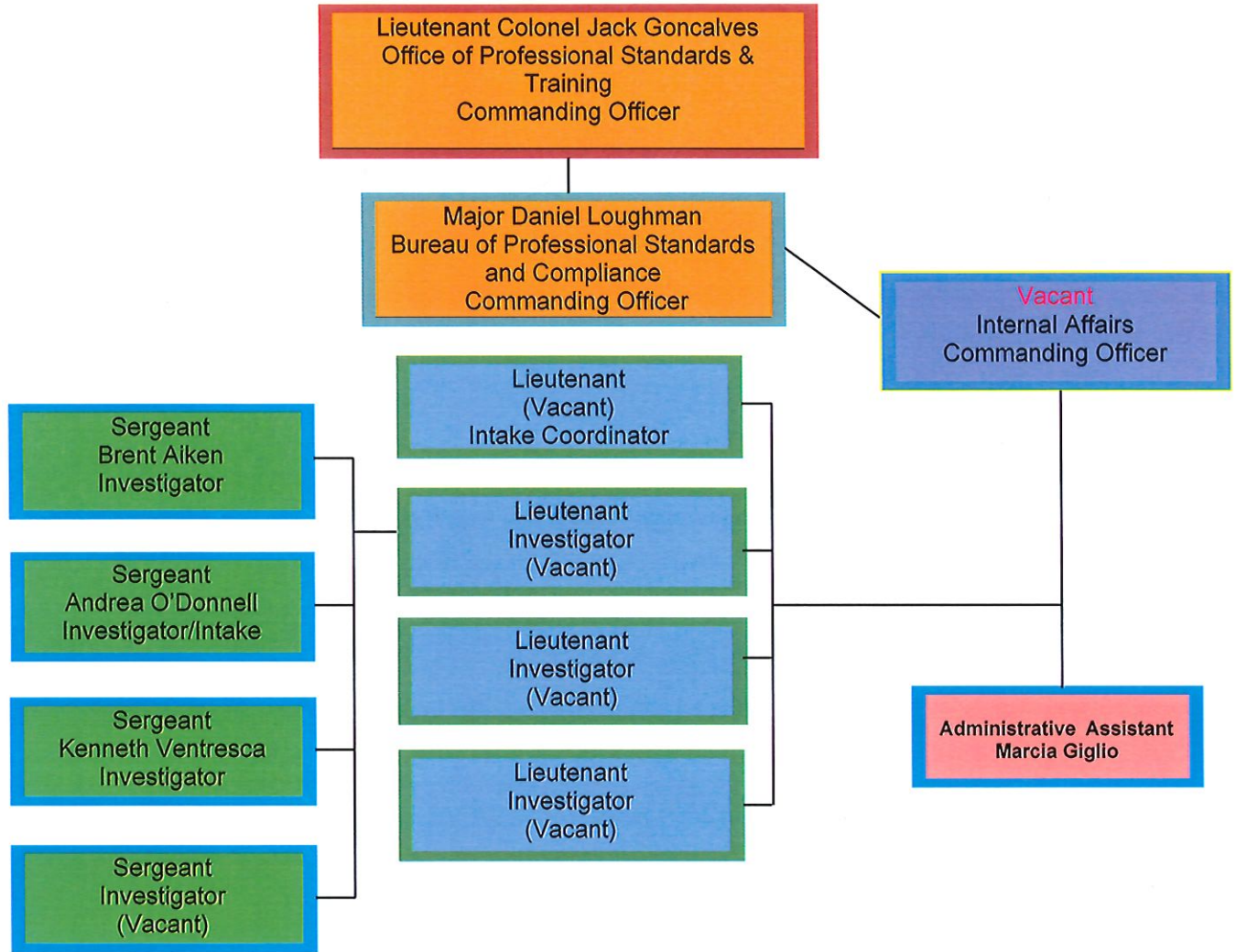
Lieutenant Colonel Jack Goncalves is currently the Commanding Officer of the Office of Professional Standards and Training. Major Daniel Loughman is currently the Commanding Officer of the Bureau of Professional Standards and Compliance. As provided in the agency's A&O Manual, a Lieutenant Colonel heads 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 and 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 <https://portal.ct.gov/DESPP/Division-of-State-Police/old/Citizens-Guide-to-Making-Commendations-and-Complaints>, 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.



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(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 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#).

(1) 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.

(2) 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 of 2020 DATA

During the 2020 calendar year, the Internal Affairs Unit received one hundred and two (102) 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 fifty-eight (58) constituted serious allegations of misconduct and were designated as Internal Affairs Investigations or Administrative Inquiries. The remaining forty-four (44) complaints were less serious in nature and as such, were investigated as Complaint Investigations (C#s). The Internal Affairs Unit did not receive any requests from outside police departments to conduct Internal Affairs investigations on their personnel that were approved by the Commissioner of DESPP.



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Of the fifty-eight (58) internal investigations conducted, the Internal Affairs Unit classified fifty-four (54) as Internal Affairs (IA) cases and four (4) as Administrative Inquiries (AI). The fifty-eight (58) investigations reflect an increase from forty-one (41) investigations in 2019, a 29% increase.

Dispositions: Of the fifty-eight (58) serious investigations, both IA and AI, in 2020, thirty-seven (37) cases resulted in disciplinary charges sustained and in six (6) cases the allegations were exonerated or not sustained. The remaining fourteen (14) cases are still open and under investigation when this report was prepared.

Of particular note, the number of complaints classified as “Criminal” decreased from thirteen (13) in 2019 to nine (9) in 2020. The number of complaints concerning “Rules and Regulations” allegations increased from twenty-four (24) in 2019 to forty-five (45) in 2020. It should be noted the forty-five (45) complaints is on par with the three-year (2018-2020) average of forty-three (43). The number of complaints received in 2020 in all other classifications was similar to the numbers reported in 2019. See the tables below for details.

There were one hundred and thirty (130) “Commendations” received in 2020 compared to one hundred and twenty (120) received in 2019.

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 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 IA/AI investigations for 2020 is as follows:

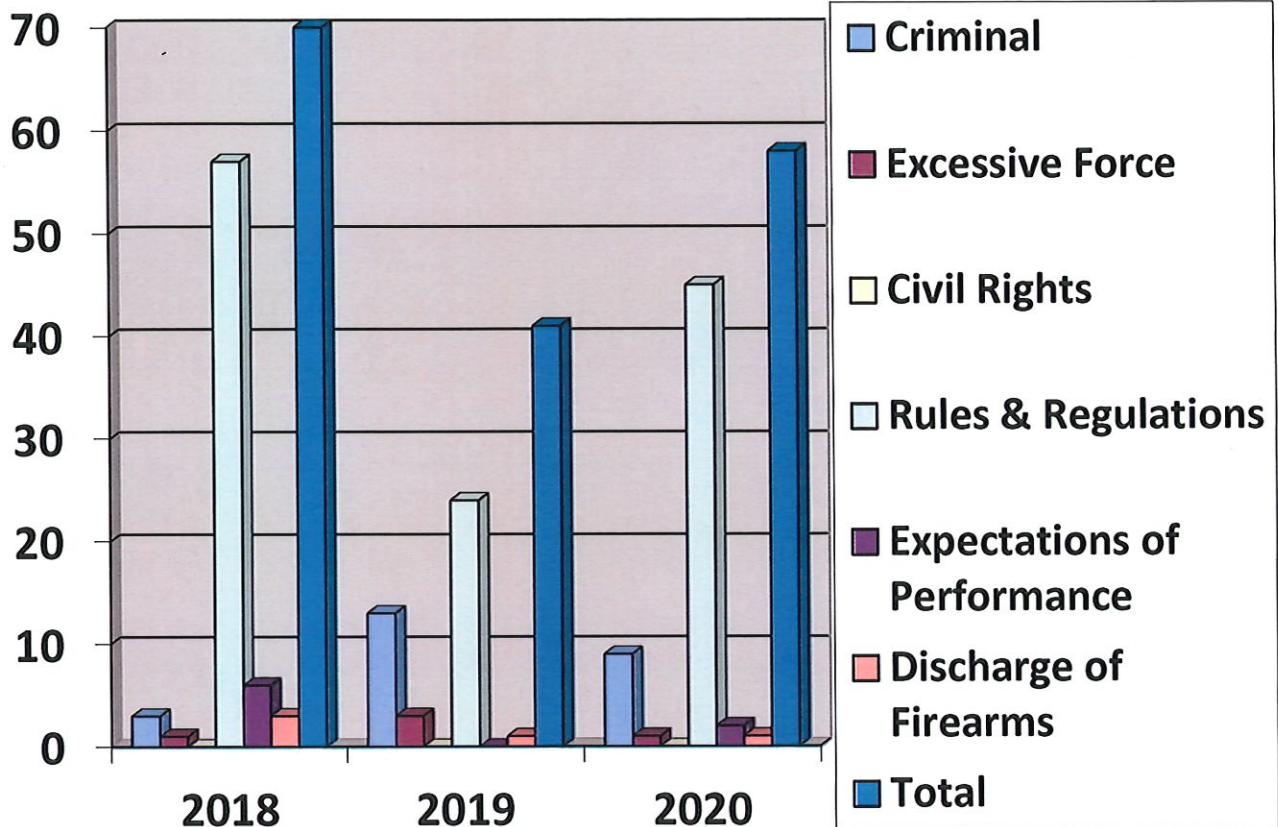
	2018	2019	2020
Criminal	3	13	9
Excessive Force	1	3	1
Civil Rights	0	0	0
Rules & Regulations	57	24	45
Expectations of Performance	6	0	2
Discharge of Firearms	3	1	1
Total	70	41	58



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	2018 Cases			2019 Cases			2020 Cases		
	Total	Sustained	Open	Total	Sustained	Open	Total	Sustained	Open
IA	58	46	0	32	23	0	54	37	14
AI	12	10	0	8	5	0	4	4	0
C#	123	23	0	59	15	0	44	18	1

*Please note that in addition to the one (1) excessive force complaint that was classified and investigated under the IA classification, two (2) excessive force complaints were investigated under the C# classification.



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Summary and Conclusion

In total, the Internal Affairs Unit received and processed a combined total of four hundred and sixty-six (466) complaints, miscellaneous inquiries, and commendations from the public in 2020. The breakdown by category is as follows:

<u>2019</u>	<u>2020</u>
100 Complaint investigations	102 Complaint investigations
120 Commendations	130 Commendations
230 Miscellaneous Inquiries	234 Miscellaneous Inquiries

Of the one hundred and two (102) complaint investigations, the Internal Affairs Unit classified fifty-eight (58) as IA or AI; the remaining forty-four (44) are generally less serious in nature and as such, do not require the same inquiry as do IA or AI investigations. The employee's Commanding Officer usually investigates these lesser incidents, affording the Commanding Officer 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. When the number of IA/AI investigations is compared with data encompassing 2018 through 2020, the fifty-eight (58) investigations are near the three-year average of fifty-six (56). There were also slightly more "Commendations" received in 2020 in comparison to the number received in 2019. The one hundred and thirty (130) "commendations" received is a testament to the excellent work our agency personnel do on a daily basis.

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Approved by:

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Office of Professional Standards &
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Colonel Stavros Mellekas
Commanding Officer
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Commissioner of DESPP