

CONNECTICUT STATE POLICE



2023

Internal Affairs Annual Report

Submitted by the Bureau of Professional Standards and Compliance

August 2024



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



2023 Internal Affairs Unit Annual 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, 2023, DESPP was comprised of one thousand five hundred sixty-seven (1,567) employees, including nine hundred thirty-two (932) sworn members, four hundred seventy (470) full-time civilian members, and one hundred sixty-five (165) part-time civilian members. DESPP consists of six divisions. They are:

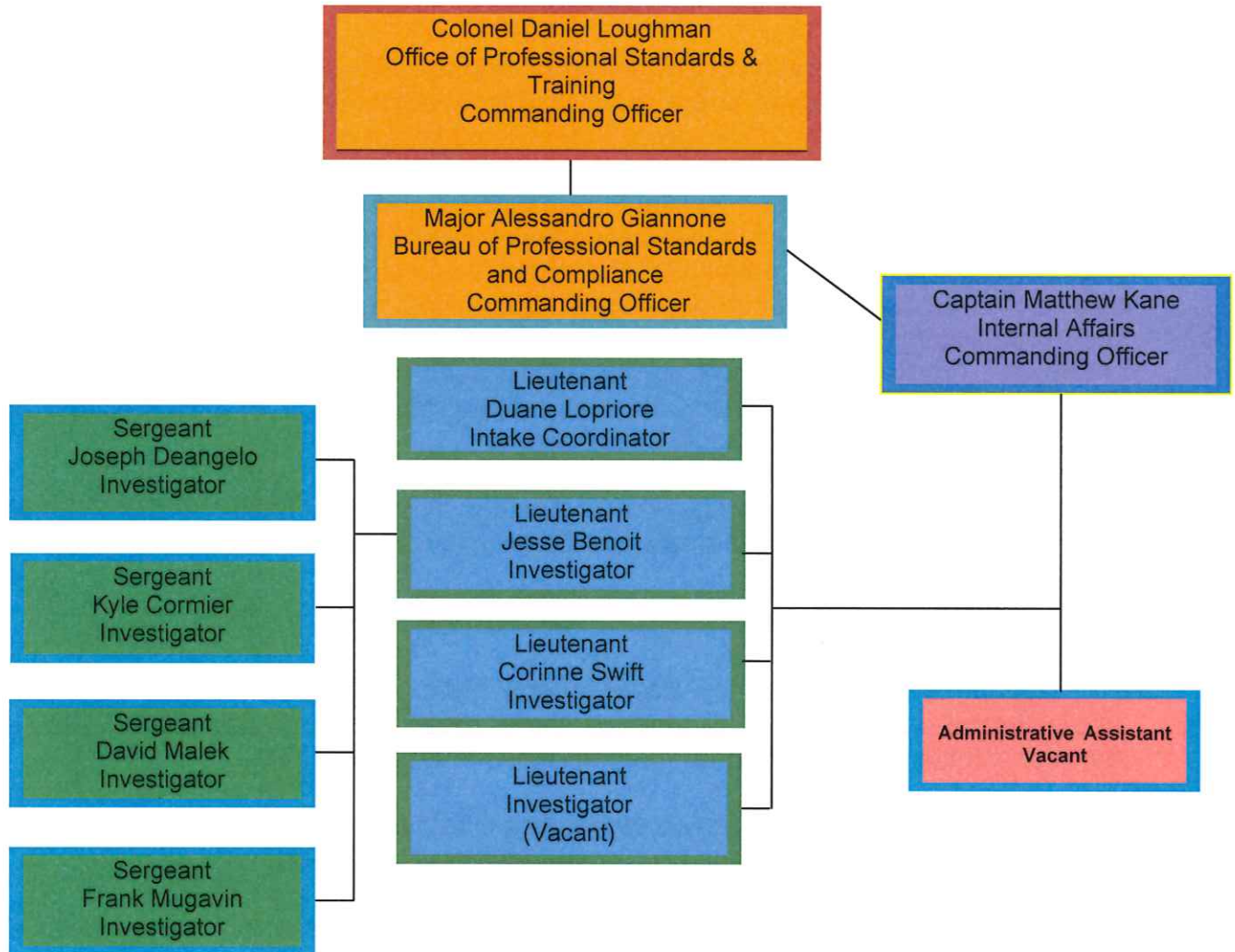
- 1) Division of State Police (CSP), the state's largest law enforcement agency.
- 2) Division of Scientific Services (DSS), also known as the State Forensic Laboratory.
- 3) Division of Emergency Management & Homeland Security (DEMHS).
- 4) Division of Police Officer Standards & Training Council (POST).
- 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.

Major Alessandro Giannone is currently the Commanding Officer of the Bureau of Professional Standards and Compliance. The position of Lieutenant Colonel within the Office of Professional Standards and Training is currently vacant, therefore Colonel Daniel Loughman is currently the Commanding Officer of the Office of Professional Standards and Training. 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.



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



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



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



Since 1988

professional standards and policing ourselves to ensure all staff's conduct is exemplary both on and off duty.

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, and to inquire about department operations and offer their opinions and suggestions at: <https://portal.ct.gov/DESPP/Division-of-State-Police/old/Citizens-Guide-to-Making-Commendations-and-Complaints>. 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.



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



Since 1988

(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.

M# classifications may also be used for instances where a complaint can be reviewed by the Intake Coordinator and/or his/her designee, by way of any audio or video recordings, reports or records and it is determined that the complaint is unfounded, the violation is minor in nature and further inquiry would not produce additional information or it is determined that a formal investigation is not warranted.

(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 2023 DATA

During the 2023 calendar year, the Internal Affairs Unit received one hundred three (103) complaints concerning both sworn and civilian DESPP personnel and constables or police officers under the supervision of the Resident State Trooper program. Of the one-hundred



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



three (103) complaints, thirty (30) of the complaints were reported by citizens outside of the agency. Of the total number of complaints, IA determined eighty-two (82) constituted serious allegations of misconduct and were designated as Internal Affairs Investigations or Administrative Inquiries. The remaining twenty-one (21) 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 in 2023.

Of the eighty-two (82) internal investigations conducted, the Internal Affairs Unit classified seventy-eight (78) as Internal Affairs (IA) cases and four (4) as Administrative Inquiries (AI). The eighty-two (82) investigations reflect an increase of twenty-four (24) investigations compared to 2022.

Dispositions: Of the eighty-two (82) serious investigations, both IA and AI, in 2023, nineteen (19) cases resulted in disciplinary charges sustained and in six (6) cases the allegations were exonerated or not sustained. The remaining fifty-seven (57) cases were still open and under investigation when this report was prepared. Eighty-three (83) of the investigations involved sworn members of CSP, four (4) of the investigations involved constables or/police officers under the supervision of CSP's Resident State Trooper program, and sixteen (16) of the investigations involved civilian employees as a subject of the investigation. It is important to note that in some instances, investigations may have more than one subject.

Of the twenty-one (21) lower-level complaint investigations classified as a "C" number, eleven (11) of the cases were closed with a substantiated finding resulting in the issuance of a Performance Observation Report, counseling, remedial training, or a combination of the three. Eighteen (18) of the investigations involved sworn members of CSP, two (2) of the investigations involved constables or police officers under the supervision of CSP's Resident State Trooper program, and three (3) of the investigations involved civilian employees as a subject of the investigation. It is important to note that in some instances, investigations may have more than one subject.

The number of complaints classified as "Criminal" increased from six (6) in 2022 to eight (8) in 2023. The number of complaints concerning "Rules and Regulations" allegations increased from twenty-six (26) to thirty-five (35) in 2023. The number of complaints received in 2022 in all other classifications was similar to the numbers reported in 2023. See the tables below for details.

There were two hundred thirty-three (233) "Commendations" received in 2023 compared to eighty-nine (89) received in 2022.



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

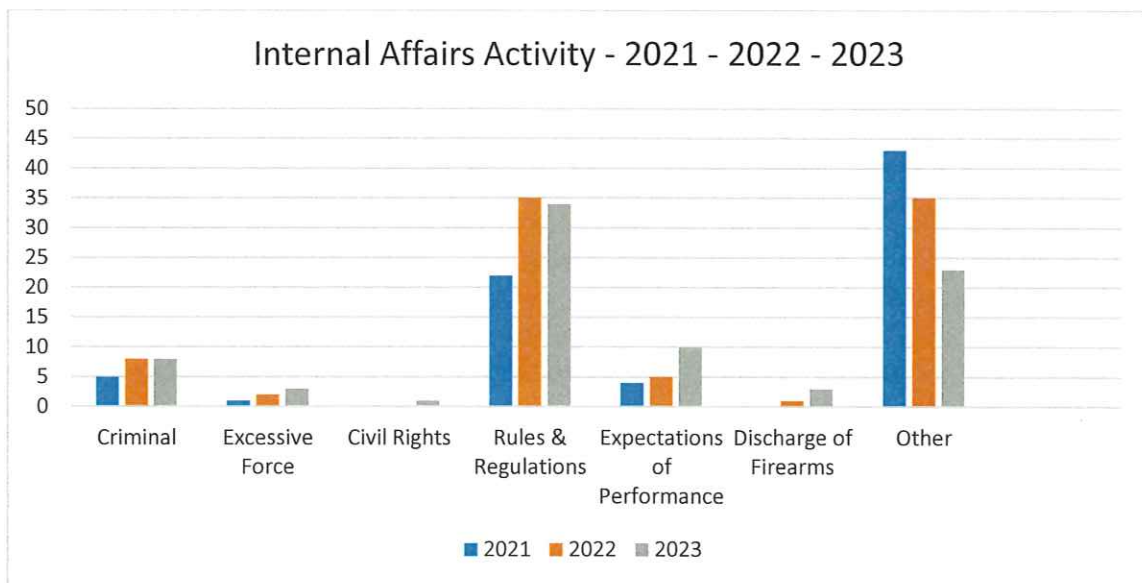


Since 1988

The Internal Affairs Unit takes every opportunity to be proactive 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 2021-2023 is as follows:

	2021	2022	2023
Criminal	5	6	8
Excessive Force	1	2	3
Civil Rights	0	0	1
Rules & Regulations	22	26	35
Expectations of Performance	2	6	10
Discharge of Firearms	0	3	3
Other	0	15	22
Total	30	58	82





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



	2021 Cases			2022 Cases			2023 Cases		
	Total	Sustained		Total	Sustained	Open	Total	Sustained	Open
IA	26	25		48	36	4	78	44	21
AI	4	4		10	10	0	4	3	1
C#	45	18		28	10	1	21	11	4

Summary and Conclusion

In total, the Internal Affairs Unit received and processed a combined total of six hundred and sixty-three (663) complaints, miscellaneous inquiries, and commendations in 2023. The breakdown by category is as follows:

<u>2022</u>	<u>2023</u>
86 Complaint investigations	103 Complaint investigations
89 Commendations	233 Commendations
163 Miscellaneous Inquiries	327 Miscellaneous Inquiries

Of the one hundred three (103) complaint investigations in 2023, eighty-three (83) of the investigations involved sworn members of CSP, four (4) of the investigations involved constables or police officers under the supervision of CSP’s Resident State Trooper program, and sixteen (16) of the investigations involved civilian employees as a subject of the investigation. Again, please note that in some instances, investigations may have more than one subject.

Of the eighty-two (82) serious investigations, both IA and AI, in 2023, nineteen (19) cases resulted in disciplinary charges sustained and in six (6) cases the allegations were exonerated or not sustained. The remaining twenty-two (22) cases were still open and under investigation when this report was prepared. Of the twenty-one (21) lower-level complaint investigations classified as a “C” number, eleven (11) of the cases were closed with a substantiated finding resulting in the issuance of a Performance Observation Report, counseling, remedial training, or a combination of the three. Multiple cases remain open at the time of this report.

The Internal Affairs Unit communicates with the Commanding Officers at the Troops and Units to take remedial measures and arrange for retraining or coaching when a deficiency is observed. As noted above, there was an increase in the total number of complaints in the past year as well as in the more serious IA/AI investigations. The data shows there were more investigations classified as “Criminal” and “Rules and Regulations” in 2023 as compared to previous years. The number of complaints received in 2023 in all other classifications was similar to the numbers reported in 2022.



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



Since 1988

-END-

Approved by:

/S/ Major Alessandro Giannone #007

Major Alessandro Giannone
Commanding Officer
Bureau of Professional Standards

Col. Daniel Loughman #002

Colonel Daniel Loughman
Commanding Officer
Connecticut State Police

Ronnell A. Higgins

Commissioner Ronnell Higgins
Commissioner of DESPP

