

# Las Cruces Police Department Police Auditor Presentation

Review of Cases

July 1 – December 31, 2015

April 11, 2016

Presented by: The Public Safety Strategies Group LLC

# Updates from November 9, 2015

- Website
  - The listing of consequences for false reporting is not inconsistent with other agencies.
- PSSG Accepting Complaints
  - This is not in the scope and would detract from us conducting an unbiased review.

# Number of Cases Reviewed

Type	Number
<b>EIC1</b> - Formal Complaint made by a citizen –serious or non serious nature	10
<b>EIC2</b> - Informal Complaint made by a citizen - Non serious – complainant does not want to pursue	0
<b>EIC3</b> – Formal Complaint of a non serious nature – lack of valid facts or no apparent general order violation	23
<b>II</b> - Internally initiated - Formal Complaint when there is an internal allegation related to misconduct or operational actions of employees on or off-duty	9
<b>Total</b>	42

# Investigation Outcomes - Allegations

Type	Total Cases	Allegation Outcome						
		Exonerated	Not Sustained	Sustained	Sustained	Other	Unfounded	Officed Investigation
EIC1	10	2	3	8	1	10		
EIC2	0							
EIC3	23							23
II	9			10	2	3		
Total	42	2	3	18	3	13	0	23

The number of cases and allegation outcomes do not equal because of multiple allegations in some cases.

# Call Types

Example call types / incidents generating the complaints include

- Domestic Violence
- Disturbance
- Traffic Stops
- Wellness Checks

There is not a specific call type generating complaints

# Complaint Types in Cases Reviewed

External complaint examples include

- Conduct / rudeness
- Conduct / failure to act
- Use of force
- Property handling

Rudeness is the most often cited complaint from community members.

# Complaint Types in Cases Reviewed

Internal complaint examples include

- Use of force
- Failure to follow policy
- Conduct / Truthfulness

# Supervisory Issues in Cases Reviewed

Investigations often reveal issues that occurred, examples include

- Reporting Procedures
- Use of Camera

# Areas of Proficiency for PSU

- Professional interactions with community members
- Unbiased in their approach when questioning both complainants and department members
- Detailed writing of case narratives

# Areas for Continued Improvement

- Standardized the narrative section of the reports for consistency and ease of review.
- Continue to improve the standardization of the file name and filing process.
- Continue to improve the notations that appear on paperwork and notes to ensure proper documentation.
- Continue to improve and standardize the forms used.

# Areas of Improvement - Narrative

- PSU members have improved the narratives to ensure the source of the information is clear, however, efforts can still occur to make the sections in the narrative more consistent.

PSSG suggests creating a narrative template for the Complaint Summary section.

# Areas of Improvement - Filing System

- The file naming has improved. There are still some issues with reports being place in the wrong sub folders.

PSSG suggests creating a taxonomy that will show what files go into what sub folders.

# Areas of Improvement - Documentation

- Handwritten notes do not always contain complete information
- It is important that detectives clearly note dates of incidents, dates of interviews, in a consistent manner
- Citizen complaint forms still vary and are not always clear about the date of the incident and date of complaint.

PSSG suggests that a notes template be designed and followed and that all out of date forms are deleted from the system and a copy of the correct form is posted.

# Areas of Improvement - Providing Appropriate Information to Complainant

- Complainants are sent form letters for “insufficient evidence” for investigations not moving forward. At times it was clear the allegation did not occur.

PSSG suggests going beyond the form letter when needed.

# Area Improved-G.O. 160 now reflects Training and Supervisory Matters

- In some instances officers have minor infractions that were not part of the original complaint. The department recognizes these instances as learning opportunities and are making referrals for training or issues to be addressed at the supervisory level.

This process is now documented in G.O. 160.

# Contact Information

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