



2018 INTERNAL AFFAIRS & COMPLAINTS

The Keller Police Department conducts an annual analysis and statistical summary of internal affairs investigations and complaints
G.O. Internal Affairs 300.02
Standard 26.2.5

Captain Chad Allen #181



2018 Internal Affairs Analysis



Executive Summary

In an effort to continuously improve our delivery of services to our internal and external stakeholders, the Professional Standard Unit of the Keller Police Department completed its annual Internal Affairs analysis. As a CALEA accredited and Texas Best Practices certified law enforcement agency, we perform an internal analysis of our Internal Affairs investigations annually. The analysis is systematically structured to identify any patterns or trends associated with the actions being investigated. Further, the analysis looks for patterns or trends that indicate needs for additional training, or modifications to policies that may have become outdated or ineffective.

The Keller Police Department utilizes an Employee Assessment System (EAS) which serves many purposes, one being a venue for targeting possible Internal Affairs concerns. By engaging in a systematic review of specific incidents, EAS assists in the identification of employees who may exhibit signs of performance and/or stress related issues who may benefit from early intervention.

It is the Keller Police Department's policy that all complaints, including anonymous complaints, against employees or the department, received from any source, will be documented and investigated. The intent of this policy is to protect the employee, community and the department; to identify and correct inappropriate behavior; identify and remedy procedural problems; and to enhance the profession of law enforcement. Only the Chief of Police or his designee may assign a complaint to the Internal Affairs Unit.

Introduction

The Commission of Accreditation for Law Enforcement Agencies (CALEA) requires a documented annual analysis of all Internal Affairs investigations. An Internal Affairs investigation is initiated whenever there is an allegation of:

- Corruption
- Unreasonable Use of Force.
- Violation of Civil Rights.
- Criminal Complaint
- Policy Violation (serious nature).

2018

Internal Affairs Analysis



- Violation of Law
- Officer Involved Shootings
- Other serious misconduct as determined by the Chief of Police.

The Keller Police Department has provided and made available department general orders, training in the organizational mission, core values, and E4 philosophy to every employee. Departmental General Orders, Mission Statement, Core Values, and E4 philosophy are to be considered on every decision or enforcement action that an employee makes while as an employee of Keller Police Department.

Records Management

The department's current management and review of Internal Affairs investigations is the responsibility of the Internal Affairs Sergeant and the Chief of Police. Complaints are entered into the Keller PD Administrative Investigations Management System (AIM). Statistical information is reviewed and collected on a regular basis. Each year a comprehensive report is completed and compared to the previous year's report in order to identify any trends or needed policy modifications and/or changes. The final report is then presented to the Chief of Police for review.

Internal Affairs Investigations & Complaints

It is the policy of this Department to accept and investigate all complaints of personnel misconduct or wrongdoing from any citizen or agency employee. Such complaints will be investigated thoroughly in accordance with departmental policies and procedures.

When a complaint is filed, the Investigating Officer will complete a report detailing the findings of the investigation. The investigation outcomes will be classified as follows:

1. Exonerated: Investigation reveals that alleged conduct did occur but the employee's action was justified, lawful and proper.
2. Not Sustained: Investigation produced insufficient evidence to clearly prove or disprove the complaint.
3. Sustained: Investigation reveals that the accused employee committed all or part of the alleged acts of misconduct.
4. Unfounded: Investigation reveals that the alleged conduct did not occur.

2018 Internal Affairs Analysis



In 2018, there were twelve documented complaints against employees. The analysis of the complaints is as follows:

- External Complaints – 2
 - Unfounded – 1
 - Sustained – 1

- Internal Complaints – 10
 - Sustained – 10

- Employees Involved - 11

Discipline				
Total Complaints	Coaching & Counseling	Written Reprimand	Suspension w/o Pay	Termination
12	6	5	1	1
	50%	42%	8%	8%

For the 10 Internal Complaints, five received Coaching & Counseling and five received Written Reprimands. Of the five Written Reprimands, one employee received a 12 hour suspension without pay. There were two external complaints with one resulting in Coaching & Counseling and one resulting in Termination after an Internal Affairs investigation. There was a total of one Internal Affairs Investigation in 2018. For 2017, there were three Internal Affairs Investigations. The 2018 Internal Affairs Investigation involved one Policy Violation (Conduct), and involved one police officer. The following is the investigation summary and outcome:

Case Summary 18PV1:

It is alleged that on October 24, 2018 a Keller Officer violated General Orders 100.01.IV.D Code of Ethics and 300.07.IV.2 Conduct Unbecoming of an Officer

The officer used their position as a Keller Police Officer to gain trust with the complainant. The officer engaged in conversations by text and in person with the complainant that were flirtatious. On October 24, 2018 the officer made unwanted physical contact with the complainant.

During the Internal Affairs Investigation, statements were obtained, AVL data was reviewed, text message records were obtained, and interviews were conducted with the involved

2018 Internal Affairs Analysis



officer. The findings of the investigation led to the following: The complaint of General Orders and Code of Ethics violations were sustained. The sustained complaint resulted in termination of the officer.

Internal Affairs & Complaints Review Summary

Department procedures were proven to be effective for internal affairs investigations and complaint investigations. Additionally, this analysis of complaints and internal affairs investigations did not reveal any trends or patterns of conduct within the Keller Police Department that needed to be addressed by policy modifications.

Questions or Comments:

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