

PROFESSIONAL STANDARDS UNIT ANNUAL REPORT

2022

EST.

ARIZONA

CONTENTS

PAGE 1- INTRODUCTION

PAGE 2- DEPARTMENTAL INVESTIGATIONS SOURCE SUMMARY

PAGE 3- BIAS-BASED POLICING REPORT

PAGE 4- DEPARTMENTAL INVESTIGATIONS SUMMARY

PAGE 5- ACCIDENT OVERVIEW

PAGE 6-RESPONSE TO RESISTANCE OVERVIEW

PAGE 7-EMPLOYEE CONDUCT OVERVIEW

PAGE 8-PURSUIITS OVERVIEW

PAGE 9-DISCIPLINARY ACTION SUMMARY

PAGE 10- EARLY WARNING SYSTEM

PAGE 11- INVESTIGATION TIMEFRAMES

PAGE 12- PROFESSIONAL STANDARDS UNIT

INTRODUCTION

The men and women of the Glendale Police Department are highly qualified, diverse, accountable and committed to creating a community where everyone can feel safe. Our values guide us as we continuously strive to maintain the trust and confidence of the people we serve.

This report is intended to provide a comprehensive outline of internal investigations initiated during the 2022 calendar year and an overview of any corresponding discipline associated with those investigations.

This statistical data is meant to be an aid to police administrators in identifying areas within our organization that may require improvement. As an agency, we take great pride to ensure that our employees provide a high level of customer service, and represent our department and ourselves with distinction. We strive to provide our citizens with a consistently high level of professionalism and dedication.

The most vital component for accomplishing our organization's mission is public trust and that trust can only be obtained through transparency and accountability.

We value our working relationship with the community, and it is incumbent upon us to provide a fair complaint process. This is done to uphold the public trust, ensure confidence in the organization, protect our employees from improper accusations or false allegations of misconduct.

It is our hope that you find the information and statistics contained in this report informative. For your convenience, we would like to offer you the following explanation of our findings:

- **SUSTAINED** - The investigation disclosed sufficient evidence to clearly prove the allegations made in the complaint. The allegations in the complaint are substantially true and the employee's conduct is improper.
- **UNFOUNDED** - The investigation disclosed that the named employee was not involved in the alleged incident.
- **EXONERATED** - The acts which provided the basis for the complaint or allegation occurred, however, investigation revealed that the acts were justified, lawful, and within accepted procedure and policy. The employee's conduct was as alleged (or very similar to the allegations) but was proper conduct.
- **NOT SUSTAINED** - The investigation failed to disclose sufficient evidence to prove the allegation made in the complaint. The allegation in the complaint may or may not be true; there is insufficient evidence to reach a conclusion.

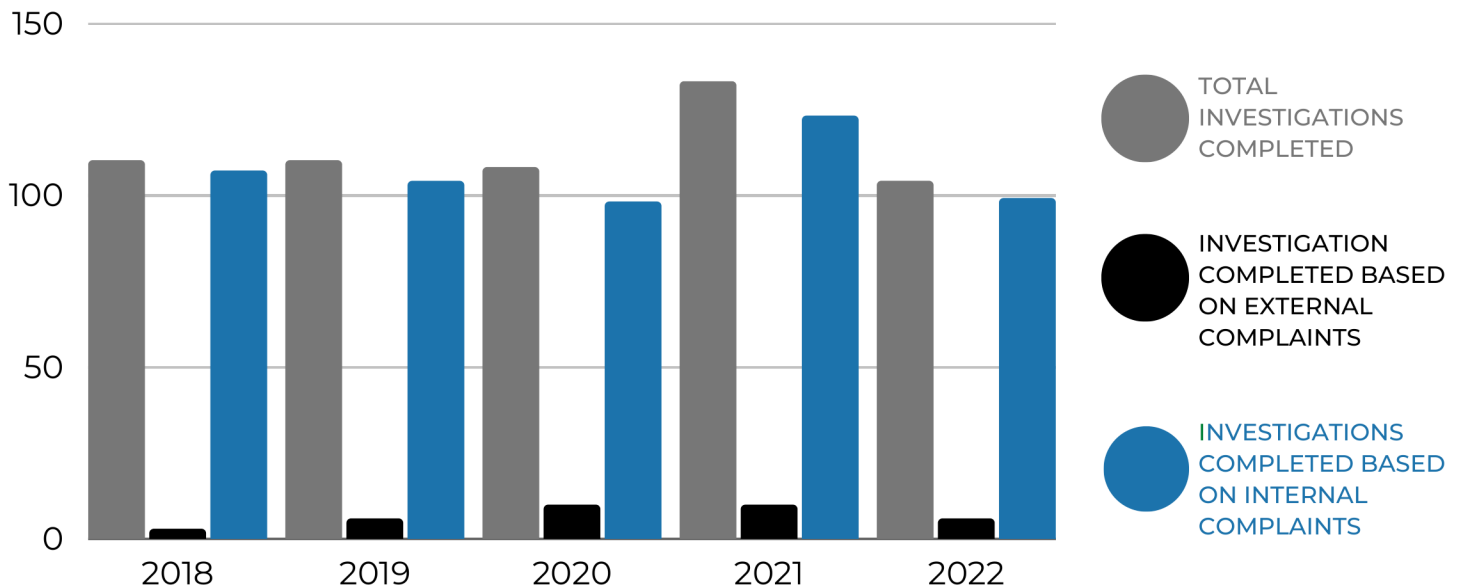
Lieutenant Zane Hinde
Professional Standards Unit

DEPARTMENTAL INVESTIGATION SOURCE SUMMARY

Departmental Investigations (DI) are generated based on complaints. The source of these complaints are generally broken down into two categories, internal and external complaints. External complaints are primarily citizen initiated complaints, however, external complaints are any complaint from outside the department. Internal complaints are defined as complaints generated internally through supervisor oversight.

Total Investigations by Source and Year

The graph below depicts a 5-year comparison of total investigations and the source of those complaints.



The 5-year comparative analysis was included in this year's report to provide some perspective. In 2022, there were 104 departmental investigations completed, 6 from external complaints and 98 from internal complaints. Key data points with respect to 2022 are listed below:

- 21% decrease in overall complaints that resulted in a DI comparing 2021 (133) to 2022 (104)
- 40% decrease in external complaints that resulted in a DI comparing 2021 (10) to 2022 (6)
- 20% decrease in internal complaints that resulted in a DI comparing 2021 (123) to 2022 (98)
- The average number of complaints that resulted in a DI over the last 5 years is 113, so the 104 DI's generated in 2022 is a notable 7.9% decrease

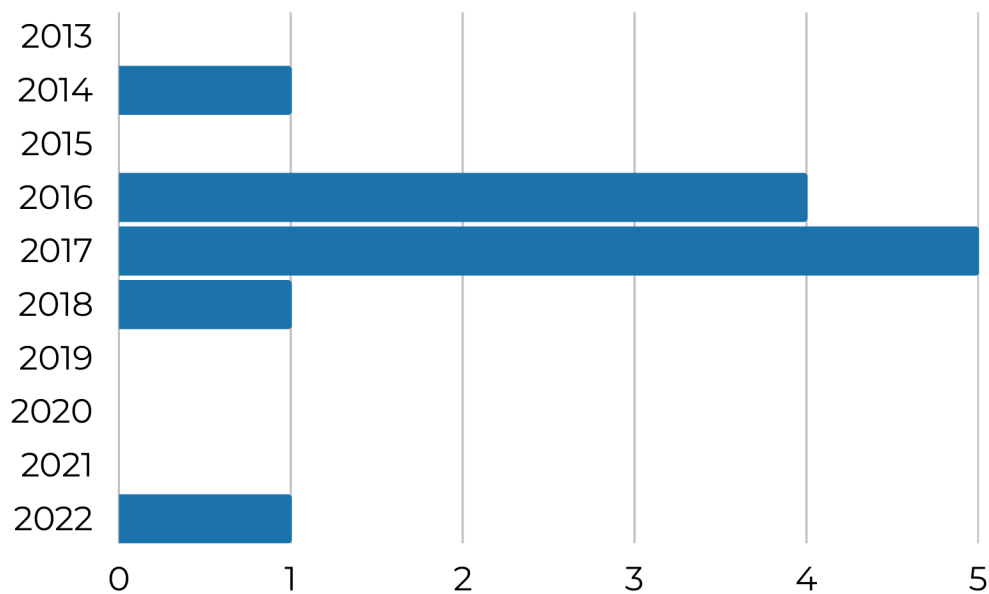
Did you know that in 2022, the Glendale Police Department responded to more than 172,069 calls for service, but only had 6 external complaints that warranted a departmental investigation?

BIASED BASED POLICING REPORT

Annually, the Professional Standards Unit reports on Bias-Based allegations and corresponding Departmental Investigations (DI). The process for evaluating Bias-Based allegations is the same process used to evaluate other types of complaints. Upon receiving a complaint of Bias-Based policing, the supervisor managing the complaint will conduct fact-finding to determine if there is any basis for an administrative investigation. If there is a basis, the supervisor will initiate a Departmental Investigation (DI). If there is insufficient evidence to suggest the officer acted with bias, then the supervisor will make note of the complainant's concerns and document their fact-finding process. The data below reflects a 10-year comparative analysis of Bias-Based allegations, the number of corresponding DI's, if any, and the outcome of those investigation(s).

Biased-Based Complaints

The graph below depicts a 10-year comparison of Bias-Based complaints.



- **2013-** No allegations or investigations
- **2014-** One allegation with corresponding investigation, complaint NOT SUSTAINED
- **2015-** No allegations or investigations
- **2016-** Four allegations, insufficient evidence to launch DI in all instances
- **2017-** Five allegations, insufficient evidence to launch DI in all instances
- **2018-** One allegation with corresponding investigation, complaint NOT SUSTAINED
- **2019-** No allegations or investigations
- **2020-** No allegations or investigations
- **2021-** No allegations or investigations
- **2022-** One allegation, insufficient evidence to launch DI

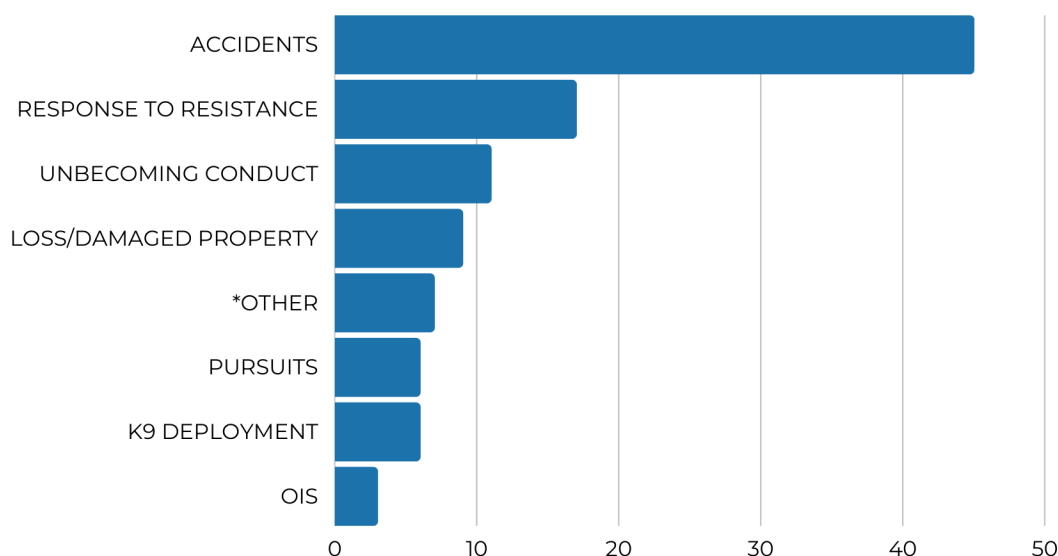
In the last 10 years, the Glendale Police Department has received 12 complaints in which the complainant alleged an officer acted with bias. None of these allegations have been substantiated. Annual Bias-Based policing training has prepared our officers, while use of Body Worn Cameras (BWC's) allows supervisors to complete fact finding in a timely manner to dispel false or baseless complaints.

DEPARTMENTAL INVESTIGATION TYPE SUMMARY

At the end of every Departmental Investigation (DI), the investigator authors a conclusion and notes their findings with respect to the noted allegation(s). There are four categories for these findings, which are SUSTAINED, NOT SUSTAINED, EXONERATED, and UNFOUNDED. Definitions for these various findings can be found in the Introduction page. The data below represents the various investigation types and the corresponding findings

Investigation by type

Of the 104 DI's completed in 2022, the graph indicates the number of investigations by type



The 104 Departmental Investigations completed in 2022 involved 122 police department personnel from 14 different work groups. Those work groups were identified as PATROL (72), SVU (9), K9 (8), DETENTION (7), SIU (6), SWAT (4), NRS (4), SRO (3), FIT (2), GIT (2), MOTORS (2), TRAINING (1), EOD (1) and ADMIN (1). The data below provides a break down of the various findings for each investigation type.

- Accidents (45 DI's involving 45 employees) - 24 sustained and 21 exonerated
- Response to Resistance (17 DI's involving 26 employees) - 6 sustained and 20 exonerated
- Unbecoming Conduct (11 DI's involving 11 employees) - 9 sustained and 1 exonerated and 1 not sustained
- Loss/Damaged Property (9 DI's involving 9 employees) - 7 sustained, 1 exonerated, and 1 unfounded
- *Other (7 DI's involving 7 employees) - 6 sustained and 1 exonerated
- Pursuits (6 DI's involving 14 employees) - 2 sustained and 12 exonerated
- K9 Deployment (6 DI's involving 6 employees) - 0 sustained and 6 exonerated
- Officer Involved Shootings (OIS)(3 DI's involving 5 employees) - All OIS investigations from 2022 are pending Maricopa County Attorney's Office (MCAO) review

*OTHER includes failure to investigate, HR violations, animal dispatch, reporting for duty and in-custody death investigations.

ACCIDENTS

Traffic accidents made up 43% of all DI's conducted in 2022. With 24 sustained findings, accidents were the primary source of discipline administered to police personnel in 2022. Given the large role traffic accidents played in our organization, each accident with a sustained finding was reviewed in an attempt to identify commonalities to better shape our organization's training in the coming year. During this deep dive, the following information was identified:

LOCATION: 54% of the collisions took place in a parking lot. 38% of the collisions took place on the roadway and 8% took place while entering or exiting a private drive.

CAUSE: 50% of the collisions were the direct cause of inattention. The second leading cause of collisions were backing at 21%. Unsafe turns led to 13% of the collisions, while 16% of collisions were a combination of failing to avoid a collision or other abnormal circumstances.

SHIFT: Most collisions took place on swing shift (42%), followed by day shift (38%) and graveyard shift (21%).

In 2022, the most notable trend with respect to collisions indicated many vehicle collisions were preventable and took place during low speed operations in or near parking lots. These collisions generally involved inattention on the part of the officer or backing. As a result of the collisions where the employee was found to have contributed to the collision, there was approximately \$124,809 in damages to city owned property and \$60,362 in damages to private property.

*Monetary estimates of damage are approximate and based only on the repair estimates provided in the DI's

RESPONSE TO RESISTANCE

Investigations related to Response to Resistance made up 16% of all DI's conducted in 2022. This was the second highest type of administrative investigation. However, with only 6 sustained findings, Response to Resistance had the highest exoneration rate. In 2022, 78% of officers investigated for a matter involving Response to Resistance were exonerated after a thorough chain-of-command review process and/or review by a Response to Resistance Panel, which is comprised of police personnel, two citizens and an employee peer representative.

This high exoneration rate is likely attributed to the department's current practice of automatically conducting a Departmental Investigation (DI) when an apprehended person sustains an injury deemed to be a serious physical injury. This includes, but is not limited to, broken bones, lacerations requiring stitches, hospitalization, dislocated joints, bone fractures, and any other injury above diagnostic treatment. While it is best practice to investigate and thoroughly review these types of matters, it has lead to a number of investigations when no apparent or overt policy violations has occurred.

Of the six (6) Response to Resistance investigations with a sustained finding, half (3) of them involved the misuse of the Taser. One incident involved the tasing of a fleeing suspect, which resulted in a serious physical injury to the suspect, and two incidents involved drive stuns when the suspect's level of resistance did not rise to the level that such a tactic was justified. In the two drive stun incidents, no injuries were reported.

The other three (3) Response to Resistance investigations with a sustained finding involved bodily strikes. Two incidents involved the delivery of hard empty hand strikes to a suspect's head when the suspect's defensive resistance didn't warrant a strike to this part of the body. No injuries were reported in those incidents. One incident involved the delivery of a push kick to a handcuffed suspect's leg to ground him. No injuries were reported in that matter as well.

This section is related to officer conduct. For organizational purposes, employee conduct investigations pertained to the following: unbecoming conduct, loss/damage of issued equipment, loss/damage of prisoner property, failure to investigate or document, HR policy violations, animal dispatch, reporting for duty and in-custody deaths.

In the category of unbecoming conduct, there were nine (9) sustained finding out of 11 investigations. Three (3) instances involved detrimental conduct, while off-duty. Two employees resigned in lieu of termination and the third received corrective discipline. One (1) employee retired amid an investigation into an HR policy violation for inappropriate workplace behavior and another employee was terminated for performance deficiencies in conjunction with an open investigation for a courtesy complaint. Another employee resigned in lieu of termination for substantial job performance deficiencies. The three (3) remaining unbecoming conduct investigations were related to courtesy complaints (1) and job performance deficiencies. These three employees received corrective discipline.

In addition to the HR policy violation investigation that concluded with the employee retiring, there was one HR policy violation investigation completed with a sustained finding. This lead to the administering of corrective discipline and corresponding HR training. In 2022, there were three (3) investigations for failing to complete thorough investigation. All three investigations were sustained with the officers receiving corrective discipline. One (1) investigation was completed for an officer failing to report for duty. The officer received corrective discipline.

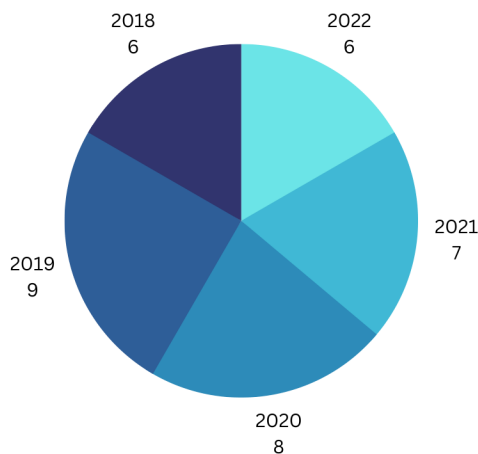
While there was no discernable pattern with the above mentioned infractions, the single most reoccurring policy violation related to employee conduct was the loss of city owned/issued equipment. Of the nine (9) investigations, all but 2 had a sustained finding with corrective discipline being administered.

The remaining employees conduct investigations involved an in-custody death investigation (exonerated) and an animal dispatch (sustained)

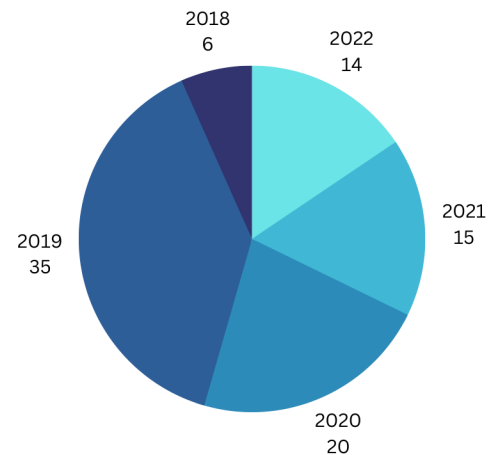
PURSUIT

In 2022, the Glendale Police Department was involved in six (6) vehicle pursuits that involved 14 officers. The six pursuits from 2022 was a decrease from 2021, which saw seven (7) pursuits. This years marks the 4th year in a row the department has seen a decrease in vehicle pursuits and the number of officers involved.

NUMBER OF PURSUIT



NUMBER OF OFFICERS INVOLVED



All but two (2) of the vehicle pursuits that took place in during this review period, occurred during the graveyard shift. The other two (2) occurring on swing shift. Of the 14 involved officers, 12 were exonerated at the conclusion of the pursuit investigation. The two (2) officers with sustained findings were found to have deficiencies related to driving behavior (failed to drive with due regard) and/or pursuing for a non-pursuable offense.

In the six pursuits from 2022, two (2) ended with the suspect vehicle becoming involved in a non-injury collision (none involving police), two (2) ended with a supervisor terminating the pursuit, one (1) ended with a StopStick/Grappler deployment (forcible stopping technique), and one (1) ended with the suspect stopping on their own.

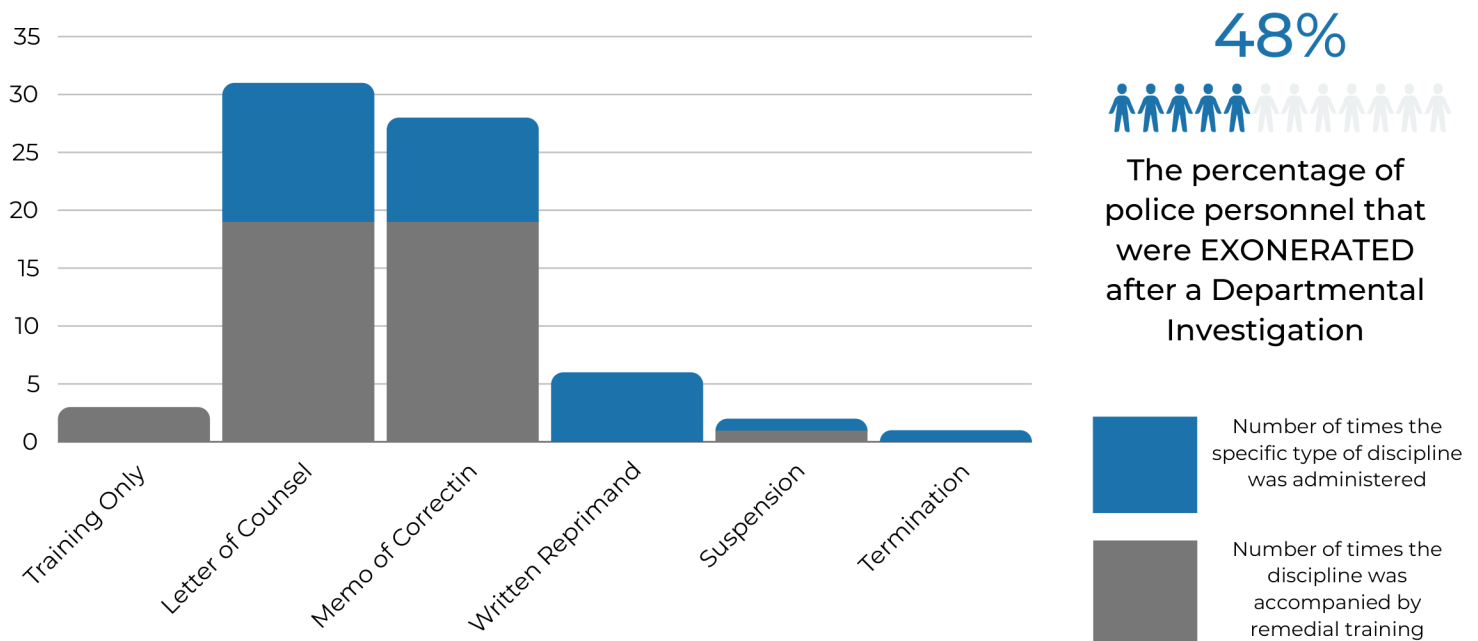
Half of the pursuits from 2022 (3) were initiated due to an Aggravated Assault on Police, while Kidnapping (1), Reckless Driving (1) and a Stolen Vehicle made up the other three offenses. All of the pursuits covered an average distance of less than 1 mile, except for the Kidnapping pursuit, which lasted over 22 miles. The Kidnapping pursuit also lasted over 37 minutes, while the average of the other five pursuits was just over 2 minutes in duration.

DISCIPLINARY ACTION SUMMARY

All Departmental Investigations (DI) with a sustained finding result in the administering of discipline to the subject employee. Discipline is broken down into two categories, punitive and non-punitive. Non-punitive discipline is any discipline below a suspension. This includes Remedial Training Only, Letter of Counsel, Memo of Correction, and Written Reprimand. Punitive discipline includes suspensions of any duration and termination. The data below provides an overview of the discipline administered in 2022.

Discipline Breakdown

The graph below illustrates the various types of discipline administered to the 49 police personnel who had a sustained finding at the conclusion of their Departmental Investigation (DI)



NOTE: The data above does not reflect the 4 Departmental Investigations (DI's) that concluded with a sustained finding, but no discipline was administered as a result of the employee retiring (2) or resigning (2). The 2 resignations were in lieu of termination.

In 2022, a variety of disciplinary/corrective actions were taken for employees with a sustained finding at the conclusion of a departmental investigation. The severity of the disciplinary action was reflective of the policy violation committed, the employee's prior discipline history, and commendation history.

Over the course of this last year, the department implemented a training only form of corrective discipline. This was implemented after the last accreditation review. Training only was administered three (3) times in 2022. Letter of Counsel and Memo of Correction (19) were equally utilized this past year. These two corrective disciplinary actions made up 78% of the administered discipline.

The use of a Written Reprimand was utilized on 6 different occasions and were primarily associated with employee conduct (5) and one response to resistance matter. One (1) suspension was administered this year, which was progressive discipline related to traffic accidents. Finally, two (2) terminations were completed in 2022. One termination was for employee performance, while on probation and the other was for criminal conduct, while off-duty.

EARLY WARNING SYSTEM

The Early Warning System (EWS) is designed to assist in the identification of employees experiencing performance issues and/or personal problems that may be negatively impacting job performance. The EWS is a non-punitive system designed to address employee issues at their onset. An EWS alert is generated when documentation on an employee in the IAPro system meets pre-determined thresholds. The Professional Standards Unit (PSU) reviews these alerts and assigns them to the employee's immediate supervisor for review. In 2022, PSU disseminated 27 EWS alerts. A breakdown of those EWS alerts is below:

EWS Type	Alert Threshold	Outcome
Response to Resistance	10 or more response to resistance entries for an employee in 1 month	<ul style="list-style-type: none">• False Alert (10)• Additional Training (2)• Supervisor Consult (1)
Accidents	2 or more vehicle related incidents in 15 months (collisions or pursuits)	<ul style="list-style-type: none">• False Alert (3)• Additional Training (3)• Supervisor Consult (4)
Complaints	3 or more complaints in 15 months	<ul style="list-style-type: none">• Additional Training (1)• Supervisor Consult (1)

In addition to the alerts noted above, there were 2 alerts specifically related to "Traumatic Incidents." The threshold for "Traumatic Incidents" is 2 or more incidents in a 6 month period. The Professional Standards Unit (PSU) does not review these alerts. Alerts based on "Traumatic Incident" documentation are routed to the Employee Assistance Program manager for review and intervention. Matters of mental health are HIPAA protected and therefore are not reported on further.

The EWS in place seems to be an effective tool as it provides a good baseline for when a more in-depth review of an employee's prior conduct should be completed. While there were a number of false alerts triggered by the system, they were easily reviewed and dismissed if unwarranted. There were less false alerts with respect to accidents and complaints than false alerts related to response to resistance. Future consideration will be given to adjusting thresholds for response to resistance based on the employee's assignment.

INVESTIGATION TIMEFRAMES

The Memorandum of Understanding (MOU) between the City of Glendale and the Glendale Police Officers Coalition (GPOC) outlines administrative investigation completion timeframes. The Officer's Bill of Rights indicates administrative investigations will be completed within 120 days. The 120 days starts when the member of GPOC is served with a Notice of Investigation (NOI) and is considered completed on the day the final findings or notice of intent to discipline is completed and available for the represented member to review. An extension beyond the 120 days maybe authorized, so long as the subject employee is notified and provided a projected completion date, the reason why more time is needed and an investigation status.

The data below summarizes the investigation timeframes for the Departmental Investigations (DI) completed in 2022.

57

Average Number of Days to Complete a DI

On average, Departmental Investigations are completed in less than half the time allotted in the MOU

19

Number of Days Improvement in Completion Rate

Departmental Investigations were on average completed 19 days faster than in 2021

01

Number of Investigation Extensions Approved

A single 30-day extension was granted for a Departmental Investigation in 2022 due to volume of material to review

PROFESSIONAL STANDARDS UNIT

Your Professional Standards Unit strives to provide the highest levels of service, while promoting accountability and furthering our department's commitment to excellence.



Sgt. Cloud

EMAIL: wcloud@glendaleaz.com

Sgt.
Flosman

EMAIL: jflosman@glendaleaz.com



Sgt. Bayer

EMAIL: cbayer@glendaleaz.com

Lt. Hinde

EMAIL: zhinde@glendaleaz.com

