

**BUREAU OF INTEGRITY  
AND PROFESSIONAL STANDARDS**



**2021  
ANNUAL REPORT**

# Bureau of Integrity and Professional Standards 2021 Annual Report

Mission Statement.....2

**Internal Affairs Division:**

2021 Overview.....3  
Complaint Procedures .....4  
Complaint Classification .....5  
Complaint Disposition Definitions.....6  
Special Complaint Dispositions.....7  
IAD Investigations and Supervisory Resolutions by Source.....8  
Charts and Graphs.....9-14

**Systems and Process Review Division:**

2021 Overview.....

In lieu of distributing the 2021 Bureau of Integrity and Professional Standards Annual Report, this report will be posted on the PSP Intranet.

# Bureau Mission Statement

**Ensure integrity and productivity are maintained throughout the Department by:**

**Promoting voluntary compliance to Department rules, regulations, and policies;**

**Investigating allegations of misconduct promptly, thoroughly, and fairly;**

**Overseeing periodic inspections and conducting reviews of all Department facilities, records, equipment, and personnel;**

**Guaranteeing the public is served by a well disciplined, responsive, and efficient State Police force.**

## **Internal Affairs Division 2021 Overview**

During calendar year 2021, the Bureau of Integrity and Professional Standards, Internal Affairs Division (IAD), processed 1,979 complaints. This number is comprised of citizen complaints; internally initiated complaints by Department personnel which alleged a violation of Department Regulations; use of force, weapon discharge, or legal interventions as required by Department Regulation; and, civil litigation involving Department personnel.

Of these 1,979 complaints, 294 investigations were conducted and 164 were handled as Supervisory Resolutions. This number represents a decrease from the 344 investigations conducted during calendar year 2020.

The remaining complaints were processed as Information Only. In those instances, no investigation was necessary based upon the information provided by the complainant. This information either identified someone other than Pennsylvania State Police personnel involved in the alleged misconduct, and, as such, the complaint was referred to another agency; a determination was made that no discernible misconduct, in violation of Pennsylvania State Police policies or procedures, was identified; the complaint was previously investigated; or the issues raised in the complaint were pending court proceedings.

### **COMPARISON OF CITIZEN COMPLAINTS VERSUS CITIZEN CONTACTS**

Of the 1,979 complaints processed in 2021, 804 were initiated by citizens. Of that number, 54 resulted in an IAD investigation being conducted. The remaining citizen-generated complaints were classified as Information Only, or handled as Supervisory Resolutions.

Comparison of the total number of statewide Trooper – citizen contacts in 2021, 2,529,700 (1,608,522 assigned police incidents, plus 921,178 traffic-related contacts), to the 54 citizen complaints resulting in an investigation, revealed a ratio of 1 citizen complaint investigation for every 46,846 citizen contacts. In 2020, this ratio was 1 citizen complaint investigation for every 34,952 citizen contacts.

## COMPLAINT PROCEDURES

The Pennsylvania State Police, Internal Affairs Division thoroughly investigates all allegations of personnel (enlisted or civilian) misconduct.

There are several methods for citizens to file complaints alleging misconduct by Department personnel. Complaints can be filed at any PSP installation, 24 hours a day, 7 days a week, either in person, telephonically, or in writing. This includes filing complaints directly with the Internal Affairs Division by calling the toll-free line, 866-426-9164, or by downloading, completing, and mailing a Complaint Verification Form located on the Pennsylvania State Police Website at [www.psp.pa.gov](http://www.psp.pa.gov). In addition to the above methods, an electronic email complaint form was added to the PSP Website on 10/03/16.

## ANONYMOUS COMPLAINTS

Anonymous complaints have been a controversial issue since the inception of the Bureau of Integrity and Professional Standards. However, anonymous complaints continue to have minimal impact upon the total number of complaint investigations conducted. Of the six (6) anonymous complaints received in 2021, three (3) resulted in Supervisory Resolutions, one (1) resulted in a full IAD investigation and two (2) did not meet the criteria for investigation. The six (6) anonymous complaints accounted for less than one (1) percent of the complaints processed by the Internal Affairs Division.

## IAD INVESTIGATION TYPES

For reporting purposes, investigations conducted pursuant to an IAD complaint are classified as either an IAD Investigation or a Supervisory Resolution.

***IAD Investigations*** are conducted as a result of a misconduct allegation which, if founded, would give rise to formal discipline (written reprimand, suspension, demotion, transfer, or termination from employment). IAD Investigations also consist of those incidents which automatically require an investigation due to Department Regulations. This would include legal intervention, weapon discharge, use of force whereby the actor receives an injury requiring medical treatment, and civil litigation involving Department personnel.

**Supervisory Resolutions** are conducted for minor complaints or performance inadequacies best addressed through supervisory intervention rather than a formal Internal Affairs Division investigation. The Supervisory Resolution process is intended to afford Troop Commanders/Division Directors a mechanism by which minor complaints against members can be expeditiously resolved at the Troop/Bureau level; without the need to enter the complaints into the formal discipline system. Addressing and resolving minor complaints or performance inadequacies is a function of supervision and the chain of command.

## COMPLAINT CLASSIFICATION CATEGORY DEFINITIONS

Complaints are categorized by classification, sub-classification and specific allegation(s). The following are classifications used by IAD.

*Bias-Based Profiling:* Allegations involving the detention, interdiction, or other disparate treatment of any person on the basis of their racial or ethnic status rather than on the basis of reasonable suspicion.

*Code of Conduct:* Allegations involving general duty requirements not specifically covered in the other categories.

*Differential Treatment:* Allegations involving discrimination and hostile work environment.

*Domestic Violence:* Allegations involving the participation of Department personnel in Domestic Violence incidents including those served with a Protection from Abuse (PFA) Order.

*Sexual Impropriety:* Allegations involving sexual harassment or sexual misconduct against Department personnel. Sexual misconduct includes any uninvited or unwelcome sexual touching, sexual contact, or conduct of a sexual nature which victimizes another. Sexual misconduct also includes those types of conduct (whether or not criminally charged) which are described in the sexual offenses subchapter of the Pennsylvania Crimes Code as well as sections: 5901, Open lewdness; 6301, Corruption of minors (but only as it relates to acts of a sexual nature); and, equivalent offenses committed (whether or not criminally charged) in other jurisdictions.

*Technology:* Allegations involving inappropriate use of Department computers or misuse of network resources.

*Unlawful Conduct:* Allegations involving Crimes Code, Vehicle Code, or miscellaneous law violations.

*Use of Force:* Allegations involving excessive use of force, or incidents involving force which results in injury to the actor necessitating medical treatment.

*Vehicle Pursuit:* A pursuit in which legal intervention is employed or involves a crash resulting in serious injury or death.

*Weapon Discharge:* Incidents involving Department personnel discharging a firearm or explosive device, or being present when a firearm is discharged.

An additional classification, *Legal*, encompasses those investigations requested by the Office of Chief Counsel as a result of pending or anticipated civil litigation against Department personnel.

### **COMPLAINT DISPOSITION DEFINITIONS**

The following complaint dispositions are used specifically with the bias-based profiling, code of conduct, differential treatment, domestic violence, sexual impropriety, technology, and unlawful conduct investigation classifications.

*Sustained:* Investigation indicates misconduct did actually occur.

*Not Sustained:* Investigation failed to conclusively prove or disprove the allegation.

*Unfounded:* Indicates the incident did not or could not have occurred as alleged.

*Policy Void:* Indicates the action taken by involved personnel was not inconsistent with existing Department policy, but the complainant still suffered harm.

The following dispositions are used specifically with the use of force, vehicle pursuit, and weapon discharge investigation classifications.

*Justified:* The action taken was within the guidelines for the use of force, under the existing circumstances, as established by the Department.

*Improper:* The action taken exceeded the limits defined by the Department or by law for the use of force.

### **SUPERVISORY RESOLUTION DETERMINATION DEFINITIONS**

*No Issue:* The Supervisor found that the actions in question were within the guidelines of PSP Regulations.

*Performance Issue:* The Supervisor found that the actions in questions were not within the guidelines of PSP Regulations.

*IAD Investigation Warranted:* The Supervisor found that the actions in question should be addressed through an IAD Investigation.

## BIAS-BASED PROFILING, DOMESTIC VIOLENCE, AND SEXUAL IMPROPRIETY

Due to the significance of *Bias-Based Profiling, Domestic Violence, and Sexual Impropriety* incidents, specific statistical information from 2019 - 2021 has been isolated in the following charts:

2019 / 2020 / 2021					
BIAS-BASED PROFILING, DOMESTIC VIOLENCE, AND SEXUAL IMPROPRIETY COMPLAINT TOTALS					
YEAR	Bias-Based Profiling	Domestic Violence (PFA issued)	Domestic Violence Related (no PFA issued)	Sexual Impropriety (Sexual Harassment)	Sexual Impropriety (Sexual Misconduct)
2019	12	8	6	3	7
2020	33	9	5	1	5
2021	25	1	8	4	8

Category	Year	Sustained	Not Sustained	Unfounded	Information Only	Pending
	Bias-Based Profiling	2019	0	1	9	1
2020		1	5	20	1	6
2021		0	4	21	0	0
Domestic Violence (PFA issued)	2019	0	5	0	2	1
	2020	0	4	1	0	4
	2021	0	0	0	0	1
Domestic Violence Related (no PFA issued)	2019	0	3	1	0	2
	2020	0	2	2	0	1
	2021	0	2	3	1	2
Sexual Impropriety (Sexual Harassment)	2019	2	1	0	0	0
	2020	0	0	0	0	1
	2021	1	0	1	0	2
Sexual Impropriety (Sexual Misconduct)	2019	1	0	6	0	0
	2020	1	0	1	0	3
	2021	2	1	3	0	2



## IAD INVESTIGATIONS AND SUPERVISORY RESOLUTION BY SOURCE

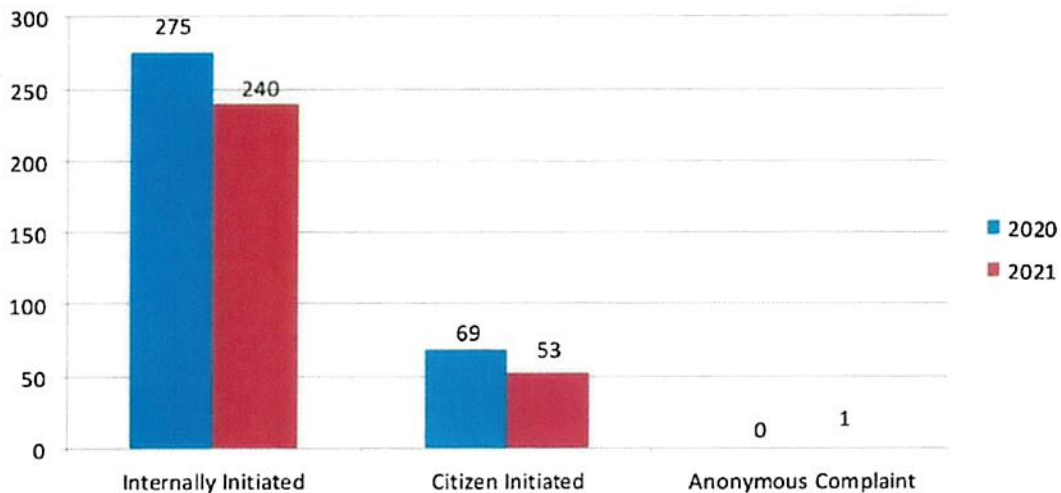
The following chart provides statistical information for each Troop showing the number of IAD Investigations and Supervisory Resolutions conducted in 2021, based on the complainant source.

<b>2021 IAD INVESTIGATIONS AND SUPERVISORY RESOLUTIONS COMPLAINANT SOURCE</b>				
<b>TROOPS</b>	<b>IAD Investigations</b>		<b>Supervisory Resolutions</b>	
	<b>Internally Initiated</b>	<b>Citizen Complaint</b>	<b>Internally Initiated</b>	<b>Citizen Complaint</b>
<b>A</b>	16	2	5	11
<b>B</b>	25	4	5	9
<b>C</b>	10	4	0	7
<b>D</b>	10	2	2	5
<b>E</b>	11	1	3	5
<b>F</b>	14	2	1	5
<b>G</b>	9	0	3	4
<b>H</b>	29	9	12	12
<b>J</b>	18	4	4	11
<b>K</b>	14	5	5	6
<b>L</b>	6	1	2	6
<b>M</b>	16	4	1	5
<b>N</b>	10	4	3	6
<b>P</b>	5	2	1	4
<b>R</b>	18	1	1	5
<b>T</b>	10	2	2	4
<b>Bureaus/Offices</b>	19	7	7	2

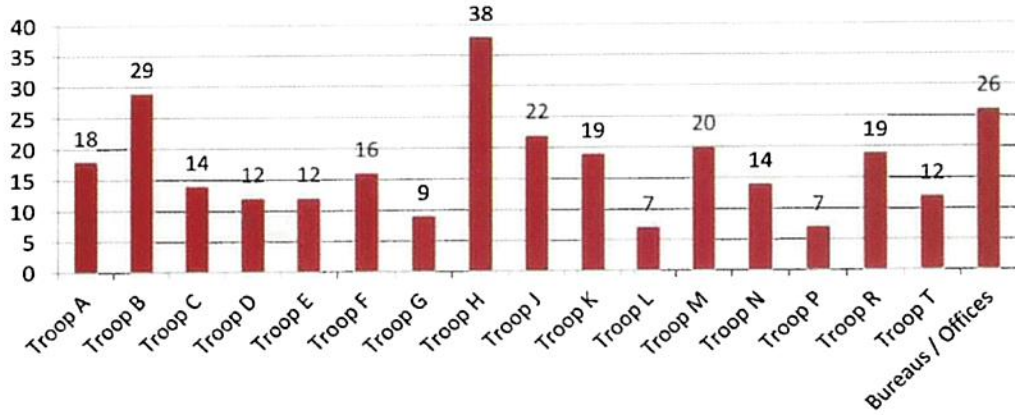
## CHARTS AND GRAPHS

The following charts detail the IAD Investigations and Supervisory Resolutions conducted in 2021. The investigations are broken down by complaint classification categories, Troop/Bureau assignment of the subject of the investigation, and the IAD Investigation disposition. Also included are two (2) tables specifically outlining allegations and their adjudications. In most cases, there is more than one (1) allegation affiliated with a complaint/investigation. Subsequently, the total number of allegations exceeds the total number of investigations. Similarly, sometimes a single complaint was made against multiple members which resulted in a Supervisory Resolution being initiated against each member. As a result the number of complaints resulting in Supervisory Resolutions differs from the number of actual Supervisory Resolutions.

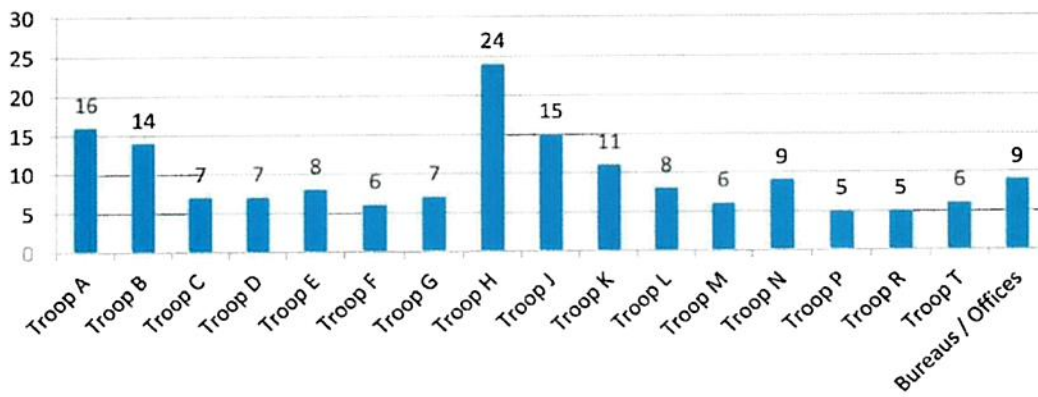
### Internal Affairs Investigations by Complaint Source 2020 versus 2021



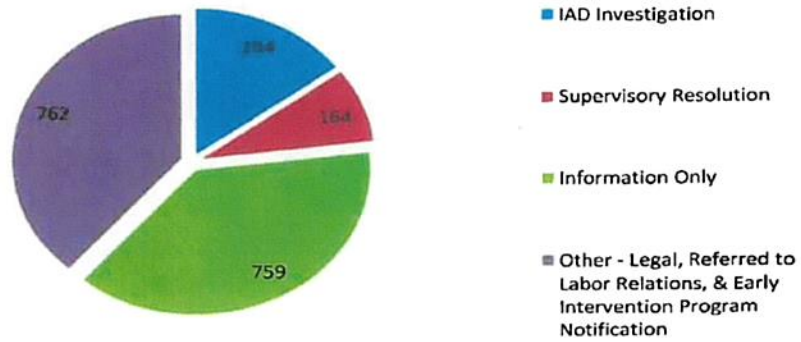
### 2021 Internal Affairs Investigations Troop/Bureau/Office



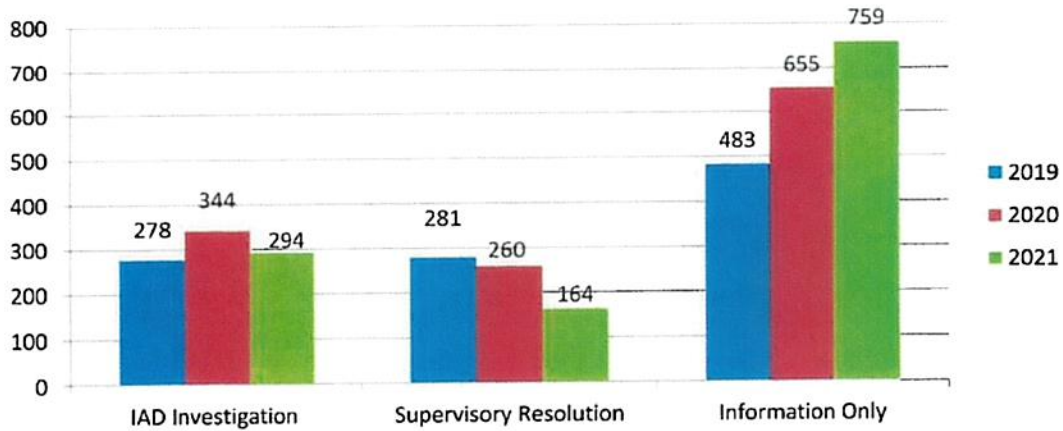
### Supervisory Resolutions 2021 Troop/Bureau/Office



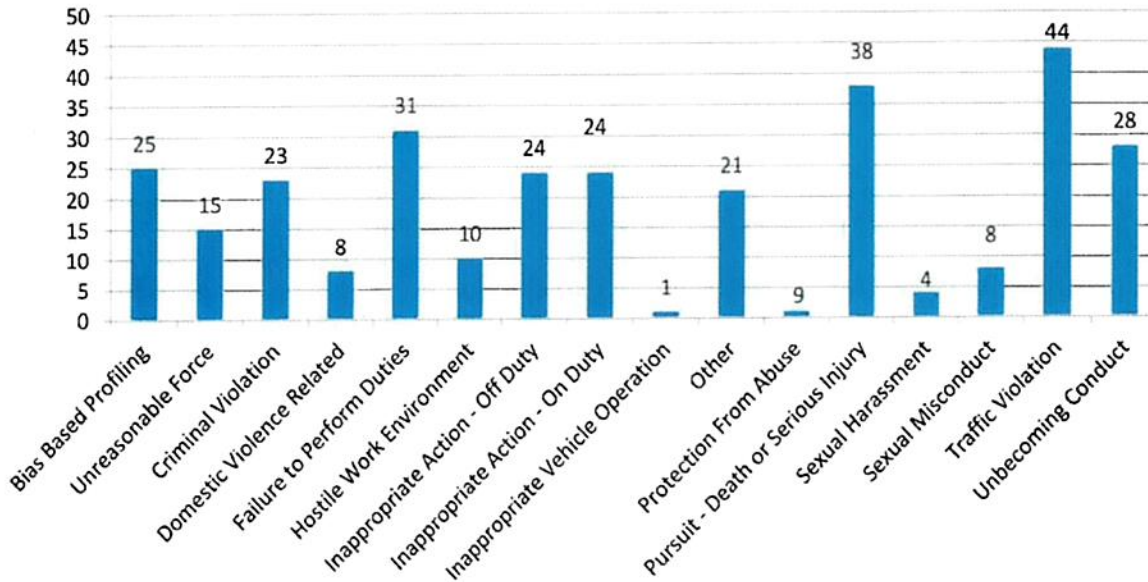
## Complaint Designations for 2021 Calendar Year



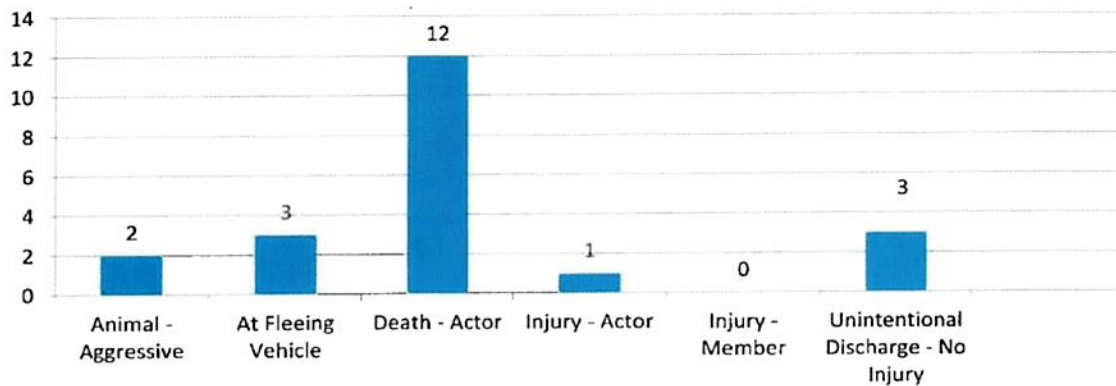
## IAD Investigations, Supervisory Resolutions, and Information Only(s) 2019 – 2021 (Calendar Year)



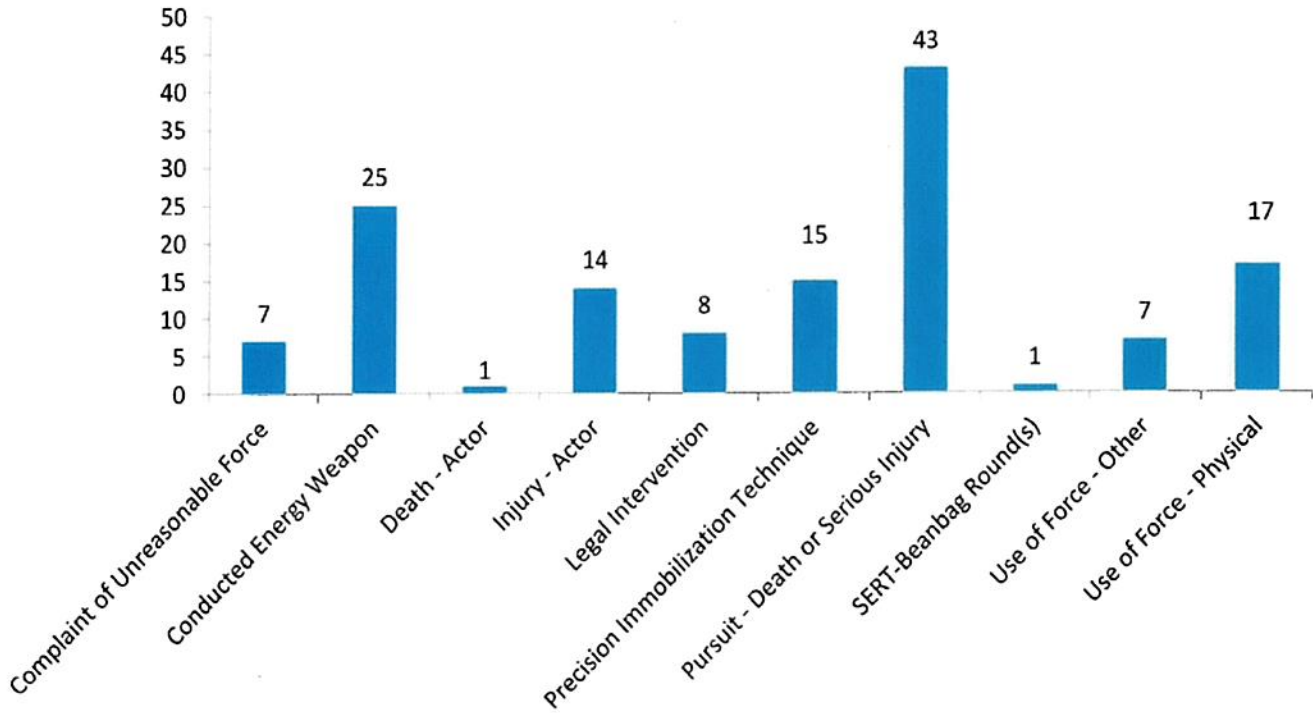
### 2021 Internal Affairs Investigations By Incident Type - Complaint



### 2021 Internal Affairs Investigations By Incident Type - Firearm Discharge

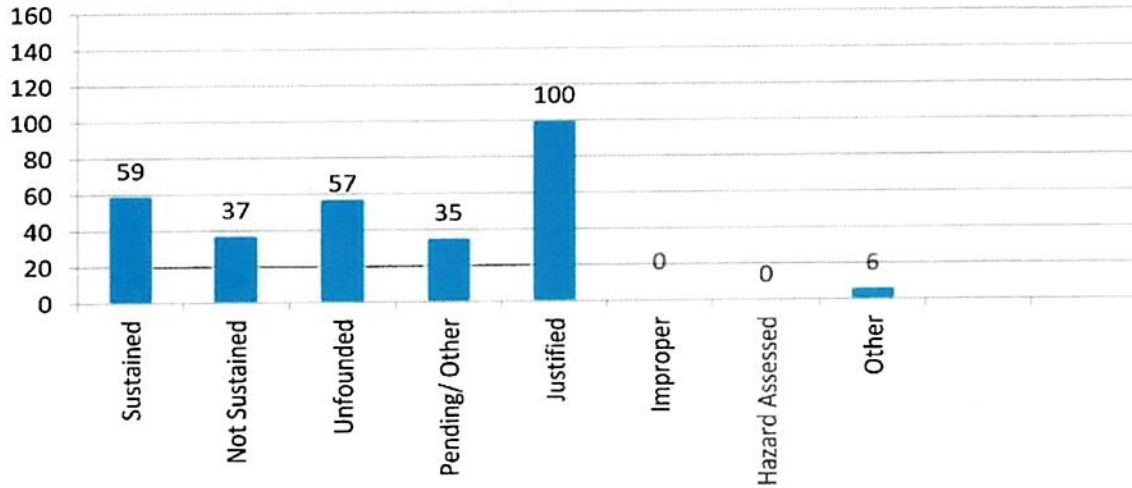


## 2021 Internal Affairs Investigations By Incident Type - Use of Force

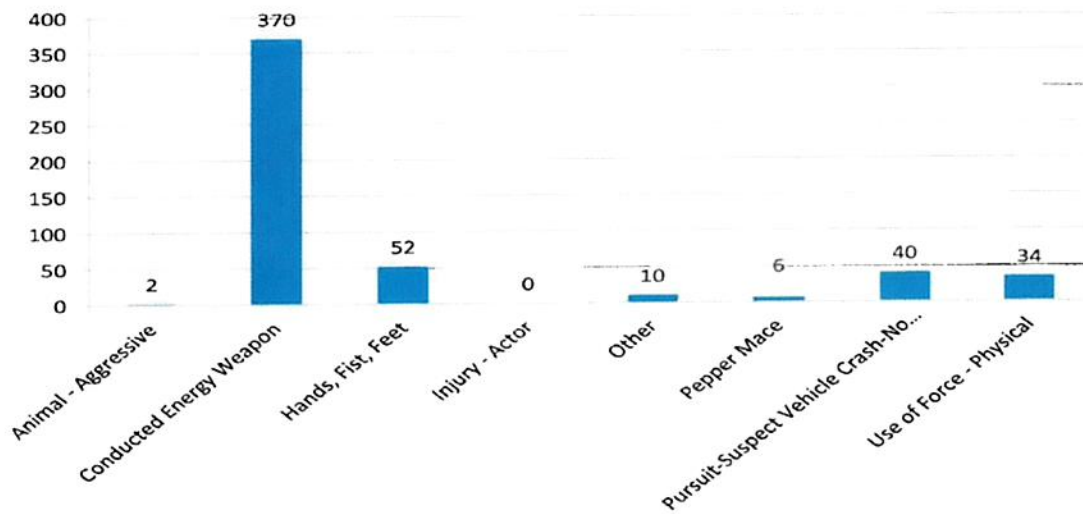


\*Some investigations contain more than one Use of Force Type or Allegation.

## 2021 Internal Affairs Investigations Dispositions



## 2021 Early Intervention Program Notification By Force



# **Systems and Process Review Division 2021 Overview**

The Systems and Process Review Division conducted 58 reviews of Department locations during 2021. Each review encompassed an in-depth inspection of facilities, vehicles, equipment, personnel, records, reports, and when applicable, secured property. Allocation and utilization of resources, adherence to Department goals and strategies, operational efficiency, and the administration of police services were also evaluated. Where appropriate, operations were divided into the following functions: Patrol, Crime, Staff, Property Management System, Unit, Bureau, Office, and Task Force. Each function was critically assessed for performance, effectiveness, and compliance with existing regulations. Based upon their levels of achievement and comparison to other locations within the Department, Exceptional, Commendable, Satisfactory, Needs Improvement, or Unsatisfactory ratings were assigned to each function. Also, the Systems and Process Review Division conducted eight (8) Specialty Reviews during 2021.

Of the 58 total reviews conducted, 50 were scheduled reviews, which included five (5) Troop Headquarters, 20 Stations, three (3) Bureau Headquarters, one (1) detached Bureau location, nine (9) Unit locations, nine (9) Office locations, and three (3) Task Force locations. The remaining eight (8) reviews were Specialty Reviews.

The majority of the functions were deemed Exceptional or Commendable. Of the 139 total individual functions rated, one (1) received an Unsatisfactory rating. As a result of their exemplary administration, 60 functions earned Exceptional ratings and merit recognition as follows:

Bureau of Communications and Information Services (BCIS), Staff Function

Bureau of Criminal Investigation (BCI), Central Computer Crimes Task Force,  
Task Force Function

BCI, Organized Crime Unit – Erie, Unit Function

BCI, Organized Crime Unit – Harmarville, Unit Function

BCI, Organized Crime Unit – Jonestown, Unit Function

BCI, Organized Crime Unit – Wilkes-Barre, Unit Function

BCI, Tactical Intelligence Unit – Franklin, Unit Function

BCI, Tactical Intelligence Unit – Harmarville, Unit Function



BCI, Western Auto Theft Task Force, Task Force Function

Bureau of Emergency and Special Operations, Aviation Patrol Unit-Franklin,  
Unit Function

Bureau of Forensic Services, Staff Function

Bureau of Gaming Enforcement (BGE), Meadows – Washington Office, Staff  
Function and Property Management Function

BGE, Presque Isle – Erie Gaming Office, Office Function, Staff Function and  
Property Management Function

BGE, Valley Forge Gaming Office, Crime Function and Staff Function

BGE, Wind Creek Bethlehem Gaming Office, Crime Function and Staff Function

Bureau of Liquor Control Enforcement (BLCE), District Enforcement Office #1,  
Philadelphia, Office Function and Property Management Function

BLCE, District Enforcement Office # 4, Pittsburgh, Office Function and Property  
Management Function

BLCE, District Enforcement Office # 5, Altoona, Office Function and Property  
Management Function

BLCE, District Enforcement Office # 6, Williamsport, Office Function and  
Property Management Function

Bureau of Records and Identification, Staff Function

Bureau of Training and Education, Southeast Training Center,  
Staff Function

Troop A, Ebensburg, Staff Function and Property Management Function

Troop A, Indiana, Staff Function

Troop A, Somerset, Staff Function and Property Management Function

Troop C, Ridgeway, Staff Function and Property Management Function

Troop E, Corry, Patrol Function and Staff Function

Troop F, Lamar, Patrol Function, Staff Function, and Property Management Function

Troop F, Selinsgrove, Patrol Function, Staff Function, and Property Management Function

Troop H, Harrisburg, Crime Function, Patrol Function, Staff Function, and Property Management Function

Troop K, Philadelphia, Staff Function

Troop M, Belfast, Crime Function, Patrol Function, and Property Management Function

Troop M, Bethlehem, Staff Function

Troop N, Bloomsburg, Crime Function, Patrol Function, and Staff Function

Troop T, Highspire, Staff Function

Troop T, Somerset, Patrol Function and Staff Function

No Action Recommendations were submitted during 2021; however, multiple recommendations were noted in the Specialty Reviews.

## **RISK MANAGEMENT SECTION**

### **Early Intervention Program**

The Risk Management Officer oversees the Department's Early Intervention Program (EIP). The purpose of the EIP is to aid supervisors in identifying members/enforcement officers who may be having difficulty managing stress or are exhibiting a pattern of conduct, which may be of concern to the Department. The goal of the EIP is to divert members/enforcement officers from the disciplinary system.

At the onset of 2021, there were six (6) members in the EIP, all a result from a Supervisory Nomination. During the calendar year 2021, an additional four (4) members were nominated for inclusion in the program. There are currently five (5) members enrolled in the EIP.

Members were also monitored during 2021 for EIP inclusion due to Sick Leave Notices and/or Restrictions, as detailed by the Public Safety Human Resource Delivery Center. There were no Sick Leave Restrictions issued during this reporting period.

As part of the EIP, members were monitored in 2021 for inclusion into the program because their Member Performance Evaluation (MPE) contained ratings of

“Needs Improvement.” For those notifications received, 10 members were given a “Needs Improvement” rating on their Annual/Interim MPE, and a Member Performance Improvement Plan was also initiated.

### **Random Drug Testing Program**

The Random Drug Testing Program was transferred from the Equality and Inclusion Office to the BIPS Risk Management Section in May 2016. In December 2020, a Request for Quote (RFQ) was prepared and submitted for administration of the Random Drug Testing program. Two (2) vendors responded to the RFQ and Recovery Trek, was selected to continue to oversee the program. During the 2021 calendar year, 475 tests were conducted in accordance with Field Regulations (FR) 3-5. Of those, 27 tests were performed on Liquor Control Enforcement Officers. Of the 475 tests conducted, 464 resulted in negative results, and 11 resulted in negative-dilute results.

In compliance with the United States, Department of Health and Human Services (DHHS) and the United States, Department of Transportation (DOT) 49 CFR Part 40, Federal Testing Standards for Random Drug Testing expanded at the onset of 2018, to include testing for synthetic opioids. Effective August 2020, an agreement was reached in corroboration with the Pennsylvania State Troopers Association (PSTA) to expand the current testing panel. The new panel will now include Marijuana Metabolite (THC), Cocaine metabolites, Opiate metabolites, Phencyclidine (PCP), Amphetamines, Barbiturates, 6-Acetylmorphine, Methadone, Fentanyl, and four semi-synthetic opioids: Hydrocodone, Oxycodone, Hydromorphone, and Oxymorphone – common names for these substances are OxyContin, Percodan, Percocet, and Vicodin.

In addition, future tests resulting in a negative-dilute determination shall require retesting of the member. Recovery Trek has introduced a new drug testing technology, *Proof*, which is being reviewed as an option to conduct negative-dilute retests.