

“Serving the Capital City”



Hartford Police Department

Internal Affairs Division

Today

2016

PURPOSE OF THIS REPORT

This is the fifth annual report on the Hartford Police Department Internal Affairs Division (IAD). The purpose of this report is to provide an overview of the division; give a meaningful statistical analysis of citizen complaints; conduct an overview of the investigation and review processes involved; and to maintain transparency between the department and the citizens of the City of Hartford.

MISSION STATEMENT

It is the mission of the Hartford Police Department to reduce crime, improve quality of life and respond effectively to calls for police service. The department is committed to achieving these objectives by forming strong links between individual police officers of all ranks and the neighborhoods they serve, and by working co-operatively with residents, business owners, community organizations and others while maintaining the highest professional standards. Officers and civilian members of our department are expected to serve with competence, integrity, impartiality and respect for human dignity and individual freedoms.

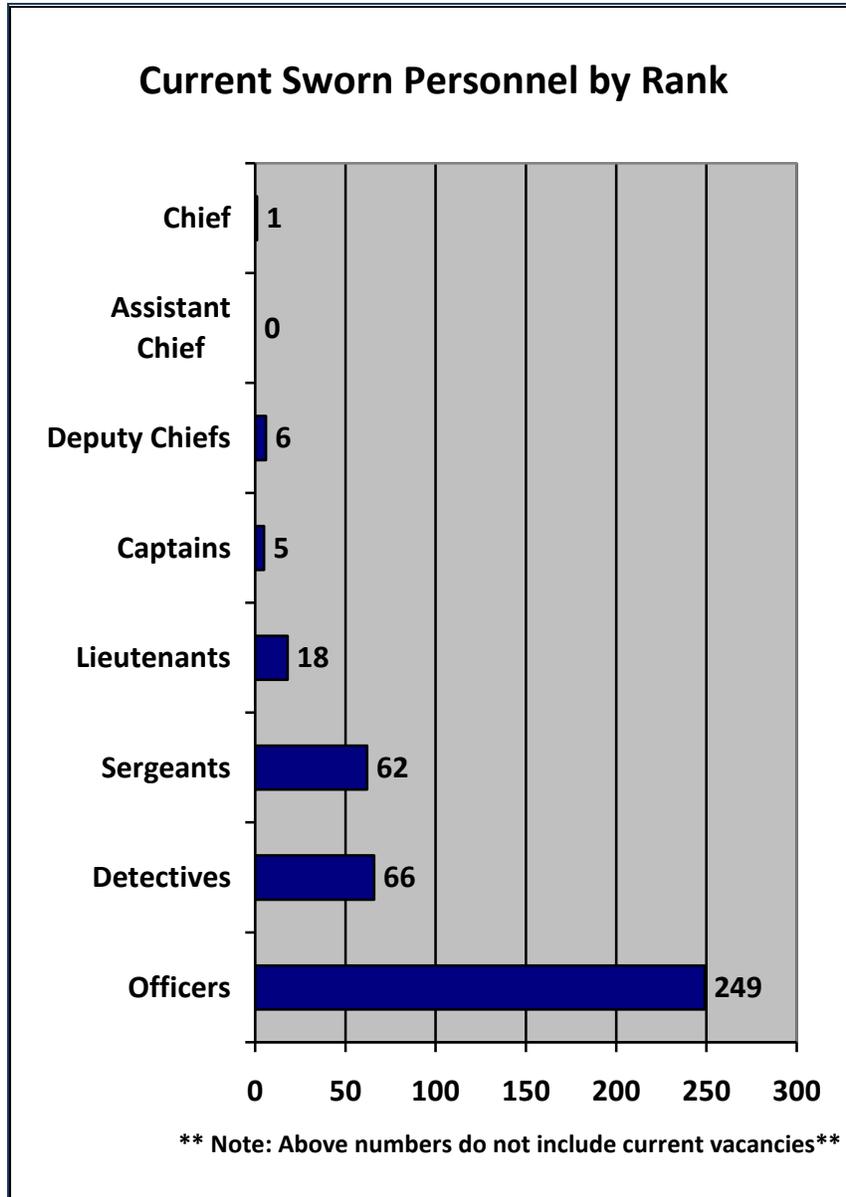
CORE VALUES

The six Core Values of the Hartford Police Department are intended to guide and inspire the department. Making sure our values become part of our day-to-day work life is our mandate, and they help to ensure our personal and professional behavior can be a model for all to follow. These are the core values:

- Integrity and professionalism
- Compassion
- Community partnerships
- Community satisfaction
- Enforcement of law
- Incorporate new training and technology

CITY AND DEPARTMENT INFORMATION

The Hartford Police Department was established in 1860 and was overseen by a Board of Police Commissioners. HPD currently has 407 sworn employees making it the largest municipal department in Connecticut. HPD provides police service to approximately 126,000 residents and an approximate daytime population of 150,000. The City of Hartford is divided into 17 neighborhoods which encompasses 18 square miles.



Internal Affairs Division Overview

Chief of Police

James C. Rovella

Professional Standards Bureau

Deputy Chief Dustin Rendock

Internal Affairs Division

Lieutenant Michael Coates

The IAD will ensure integrity and ethical conduct within the department through leadership, education and accountability.

Prior to 2012, IAD was staffed with a commander, four investigators and an administrative assistant. Their function was to investigate citizen complaints and conduct internal investigations as ordered by the Chief of Police.

In 2012, after an evaluation by Chief Rovella, the Hartford Police Department was restructured. Chief Rovella developed a Professional Standards Bureau (PSB) that oversees IAD. IAD reports to the PSB Deputy Chief who reports to the Chief of Police. IAD is staffed with a commander, eight investigators and an administrative assistant. IAD's duties and responsibilities also increased.

IAD utilizes IA Pro computer software for case management, linking files to each incident, statistics, reports and automatic correspondences.

Duties and Responsibilities of the Internal Affairs Division

1. Investigation of Citizen Complaints

The Internal Affairs commander reviews and categorizes all citizen complaints to determine where the complaint will be assigned for investigation. HPD has 60 days to complete a citizen complaint investigation. The commander notifies the complainant in writing who the assigned investigator is and their contact information is provided.

Class A Complaints – Investigated by IAD

- Excessive use of force
- Civil rights violations
- Criminal conduct
- Discriminatory language or behavior
- Conduct unbecoming (on or off duty)

Class B Complaints – Investigated by the Officer’s Chain of Command

- Verbal abuse and discourteous attitude
- Poor service
- Harassment
- Neglect of duty
- Violation of the code of conduct
- Violation of department policy or operating procedures
- Miscellaneous (bad judgment, etc.)

Case Closure of Completed Citizen Complaints Investigations

- **Exonerated** – the investigation discovered that the act or acts complained of did occur but was justified, lawful and proper.
- **Unfounded** – the investigation discovered that the act or acts complained of did not occur or failed to involve police personnel.
- **Not Sustained** – the investigation failed to discover sufficient evidence to clearly prove or disprove the allegation.
- **Partially Sustained** – the investigation discovered sufficient evidence to clearly prove at least one of the allegations.
- **Sustained** – the investigation discovered sufficient evidence to clearly prove the allegation(s).
- **Withdrawn** – the complainant notified the assigned investigator that they wished the investigation discontinued and all reviewers concur.
- **Closed at Intake** – initial review of the complaint and department records regarding the incident revealed no evidence of misconduct and the complaint is closed administratively.

Prior to case closure, all completed investigations are submitted for command review through the officer’s chain of command. The IAD commander will notify the complainant in writing of the outcome of the investigation. If a complainant does not agree with the finding, they can request their case be heard by the Civilian Police Review Board.

Civilian Police Review Board

In 1992, the Civilian Police Review Board (CPRB) was established by the City of Hartford Court of Common Council to maintain the public’s trust in HPD. The board is comprised of nine regular voting members and two alternates, one staff personnel and an attorney from the City of Hartford Corporation Counsel office. At least seven regular voting members and both alternates shall be Hartford residents.

The purpose of the CPRB is to receive, investigate, hear and recommend action on complaints against Hartford police officers. The CPRB reviews Internal Affairs investigations, along with independent investigations, to ensure the investigations are complete, accurate, impartial and factually supported. The CPRB will then vote on a finding and forward the results to the Chief of Police.

2. Internal Investigations

IAD conducts internal investigations ordered by the Chief of Police. These investigations are referred to as I-File Investigations.

For criminal allegations, the investigation is bifurcated into separate criminal and administrative investigations. IAD will conduct the criminal inquiry and a separate administrative investigation will be conducted by separate IAD investigators or the officer's chain of command.

3. Officer Involved Shooting Investigations

IAD conducts administrative investigations of officer involved shootings. This is done to assure adherence to HPD policy and procedure.

The IAD commander must present the administrative investigation to the Firearms Discharge Board of Inquiry (FDBI). The FDBI will then vote if the shooting was within or outside of department policy. The FDBI's finding is then forwarded to the Chief of Police.

4. Inspections

The purpose of the inspection unit is to:

- a) Evaluate compliance with rules, regulations, policies and procedures.
- b) Appraise the quality of performance with regard to assigned responsibilities.
- c) Ascertain the extent to which Department resources are accounted for and evaluate safeguards in place to limit loss.
- d) Make recommendations to eliminate potential problems or stimulate discussion on alternative solutions to resolve problems and reduce liability issues.

5. Backgrounds

IAD conducts background investigations on police officer candidates, police cadets, firefighter candidates, civilian police employees, school crossing guards, police internship applicants or any background investigation requested by the Chief of Police.

6. Special Investigations

IAD conducts sensitive investigations which may or may not include a Police Department employee.

7. Early Intervention System (Early Warning)

The EIS is committed to promoting employee success through non-disciplinary methods. Through early intervention, behaviors which lead to diminished work performance are more easily identified. The EIS monitors data that is entered into the IA Pro database. This data includes use of force reports, citizen complaints, firearm discharges, vehicle pursuits, as well as other performance indicators.

EIS is officially separate from the formal disciplinary procedure. It is designed to identify and help employees improve their performance through counseling, training or coaching. No record of review through EIS is placed in an employee's personnel file, although a review memorandum is maintained by the IAD.

EIS can also interrupt possible misconduct or identify personal issues which diminish productivity of an employee and delivery of services.

EIS represents a problem-solving approach to employee performance.

8. NCIC / COLLECT Audits

IAD conducts monthly validations of vehicles, plates, wanted persons, missing persons, boats, firearms and securities to confirm the NCIC/COLLECT (Connecticut On-line Law Enforcement Communications Teleprocessing) record is complete, accurate and still outstanding or active.

In addition, routine inspections are completed of personnel using NCIC/COLLECT database to ensure compliance with regulations.

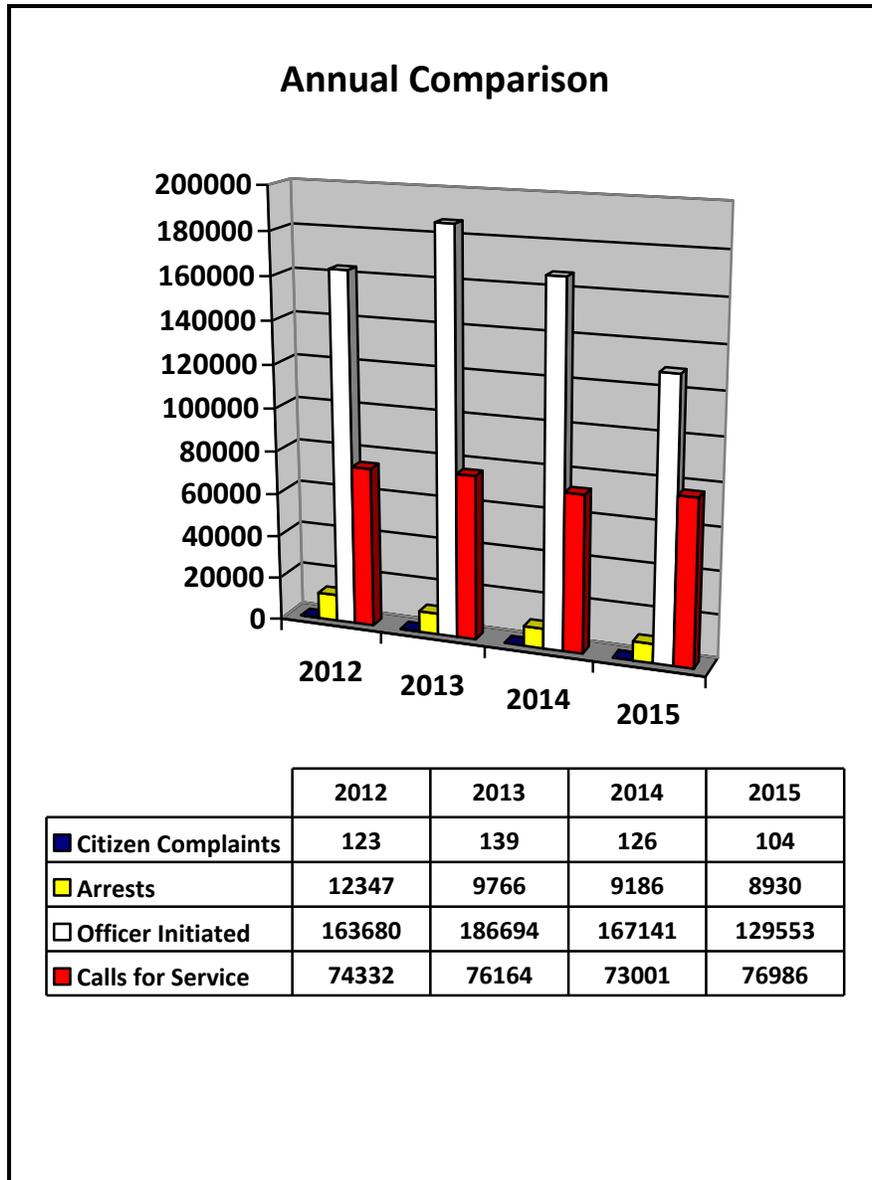
The validation process and routine inspections minimize the possibility of the FBI, State Police/COLLECT or the Hartford Police Department becoming involved in litigation due to inaccurate or obsolete information in the database files.

Future of the Internal Affairs Division

IAD is committed to continual research for best practices on internal investigations and the improvement of policy & procedures.

STATISTICS

According to HPD Crime Analysis Unit, in 2015, HPD officers responded to 76,986 calls for service and initiated an additional 129,553 calls for service. In total, HPD officers handled 206,539 calls for service. Internal Affairs received 104 citizen complaints against officers in 2015. Of the 104 complaints, 42 originated from officer initiated calls for service while 62 complaints originated from citizen calls for service.



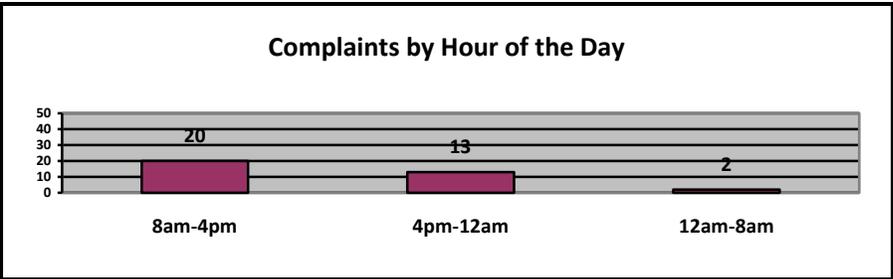
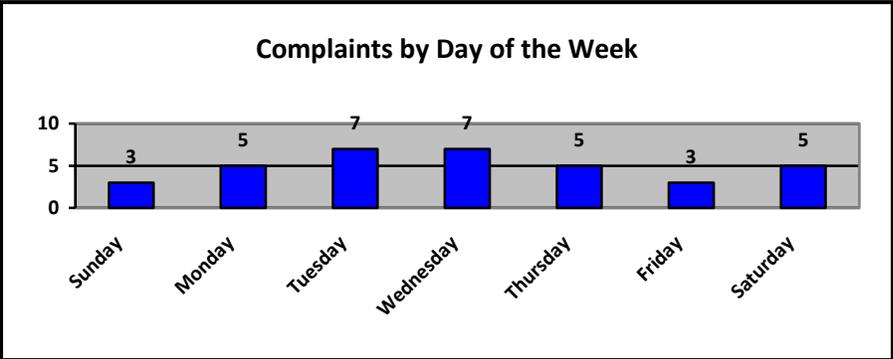
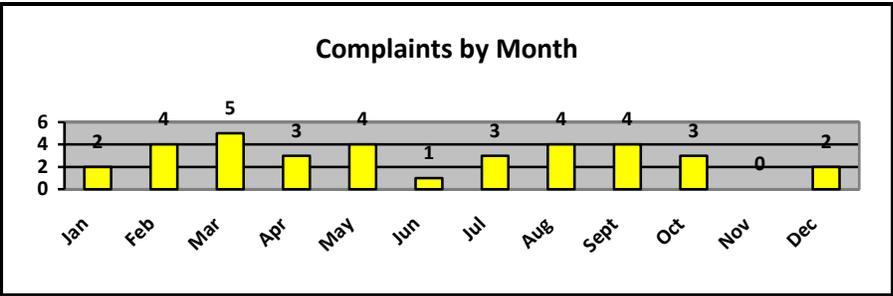
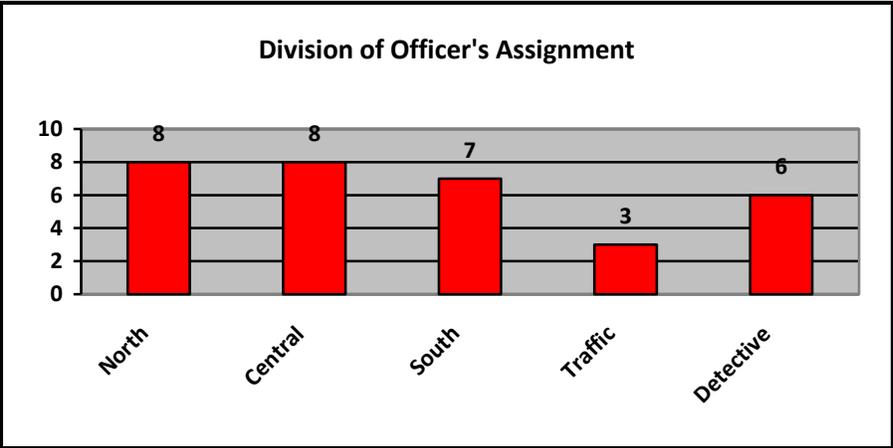
ATTACHMENTS

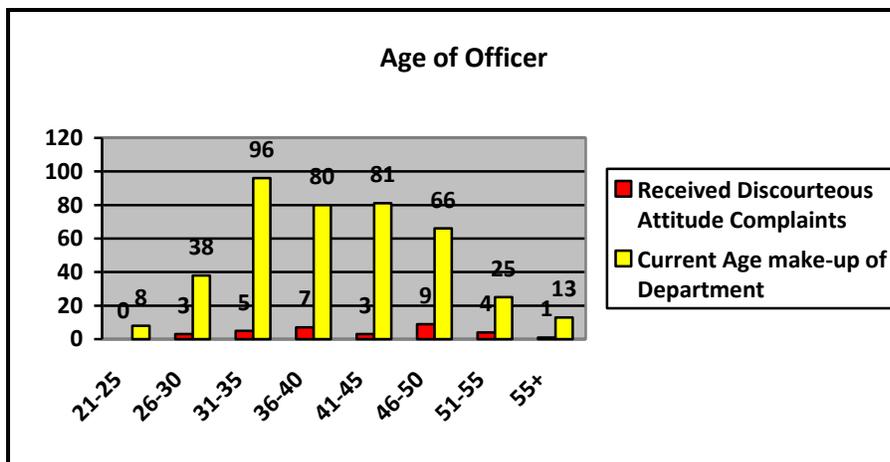
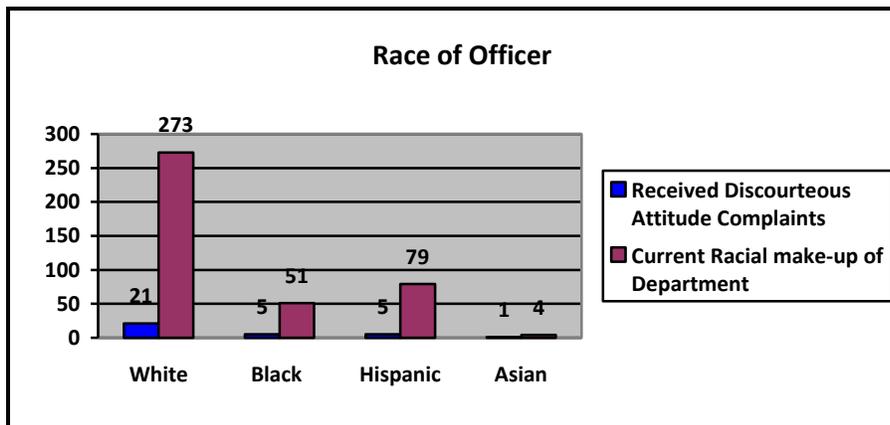
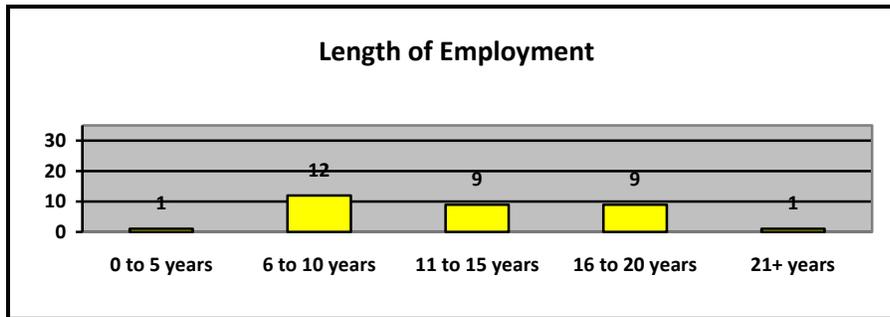
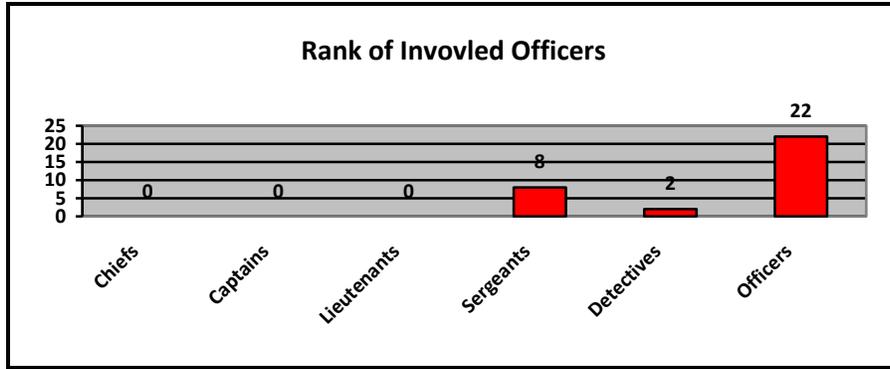
- Discourteous Attitude Complaint Analysis
- Citizen Complaint Brochure

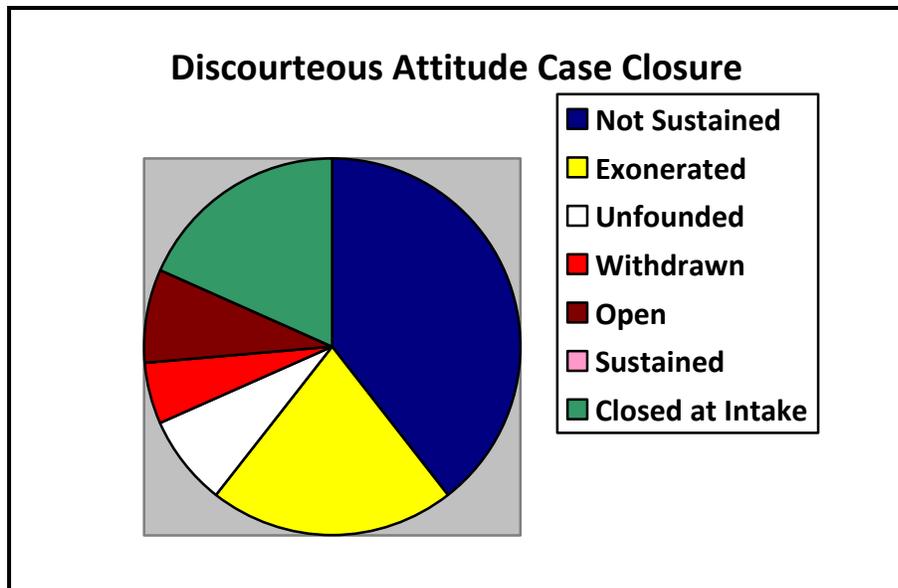
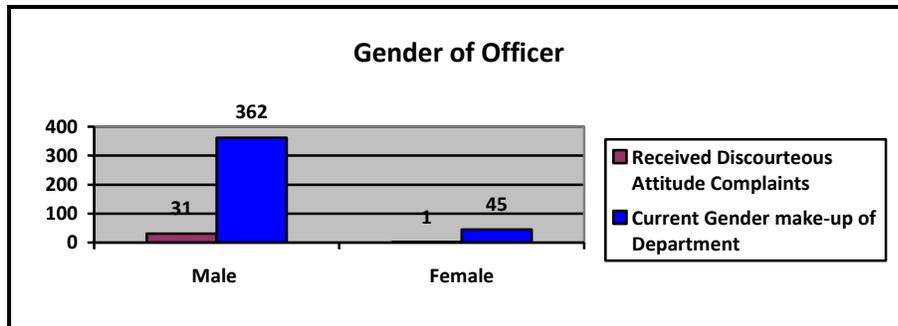
Discourteous Attitude

Complaint Analysis

In 2015, the Internal Affairs Division received 104 citizen complaints. Of those complaints, there were 35 allegations of Discourteous Attitude. There were 32 different officers named in the 35 complaints. 5 officers were named in two or more different complaints. Below is an analysis of the 35 Discourteous Complaints:







After analyzing the data, it was determined that the most complaints occurred in March, and on Tuesdays and Wednesdays during daytime hours. Officers with between 6 to 10 years of employment and between the ages of 46 to 50 received the highest number of complaints. Five officers were named in more than one complaint. The majority of the Discourteous Attitude complaints were closed Not Sustained and Exonerated.

Solutions

- Hartford Police Academy will provide customer service training to officers during training sessions.
- Early Intervention System will identify officers that are demonstrating a pattern of poor behavior and additional external training will be identified and provided to the officer.
- EAP referrals. If underlying issues are uncovered that could be affecting an officer's attitude, an EAP referral will be made.
- Conduct a Customer Service inspection. Interview citizens to assure the officer handled their incident appropriately and were courteous while doing so.